

## **Terms of Reference and Guidelines**

### **LHA Social Policy Committee**

#### **Framework**

The purpose of the Committee is

- a) to meet the requirement for active and effective governance.
- b) to maximise Trustees' input to and focus on those issues which could facilitate or impede the achievement of LHA's strategic objectives;
- c) to maximise the time and input of the management team whilst not breaching Executive responsibilities.

#### **Objectives**

The principal objective of the Committee is to consider the welfare and requirements of existing and potential residents, and to make recommendations to the Board. The Committee will:

- Seek to understand the needs and expectations of current and potential LHA residents, and advise the Board of its findings.
- Make recommendations on the types of accommodation, services and levels of fees to be provided in future projects, with regard to the needs of residents.

The Committee will also:

- Recommend suitable charities supporting the housing needs of vulnerable young people in London so that grants can be made to them, and monitor the effective use of such grants.
- Advise the Board about issues of communication of our charitable objectives, particularly to staff and residents.

#### **Membership**

The Committee will comprise at least 3 and not more than 5 volunteer Trustees. The members will agree on a Chair and Vice Chair and the composition of the Committee will be subject to approval from the Board of Trustees. The Chief Executive (C E) will arrange the meetings and be present at them. The meeting will be quorate if 3 Trustees plus the CE are present.

#### **Meetings**

The Committee will normally meet 4 times a year. Special meetings and teleconferences may be arranged when additional business makes it necessary. Where there is an overlap with the Property Oversight and Projects Committee, the Committee Chairs will liaise in the first instance and joint meetings may be convened if necessary.

There will be a joint meeting annually with the Property Oversight and Projects Committee, generally arranged mid-way between the Board of Trustees' Away Days.

A written record of the proceedings at meetings will be prepared by the C E, which will be copied to the Chairman of the Board of Trustees and the Finance Director and be available to all Trustees.

Declaration of interest will be a standing agenda item.

### **Reporting**

A summary report on key activities will be presented by the C E /Committee Chair to every meeting of the Board of Trustees. Between meetings members of the Board of Trustees will be kept informed of significant actions taken on their behalf.

### **Activities to Achieve our Objectives**

#### **1 Resident Experience**

The Committee will commission surveys of residents, focus groups and a mystery shopper exercise at regular intervals. We will also examine feedback from the Tripadvisor and Hostelworld websites.

The Committee will establish and review Key Performance Indicators (KPIs) relating to resident profile, to analyse trends over time in age, nationality, length of stay etc in our different types of accommodation.

Based on both these sources of information the Committee will make recommendations to the Board of Trustees, within the objectives of the Strategic Plan, for any changes of room format, catering provision or improvements to other facilities within our existing properties.

The Committee will also advise on room formats and facilities to be included in any new projects under consideration, bearing in mind the criteria established in the Strategic Plan.

The Committee will use the information gained from residents to provide 'soft parameters' indicating residents' sense of well being and satisfaction with each site, to be included in the Property Asset Register.

The Committee will monitor the profile of residents and make appropriate recommendations to the Board to ensure that the LHA objectives of providing a 'springboard' for young people are met.

#### **2 Accommodation Needs of More Vulnerable Young People**

The Social Policy Committee will find and evaluate other London charities working to support young people in need of housing in the capital.

It will scrutinise applications for financial help from such charities and make appropriate grants from the LHA fund, as agreed by the Board of Trustees.

It will then monitor and evaluate the smooth running and successful completion of the projects funded and report back to the Board on each grant at least twice a year.

The Committee will be alert to the possibilities of partnership working with the charities receiving grants from the Fund.

### 3 Potential Future Residents

The SPC will advise the Board of Trustees on marketing initiatives to institutions and employers who may not know of the LHA.

The Committee will consider and support initiatives to ensure young people within the UK who may aspire to live in London know about LHA and what it has to offer.

### 4 Room rates, 'Affordability' and Benchmarking

The Committee will keep the issues of affordability and benchmarking under regular review, in the light of developments in the London housing market and income levels. This will allow the Committee to make recommendations to the Board about differentials in room rates and appropriate increases in line with our charitable objectives.

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