

Group Governance Summary Communications

Report from:	People & Places Committee	
Date of meeting:	1 st August 2023	
Report author:	Shefali Kapoor	
Summary of key items discussed at the meeting:	Decisions made and actions agreed:	
- Members received a presentation from the Tenant Scrutiny Panel on Green Spaces Management. - Members received the Inspired by Our Communities Report. The first part of this item covered the Tenant Voice Event in June and was presented by Yvonne Davies. The latter part of the item covered the visits that had taken place to other RPs. - Members received the Performance Report with a spotlight presentation from the Customer Hub Management Team and a report covering Q1. - Members received the Digital Access Strategy and Annual Report. - Members received the Customer Care Annual Report. - Members received the Annual Lettings Report. - Members received the Income Collection Policy. - Members received the Tenancy Support Annual Report. - Members received a report on Committee Effectiveness.	- Members discussed and accepted the recommendations from the Scrutiny Panel report and instructed the Head of Corporate Services to prepare a formal management response. This is to be added to the Scrutiny Panel report presented to each meeting of this Committee. - Members considered Q1 performance, advising officers of any further action required. They also agreed that rent collection be the subject of the Spotlight report at the November meeting. - Members agreed that the Digital Access Strategy come back to Committee in November for further discussion. - Members approved the Complaints Handling Policy, agreed the priority actions for 2023/24 and advised officers of any specific areas of customer service of which it was concerned. - Members accepted the statement of the Strategic Director People and Places during 2022/23, all affordable and social lettings activity was carried	

10. Members were presented with an updated Boundary Treatment Policy.

out according to the relevant policy. Members went on to instruct officers to improve the management of longer-term void properties and reduce the number that take longer than 26 weeks.

6. Members approved the amendments to the Social and Affordable Income Collection Policy.
7. Members noted the priorities for 2023/24 including the proposed workforce changes in People and Places.
8. Members agreed that the Chair of the Committee will produce a Statement of Committee Effectiveness which will be presented to the Parent Board in September.
9. Members approved the updated Boundary Treatment Policy, but agreed with a second recommendation to consult with tenants on the policy and return to Committee in November with a detailed plan and timetable.

Specific actions and recommendations for this Meeting

- Committee's comments on performance will be raised at Parent Board in September, as will the update on the Tenant Voice in Decision Making and the discussion around boundaries and potential impact on the Business Plan.
- Members agreed that the Chair of the Committee will produce a Statement of Committee Effectiveness which will be presented to the Parent Board in September.