



PERFORMANCE COMMITTEE REMIT

1. Role and Membership

- 1.1 Albyn Housing Society's Board has overall responsibility for the conduct of the Society's business. In accordance with the Board's remit and the Society's Rules and Standing Orders, authority for overseeing the Society's performance has been delegated to the Performance Committee.
- 1.2 This remit sets out those areas of responsibility that have been delegated to the Performance Committee and identifies those areas where authority is reserved to the Board. In the event of any doubt about the extent of the Committee's authority, the matter should be referred to the Board.
- 1.3 The Performance Committee will appoint a Chair and Vice-Chair at the first meeting following the Society's AGM. The role of the Chair is described in the Chair's role description that forms part of the Society's Governance Handbook. The Chair may not be either the Chair of the Society, or Chair of another AHS committee.
- 1.4 The Performance Committee will meet at least four times per year. The Committee will have at least five and not more than seven Board members. In appointing members to the Performance Committee, the Board shall have regard to the results of the Society's annual skills audit to ensure that members have the necessary experience to fulfil their role. The Committee will also include at least one and up to two Tenant members, where possible. The Tenant members will be selected by the process agreed with all tenants through our Customer Involvement Strategy. The quorum will be three Board members.
- 1.5 The minutes of committee meetings will be presented to the next Board meeting for noting. Any matter that is referred to the Board for approval or decision will be the subject of a separate paper that will be prepared and circulated with the Board papers.
- 1.6 The Committee will be advised and supported by the Chief Executive who will act as principal advisor and will liaise with the Chair over the preparation of the agenda, minutes and papers.

2. Key Responsibilities

- 2.1 The Chief Executive is responsible for providing advice to the Committee, for ensuring that the Society's business activities are conducted to the agreed standards and that performance is monitored and targets are met.

- 2.2 The Performance Committee is responsible for reporting to and advising the Board on all aspects of the Society's business performance against agreed targets, for promoting and driving continuous improvement and for promoting efficiency and effectiveness. The Committee will advise the Board on appropriate benchmarking comparisons to aid performance review. The Committee will immediately bring any matter of serious concern to the Board's attention.
- 2.3 The Committee will oversee and report to the Board on:
- Performance against external Key Performance Indicators (KPI)
 - Identification of internal KPIs and performance against them
 - Albyn's performance in comparison to the SHR peer group indicators
 - Albyn's performance in comparison to other agreed benchmarking information
 - Albyn's performance in achieving the Scottish Social Housing Charter standards and outcomes
 - The application of the Society's complaints procedure, the handling of complaints, the outcomes of complaints and action initiated as a result.
- 2.4 The Committee will recommend the APSR or Annual Return on the Charter (ARC) for approval to the Board.
3. The Committee will consider regular performance reports on all aspects of the Society's business. Reports will provide information on current performance against targets, compare current and past performance and project out-turn results and identification of any areas where improvement is required. Reports will also contain appropriate benchmarking information to enable the Society's performance to be measured against appropriate comparators.
- 3.1 In particular, the Committee will consider reports relating to:
- Financial performance (including asset cover and performance against loan covenants)
 - Performance in respect of voids, allocations and nominations/S.5 referrals,
 - Performance in respect of rent arrears
 - Responsive repairs performance
 - Planned maintenance performance and progress on achieving SHQS
 - Development programme performance
 - Post completion scheme audits and defects
 - Contractor performance
 - Energy efficiency and sustainability performance
 - Performance relating to estate management, anti-social behaviour and tenancy sustainment
 - Performance in respect of equalities and disability discrimination

- Results of customer feedback exercises and customer satisfaction surveys
 - Trends, common themes and key summary information on the conduct and outcomes of the investigation of complaints
 - Albyn's performance against the requirements of service level agreements or equivalent with partners and/or clients
 - Trends, common themes and key summary information on the conduct and outcomes of the annual staff appraisal process
 - Staff absence and turnover
 - Staff and Board member training and development
- 3.2 The Committee will agree and keep under review the frequency for reports to be prepared and the format and style of their presentation.
4. The Committee will identify and make recommendations to the Board on appropriate benchmarking systems for the purpose of comparing the Society's performance against that of similar housing providers.
5. The Committee will be responsible for ensuring that tenants and service users are consulted on their performance information requirements and that their views inform the presentation of performance information. The Committee will oversee the communication of performance information to tenants and service users on a regular (at least annually) basis.
6. This remit was approved by the Board on 26 November 2013. It cannot be amended without their approval. It will be reviewed not later than December 2016. *(Review due to take place in May 2017)*