Group Governance Summary Communications

Report from:	People & Places Committee	
Date of meeting:	16th May 2023	
Report author:	Shefali Kapoor	
Summary of key items discussed at the meeting:		**Decisions made and actions agreed:**
1. Members received the Futures Corporate Plan 2023/24, highlighting the priorities for the year ahead. 2. Members received the YE Performance Report and discussed the action being taken by Property Services to address shortfalls and recruitment, the success of the Advice Team and increases in complaints. Members requested more regular information with regards complaints and highlighted that communication continued to be a concern. 3. Members received the ASB and Hate Crime Annual Report, and discussed the use of mediation services. The issue of tenant communication was raised, as well as discussion on how cases would be categorised. 4. Members received the Responsive Repairs Policy Consultation and the low attendance at the focus group. It was discussed that point 4.2 of the policyncould be confusing for tenants. 5. Members were presented with the Age Friendly Strategy, with discussion taking place around the With Care café schemes and the external consulation.		1. Members noted and commented on the actions identified that would fall within the remit of the committee as part of the Corporate plan. 2. Members agreed that areas of concern be reported to Board and approved the targets for Income Collection and Voids. Members agreed that the hub improvement plan be the topic for August's meeting. It was agreed that complaints updates would feature in the monthly Board/Committee briefing. 3. Members discussed and agreed the proposed areas of priority for 2023/24. It was agreed that officers would consider terminology and assess criteria. 4. Members requested a minor tweak to the policy wording, so it would be more explicit for tenants. It was agreed that promotion of events would be reviewed to increase reach. 5. Members discussed the proposed areas of priority for the new strategy.

6. Members received the Inspired by our Communities Update Report and discussed the upcoming Tenant Voice event on the 17th June, the planned visits to other RPs for best practice. 7. Members were presented with the Empty Homes Standard and agreed that this would get tenancies off to a good start. 8. Members received the Safeguarding Annual Report and discussed current provision and training. 9. Members revisited the Compensation Policy, following changes and discussions from the February meeting. Members discussed the detail on timeframes included in the policy and highlighted areas which could cause confusion to tenants.	6. Agreed the specific proposals set out to strengthen the Tenant Voice in Decision Making. Members suggested channels of promotion for the event, and agreed to attend and support on the day, along with being part of the planned visits/ 7. Members noted the pilot work being undertaken and agreed regular updates to the Committee which will include customer satisfaction and cost benefit analysis. 8. Members confirmed that this report provides assurance that Southway is meeting its Safeguarding obligations. 9. Members agreed that the wording could be tightened on the timeframe and the amendments agreed with the Chair.

Specific actions and recommendations for this Meeting

- Committee's comments on performance will be raised at Parent Board in June, as will feedback on Repairs Policy, Age Friendly Strategy, Inspired by Our Communities.

- The Chair said that she was unable to attend the Board meeting in June and would like to agree the wording of her summary in advance of that. Matthew Maouati said that David Hampton could potentially answer questions as he would be present.