

## Appendix E: Customer Committee Terms of Reference

### 1. Committee Purpose:

- 1.1 To provide a diverse cross-section of views, insight and opinion to the Board from a customer perspective to:
  - a) influence the Board's decision-making on key customer-related issues relating to the organisation's responsibilities as a landlord or its commitment to communities ("Place-shaping"); and
  - b) enable the customer voice to shape and, and continuously improve, the homes and services that Trent & Dove Housing Limited ("T&D") provides and the community investments it makes.
- 1.2 To scrutinise operational service delivery to ensure that quality, performance and impact is in line with:
  - a) the expectations set by the Board;
  - b) the organisation's customer service commitments.
- 1.3 To provide assurance to the Board on the impact and operation of T&D's community support and investment activities, including:
  - a) approving the criteria for awarding community grants and priorities for funding
  - b) providing assurance to the Board that Value for Money and Social Return on Investment is being achieved as a result of community initiatives, activities and grants.
- 1.4 To provide assurance to the Board that there are effective mechanisms in place:
  - a) for the organisation to gather and analyse customer opinion and insight on key customer-related issues;
  - b) for the organisation to take customers' views into account in a meaningful way before making decisions on important matters which affect them;
  - c) for the organisation to respond to customer views and feedback and implement continuous improvement actions;
  - d) to enable the quality of homes and services provided by T&D to be continuously improved in response to customer insight and feedback;
  - e) to effectively communicate to customers how their views and insight have influenced T&D's actions and decision-making.

### 2. Committee Size and Composition (Membership of the Committee)

- 2.1 The T&D Board will appoint all members of the Committee following recommendation from the Governance & Remuneration Committee. In line with the Board Recruitment and Succession Policy, the Board reserve the right to set, review and amend the Preferred Composition of the Committee as it sees fit.
- 2.2 In order to function effectively and discharge its Terms of Reference appropriately, the Preferred Composition of the Committee will be 10-12 members, consisting of:
  - a) The majority of the members of the Committee being T&D tenants, Shared Owners or Leaseholders who are considered to have "*direct lived experience*"<sup>1</sup> of T&D's services (hereafter referred to as "**Customer Members**");

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<sup>1</sup> In line with 3.4(4) of the NHF Code of Governance (2020)

- b) Two people who are not T&D tenants, Shared Owners or Leaseholders but who have particular insight into “*the communities served by T&D<sup>2</sup>*” or modern customer service delivery (hereafter referred to as “**Independent Committee Members**”); and
- c) Two T&D Non-Executive Directors (or Co-optees) (hereafter referred to as “**NED Members**” (or “**Co-optee Members**”).

2.3 T&D Executive Directors or T&D staff cannot be members of the Committee.

2.4 The Chair of the Committee will be appointed by the Board and should be a Customer Member of the Committee. All Customer Members will have the opportunity to put themselves forward for consideration as chair at least every three years. The proposed chair will be recommended to the Board if their appointment is supported by a majority of Customer Committee members. The process will be determined and overseen by the Governance & Remuneration Committee. The Chair will receive suitable induction, training and support to enable them to provide appropriate leadership to the Committee and to Chair Committee meetings effectively.

2.5 If, in the Board’s opinion, there is not considered to be a Customer Member who has the skills or capability to lead or chair the Committee effectively, then the Board will appoint a NED Member as Interim Chair until a suitable Chair Designate can be identified from amongst the Customer Members of the Committee. The Chair Designate will be appointed as Chair by the Board once they have received sufficient training and support to enable them to discharge their duties as Chair effectively.

2.6 One of the Customer Members will be designated as the Senior Customer Member. The Senior Customer Member will be appointed by the Board and will receive suitable induction, training and support to enable them to provide appropriate support and assistance to the Chair of the Committee.

2.7 All Committee Members are subject to the rules on terms of office as specified in the Board and Committee Recruitment and Succession Policy. The Senior Customer Member does not have an automatic right to succeed the Chair of the Committee.

2.8 If a Customer Member ceases to be a T&D tenant, Shared Owner or Leaseholder (*and so no longer has “direct lived experience”<sup>3</sup> of T&D services*), they will lose their eligibility to remain a member of the Committee and their appointment will come to an end.

2.9 Individuals who are not members of the Committee may attend the Committee for all or part of the meeting with the agreement in advance of the Chair of the Committee.

### 3. Quorum, Chair and Meeting Attendance

3.1 For there to be a valid quorum for meeting and decision-making purposes, half of the members of the Committee should be present.

3.2 A Committee Member may be part of the quorum if he/she can hear, comment and vote on the proceedings through telephone, video conferencing or other communications equipment.

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<sup>2</sup> In line with section 3.4(4) of the NHF Code of Governance (2020)

<sup>3</sup> As specified by section 3.4(4) of the NHF Code of Governance (2020)

- 3.3 In the absence of the Chair, the Senior Customer Member will Chair the meeting. If the Senior Customer Member is unable or unwilling to Chair the meeting, then a NED Member will be asked to Chair the meeting.
- 3.4 If the Chair is absent for three consecutive meetings, or for three meetings in any rolling 12-month period, then the Board may appoint a NED Member as Interim Chair until a new permanent Committee Chair can be identified and appointed in line with section 2.5 above.
- 3.5 If a Committee member is absent for three consecutive meetings, or for three meetings in any rolling 12-month period, then a decision may be made by the Board to remove that individual as a member of the Committee.

#### **4. Meeting papers, minutes and conduct of meetings**

- 4.1 The Committee will meet at least four times a year in advance of each quarterly T&D Board meeting.
- 4.2 Meetings will usually last between 90 and 120 minutes unless the Chair has notified the Committee in advance that a longer meeting will be necessary to allow sufficient time to transact key items on the Agenda.
- 4.3 The Committee can choose to hold additional meetings with the prior agreement of its members in order to discharge any matters under its Terms of Reference.
- 4.4 All meetings must have a set Agenda for discussion. To aid review and discussion, all Agenda items will clearly note whether a proposed matter is for “*Assurance and noting*”, “*Decision by the committee*” or “*Recommendation to the T&D Board*”. Meetings will be undertaken in a way which maximises the amount of time for presentations, briefings and discussions and ensures that written documents are succinct and accessible.
- 4.5 Papers for meetings will be circulated at least 10 calendar days in advance of the meeting, unless a matter is of such urgency that shorter notice or circulation is required. If a matter requires an urgent decision a full explanation will be given about why this is the case.
- 4.6 A standing item on the Agenda for all Committee meetings will be Declarations of Interest. At the start of each Committee meeting the Chair will ask if any member of the Committee has a declaration in any item on the Agenda for that meeting, or for any matters or areas which the Committee is responsible for under its Terms of Reference.
- 4.7 The details of any declarations of interest made will be noted in in the minutes of the meeting and the Committee will collectively decide and minute how the conflict of interest will be handled by the Committee. This may include:
- a) asking the Committee member making the declaration to leave the meeting for the period of time that the matter subject to the conflict is being discussed by the Committee;
  - b) noting the matter in the Committee Declarations of Interest Register for ongoing monitoring; or
  - c) flagging the details of the declaration to the Board for review.
- 4.8 Committee members who are unable to attend a Committee meeting must give their written apologies in advance of the meeting to both the Chair of the Committee and the Company Secretary. Attendance for all Committee meetings is logged by the Company Secretary so annual attendance figures can be publicly disclosed in the T&D Annual Report and Financial Statements. If a member cannot attend a meeting, they will be expected to give their views on decision items and comments on discussion items to the Chair in advance.

4.9 All Committee meetings will be minuted to ensure the openness and transparency of the matters being conducted by the Committee. Draft Minutes will be made available to Committee members for review and comment within 3 weeks of the meeting taking place. Minutes approved by the Committee will be made available to the T&D Board and all approved minutes will form part of T&D's permanent records.

4.10 The Committee Chair will ensure that the T&D Board are kept regularly informed on the matters discharged by the Committee under its Terms of Reference. It will do this via the provision of a written report to be reviewed by the T&D Board at each Board meeting. The written report will contain the details of any decisions made by the Committee or the details of any matter which the Committee has agreed should be brought to the attention of the T&D Board. In addition, where the Committee has discussed a customer-related matter being considered by the Board, the report will include a written statement in which the Committee's views and/or recommendation are explained.

## 5. Access to additional support and technical advice

5.1 The Committee has unfettered access to T&D's:

- a) Company Secretary for advice on all legal, regulatory, probity and technical governance matters; and
- b) Internal and External Auditors.

5.2 The Committee has the right to request access to independent technical or legal advice to discharge any matter under its Terms of Reference. Access to this advice will be arranged by the Company Secretary under instruction of the Committee and the cost of the advice will be borne in full by T&D.

5.3 The Committee will have a budget which it can use to commission external consultants or professional advisors to undertake a scrutiny review on its behalf. The budget will be established by the T&D Board on an annual basis.

## 6. Use and Commissioning of "Task and Finish Groups"

6.1 The Committee is able to commission a "Task and Finish Group" to consider or investigate any matter under its Terms of Reference, provided that any conclusions or recommendations reached by the Task and Finish Group are brought back to the Committee for review and ratification.

6.2 The members of a Task and Finish Group can include:

- a) any member of the Committee;
- b) any T&D tenant, Shared Owner or Leaseholder;
- c) any individual who has *"direct lived experience of (or particular insight into) the communities served by T&D"*<sup>4</sup>;
- d) any member of the T&D Board (including Co-optees);
- e) any member of staff employed by T&D; or
- f) any consultant or independent professional advisor to the Committee.

6.3 Where a "Task and Finish Group" is commissioned with the purpose of undertaking a "Scrutiny Review", the review must be a customer-led review and the Task & Finish Group should consist solely of T&D tenants, Shared Owners or Leaseholders of T&D or individuals with *"direct lived experience of (or particular insight into) the communities served by the organisation"*<sup>5</sup>. When Task & Finish Group for a Scrutiny Review, consideration must be given to ensuring that (as far as possible) the composition of the group:

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<sup>4</sup> Section 3.4(4) of the NHF Code of Governance 2020

<sup>5</sup> Section 3.4(4) of the NHF Code of Governance 2020

- a) Enables a broad range of demographic perspectives and experiences to be considered and represented; and
- b) Enables inexperienced T&D tenants, Shared Owners or Leaseholders to work with more experienced T&D tenants, Shared Owners or Leaseholders for development purposes.

6.4 All Task and Finish Groups will be established by the Committee for a specific purpose and will be disbanded by the Committee once the review is complete or if the Committee determines that it is appropriate for the group to disband.

6.5 The Committee must provide a clear “Scope of Work” to any Task and Finish Group, setting out the Group’s purpose, key deliverables and the reporting expectations back to the Committee. The Task and Finish Group must keep the Committee regularly informed of all matters it is discharging in line with the Scope of Work it has been given by the Committee.

6.6 Any member of a Task and Finish Group who is not already a member of the Committee does not derive the status of a member of the Committee by virtue of being a member of the Task and Finish Group.

## 7. Use and operation of ‘closed’ or ‘private’ sessions

7.1 From time to time, the Committee may wish to discuss matters which are confidential, or for which Officers of the Company who may be in attendance at the meeting (*such as members of the Governance & Legal Team, the Company Secretary, members of the Executive Management Team or any other members of T&D staff in attendance*) may be conflicted. Where this is the case, the Committee may ask Officers of the Company to leave the meeting to enable a confidential session to be held. The reason for the Committee’s request will be clearly noted in the minutes for the meeting for the purposes of openness and transparency.

7.2 When a confidential session is held, the Chair must take confidential minutes of the matters discussed. The confidential minutes must be reviewed and approved by all the members of the Committee who were present in the Closed Session and then delivered to the Company Secretary or CEO of Trent & Dove Housing Limited within 14 days of the closed or confidential session being held. The confidential minute will form part of T&D’s permanent records.

7.3 Requests to access confidential minutes must be made to the Company Secretary and access will not be unreasonably withheld to individuals who are eligible to view them.

## 8. Matters and functions delegated to the Customer Committee by the Board of Trent & Dove Housing Limited

### ACTION KEY:

<b>DECISION</b>	The Customer Committee can take the decision on, or approve, this item without consulting the Board. The Customer Committee should notify the Board that a decision has been made and the reasons why the decision has been made.
<b>ASSURANCE</b>	The Customer Committee are responsible for making sure that suitable arrangements or actions are in place, that they are operating effectively and they are being reviewed regularly.
<b>RECOMMENDATION</b>	The Customer Committee is responsible for making a recommendation to the Board for the Board to consider and approve/ratify. This includes the Committee giving its view to the Board when it is being consulted by the Board on a specific topic.

REF	DELEGATED RESPONSIBILITY	ACTION REQUIRED			FREQUENCY	LAST DONE	NEXT DUE
		DECISION	ASSURANCE	RECOMMENDATION			
<b>1.0 - SCRUTINY</b>							
1.1	<p><b>Commission scrutiny activity</b></p> <p>a) The Committee can decide to commission scrutiny activity in any areas where:</p> <ul style="list-style-type: none"> <li>i. The Committee considers there is evidence from multiple sources (<i>such as KPIs, complaints, reports from landlord or community investment activities</i>) that there could be an issue which warrants further investigation from a customer perspective; or</li> <li>ii. The Committee considers there is insufficient oversight of a customer service or issue, or there is insufficient assurance that expected customer outcomes are being achieved; or</li> <li>iii. There is a direct request from the Board, or any Board Committee, for further assurance or evidence from a customer perspective.</li> </ul> <p>b) The Committee will:</p> <ul style="list-style-type: none"> <li>i. Identify the most suitable scrutiny method to carry out the review (<i>including, but not limited to, independently-conducted surveys, audits or reviews, customer-led Scrutiny Reviews or</i></li> </ul>	X			When required		
		X			When required		

	<p><i>organisational compliance reviews or self-assessments</i>) and develop a detailed Scope and timetable for the review.</p> <p>ii. Rereview the outcomes of all scrutiny activities (including the management response to any recommendations) and determine:</p> <ul style="list-style-type: none"> <li>a) Whether the scope has been achieved;</li> <li>b) The adequacy of the management response and any continuous improvement actions proposed;</li> <li>c) Whether to support (including with amendments) or reject the conclusions and actions proposed by management.</li> </ul> <p>iii. Report the outcomes of scrutiny activity to the Board in summary format. The report to the Board should include a statement from the Customer Committee which explains its views on the findings, whether it supports the proposals or actions identified as a result of the scrutiny activity and the reasons for any recommendations made by the Committee.</p> <p>iv. Track the progress of actions identified in the management response and, if required, commission follow up scrutiny activities to obtain assurance that actions have been completed.</p> <p>v. Report on the implementation of actions to the Board</p>	X				When required		
				X		When required		
		X				When required		
			X			When required		
1.2	<p><b>Key documents review</b></p> <p>a) The Committee will review and comment on relevant policies, strategies, business priorities, service improvement projects etc. from a customer perspective prior to their approval, including (but not limited to) the following documents:</p> <ul style="list-style-type: none"> <li>i. T&amp;D's Strategic Plan– <i>to ensure meaningful customer engagement in setting T&amp;D's strategic priorities;</i></li> <li>ii. Customer Voice Strategy – <i>to ensures customers' voices are heard in the Board's decision-making processes;</i></li> </ul>		X			As per policy review cycle.		

	<ul style="list-style-type: none"> <li>iii. Customer service and insight strategy – <i>to ensure customer expectations influence the quality of services;</i></li> <li>iv. Asset Management Strategy (including the Disposals Policy) – <i>to ensure customer views influence the way in which homes are maintained, the standards achieved and what happens when a property is no longer suitable for use as social housing;</i></li> <li>v. Community Development Strategy – <i>to ensure customers’ views about how T&amp;D can support communities are considered;</i></li> <li>vi. Value for Money Strategy – <i>to ensure customer views influence what T&amp;D considers is VfM and how this is achieved with respect to customers’ homes and service delivery;</i></li> <li>vii. Revenue Sustainment Strategy – <i>to ensure customers’ views influence how T&amp;D balances income collection with support for customers who may be experiencing financial difficulty;</i></li> <li>viii. Transforming Neighbourhoods Strategy – <i>to ensure customers can influence investment in where they live;</i></li> <li>ix. Health and Safety Policy (where this relates to customers’ safety in and around their homes) – <i>to ensure customers influence T&amp;D’s approach to health &amp; safety in and around their homes;</i></li> <li>x. Rent Policy – <i>to ensure customers views are considered when deciding discretionary elements of the rent policy.</i></li> </ul> <p>b) The Committee will review and, if thought fit, approve the following customer-facing policies:</p> <ul style="list-style-type: none"> <li>i. Complaints Policy – <i>to ensure the policy places customers at the heart of issue resolution and service improvement</i></li> <li>ii. Income Collection and Debt Recovery Policy – <i>to ensure customers can influence how T&amp;D balances income collection with support for customers who may be experiencing financial difficulty;</i></li> <li>iii. Lettings Policy – <i>to ensure lettings approaches consider the needs and expectations of customers</i></li> <li>iv. Voids Policy (including Lettable Standard) – <i>to ensure customer expectations are considered when homes are prepared for re-let;</i></li> <li>v. Tenancy Policy (including Starter Tenancy Policy) – <i>to ensure customer views on types and lengths of tenure are considered;</i></li> </ul>	<p><b>X</b></p>			<p>As per policy review cycle.</p>		
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	<ul style="list-style-type: none"> <li>vi. Repairs Policy – <i>to ensure customers’ views influence the repairs service;</i></li> <li>vii. Anti-Social Behaviour Policy – <i>to ensure customers’ expectations and experiences are considered;</i></li> <li>viii. Domestic Abuse Policy – <i>to ensures customers’ expectations and experiences are considered;</i></li> <li>ix. Neighbourhood and Estate Management Policy – <i>to ensure customers can influence services in the areas outside their homes;</i></li> <li>x. Tenancy Sustainment/Vulnerable Customers Policy – <i>to ensure that vulnerable customers are supported to maintain their tenancies in ways which reflect their needs and experiences;</i></li> <li>xi. Customer Service and Insight Strategy – <i>to ensure that customers’ expectations are taken into account.</i></li> </ul> <p>In all cases, the Customer Committee will seek assurance that customers’ views and experiences, including different customer segments, have (or will) been considered during the development of the policy or strategy.</p> <p>Key documents may change from time to time to reflect the needs of Trent &amp; Dove.</p>						
1.3	<p><b>Customer Annual Report</b></p> <ul style="list-style-type: none"> <li>a) The Committee will review the Customer Annual Report produced by the organisation prior to its approval by the Board. The published report should: <ul style="list-style-type: none"> <li>I. include a statement from the Customer Committee about its work and key priorities in line with this Terms of Reference; and</li> <li>II. effectively communicate to customers how customer views and insight have influenced T&amp;D’s actions and decision-making.</li> </ul> </li> <li>b) The Committee will recommend the content of the Customer Annual Report to the Board for approval.</li> </ul>		X		Annually		
1.4	<p><b>Monitor adherence to regulatory requirements and expectations with respect to customers.</b></p>						

	<p>a) The Committee will review and comment on management’s annual self-assessment against the Regulator of Social Housing’s Consumer Standards before it is considered by the Audit &amp; Risk Assurance Committee (which in turn reports to the Board).</p> <p>b) The Committee will comment on management’s annual self-assessment of the customer elements of the NHF Code of Governance (2020) before it is considered by the Governance &amp; Remuneration Committee (which in turn reports to the Board).</p>		X		Annually		
			X		Annually		
1.5	<p><b>Provide Assurance to the Board</b></p> <p>a) The Committee will be consulted by the Board or Executive Team about any significant customer-related issue, including how customers are to be engaged in relation to that issue. This may include, but is not limited to, changes in how landlord services are provided, regeneration activities, community investment activities or the standard of homes.</p> <p>b) The Committee will communicate their consultation response to the Board, clearly explaining the reasons for their views or opinions or any recommendations made by the Committee.</p>		X		As requested by Board or EMT		
				X			
<b>2.0– INSIGHT AND DATA</b>							
2.1	<p><b>Customer insight</b></p> <p>a) The Committee will obtain evidence of different aspects of the customer experience in order to provide assurance to the Board that:</p> <ol style="list-style-type: none"> <li>i. Commitments made by the organisation with respect to customer service delivery are being met;</li> <li>ii. the needs of different customer groups and segments are known, understood and acted upon;</li> <li>iii. principles of equality, diversity and inclusion (EDI) are being adhered to and inform the organisation’s decision-making; and</li> <li>iv. opportunities for continuous improvement are identified, understood and acted upon.</li> </ol>		X		Ongoing		

	<p>The Committee will do this by:</p> <ol style="list-style-type: none"> <li>i. Identifying a range of customer performance metrics which it will monitor in line with section 2.2 below, including the achievement of targets;</li> <li>ii. Tracking the progress, impact and/or outcomes of customer-related strategies and projects, including community mapping;</li> <li>iii. Receiving briefings from other Customer Voice groups and activities which feed into T&amp;D's formal governance structure in order to obtain a holistic view of how the Customer Voice is being heard and responded to; and</li> <li>iv. Reporting its key findings and opinions to the Board for assurance purposes.</li> </ol>						
2.2	<p><b>Performance</b></p> <ol style="list-style-type: none"> <li>a) Each year, the Committee will identify and agree a set of Customer Performance Metrics (KPIs) which will: <ol style="list-style-type: none"> <li>i. form the basis of the Committee's quarterly performance reporting to the Board;</li> <li>ii. capture customers' experiences of living in a T&amp;D home or a community in which T&amp;D operates;</li> <li>iii. include metrics relating to the following: <ul style="list-style-type: none"> <li>• The quality of services provided to customers;</li> <li>• The extent to which customers are safe in their homes; and</li> <li>• The extent to which the organisation listens and acts on the views of customers.</li> </ul> </li> <li>iv. be in line with any requirements or direct requests set by the Board with respect to the number, range or type of metrics and the frequency of reporting to the Board.</li> </ol> </li> <li>b) The Committee will then: <ol style="list-style-type: none"> <li>i. recommend their identified set of Customer Performance Metrics (KPIs) to the Board for annual approval;</li> <li>ii. monitor the performance of the Customer Performance Metrics (KPIs) on a quarterly basis to establish their effectiveness; and</li> </ol> </li> </ol>	X			Annually		
				X	Annually Quarterly		

	iii. report the outcomes of this quarterly review to the Board on a quarterly basis.		X		Quarterly		
<b>3.0 - COMPLAINTS</b>							
3.1	<b>Overseeing the organisation approach to complaints</b>						
	a) The Committee will review and approve the organisation's Complaints Policy (and any associated Policies) every two years. After doing so, the Committee will provide assurance to the Board that T&D continues to operate an effective customer-focussed complaints process which enables customers' concerns to be resolved quickly and easily, enables them to hold the organisation to account and ensures that customers' experiences are learnt from. It will seek the assistance of the complaints special interest group in this matter.	X			Every two years		
	b) The Committee will receive an Annual Complaints Report setting out: <ul style="list-style-type: none"> <li>i. the number, type and frequency of complaints received by the organisation in each operational area, including key complaint themes;</li> <li>ii. the organisation's learning from complaints, including opportunities for continuous improvement of the organisation's services;</li> <li>iii. the actions being undertaken by the organisation in response to the learning from complaints;</li> <li>iv. the progress made on the actions previous reported to the Committee, to enable the Committee to monitor and track their implementation.</li> </ul>		X		Annually		
	c) The Committee will report the key findings from its review of the Annual Complaints Report to the Board to provide assurance to the Board that:		X		Annually		

	<ul style="list-style-type: none"> <li>i. The causes of any key issues have been identified and have been reviewed;</li> <li>ii. Opportunities for improvement have been identified and have been (or are being) acted upon;</li> <li>iii. Customer insight gathered via the Complaints Process has been used to continuously improve service delivery and organisational processes.</li> </ul>						
<b>4.0– COMMUNITY GRANTS</b>							
4.1	<p><b>Community Grants</b></p> <ul style="list-style-type: none"> <li>a) On an annual basis, the Committee will approve the criteria for awarding community grants, so that the budget for the Community Grants Fund established by the Board contributes to the achievement of T&amp;D’s Strategic Objectives.</li> <li>b) On an annual basis, the Committee will review a Community Grants Report prepared by the “Community Grants Panel” which: <ul style="list-style-type: none"> <li>i. Demonstrates how funds have been allocated by the Community Grants Panel in accordance with the criteria for awarding community grants which has been set by the Committee;</li> <li>ii. Reports on the impact and outcomes achieved by the funds that have been awarded by the Community Grants Panel;</li> <li>iii. Provides assurance that funding criteria for each community project has been (or continues to be) met.</li> </ul> <p>Using the content of this report, the Committee will consider whether there should be changes to any of the funding criteria and priorities the Committee has set to ensure that they remain transparent and aligned to the Board’s strategic priorities.</p> </li> <li>c) On an annual basis, the Committee will provide assurance to the Board that: <ul style="list-style-type: none"> <li>i. the budget set by the Board for the Community Grants Fund has been spent appropriately, and in line with the allocation criteria set by the Committee;</li> </ul> </li> </ul>	X			Annually		
		X			Annually		
			X		Annually		

	ii. the Community Grants Fund is achieving the objectives intended by the Board, including reporting on the outcomes and impact made by the Fund.						
<b>5.0– COMMUNITY ACTIVITIES</b>							
5.1	<b>Volunteering</b>						
	a) On an annual basis, the Committee will receive and review an annual volunteering report which will:		<b>X</b>			Annually	
	i. consider the impact of volunteering from the perspective of volunteers and from the recipients of the volunteers’ services;						
	ii. consider whether there should be any changes to T&D’s approach to Volunteering, to either increase awareness of volunteering opportunities throughout T&D’s areas of operation, increase the number of volunteering opportunities or increase opportunities for communities to be able to benefit from Volunteering.						
	b) The Committee will provide annual assurance to the Board that:		<b>X</b>			Annually	
	i. The volunteering activities undertaken by the organisation remain appropriate, continue to have impact and should continue to be supported by the organisation; and						
	ii. Opportunities to continuously improve the nature and type of volunteering activities the organisation offers have been identified and acted upon.						