

Group Governance Summary Communications

Report from:	People & Places Committee	
Date of meeting:	30th November 2023	
Report author:	Shefali Kapoor	
Summary of key items discussed at the meeting:	Decisions made and actions agreed:	
1. Committee discussed the Performance Report for Q2 and received a Spotlight Report on Income Collection 2. Committee were presented with the new Community Investment Strategy and Annual Report. 3. Members discussed the new Digital Access Strategy. 4. Committee received an update on the wider Inspired by Our Communities project. 5. Members were presented with updated policies for ASB and Hate Crime. 6. The Annual Report for Equalities was presented for discussion. 7. Members were presented with the annual Customer Care report. 8. Members were presented with the Value for Money report. 9. Members received an update on the Tenant Scrutiny Panel.	1. Members agreed that the topic for February's Spotlight Report would be Voids. 2. Members approved the new Community Investment Strategy 2023-27 subject to an additional section on intersectionality and disability. 3. Members discussed and approved the new Digital Access Strategy 2023-26. 4. Committee approved the proposal to strengthen tenant influence in decision making, following up on discussions at the Committee Away Day. 5. Members approved the ASB Policy and the Hate Crime Policy subject to hate crime reporting centres being added. 6. Members agreed the customer priorities for the new Equalities Scheme which will be presented to the Board. 7. Committee approved the Customer Care Standards Policy.	

	8. Members were presented with benchmarking results, summary of the current position and the budgetary target adopted. 9. Committee noted the updates provided on the Tenant Scrutiny Panel activity.
Specific actions and recommendations for this Meeting	
1. The Chair would provide an update to Board on the Performance Report. 2. Committee's comments on the following items would be fed back to Board: - Equalities Report - Value for Money - Tenant Influence	