Group Governance Summary Communications

Report from:	People and Places Committee	
Date of meeting:	11th November 2025	
Report author:	Shefali Kapoor	
Summary of key items discussed at the meetings:		**Decisions made and actions agreed:**
1. Members received a presentation on failed repairs and callbacks from the Tenant Scrutiny Panel. 2. Proposed governance changes to strengthen Customer Voice were presented to members. 3. Committee received an update on Consumer Standards and reviewed the TSM results. 4. Members were presented with the Customer Voice report. 5. The Performance Report for Q2 was presented for discussion. 6. Members were presented with the Customer Experience report. 7. Committee received the Annual Community Investment Report. 8. Members received an update on the Repairs Policy Consultation and the draft Responsive Repairs Policy.		1. Members discussed implementing recommendations and agreed on the importance of ongoing panel oversight and diverse customer engagement. 2. Members approved the revised model recommended following discussion about Regulator feedback and recruitment challenges. 3. Committee clarified the roles of the Customer Voice Panel and Committee, reviewed TSM results, and approved the TSM Action Plan and Regulatory Improvement Plan. 4. Committee discussed gaps in EDI data and plans to improve data collection and consultation processes while avoiding survey fatigue among tenants. 5. Committee reviewed income and compliance performance, discussed escalation of issues to the Board, and agreed to refer significant underperformance areas. 6. Members approved the endorsement for a new Member Responsible for Complaints, discussed improvements in complaint handling, and approved updated policies and the Ombudsman's Landlord Report.

9. Committee received several Property Compliance Policies for approval.	7. Committee reviewed the value and future of the "Quid's In" service, recognised employment support initiatives, and discussed funding and social value in procurement. 8. Members agreed the proposed changes to the planned repairs timescales and discussed and commented on the Responsive Repairs Policy. 9. Committee approved all Property Compliance Policies presented to ensure the Trust's ongoing compliance with legal and regulatory requirements.
Specific actions and recommendations for this Meeting	
• Scrutiny Panel's report- see **item 11C** of this agenda. • Committee's agreed changes to their structure- see the Governance Report at **item 11** of this agenda. • Committee's performance concerns, in particular Income, Repairs and EICR Performance- see the Performance Report at **item 7** of this agenda. • Confirmation that Committee have nominated Katie Mcgrouther as the Member Responsible for Complaints- see the Governance Report at **item 11** of this agenda. • Confirmation that Committee have approved Compliance Policies.	