

Operational Board - Terms of Reference**Introduction**

The Operational Board provides customer focused research, which will robustly challenge policy practice and performance to ensure Rykneld Homes provides a high- quality Housing Service, that holds customers at the heart of the organisation.

The Operational Board is authorised to discharge the following functions:

1. Provide assurance to the main Board on the quality of service delivery against agreed performance indicators.
2. Assist in supporting the process of establishing performance indicators.
3. Act as a “critical friend” on behalf of customers and residents, providing advice to Rykneld Homes and its Main Board, in relation to its Housing Service delivery and reviewing policies and strategies.
4. Review customer satisfaction
5. Ensure customers are consulted before major changes to Housing services are implemented.

Form an integral part of the governance of Rykneld Homes through effective links with the main Board.

1.0 Membership, frequency and place of meetings of the Operational Board

- 1.1 The Operational Board will consist of a maximum of 7 members of the North Derbyshire District and will be appointed by the existing members.
- 1.2 The Operational Board will formally meet every three months.
- 1.3 Extraordinary meetings may be called from time to time as and when appropriate.
- 1.4 A meeting may be called by:
 - The Chair, or
 - Any member of the Operational Board, if they consider it necessary or appropriate
- 1.5 The Operational Board may meet at such place and at such time it considers necessary and appropriate.

2.0 Quorum / Substitute Members

2.1 The quorum of the Operational Board shall be 50% of membership plus 1.

2.2 Substitute members will not be allowed.

3.0 Notices of Meetings

3.1 Notices for all meetings of the Operational Board shall be issued from the Company Secretary.

4.0 Admission to Meetings

4.1 All meetings of the Operational Board shall be public.

5.0 Minutes

5.1 All meetings of the Operational Board shall be minuted.

5.2 Verbal information / evidence given to the Operational Board may be received via tape recording.

6.0 Rights of the Operational Board Members to Documents

6.1 When an Operational Board member conducts a review, every member of the Board shall have a right to access to any documents which are in the public domain

7.0 Agenda Items

7.1 The Operational Board, as a minimum, will consider the following business at an ordinary meeting:

- Apologies for absence
- Minutes of the last meeting
- The Board's work programme and
- The business otherwise set out on the agenda for the meeting

8.0 Proposing a work programme

- Members of the Operational Board may propose a work programme and submit this to the Senior Management Team for approval.

9.0 Reports and Recommendations

- 9.1 At the conclusion of a programme, the Operational Board shall, where it considers it to be appropriate, produce a written report summarising the work that it has undertaken and set out its recommendations.
- 9.2 Where the Operational Board is considering making specific recommendations, it shall invite advice from the appropriate Senior Management Team member prior to it finalising its recommendations. The detail of that advice shall be reported to the Operational Board and considered before the report is finalised.

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