



Terms of Reference

Committee:	Operations
Effective Date:	October 2017
Date Last Reviewed:	July 2019
Scheduled Review Date:	July 2021
Supersedes:	
Author:	CEO
Approved by:	Board

1. Membership and meetings

- A minimum of 4 Board members and a maximum of 6.
- Quorum will be 3 members excluding co-optees.
- Appointments will be made by the Board to ensure that there is a cross-section of relevant experience and knowledge.
- The Chair will be selected by the Board giving due regard to appropriate experience and knowledge.
- The Chief Executive, the Director of Resources and Risk and other senior staff will attend as appropriate.
- The Committee shall meet 4 times per year, and the cycle of meetings will be approved by the Board, with due regard to operating cycles.
- Minutes of each meeting will be presented to the next meeting of the Board.

2. Role

The Operations Committee is accountable to the Board and its role covers a review of the following operations:

- Housing services
- Maintenance
- Tenant Involvement and Social Value
- Regeneration and Development
- ICT

3. Terms of Reference

The responsibilities of the Operations Committee in relation to each aspect of its role are defined below:



Housing Services:

- To recommend and/or approve, where authority has been delegated, policies relating to housing services.
- To monitor the performance of the Housing, Sales and Specialist Housing Teams against agreed key indicators.

Maintenance:

- To recommend and/or approve, where authority has been delegated, Maintenance policies.
- To monitor the progress of the asset management plan against agreed key indicators.
- To approve the appointment/use of contractors and consultants on an annual basis.

Tenant Involvement and Social Value:

- To recommend and/or approve, where authority has been delegated, policies relating to Tenant Involvement, Scrutiny and Social Value.
- To monitor the implementation of the Tenant Involvement Strategy and Social Value Strategy.
- To receive scrutiny reports from Magnify as appropriate.

General Needs and Specialist Housing Development:

- To monitor the progress of the ongoing development programme following approval by the Board.

ICT:

- To review and/or approve, where authority has been delegated, all policies relating to ICT.
- To oversee the ICT Strategy.

Authority:

- To approve any policies, procedures and strategies as delegated by the Board.
- To require any information to be provided to it by any part of the Association which is reasonably necessary for the discharge of its responsibilities.