
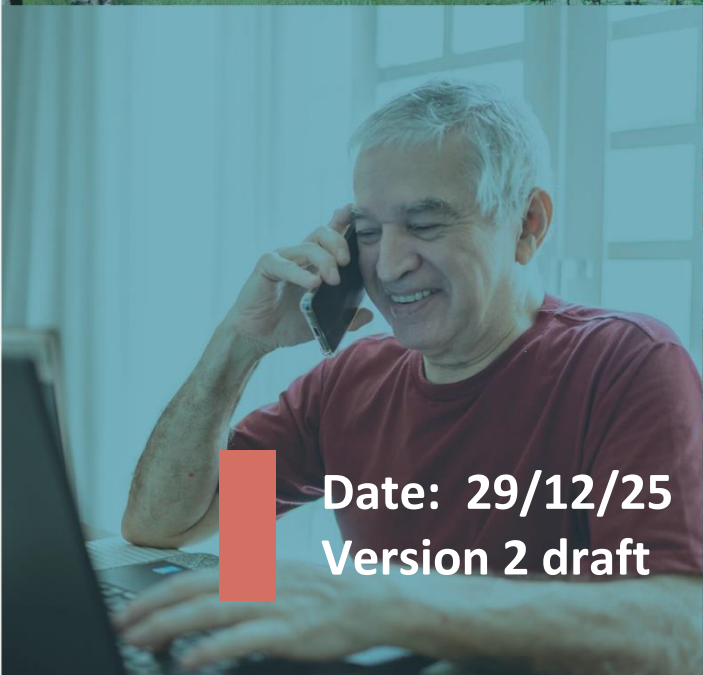




MKCC Code of Conduct for Resident Involvement



Date: 29/12/25
Version 2 draft

Introduction

Resident engagement is a vital part of shaping services and ensuring that residents' voices are heard. Everyone who is a registered resident is warmly invited to take part in involvement sessions, meetings, and activities. These sessions are designed to give you the opportunity to share your views, influence decisions, and work collaboratively with others to improve our housing services.

To make these sessions and activities productive, respectful, and enjoyable for all participants, we ask that you follow this MKCC Code of conduct for Resident involvement.

Purpose & Scope

The Code of Conduct sets out the standards of behaviour and responsibilities expected from everyone involved. By adhering to these guidelines, we can create an inclusive, safe, and constructive environment where every voice is valued, and discussions lead to positive outcomes.

The Code applies to all residents participating in formal tenant engagement activities, including scrutiny panels, steering groups, and other MKCC involvement forums. It also applies to any MKCC employees attending sessions, who remain subject to the MKCC Employee Code of Conduct. These standards cover all engagement activities—before, during, and after meeting and including any communications such as emails or online platforms.

Expected Behaviour

We shall operate a respect agenda. This means:

- Be respectful and fair to everyone.
- Do not use rude, offensive, or discriminatory words.
- Arrive on time for meetings or activity.
- Talk about the topic being discussed and give everyone a chance to join in.
- Only one person should speak at a time. Listen carefully and let others finish speaking before you talk.
- Use simple words and no jargon, if you do explain what it means.
- Respect other people's opinions, even if they are different from yours.
- Mobile phones must remain on silent throughout meetings and interview panels to prevent any disruptions.
- Decisions should be made together, either by agreement or a vote, and once a decision is made, everyone should support it.
- Agree and abide by the terms of reference where applicable.

Confidentiality & Data Protection

All information accessed must be treated as confidential and handled in compliance with GDPR and MKCC policies. To ensure that we comply with the provisions of the Data Protection Legislation (Data Protection Act 2018) which governs the protection of personal data.

All members must sign a confidentiality agreement before participating in meetings where sensitive or personal data may be discussed. Any personal, sensitive, or business information shared or accessed during meetings must remain strictly confidential and must not be disclosed, passed on, or distributed to anyone outside the group. This includes, but is not limited to, the press, media, or any external parties.

Any concerns or breaches should be reported to the MKCC Data Protection Officer at data.protection@milton-keynes.gov.uk or to the resident engagement email resident.engagement@milton-keynes.gov.uk

Conflict of Interest

To maintain transparency and impartiality, members must declare any personal, financial, or other interests that could influence their judgment or decisions during resident engagement activities. This includes, but is not limited to:

- **Personal Interests:** Relationships with individuals or organisations that may benefit from decisions made by the panel (e.g., family, friends, or close associates).
- **Financial Interests:** Any direct or indirect financial stake in a contractor, supplier, or organisation connected to MKCC services.
- **Organisational Affiliations:** Membership or leadership roles in community groups, charities, or businesses that could be affected by panel recommendations.
- **Political Interests:** Active involvement in political parties or campaigns that could influence impartiality.
- **Other Conflicts:** Any situation where loyalty to another organisation or cause might compromise objectivity.

Declaration Process:

- All members must complete a Conflict-of-Interest form upon joining and update it whenever circumstances change.
- At the start of each meeting, members should verbally declare any relevant interests related to agenda items.

Managing Conflicts:

- Where a conflict exists, the member should recuse themselves from related discussions and decisions.
- The Chair will record declarations in the meeting minutes and ensure appropriate steps are taken to maintain fairness.

Equality & Diversity

The Equality Act 2010 protects everyone against unfair treatment based on nine protected characteristics: age, disability, gender reassignment (including those in transition), marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. All participants must treat others fairly, respect differences, and ensure meetings are inclusive and accessible. Discrimination, harassment, or victimization will not be tolerated. For full details, see the

<https://www.milton-keynes.gov.uk/your-council-and-elections/council-information-and-accounts/accessibility-and-equality/milton>.

Breaches of Code of Conduct

We expect all residents to follow this Code of Conduct to ensure engagement activities remain respectful and productive. If these standards are not met, appropriate action will be taken as outlined below.

Concern	Examples	Process
Failure to adhere to Resident Involvement Code of Conduct	Disruptive or rude behaviour, or non-declaration of conflict of interest	Verbal/training → written warning → Suspension → Removal
Confidentiality Breach	Sharing private or sensitive information	Written warning/ training → Suspension → Removal
Failure to adhere to terms of reference	Disregarding the agreed rules and expectations as set out in the terms of reference	Verbal/training → written warning → Suspension → Removal
Rent Arrears – Legal action	Non-payment of rent resulting in receiving a Notice of seeking possession	Immediate suspension or removal from activities
Anti-Social Behaviour – Legal action	Harassment, threats, or nuisance behaviour resulting in legal action such as Notice of seeking possession or injunction	Immediate suspension or removal from activities
Other Tenancy/Lease Breaches	Any breach of tenancy or lease agreement resulting in legal action	Immediate suspension or removal from activities

The following steps outline the process of how we manage breaches of the Resident involvement Code of Conduct to ensure fairness, transparency, and consistency:

- **Identification:** Breach reported or observed.
- **Review:** Assessment by Resident Engagement Team Leader.
- **Notification:** Resident informed of the breach and any proposed action.
- **Opportunity to Respond:** Resident may provide explanation or information within 10 working days.
- **Decision:** Final decision made by Housing Operations Manager and communicated in writing.
- **Record Keeping:** All actions documented for transparency.

Review

We will formally review the Resident Involvement Code of Conduct every two years, or sooner if changes in legislation, regulation, or best practice require it. As part of this process, we will consult with residents to ensure their views are considered.

I hereby agreed to abide by the terms and conditions of the Milton Keynes City Council Code of Conduct for Resident Involvement

Name

Signed

Date



Milton Keynes
City Council