



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
- Risk 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.
Financial and Investment Matters
Receive and consider reports on business development opportunities which contain financial implications.
Monitor the performance of Service Level Agreements appropriate to the functions of the Strategy and Partnerships directorate.
Audit and Internal Control
Receive and consider corporate audit reports by the internal auditor on significant audit findings, together with the response from managers to these reports.
Monitor the timely implementation of audit report recommendations and the respective actions agreed by management.
Risk
To assess, monitor and review the key business risks.
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

Delegated powers
Responsible for identifying and agreeing service development opportunities.
Reporting to Board all major service developments which have an impact on the way services are delivered; Company's reputation; financial position; performance and or relationship with external partners.
Partnership Working
Review and monitoring of partnerships and relationship management
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
Responsible for service development opportunities.