

Service Improvement and Performance Committee

TERMS OF REFERENCE

Membership:

- 9 SGCH Board Members selected annually at the Annual General Meeting of the Board.
- Chair of St Georges Community Housing Ltd Board.
- 6 Tenant and Leasehold Advisory Members selected annually by the Tenant and Leasehold Panel. (4 Tenants, 1 Sheltered Housing tenant & 1 Leaseholder)

Quorum:

- 5 Board Members must be present for decisions to be approved.

Attendance at meetings:

- Board members appointed to this committee are expected to regularly attend meetings.
- If a Board Member cannot attend a committee on a regular basis they should consider resigning from said committee to allow an alternative member to be appointed.
- If a member does not attend three consecutive meetings of the committee, without giving apologies and reason for absence to the Chair, they will be deemed to have resigned from this committee and a replacement Board Member would be sought.

Frequency of meetings:

Monthly

Frequency to ensure compliance with Management Agreement in terms of formally reporting SGCH performance to client

Purpose of Committee:

To ensure through regular review SGCH Service Improvements are delivered and Performance improved.

Main Functions and Delegated Authority :

Service Improvement and Performance

- To consider and make recommendations on any internal or external performance inspections.
- To review progress against the annual improvement plan.
- To consider and make recommendations on any proposals to make significant changes to the activities or structure of SGCH.
- To review existing and new policies.
- To monitor performance, key targets and business objectives within the delivery plan, and determine any corrective action required.
- To monitor complaints.
- To hear customer appeals against service performance.