SERVICE DELIVERY & DEVELOPMENT COMMITTEE
TERMS OF REFERENCE

PURPOSE

The Service Delivery & Development Committee (the Committee) has the delegated authority to oversee and monitor those areas of St Basils' work relating to service delivery and development, including St Basils' function as a social landlord. The Committee shall report to the Board of Directors on St Basils' adherence with all relevant statutory and regulatory standards including the Social Housing (Regulation) Act 2024 by monitoring compliance with the Regulator of Social Housing's Consumer Standards, the Housing Ombudsman's Complaint Handling Code and Ofsted standards for supported accommodation.

The committee will oversee areas of operational activity and development within St Basils, including but not limited to investment proposals, all aspects of the service delivered to St Basils' young people, including the monitoring of safeguarding incidents, operational matters including property maintenance, health & safety and property compliance matters. They are also responsible for holding the Senior Leadership Team accountable for St Basils' delivery in these areas.

Membership and Quorum

As per clause 35.7 of St Basils' Articles, to be quorate, the Committee meeting must include two Board Directors. The Standing Orders state this may include:

- Two Ordinary Directors
- One Ordinary Director and the Chief Executive, being the sole Executive Director on the Board

The membership of the Committee will be reviewed annually by the Board of Directors. Membership is based on member's skills and knowledge relevant to the Committee's responsibilities.

Committee members may be Co-Opted at the discretion of the Board of Directors, according to relevant specific skills and experience they can bring. Appointment of Co-Opted Committee Members will be for a period of one year at a time.

There is no maximum number of Committee members defined in St Basils' Articles of Association or Standing Orders, however there needs to be consideration for the membership requirements of the other main sub-committee, the Business Support & Audit Committee.

If a meeting is not quorate, the members at the meeting will either agree a new date at which a quorum can be achieved or will complete the meeting with the minutes to be approved unanimously by all committee members by email.

Meetings and Decision Making

The Committee will meet at least four times a year, either virtually or in person.

Decisions will be taken by majority vote. If there is no majority, the Chair will have the casting vote.

Decisions on matters to be considered and/or approved by the Committee may be taken by email, if agreed by the Chair, but email decisions must be unanimous for formal decisions.

Minutes will be taken at every meeting and shared with committee members for approval. Actions arising from meetings will be logged on a Matters Arising sheet, which is shared with all members and meeting attendees who have an action assigned to them. Both the minutes of the previous meeting and any outstanding Matters Arising are standing agenda items for Committee meetings. All meeting minutes are reviewed by the Board of Directors.

RESPONSIBILITIES OF THE COMMITTEE

All Board and Committee members are expected to comply with St Basils' chosen Code of Governance, the NHF Code of Governance 2020. In addition, members should familiarise themselves with their requirements under the RACE Equality Code of Governance, which St Basils has also adopted.

The specific responsibilities of the Committee are detailed below.

Service Delivery

The Committee shall:

- Review all proposals for investment in service development or in substantial alterations to existing services and recommend to the Board for approval as appropriate.
- Consider reports received from operational reviews / service presentations.
- Monitor all areas of building safety and how these are being managed by the SLT.
- Review Key Performance Indicator information reports at least quarterly on a range of matters, including, but not exclusively, compliance, serious and violent incidents involving staff and residents, complaints, evictions of residents, health & safety and other appropriate information relating to staff and young people, including outcome indicators.
- Review and discuss reports on Safeguarding including serious incidents and LADO referrals.
- Monitor performance and targets of internal property maintenance functions, and external landlords including day to day repairs, cyclical/preventative

maintenance service contracts and planned work programmes including grant funded major repairs and re-improvements.
- Monitor damp and mould issues at properties and how these are being managed within the regulatory requirements of Awaab's Law.
- Review property services procedures.
- Oversee St Basils' overall performance as a registered social landlord, particularly the compliance with the Regulator of Social Housing's four Consumer Standards:
    - The Safety & Quality Standard
    - The Transparency, Influence & Accountability Standard
    - The Neighbourhood & Community Standard
    - The Tenancy Standard
- Oversee compliance with the Ofsted regulations for supported accommodation.
- Oversee compliance with all relevant Health & Safety legislation.
- Review and monitor St Basils' Strategic Priorities 1 (*Provision of good quality accommodation, which meets the needs and raises the aspirations of young people*), 2 (*Provision and development of prevention and support services which meet the diverse needs of young people*) and 3 (*Young people fully involved in setting standards, identifying priorities and monitoring services*).
- Monitor data and reports made to the Regulator of Social Housing and the Housing Ombudsman, including the submission / publication of Tenant Satisfaction Measure data and the annual Complaints report.

Development

The Committee shall:

- Advise the Board on all aspects of bidding and allocation processes (for example from Homes England) to fund the organisation's service and property development objectives as set out in the currently approved business plan.
- Evaluate and advise the Board on any proposals to acquire land or buildings for development or to dispose of land or buildings no longer required for St. Basil's purposes.
- Advise the Board on any proposed development or redevelopment of, or modifications to, property in the ownership of St Basils
- Consider proposals for improvements to existing properties and where necessary make recommendations to the Business Support & Audit Committee for any capital expenditure involved, for their consideration in the overall budget.
- Consider and recommend to the Board the approval of the asset management strategy and monitor subsequent implementation.
- Monitor any development approved by the Board and to liaise with the Development Partner and proposed Managing Agent for that development.
- Consider, evaluate and advise the Board on any changes to the development specification of St Basils on an approved development which may be sought

by the proposed Managing Agent, or proposed by the Development Partner as a result of good practice, legislation or for any other reason.
- Consider Homes England Scheme-work Audit guidance.
- Monitor the performance of development partners when utilised for project delivery.
- Ensure that, in its development activities, all St Basils' approved policies particularly that of Equality, Diversity & Inclusion, are observed.
- Consider the scheme development budget and financial VFM appraisal for potential projects and subsequent monitoring to ensure the project is delivered within budget and to timescales.

Responsibility for Policy Approval

The Committee will have the responsibility for approving the following policies:

- Absence Management Policy
- Alcohol and Substance Misuse Policy
- Anti-Social Behaviour Policy
- Assessment and Support Planning Policy
- Behaviour Management Policy
- Damp and Mould Policy
- Domestic Abuse Policy
- Driving for Work Policy
- Engagement Policy
- Environmental Sustainability Policy
- Eviction and Abandonment Policy
- Incident Management Policy
- Information, Advice and Guidance Policy
- Internal Verification and Quality Processes Policy
- Learner Appeals Policy
- Lone Working Policy
- Malpractice and Maladministration Policy
- Management of Conflict, Violence and Aggression Policy
- Maximising Rent Collection & Tackling Arrears Policy
- Missing Persons Policy
- Move on and Fair Exit Policy
- Mutual Exchange Policy
- Neighbourhood Management Policy
- On-Call Policy
- Property Compliance Policy
- Reasonable Adjustments & Special Considerations
- Recognition of Prior Learning Policy
- Referral and Allocations Policy
- Registration and Certification of Learners Policy
- Special Consideration & Reasonable Adjustments Policy
- Subsites and Third-Party Collaboration Policy

- Visitor (Welcome) Policy

The Committee has responsibility for recommending the following policies for approval by the Board:

- Code of Conduct
- Equality, Diversity and Inclusion Policy
- Health and Safety Policy
- Safeguarding Policy

SDDC Approved: 3rd November 2025

Board Approved: 8th December 2025