

Group Governance Summary Communications

Report from:	People and Places Committee	
Date of meeting:	29 th July 2025	
Report author:	Shefali Kapoor	
Summary of key items discussed at the meetings:		Decisions made and actions agreed:
- Members discussed the Committee Effectiveness Report including the Appraisal Report from Campbell Tickell, informing the Governance Improvement Plan. - Members received the Consumer Standards Update Report and discussed Southway's Regulatory judgement. - Members had a presentation on Home Improvement & Energy Surveys and Boundaries. - Members discussed the Performance Report Q1 2025/26. - People and Places Committee received the Customer Experience Report and considered the recommendations made by the Ombudsman for Southway's Complaints Policy. - Members received the Annual Lettings Report. - Members reviewed the Digital Access Strategy Update, discussing initiatives to get tenants online.		- Members agreed that a statement confirming that Committee is effective and operates within its Terms of Reference be provided by the Chair to September Board, see item 6. - Committee confirmed that it had adequate assurance that planned actions will enable Southway to achieve compliance. - Members challenged Officers on performance and had a robust discussion on the Home Improvement & Energy Surveys. - Committee approved the assessment of compliance with the Ombudsman Complaints Handling Code to be sent alongside written resolution for Complaints Policy in September. - Members accepted the statement of the Executive Director Homes and Communities (as required in Group Standing Orders); that during 2024/25, all affordable and social lettings activity was carried out in line with the relevant policy.

	6. Members noted the consultation timeline for the Repairs Policy review. 7. Committee noted progress delivering the Digital Access Strategy over the last 18 months and the overall direction of travel for the next year.
Specific actions and recommendations for this Meeting	
Parent Board to receive Committee's comments on performance, see item 9 – particular focus to be on EICR property compliance, HUB performance and complaints performance. Parent Board to also receive Committee's comments on customer voice, see item 6 for a Customer Voice update.	