

Group Governance Summary Communications

Report from:	People and Places Committee	
Date of meeting:	20 th May 2025	
Report author:	Shefali Kapoor	
Summary of key items discussed at the meetings:		Decisions made and actions agreed:
- Members were presented with information on Fire Risk Assessments and an update on the outstanding issue at Ferndene Gardens. - Members received and discussed the Year End Performance Report; their comments can be found in item 10 of this agenda. - Committee discussed the Customer Voice and Experience Report and challenged the potential use of AI. - Members received the Consumer Standards Update Report and discussed the recent inspection from the Regulatory of Social Housing. - Members discussed the Safeguarding Annual Report - Committee received the first Tenancy Management Annual Report, which is now combined to highlight an integrated service. - Committee discussed the Annual Age Friendly Report, highlighting the importance of accessibility within neighbourhoods.		- It was agreed that members would receive a presentation on Home Improvement and Energy Surveys at July's meeting. - Committee approved the proposed Performance Indicator targets and tolerance methodology. - Members noted that a draft revised Customer Compensation Policy will be presented at November's meeting. Members were assured that they would receive a comprehensive lessons learnt update at July's meeting. - Committee confirmed that it had adequate assurance that planned actions would enable Southway to achieve compliance with Consumer Standards. - Committee confirmed that it had assurance that safeguarding obligations are being met. - Members approved the proposed amendments to the ASB Policy and noted improved ASB performance. David Hampton gave an overview of the Good Neighbour Project to further Committee's understanding.

8. Committee received and challenged the proposed Environmental Maintenance Policy.	7. Committee agreed the priority Age Friendly actions for 2025/26. 8. It was agreed that member David Hampton would have final oversight of the Environmental Maintenance Policy once the agreed amendments were made from advance questions and comments raised in the meeting. Committee will be provided with the amended policy at July's meeting.
Specific actions and recommendations for this Meeting	
Parent Board to receive Committee's comments on performance, see item 10 .	