

BHA Operations Committee Remit

1. General

- 1.1 This remit and delegated authority are designed to clarify the responsibilities of the Operations Committee, in line with any relevant directives or good practice guidance issued by the Scottish Housing Regulator (SHR), Scottish Government or other statutory authority.
- 1.2 The Operations Committee will comprise up to 5 members of the Board (this number may include co-opted). The minimum number of members required for a meeting to be quorate will be 3 members. The Board of Trustees Chair will also be entitled to attend as an ex officio member of the Committee. The Committee will abide by the Association's Standing Orders and Rules.
- 1.3 The Committee will normally meet on a quarterly basis and will be serviced by the Executive Team or their delegated replacements where appropriate. The Chief Executive and any other Leadership Team members may also attend as appropriate.
- 1.4 Following the Association's Annual General Meeting and subsequent election of Committee Members, the Board of Trustees will elect a Chair to serve until the next Annual General Meeting.
- 1.5 The Committee will monitor the performance of the Association ensuring effective management of the Association's resources, tenancy and housing management, maintenance of the Association's stock and related assets, in line with any relevant directives or good practice guidance issued by the Scottish Housing Regulator, Scottish Government or other statutory authority.

2 Remit

- 2.1 The Committee is remitted with responsibility in connection with all operational activity of the Group, and will monitor the performance of the following:
 - Customer Experience
 - Assets and Sustainability
 - Business Support
 - Customer Voice
- 2.2 The main responsibilities of the Committee are described below.

2.3 Corporate Governance:

- 2.3.1 Progress against the Annual Return on the Charter (ARC)
- 2.3.2 Annual development of targets for Board approval
- 2.3.3 Performance evaluation to specific service areas
- 2.3.4 Scrutiny to financial performance and value for money
- 2.3.5 Review and approve designated policies
- 2.3.6 Implement all adopted recommendations for internal audit reviews

2.4 Customer Experience:

The Committee will monitor the performance of Neighbourhood Services, Customer Experience and Social Innovation. It will ensure that services and performance measures are met and are achieving compliance across the following key areas:

- Housing demand analysis
- Allocations
- Levels of statutory homelessness
- Anti-social behaviour
- Estate management
- Income management (effective collections to current and former arrears)
- Customer experience team call handling
- Customers accessing tenancy sustainability support
- Effectiveness and impact of social innovation projects
- Any other contextual Customer Experience performance indicators set by the Board or Committee as required.
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2.4 Assets and Sustainability

The Committee will monitor the performance of Assets and Sustainability services. It will ensure that services and performance measures are met and are achieving compliance across the following key areas:

- Monitor the delivery of planned and cyclical maintenance contracts
- Understand new technologies in relation to sustainability and energy efficiency
- Health & Safety – Compliance improvement plan and any other improvement actions identified from audits/reviews.
- The planned programme in terms of spend against budget
- Completions vs projections for number of units completed
- Progress towards all relevant statutory targets and standards

- Monitor repairs volumes and service demand
- Adaptations
- Contractor performance
- Repairs and Voids spend against budget
- Any other contextual Assets and Sustainability performance indicators set by the Board or Committee as required.

2.5 Business Support:

The Committee will monitor the performance of Business Support services. It will ensure that services and performance measures are met and are achieving compliance across the following key areas:

- The delivery of the IT Roadmap
- Delivery of business improvement projects
- Delivery of communications plan
- Adherence to the policy review schedule
- Compliance with operational risk procedures and monitoring the implementation of risk actions
- DPO performance/demand (FOI/EISR/SAR requests)
- People indicators as agreed with the Executive Team
- Any other contextual Business Support performance indicators set by the Board or Committee as required.

2.6 Customer Voice

The Committee using customer insight, will seek to understand the 'customer voice' and how it influences service improvements and decision making by the Association. The Committee will monitor the following key activities of customer voice:

- Scrutiny Panel (Service Improvement Group)
- Perceptive customer satisfaction surveys (as per ARC)
- Transactional customer satisfaction surveys
- Thematic Customer Voice focus group responses
- Customer Connect Visits
- Complaints and Compliments
- Community and stakeholder engagement events
- Members enquiries and constituent queries
- Note all customer engagement activities and receive reports and updates in respect to these activities e.g scrutiny reviews, policy consultation etc.

3. **Other**

Policy Development and Review

The Committee will approve policies as delegated to them by the Board.