1. Delegation from the Board

1.1. The Board of Adullam Homes Housing Association Limited delegate authority to this Committee to deal with the operational aspects of Adullam's housing and support work. The Committee will conduct its affairs in a manner consistent with the Rules of the Association and in accordance with any written instructions from the Board.

1.2. The Board will receive minutes from each Committee meeting at the next available Board meeting and regular progress reports from the Committee.

2. Composition of the Committee

2.1. The Board appoints the members of the Committee and will approve the appointment of Chair. It would normally be anticipated that the Chair of the Committee would be a Board Member.

2.2. Membership will aim to include at least three Board Members. The Board recognises the necessity and value to the Association of independent, external co-opted members of this Committee and will seek to have at least two at any one time.

2.3. The Operations Committee is part of our governance work that enables representation from tenants, residents and service users (TRS) to attend and present. Although it is recognised that attendance by individuals may vary due to commitments.

2.4. A quorum will be three, which should include executive members or committee members and which must include at least one Board member. The Chair will have a casting vote should any vote result in a tie.

2.5. The Executive Director of Housing and Support will be the lead officer reporting to the Committee and will normally attend meetings along with the Chief Executive. Other employees may attend when agenda items are pertinent, although they may be asked to leave at the discretion of the Committee members.

3. Frequency of Meetings

3.1. The Committee will meet at four times each year, i.e. quarterly, timed to coincide with the main Board cycle, so that reports are current and timely.

4. Authority

4.1. The Committee is authorised by the Board to investigate any activity within its terms of reference. It is authorised to seek any information it requires from any employee and all employees are directed to co-operate with any request made by the Committee.

4.2. The Committee is authorised by the Board to obtain outside, legal or other independent professional advice and to secure the attendance of others with relevant experience and expertise if it considers this necessary.

5. Overall Purpose of the Committee

5.1. The Operations Committee has been established to ensure that the Association delivers on

its operational work so to fulfil its regulatory obligations as well as its mission. We are seeking to continually improve our services for TRS and stakeholders to ensure that we provide high quality and strategically relevant services that meet and exceed expectations whilst providing good value for money.

5.2. The Association's Balanced Scorecard has key performance indicators of positive outcomes for our residents. It is recognised that the Association supports vulnerable people and helps to move people onto more independent living primarily within two years. The work of Adullam will therefore involve a high turnover of properties, and various forms of tenure suitable for the local projects aims. These circumstances are the context within which the Association operates on a daily basis.

5.4 The Operations Committee will focus the areas on the Balanced Scorecard which are relevant to strategic, operational and regulatory obligations. Where key performance indicator targets are not being met, Adullam staff will report on these on a 'by exception' basis only

5.5 The Committee will focus on the quality of accommodation used and owned by the Association and ensure the four Housing Standards set by the Regulator of Social Housing are met.

5.6 The Operation Committee will do this via quarterly agendas, concentrating on the following areas:

Quarter 1
Tenancy Standard

- Ensuring Adullam allocates and lets their homes in a fair and transparent way that takes the needs of TRS and prospective TRS into account
- Supporting TRS to maintain their tenancy or licence or where this needs to be ended, the TRS is offered advice and assistance
- Providing TRS with offers of tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock
- Ensuring Adullam meets all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation
- Supporting relevant TRS living in eligible housing to mutually exchange their homes.
- Ensuring that there is a clear application, decision-making and appeals process for the Association.

Quarter 2
Neighbourhood and Community Standard

- Working co-operatively with other relevant parties so TRS can live in safe, clean and well-maintained neighbourhoods, shared spaces and community areas and feel safe in their homes
- Ensuring Adullam is working in partnership with TRS, other providers and public bodies where it is effective to do so
- Contributing to Local Authorities' strategic housing function and sustainable communities.
- Co-operating with relevant partners to promote social, environmental and economic wellbeing in the areas where homes are owned and managed.
- Working in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the

neighbourhoods where homes are owned and managed.
- Working co-operatively with other agencies to tackle domestic abuse and enable TRS to access appropriate support and advice.

Quarter 3
Safety and Quality Standard

- Ensuring Adullam has an accurate, up to date and evidenced understanding of its stock quality and condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants
- Ensuring Adullam's TRSs' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continues to maintain their homes to at least this standard unless exempted by the regulator
- Ensuring Adullam takes all reasonable steps to ensure the health and safety of TRS in their homes and associated communal areas.
- Monitoring the provision of effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible
- Providing TRS seeking housing adaptations have access to appropriate services.
- Ensuring Adullam complies with statutory requirements and good practice on stock investment (capital improvement reinvestment programme, major repairs etc.), and property maintenance.
- Ensuring Adullam operates a fair and transparent process for the recruitment of suitable contractors and consultants.
- Ensuring Adullam complies with gas and electric safety regulations and all statutory duties including public utilities.
- Ensuring Adullam complies with asbestos regulations and to approve and monitor the Asbestos Management Plan and Asbestos Register.

Quarter 4
Transparency, Influence and Accountability Standard (including Tenant Satisfaction Measures)

- Ensuring TRS can access services, raise complaints, influence decision making and hold Adullam to account.
- Treating all TRS and prospective TRS with fairness and respect
- Taking action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants.
- Engaging and consulting with TRS and take TRSs' views into account in their decision making about how landlord services are delivered and communicating how TRS's views have been considered
- Communicating clearly and comprehensively with TRS and providing information so TRS can use landlord services, understand what to expect from their landlord, and hold their landlord to account
- Collecting and providing information to support effective scrutiny by TRS of their landlord's performance in delivering landlord service
- Monitoring that TRS complaints are addressed fairly, effectively, and promptly
- Receiving and monitoring information on resident's satisfaction
- Enabling residents with disabilities to continue to live in our properties if they so desire
- Ensuring that the Association complies with its legal obligations regarding equality and diversity

6. Risk Management

The Committee will focus on assessment and management of risks relating to operational services by:

- Receiving reports from the Health and Safety Manager, as appropriate

- Receive quarterly reports on incidents and accidents
- Ensuring the Association fulfils its obligations with regard to Health and Safety requirements e.g., Fire Risk Assessments

7. Performance Indicators and Reporting

- The Committee will receive regular reports on performance and monitor trends for key areas e.g. voids, property re-let times, repair response times complaints, customer satisfaction, planned and positive move-on
- The Committee will assist in developing / maintaining performance indicators that help the Association track and improve its overall performance
- The Committee will monitor service performance against external quality measures

8. Review

- These Terms of Reference will be reviewed annually to ensure best practice and relevance to the work of the Board of Management. The Board is the approval body for these Terms of Reference. Any proposed changes to the Terms of Reference will be recommended to the Board for approval. In the event of no changes being required over a number of years, these terms of reference will be presented to Board for approval at least every three years.