



**Draft Minutes of the People and Places Committee  
Held at 5.45pm on Tuesday 14 May 2024  
at Southern Gate.**

**Present**

- Shefali Kapoor - Board Director and Committee Chair
- David Hampton - Board Director and Committee Member
- Councillor Dave Rawson - Committee Member
- Jim Hutton - Committee Member
- Abul Kalam Musthafa - Committee Member

**In Attendance**

- Karen Mitchell - Chief Executive
- Jane Gant - Executive Director – Landlord and Community Services
- Matthew Maouati - Assistant Director of Corporate Services
- Claire Davies - Head of Housing Management and Support
- Fiona Froude - Governance Manager
- Rose Lucocq - Governance Officer (minutes)

**Apologies**

- Karlet Manning - Committee Vice Chair
- Councillor Azra Ali - Committee Member
- Claire Brown - Committee Member
- Pamella Mkama - Committee Member

**Observers**

- John Bowker - Chief Executive Elect
- Angela Lomax - Director DTP

Item	Subject	Action
<b>1.</b>	<b>Welcome, Introductions and Apologies</b>	
<b>1.1</b>	The Chair welcomed all members and observers to the meeting.	
<b>1.2</b>	The Chair explained that Abul Kalam Musthafa had been appointed and would now contribute as a full member.	
<b>1.3</b>	Apologies were received from Karlet Manning, Councillor Azra Ali, Claire Brown, and Pamella Mkama.	
<b>1.4</b>	The Chair invited all present to introduce themselves and explained that Angela Lomax from DTP would be observing, as would John Bowker, Chief Executive elect.	

Item	Subject	Action
2.	<b>Confirmation of Quorum</b>	
2.1	Matthew Maouati confirmed that the meeting was quorate.	
3.	<b>Declarations of Interest / Confidential Matters</b>	
3.1	No conflicts of interest were recorded.	
4.	<b>Minutes of Previous Meeting 6 February 2024</b>	
4.1	The minutes were <b>approved</b> as a true and accurate record of the meeting.	
5.	<b>Matters referred from other parts of the governance structure.</b>  i) <b>Parent Board (19 March 2024)</b> ii) <b>Audit and Risk (30 April 2024)</b>	
5.1	No questions were raised on the meeting summaries.	
<b>ITEMS FOR DISCUSSION AND DECISION AND APPROVAL</b>		
6.	<b>Spotlight Presentation – Consumer Standards – Presented by Matthew Maouati</b>	
6.1	Angela Lomax and Fiona Froude joined the meeting.	
6.2	The Chair asked when the Trust should expect its first inspection. Matthew Maouati advised that it is likely to be late 2025/early 2026 if it followed the timescale of previous IDAs.	
6.3	Abul Kalam Musthafa asked if the Trust knew what grading it would be likely to receive for compliance with Consumer Standards. Matthew Maouati responded that it was difficult to say at this point. He added that the first wave of inspections had just begun, and that would help Southway gauge potential gradings.	
6.4	David Hampton asked when the first set of TSMs would be submitted by the Trust. Matthew Maouati confirmed that the Sector deadline was 30 <sup>th</sup> June, and that the Regulator would then publish all results publicly. The Chair added that visibility of other providers' results would aid with benchmarking.	
6.5	David Hampton asked if the Regulator would provide feedback on the TSM results. Matthew Maouati explained that, currently, the methodology used to compile results was of most interest to the Regulator as this was the first year, but as more submissions were made, they would be able to compare with previous year's results.	
6.6	Angela Lomax advised that the inspection would include looking at the TSMs, alongside the Southway website and Ombudsman rulings. She emphasised that many factors would be considered in the final assessment, and the importance of the Committee knowing that the methodology in place is accurate and robust, and that it was likely that	

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	<p>the Committee would be observed as part of the assessment process. The Chair asked members if they understood their role and were confident in the Trust's data methodology.</p> <p><b>6.7</b> Councillor Dave Rawson commented that he would always presume the statistics presented to be correct and wouldn't necessarily know how to challenge any potential inaccuracies. Matthew Maouati explained that officers aimed to be transparent with Committee members and did not hide poor performance.</p> <p><b>6.8</b> Karen Mitchell added that there was methodology underpinning all performance data, and the this was regularly audited through the Trust's Internal Audit programme. She confirmed that this information could be provided to Committee for assurance.</p> <p><b>6.9</b> David Hampton noted the Regulator's intention to speak directly to tenants, as well as using TSM data. He suggested that a tenant body assessing Consumer Standards compliance would be helpful. Matthew Maouati agreed to present options for tenant influence to the next Committee meeting.</p> <p><b>6.10</b> David Hampton questioned whether it would be clear where the Trust was not compliant through the Regulator's assessment. Matthew Maouati advised that many of the standards were not target based, so the Regulator would use evidence through interviews and review of documentation to assess this. He added that feedback from other Registered Providers currently undergoing inspection would aid with understanding of best practice.</p> <p><b>6.11</b> Angela Lomax informed Committee that the Regulator would not seek to assess against each Consumer Standard for each provider, and that it would be bespoke to issues identified for each individual Registered Provider.</p> <p><b>6.12</b> The Chair queried if staff were receiving support with the delivery of the Consumer Standards, through 1-to-1s or appraisals. Matthew Maouati confirmed that internal meetings with managers were due to take place, and that the intention was for a collaborative approach, so that people understood their responsibilities for ensuring compliance.</p> <p><b>6.13</b> Councillor Dave Rawson asked if there would be different inspectors for future assessments, referencing how subjective evaluations could be. Angela Lomax confirmed that the Regulator had learned from Ofsted, with robust internal quality checks.</p> <p><b>6.14</b> The Chair noted the quality of the discussion and requested feedback from the Audit and Risk Committee, regarding performance data, when available.</p>	<p><b>Matthew Maouati</b></p> <p><b>Matthew Maouati</b></p>
<b>7.</b>	<b>Futures Corporate Plan</b>	
<b>7.1</b>	Karen Mitchell introduced the report.	
<b>7.2</b>	David Hampton highlighted the importance of responding to the data	

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7.3	<p>from the TSMs through the Corporate Plan. Karen Mitchell advised that two of the top five corporate priorities showed commitment to tenant influence.</p> <p>The Chair suggested that Committee receive updates on the action regarding Efficiency and Productivity Targets. Karen Mitchell agreed and said this would be covered through the annual VFM report to the Committee.</p>	Matthew Maouati
7.4	<p>David Hampton requested an update on the Quids In food offer. Jane Gant said that the team are considering a more universal offer, and progress on this could be reported to the next meeting of the Committee.</p> <p>The Committee:</p> <ol style="list-style-type: none"> <li>1) <b>Noted</b> the Corporate Plan 2024/25 approved by Board at <b>Appendix A</b>.</li> <li>2) <b>Noted and commented</b> on actions identified within the remit of the Committee.</li> </ol>	Jane Gant
8.	<p><b>Performance Report – Year End</b></p> <p>8.1 Jane Gant introduced the report and then gave a presentation on Void performance.</p> <p>8.2 Councillor Dave Rawson thanked Jane Gant for her honesty, and for the update. He questioned if there was enough time between Committee meetings to see an impact on performance in July, as new staff and contractors needed to be established in their roles. Jane Gant advised that whilst the overall figures would likely be unchanged, improvements should be starting to take effect. Councillor Dave Rawson advised that he would like progress to be reported in the Performance Report. Jane Gant agreed and suggested the four major issues facing Voids could be reported as a narrative, with a rag rating.</p> <p>8.3 David Hampton noted that the other performance indicators were unchanged, adding that the issues had remained the same for some time. Jane Gant advised that there had been confidence at the end of Quarter 3, but a perfect storm of issues had meant that the hoped for improvements had not come to fruition.</p> <p>8.4 David Hampton highlighted the number of operatives failing their probation period. Jane Gant advised that the increased pay offer had assisted with recruitment but there had been issues with the behaviours and values of some of the staff recruited. She added that there had been an increase in applications during a recent recruitment drive, which meant that there had been greater choice in selection. The Chair asked if values and behaviour could be added into the recruitment process and Jane Gant advised that she would address this.</p>	Jane Gant

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8.5	<p>David Hampton noted that four members of staff had left the Customer Hub for other roles within the Trust, and queried the timing, given the performance issues. Jane Gant responded that there had been efforts to retain staff for as long as possible, but officers didn't want to delay the positive impact of staff promotions for too long. She advised that the recruitment process needed to be quicker in future, adding that band 2 roles needed to be advertised directly to Southway tenants as well.</p>	
8.6	<p>David Hampton commented on the correlation between the numbers of calls answered and the TSM results. He advised that he felt it was important that Southway responded to issues as this would be a way of demonstrating compliance with the new Consumer Standards.</p> <p>The Committee:</p> <ol style="list-style-type: none"> <li>1) <b>Considered</b> Quarter 4 and Year End performance and <b>advised</b> officers of any further action required.</li> <li>2) <b>Noted</b> that areas of poor performance will be referred to Parent Board and this will include a specific report on Void performance. Board's feedback will be provided to Committee at its meeting in July.</li> <li>3) <b>Noted</b> and <b>discussed the</b> presentation on Void performance.</li> <li>4) <b>Agreed</b> 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.</li> </ol>	
9.	<p><b>ASB (Anti-Social Behaviour) and Hate Crime Annual Report</b></p>	
9.1	<p>Jane Gant introduced the report and asked Claire Davies to provide detail on the work her team had completed.</p>	
9.2	<p>Claire Davies advised:</p> <ul style="list-style-type: none"> <li>• that the team were working with the Customer Hub to triage initial reports.</li> <li>• the need to assess noise complaints when initially reported as to whether they can be dealt with through the ASB policy.</li> <li>• highlighted the importance of defining and promoting 'neighbourliness' as a way of preventing neighbour disputes and that this would be considered at the next ASB SIG meeting.</li> </ul>	
9.3	<p>David Hampton said that he supported the attempts for tenants to resolve issues in the community through the concept of neighbourliness, and this was something he was trying to achieve on the Arrowfield estate. Claire Davies suggested working alongside David Hampton to help achieve this.</p>	<p><b>Claire Davies</b></p>

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9.4	<p>The Chair thanked Claire Davies and her team for the work accomplished and the progress made. She referenced MCC's cohesion strategy, 'Building Stronger Communities Together,' and offered to speak with Claire Davies regarding this following the meeting.</p>	<p><b>Claire Davies</b></p>
9.5	<p>Abul Kalam Musthafa, cited the high legal costs and asked if Southway was eligible to receive Legal Aid to support with its claims. Claire Davies advised that the Trust instructed Solicitors for the cases highlighted in the report and due to their sometimes complex nature the costs were unavoidable.</p> <p>The Committee:</p> <ol style="list-style-type: none"> <li>1) <b>Noted</b> the ASB and Hate Crime activity in 2023/24.</li> <li>2) <b>Commented on</b> and <b>agreed</b> the Service Improvement Plan 2024/25.</li> <li>3) <b>Discussed</b> the approach to neighbourliness.</li> </ol>	
10.	<p><b>Age Friendly Strategy</b></p> <p>10.1 Jane Gant introduced the report.</p> <p>10.2 Councillor Dave Rawson explained that he was interested in work that allowed people to remain in their homes but that he understood that there were constraints with adaptations and receiving funding. He added that mobility scooter storage was an issue, as were a lack of dropped curbs. He also queried how age friendly neighbourhoods could be achieved. Jane Gant responded that there was a £2 million shortfall in Disabled Funding Grants, which was affecting the delivery of adaptations by Manchester City Council. She agreed that mobility scooter storage solutions was an issue that could be explored.</p> <p>10.3 Claire Davies added that dropped curbs formed part of the assessment of how age friendly a neighbourhood was. She emphasised that if a bench were requested by a community, she would endeavour to have a bench installed. Councillor Dave Rawson supported this and advised that there was potential for him and his colleagues to work alongside the Trust should a situation arise where a bench is requested on land not owned by Southway.</p> <p>10.4 Jane Gant said that a review of the pilot model at Old Moat was due to take place and that there would be a broader discussion about age friendly through the Futures Strategy review. Karen Mitchell added bigger projects were reliant on external funding and were resource intensive and needed community engagement.</p> <p>10.5 David Hampton queried if the Trust held satisfactory data on older tenants and if the priority for particular areas could be set by using this. Jane Gant responded that the Trust did hold a good amount of data on its older tenants, and that this would be used to influence the Futures Strategy. Claire Davies noted that the data is used by officers to</p>	<p><b>Jane Gant</b></p>

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10.6	<p>ascertain Age Friendly areas and that ageing in place does not necessarily just relate to a home, but the whole community.</p> <p>Abul Kalam Musthafa congratulated the team for delivering Brickfields House and noted the positive difference it would make to residents' lives. He questioned if hard to let properties could be used in a similar way to Brickfields, and Jim Hutton asked if the Trust had hard to let accommodation. Jane Gant advised that the Trust did not.</p>	
10.7	<p>The Chair noted the need for joint work with other stakeholders to deliver age friendly initiatives.</p> <p>The Committee:</p> <ol style="list-style-type: none"> <li>1) <b>Noted</b> and <b>commented</b> on the achievements made in 2023/24 delivering the strategy.</li> <li>2) <b>Agreed</b> the priority actions for 2024/25</li> <li>3) <b>Noted</b> that an Issues Paper about the Age Friendly Strategy and its priority in the next Futures Strategy will be subject to further discussion in the financial year as detailed in the report.</li> </ol>	
11.	<p><b>Inspired by Our Communities Update Report</b></p> <p>11.1 Jane Gant introduced the report and gave an update on the Tenant Forum, held on Saturday 11<sup>th</sup> May. She said that while the meeting had been useful it was not currently delivering the outcomes envisaged when it had been set up.</p> <p>11.2 David Hampton advised that he felt the membership of the Forum could be increased and improved. Councillor Dave Rawson queried if the Forum should be taking place within the neighbourhoods themselves. Jane Gant said that this had been discussed, especially with the introduction of the Community Feedback Officers and would be explored further.</p> <p>11.3 Karen Mitchell emphasised the significance of establishing a framework that showed the various ways that tenants impacted decision making. She said that once this was understood, the function of the Tenant Forum could be better defined. She used the success of the ASB SIG as an example.</p> <p>11.4 Claire Davies, in response to comments from members regarding personal issues being brought to the Forum, said that those involved in the ASB SIG had begun to see beyond personal matters and were now invested in the whole process. The Chair noted that lived experience leads to participation.</p> <p>11.5 Karen Mitchell commented that the number of attendees at the Forum could be seen as a success and added that the quality of the feedback with the Community Feedback Officers was good. David Hampton agreed with this.</p>	

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11.6  11.7	<p>Councillor Dave Rawson advised that he felt smaller meetings were sometimes better as tenants would have the opportunity to input in more detail. He queried if patterns of feedback had been found from particular neighbourhoods so that meetings could tailored to address them.</p> <p>David Hampton commented that resident groups alongside community events could be used to increase influence and participation. The Chair noted that it was evident that people want to engage differently to how they did previously.</p> <p>The Committee:</p> <ol style="list-style-type: none"> <li>1) <b>Noted</b> and <b>discussed</b> the performance on the Tenant Satisfaction Measures and the work being conducted to improve customer satisfaction.</li> <li>2) <b>Noted</b> work being conducted to involve customers in influencing and shaping Southway services.</li> </ol>	
12.  12.1  12.2	<p><b>12. Complaints Report</b></p> <p>Matthew Maouati introduced the report.</p> <p>David Hampton highlighted the Star Survey TSM result of 22.6% in reference to handling complaints. Matthew Maouati confirmed that this figure was low, but only a few of those who had responded to the TSM question would have raised a formal complaint. He added that complaints needed to improve, but that core services and all interactions with the Trust influenced the TSMs.</p> <p>The Committee:</p> <ol style="list-style-type: none"> <li>1) <b>Approved</b> the assessment of compliance with the Ombudsman Complaints Handling Code (<b>Appendix A</b>).</li> <li>2) <b>Commented</b> on performance and planned service improvements.</li> <li>3) <b>Approved</b> amendments to the Complaints Policy set out in <b>Section 1.7</b> and <b>Appendix B</b>.</li> </ol>	
13.  13.1  13.2	<p><b>Tenancy Support Annual Report 2023/24</b></p> <p>Claire Davies introduced the report, she asked the Committee if they agreed with the proposal to not rename the Tenancy Support Policy to 'Vulnerability Policy.' She referenced the Ombudsman's use of the word 'vulnerable,' and queried if Committee would support her rejection of this use of language.</p> <p>The Chair asked Committee about maintaining the Tenancy Support Policy name and confirmed that she agreed with the proposal</p>	



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13.3	<p>presented by Claire Davies. She advised that she supported preserving the current policy title as the use of the word ‘vulnerable’ could lead to assumptions of deficit based as opposed to strength-based work. Jim Hutton agreed with this, and the Chair noted nods of agreement from other members. Angela Lomax advised that the Ombudsman had received comments of a similar nature about the term. Jane Gant and Karen Mitchell agreed with the Chair and noted recent internal conversations that had similar conclusions.</p> <p>David Hampton said that the introduction of the key worker model had led to a noticeable difference in his area, and queried if there was capacity for this to continue. Claire Davies confirmed that this was one part of the Housing Officer role and needed to be supplemented by the work of the Tenancy Support Officer.</p> <p>The Committee:</p> <ol style="list-style-type: none"> <li>1) <b>Commented</b> on the activity and the service changes carried out in 2023/24.</li> <li>2) <b>Agreed</b> 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.</li> </ol>	
14.	<p><b>Safeguarding Annual Report 2023/24</b></p> <p>14.1 The Chair if there were other Forums in relation to safeguarding that officers from the Trust attended and referenced how complicated the issue of Safeguarding is. She highlighted the importance of findings being used to feed into public service reform work.</p> <p>14.2 Claire Davies agreed and emphasised the MAMs (Multi-Agency Meetings) attended by the Tenancy Support Officer on behalf of the Trust. The Chair agreed with the value of this.</p> <p>The Committee:</p> <ol style="list-style-type: none"> <li>1) <b>Confirmed</b> that the report provided assurance that Southway is meeting its Safeguarding obligations.</li> </ol>	
<b>ITEMS FOR INFORMATION AND ASSURANCE</b>		
15.	<p><b>Tenant Scrutiny Panel Report</b></p> <p>15.1 The Chair noted that the Tenant Scrutiny Panel would be exploring Tenancy Support as their next project. David Hampton asked when Committee would be presented with their findings, Matthew Maouati confirmed that this would be presented to Committee once the report had been completed, and this was likely to be in November.</p> <p>15.2 David Hampton highlighted that there had been difficulty with increasing membership on the Panel and asked if this had been</p>	

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	<p>resolved. Jane Gant explained that the Trust was trying to increase tenant influence generally, and that the Panel would work alongside the newly appointed Community Feedback Officers in the future.</p> <p>The Committee:</p> <p>1) <b>Noted</b> the updates in this report.</p>	
<b>OTHER MATTERS</b>		
<b>16.</b>	<b>Matters to be referred to other parts of the governance structure.</b>	
16.1	Matthew Maouati confirmed that the Chair will give an update on Committee's comments and recommendations to Board on the Performance Report and Voids.	<b>Matthew Maouati</b>
<b>17.</b>	<b>Any Other Business</b>	
17.1	The Chair referenced that it was Karen Mitchell's last meeting and thanked her for all her contributions to the Committee and the support she has provided.	
<b>18.</b>	<b>Feedback on Meeting</b>	
18.1	None given	
<b>19.</b>	<b>Date of Next Meeting:</b> 30 July 2024	
<b>19.</b>	<b>Meeting closed at 8.10pm.</b>	