

Group Governance Summary Communications

Report from:	People and Places Committee	
Date of meeting:	11 th February 2025	
Report author:	Shefali Kapoor	
Summary of key items discussed at the meetings:	Decisions made and actions agreed:	
1. Tenant Scrutiny Panel presented their report on the Tidy Homes Tidy Minds service. 2. Committee were presented with a draft of the Corporate Strategy and discussed the Customers, Homes, and Neighbourhood & Communities themes. 3. Committee discussed the new Customer Voice Strategy. 4. Members received the Consumer Regulatory Standards Compliance Review. 5. Committee received the Performance Report Q3 2024/25. 6. Members discussed the Customer Experience Report. 7. Committee were presented with the Equipment and Adaptations Report. 8. Committee received the Young People Annual Report.	1. Committee agreed with the recommendations made from Tenant Scrutiny Panel. 2. Committee agreed with the objectives and measures set within the Corporate Strategy. 3. Committee accepted the recommendations for improvement in the Governance Review. 4. The Customer Voice Strategy was approved, with David Hampton having final oversight. 5. Members agreed the proposed changes to 2025-26 performance framework. 6. Committee discussed the Customer Experience Report and noted that the Compensation Policy will be reviewed in Q2 2025/26. 7. Committee agreed that the Equipment and Adaptations Report would no longer be an annual report.	

Specific actions and recommendations for this Meeting
• Committee's views and comments on the status of Compliance with Consumer Regulatory Standards to Parent Board within item 14. • Committee's views on the Corporate Strategy in item 7. • Item 15 partly informed by Committee's views on the Governance Review.