

Aster 55 Committee

Terms of Reference

The Aster 55 Committee will lead the development of a strategic plan, offer and delivery model for the provision of over 55s services across the Group.

Agreeing strategy and measures

ensuring the strategy maximises opportunities to innovate and ensures our policies and procedures provide a proportionate response to threats that may impact our strategies

Strat	Organise strategy and training sessions to inform the governing body's work
S001	Receive and note the corporate strategy following approval by the Board of Aster Group Limited
S001.1	Receive market intelligence briefings and benchmarking information relevant to the remit of the governing body to inform future plans and investments and ensure long term viability of the Aster 55 Plan
S009	Be consulted on the Customer Experience Plan to ensure it is aligned with the Aster 55 Plan
S013	Be consulted on the Development Plan to ensure it is aligned with the Aster 55 Plan
S013.1	Be consulted on the Asset Management Plan to ensure it is aligned with the Aster 55 Plan
S018	Develop, recommend and review the Aster 55 Plan to ensure its long-term viability and recommend to the Executive Board for approval
S023	Be consulted on any Strategy Implementation Plans within the remit of the governing body, where not listed elsewhere in the delegation matrix, to ensure alignment with the Aster 55 Plan

Managing risk & compliance

ensuring the strategy maximises opportunities to innovate and our policies and procedures provide a proportionate response to threats that may impact our strategies

R004	Review policies impacting on services to Aster 55 customers and recommend to the approval body
R006.2	Approve OPIs, targets, risk based tolerances and escalation arrangements (within KPIs agreed under R006.1)
R016	Be consulted on the Honesty Policy before approval by GAC
R055	Review the Tenancy Policy before approval if Chief Operating Officer determines it impacts on Aster 55 Customers
R062	Review the Aids & Adaptations Policy before approval if Chief Operating Officer determines it impacts on Aster 55 Customers
R063	Review the Lettings Policy before approval if Chief Operating Officer determines it impacts on Aster 55 Customers

R064	Review the Anti-social behaviour Policy before approval if Chief Operating Officer determines it impacts on Aster 55 Customers
R065	Be consulted on the Fire Safety Management Policy before approval if Chief Operating Officer determines it impacts on Aster 55 Customers
R066	Review the Estate Management Policy before approval if Chief Operating Officer determines it impacts on Aster 55 Customers
R068	Review the Complaints Policy before approval if Chief Operating Officer determines it impacts on Aster 55 Customers
R071	Approve any service standards to Aster 55 customers or (on discretion of the Chair) refer to Entity Board and be consulted on services standards to all customers before consideration by CCN
R072	Review the Recoverable Service Charge Policy before approval if Chief Operating Officer determines it impacts on Aster 55 Customers
R076	Review the Customer Voice Policy before approval if Chief Operating Officer determines it impacts on Aster 55 Customers
R078	Review the Pests Policy before approval if Chief Operating Officer determines it impacts on Aster 55 Customers
R079	Review the Independent Living Policy before approval if Chief Operating Officer determines it impacts on Aster 55 Customers
R080	Review the Hoarding Policy before approval if Chief Operating Officer determines it impacts on Aster 55 Customers
R082	Review the Domestic Abuse Policy before approval if Chief Operating Officer determines it impacts on Aster 55 Customers
R084	Review the Uneroccupation and Overcrowding Policy before approval if Chief Operating Officer determines it impacts on Aster 55 Customers
R088	Review the Leasehold Management Policy before approval if Chief Operating Officer determines it impacts on Aster 55 Customers
R091	Review the Repairs and Maintenance Policy before approval if Chief Operating Officer determines it impacts on Aster 55 Customers
R096	Review the Recharges Policy before approval if Chief Operating Officer determines it impacts on Aster 55 Customers
R097	Review the Empty Homes Policy before approval if Chief Operating Officer determines it impacts on Aster 55 Customers
R097.1	Review the Abandonment Homes Policy before approval if Chief Operating Officer determines it impacts on Aster 55 Customers
R100	Review the Pets Policy before approval if Chief Operating Officer determines it impacts on Aster 55 Customers

Delivering performance

ensuring the delivery of strategy through strong assurance provided by the performance and compliance frameworks

D001	Monitor performance allocated or escalated in accordance with the Performance Management Framework (R006)
D003	Maintain an overview of the Aster 55 customer experience including the effectiveness of the complaints policy in handling of customer complaints
D004	Monitor the effective management of risks relating to services delivered to Aster 55 Customers

D006	Monitor the effective management of compliance relating to services delivered to Aster 55 Customers
D015	Monitor the effective delivery of the Aster 55 Plan
D130	Update on relevant matters from Overlap Boards by Group CEO
D131	Update on relevant matters from the Customer & Community Network by Group CEO
D137	Receive updates on relevant matters from the Executive Board from Group CEO
D141	Receive verbal update on the work of the Customer Experience Panel
D158	Set up working groups to inform the Aster 55 Committee and receive assurance through any minutes of such Groups
D158	Approve appointments to the Service Scrutiny Panel
D158	Approve Service Scrutiny Panel Terms of Reference
D158	Receive assurance from the Service Scrutiny Panel through its minutes
D158	Receive annual report from the Service Scrutiny Panel
D169	Note the appointment of Committee Member and Committee member Co-optee re / appointments & Committee Chairs
D171	Note for the minutes any decisions using Chair Actions or Written Resolution

Receiving independent assurance

ensuring the delivery of strategy is real and compliant through regular independent assurance. The Audit Strategy dovetails to the Framework for Opportunity and Risk Management providing the greatest assurance against the greatest risks.

IA11	Receive internal audits for information/review as submitted by Director of Audit
IA16	Receive third party assurance audits, contractual or regulatory inspections and the management response at the discretion of the Director of Audit