

Caring Together

Quality and Service Delivery Committee Terms of Reference

1. Purpose

- 1.1 The Board has established a Quality and Service Delivery Committee to support it in its governance responsibilities for ensuring our operational activity is aligned to our strategic goals, delivers high standards of service and is compliant with service related regulated activity. It shall take decisions and provide recommendations and assurances to the Board on matters covered by its role and responsibilities as defined below in these terms of reference.
- 1.2 The committee shall review these terms of reference annually and make such recommendations for amendments, as it sees fit, to the Board.

2. Membership

- 2.1 The committee shall be appointed by the Board and will comprise of:
 - (a) At least three Trustees.
 - (b) One Trustee member must hold oversight for our regulated activity such as Duty of Candour or CQC and be appointed as Chair of the committee. In the absence of the Chair, the remaining members present shall elect a member from amongst themselves to chair the meeting.
- 2.2 Although not a member of the committee, the Chair of the Trustee Board will have a standing invitation to attend and will be treated as a member when they do attend.
- 2.3 The Board of Trustees may appoint an independent member to the Quality and Service Delivery Committee.
- 2.4 The Chief Executive and Director of Operations will attend all meetings unless requested otherwise by the Chair of the committee.
- 2.5 Other individuals, including other members of the management team may be invited to attend all or part of the meeting in consultation with the Chair.
- 2.6 Terms of office shall be in line with the Trustees current terms of office on the Caring Together Board.

2.7 The Board reserves the right to remove any member of the committee if it deems it necessary.

3. Quorum and voting

3.1 The quorum necessary shall be two members.

3.2 A meeting at which a quorum is present shall be competent to exercise all or any of the authorities, powers and discretions vested in or exercisable by the committee.

3.3 Where required, decisions of the committee will be made on a simple majority of members present and voting.

3.4 Those non-members present at the meetings shall not be entitled to vote.

3.5 In the case of equality in voting, the Chair of the committee shall have a casting vote.

3.6 The Chair will be counted as a member of the committee.

4. Meetings

4.1 The committee shall meet at least three times a year at appropriate times.

4.2 The Chair may convene additional meetings at any time, or if requested by the Board or the Chief Executive.

4.3 A member of the Caring Together team shall act as Secretary to the committee.

4.4 Members of the committee are invited to submit any items of business for the agenda 14 days before each meeting.

4.5 Agendas will be drafted by the Chief Executive and agreed with the Chair.

4.6 Papers will be circulated five days in advance of the meeting.

4.7 Minutes of the meeting will be prepared by the Secretary for the Chair to review and approve prior to circulation no more than 10 working days after the meeting.

5. Authority

5.1 The committee is authorised by the Board to investigate any activity within its Terms of Reference. It is authorized to seek any information it requires from any employee in order to perform its duties and all

employees shall be directed to cooperate with any request made by the Committee.

5.2 The Committee is authorized to ask officers to obtain independent, expert and professional advice if it considers this necessary, within the rules of the Delegation of Authority. The cost of which will be borne by Caring Together.

5.3 The committee is authorised to approve for adoption, policies assigned to it by the Board.

6. Terms of Reference

6.1 The duties of the committee are:

i. Operational performance and oversight

- (a) Monitor and review performance against agreed service standards of our activities.
- (b) Support and challenge management to develop appropriate performance measurements for recommendation to the Board.
- (c) Review the performance of commissioned services at least on an annual basis.
- (d) Monitor and review customer satisfaction ensuring complaints are responded to appropriately and within our policy.
- (e) Monitor progress of service-related action plans.
- (f) Ensure alignment of operational activity with strategic goals.

ii. Compliance

- (a) Annual review of regulatory policies and internal procedures in relation to safeguarding, Ofsted, Environmental Health and Health and Safety to provide assurance to the Board that we are compliant.
- (b) Review Safeguarding incidents, our compliance with regulations and reporting to ensure we are appropriately protecting those in our care and the reputation of the organisation making recommendations to improve our practice.
- (c) Ensure appropriate internal audit plans are in place with areas for improvement identified and implemented.
- (d) Support and challenge the management team in its preparation for regulatory inspections and review inspection outcomes agreeing priority areas for improvement.
- (e) Review of operational risks making recommendations for change.

iii. Operational planning

- (a) Support and challenge the management team in identifying new opportunities and the testing of new service models.
- (b) Act as a sounding board for new/proposed activity or improvement.
- (c) Support the management team to address areas of concern.

7. Reporting procedures

- 7.1 The committee will account directly to the Caring Together Board and the minutes of meetings of the committee will be laid before, and made available to, all members of the Board.
- 7.2 The committee Chair shall be responsible for reporting formally to the Caring Together Board on its proceedings after each meeting on all matters within its duties and responsibilities.
- 7.3 The committee shall make whatever recommendations to the Caring Together Board it deems appropriate on any area within its remit where action or improvement is needed.
- 7.4 Periodically, and at least every three years, the Committee shall conduct an effectiveness review of its own performance. The committee Chair shall discuss results of that self-evaluation and any actions arising with the Caring Together Chair.
- 7.5 The Caring Together Board may request the Chair of the Quality and Service Delivery Committee to address and respond to specific concerns within the committee's remit.

November 2022