

Group Governance Summary Communications

Report from:	People and Places Committee	
Date of meeting:	14 th May 2024	
Report author:	Shefali Kapoor	
Summary of key items discussed at the meetings:	Decisions made and actions agreed:	
1. Members were presented with a Spotlight Report on Consumer Standards. 2. Members received the Futures Corporate Plan Report and discussed the actions that would be in the Committee's remit. 3. Members received the year end Performance Report, which included a presentation on void performance. 4. Members were presented with the ASB and Hate Crime Annual Report. 5. Attendees were presented with the Age Friendly Strategy Report. 6. Members received the Inspired by Our Communities Report. 7. The Complaints Report was presented to Committee members. 8. Members received the annual Tenancy Support Report.	1. Members had a discussion about what the new Consumer Standards would mean for the Trust, alongside discussion about the TSM publication of results. 2. Members noted the Corporate Plan 2024/25, that was approved by Board. 3. Members had a good discussion about the performance issues raised. They agreed to a proposal that damp and mould indicators are added to the performance dashboard and that a Spotlight Report be presented to the July meeting of the Committee. 4. Members commented on and agreed the Service Improvement Plan 2024/25. 5. Members agreed the priority actions for 2024/25 for Age Friendly and noted that an Issues Paper about the Age Friendly Strategy and its priority in the next Futures Strategy will be subject to further discussion. 6. Members discussed the performance on the Tenant Satisfaction Measures and the work being conducted to improve customer satisfaction along with the work being	

	conducted to involve customers in influencing and shaping Southway services. 7. Amendments to the Complaints Policy were approved, along with the assessment of compliance with the Ombudsman Complaints Handling Code. 8. Members discussed the use of the word ‘vulnerable’ and agreed the proposal for the Ombudsman’s recommended Vulnerabilities and Reasonable Adjustments Policies to be included in the Tenancy Support Policy to be reviewed in Q3 2024/25.
Specific actions and recommendations for this Meeting	
1. Matthew Maouati confirmed that the Chair will give an update on Committee’s comments and recommendations to Board on the Performance Report and Voids.	