

Group Governance Summary Communications

Report from:	People and Places Committee		
Date of meeting:	30 July 2024		
Report author:	Shefali Kapoor		
Summary of key items discussed at the meetings:		Decisions made and actions agreed:	
1. Members discussed their Committee Effectiveness Statement. 2. Members received the Quarter 1 24/25 Performance Report. 3. Members were presented with the Inspired by Our Communities Report. 4. The Customer Care Annual Report was received by members. 5. Members were invited to ask questions on the Annual Lettings Report and accepted the statement of the Executive Director Landlord Community Services and confirmed that all affordable and social lettings activity was carried out according to relevant policy.		1. See the Chair’s Statement in item 12. 2. See item 10 for Committee’s comments and recommendations on Performance. 3. Members approved the revised complaints handling policy, commented on complaints performance, and recommended the new Acceptable Behaviour Policy to Board (item 6). 4. The TSM results for Q1 were noted and discussed, and the draft Customer Involvement Framework was approved. 5. Committee agreed to customer satisfaction performance being reported through quarterly performance reports, and the priority actions for 2024/25.	
Specific actions and recommendations for this Meeting			
1. Committee’s comments and recommendations on the Performance Report to Board 2. Committee Effectiveness Statement to Board.			