

# Aspire Housing Board terms of reference

Revised July 2024

## Quick Guide

<b>Name</b>	Aspire Housing Board	<b>Number of meetings</b>	At least 4 in a rolling 12-month period
<b>Size</b>	12 (maximum)	<b>Quorum</b>	5
<b>Co-optees</b>	Up to 2	<b>Lead executive director</b>	Group CEO
<b>Membership restrictions and requirements</b>	One customer Board member One Newcastle-under-Lyme Council nominee Group CEO is an Executive Board member ex officio		

## 1. PURPOSE

1.1. To determine strategy, direct, control, scrutinise and evaluate the group's affairs.

## 2. SIZE AND MEMBERSHIP

2.1. The Board shall comprise a maximum of 12 members. The Board may appoint up to two co-optees at any one time to serve on the Board on such terms as the Board resolves and may remove such co-optees. A co-optee may act in all respects as a Board member, but they shall not have a vote or count towards a quorum.

2.2. Board Membership shall include one customer board member, one Newcastle-under-Lyme council nominated board member and up to nine independent board members. The Group Chief Executive shall, ex officio, be a board member.

2.3. The Group Chief Executive is the lead Executive Director for the Aspire Housing Board.

## 3. BOARD CHAIR

3.1. The Board shall appoint a chair from amongst the non-executive members, on the advice of the Nominations and Remuneration Committee. The position shall be reviewed triennially and will be subject to a detailed review towards the end of the three-year term to ensure that the individual has the skills and experience needed to lead the Group under the prevailing circumstances.

3.2. The Board may appoint a vice chair from amongst the non-executive members, on the advice of the Nominations and Remuneration Committee. The position shall be reviewed annually.

#### 4. AUTHORITY AND RESPONSIBILITIES

4.1. The Board is established in accordance with the group's Standing Orders and will direct the affairs of the group with reference the schedule of matters reserved for the Aspire Housing Board as contained within the Standing Orders.

4.2 In addition to directing the affairs of the group with reference to the schedule of matters reserved, the Board will also hold the lead responsibility for:-

- Providing safe homes for customers and a safe working environment for colleagues
- Listening to the customer voice and taking decisions with the customer voice in mind
- Working with the OASIS group to ensure that the insight obtained through the tenant engagement structure is used to bolster the role of the customer voice at Board level
- Nurturing an environment where colleagues can be at their best and give of their best
- Regularly reviewing intelligence gained from customer complaints and using that intelligence to improve the delivery of customer services
- Using Tenant Satisfaction Measures (TSMs) to drive performance improvement
- Oversight of data integrity, working with Sub-Committees of the Board
- Ensuring that effective governance arrangements are in place and that financial viability is maintained