



Nottingham
City Homes

**BUSINESS DEVELOPMENT
COMMITTEE
TERMS OF REFERENCE
&
DELEGATION OF POWERS**

Business Development Committee

Terms of Reference

The Business Development Committee is charged with assisting the Board to fulfil its obligations that the Company runs and develops in an efficient, effective and viable way in the provision of services that meet customer needs.

The Business Development Committee is accountable to the Board for overseeing all aspects of business development, including the Company's strategies and plans, service development and improvement, innovation and inward investment.

The Committee will monitor customer feedback, satisfaction, needs and expectations, ensuring that the Company is striving to continually improve the customer experience and to understand the neighbourhoods we serve. The Committee will monitor the delivery of performance and value to deliver the best possible outcomes for customers and communities. The Committee will monitor progress against key strategies and plans and oversee the development of good practice in relation to cross cutting company wide issues such as equality and diversity, sustainability and tenant involvement.

The Committee will oversee the Company's approach to resident scrutiny and compliance with the regulatory regime.

Areas Covered by Business Development Committee

- Understanding the customer
- Identifying the markets
- Strategic overview of equality and diversity
- Tenant and resident involvement strategy
- External environment
- Regulatory framework
- Partnership and relationship management
- Innovation
- Cross cutting themes and initiatives

Delegated powers
General Governance
Receive and consider reports from staff on any statutory, regulatory or inspection reports, recommendations, or notices of non-compliance with requirements in relation to the Company, as well as the proposed responses and action plans.
Ensure the Company is operating within recognised codes of practice and standards.
To monitor and review the Company's compliance with regulatory requirements.
Audit and Internal Control
Receive and consider Strategy and Partnership Directorate audit reports by the internal auditor on significant audit findings, together with the response from managers to these reports.
Monitor the timely implementation of Strategy and Partnership Directorate audit report recommendations and the respective actions agreed by management.
Equality and Diversity, Quality, Performance Monitoring and Improvement
Oversee the Equality and Diversity Strategy and Equality and Diversity performance management.
Reviewing high level performance against key corporate outcomes, strategies and plans.
Securing continuous improvement in the quality and efficiency of customer services by establishing, overseeing the delivery of, and taking decisions arising from the results of a programme of service reviews.
Commissioning, reviewing the results, and determining action plans from research.
Tenant involvement
Keeping the effectiveness of the tenant involvement/resident consultative structures under review, promoting the effectiveness of involvement, and regularly consider and advise the Board on any potential for budgetary or other decision-making responsibility to be delegated to Area Panels/Forums.
Policies and strategies
Determination, and review on a planned rolling programme, of key corporate strategies and policies.
Review of, and advice to, the Board, on tenant involvement/resident consultation strategy and the Tenant Compact.
Responsible for identifying and agreeing service and business development opportunities, as well as receiving and considering the associated reports.
Reporting to Board all major Company wide business developments which have an impact on the way services are delivered; activities of the Company; Company's reputation; performance and or relationship with external partners.
Partnership Working
Review and monitoring of partnerships and relationship management.

Delegated powers

Approval, and monitoring provision, of customer-related services provided by other organisations.

Exploring opportunities to work with other organisations to increase efficiency and effectiveness of the service delivery.

Monitoring of management services provided to other organisations.
