

# Capability Scotland Service Quality Committee Remit

## 1. Purpose

The purpose of the Service Quality Committee (the Committee) shall be to assist Capability Scotland's Trustees in fulfilling their governance obligations by ensuring that:

- 1.1 There are processes in place to monitor, evaluate and continuously improve the quality of provision to its customers and to maintain its commitment to customer involvement.
- 1.2 In a strategic context, there is continuous and measureable improvement in the quality and nature of all provision delivered by the organisation.

## 2. Membership

- 2.1 The Committee shall consist of a minimum of three Trustees. The Chair of the Board may serve on the Committee. Members of the Committee shall be appointed by the Board.
- 2.2 The Board shall appoint the Committee Chair who shall be a non-executive director. In the event of an absence of the Committee Chair, the remaining members present shall elect one of their number to chair the meeting who would qualify under these terms of reference to be appointed to that position by the Board.

## 3. Secretary

- 3.1 Unless otherwise decided by the Committee, the Governance & Executive Assistant, in the role of Secretary to the Board, shall act as the Secretary of the Committee and will ensure that the Committee receives information and papers in a timely manner to enable full and proper consideration to be given to the issues.

## 4. Quorum

- 4.1 The quorum necessary for the transaction of business shall be two Trustees.

## 5. Meeting Arrangements

- 5.1 The Chief Executive, Director of Adult Services & Business Development, Director of Children's Services and the Improvement & Quality Manager shall normally attend the meetings. In addition, other staff may be asked to attend by the Chief Executive, as appropriate.
- 5.2 The Committee shall normally meet four times per year and otherwise as required.

- 5.3 Officers shall agree an agenda for each Committee meeting with the Chair of the Committee.
- 5.4 Unless otherwise agreed, notice of each meeting confirming the venue, time and date together with an agenda of items to be discussed, shall be forwarded to each member of the Committee and any other person required to attend, no later than five working days before the date of the meeting. Supporting papers shall be sent to Committee members and to other attendees, as appropriate, at the same time.
- 5.5 The Secretary shall minute the proceedings and resolutions of all Committee meetings, including the names of those present and in attendance.
- 5.6 Draft minutes of Committee meetings shall be circulated promptly to all members of the Committee.
- 5.7 The minutes of the Committee shall also be circulated to the following meeting of the Board for information.

## **6. Annual General Meeting**

- 6.1 The Committee Chair should attend the Annual General Meeting to answer any questions on the Committee's activities.

## **7. Duties**

The Committee shall:

- 7.1 Receive a range of quantitative and qualitative internal and external data which can be used to form a view on the quality of care, support and education provided by the organisation. This shall include information and data relating to Adult and Child Protection and all actions taken by management in this regard.
- 7.2 Review, as appropriate, the organisation's performance, improvement measures and outcomes related to the customer experience.
- 7.2 Where assessment of this data shows areas not meeting the required standard, request appropriate action be taken and, as necessary, the Chief Executive shall identify the lead staff member to take these forward and report back to the Committee.
- 7.3 Promote an enhanced awareness by the Board of the organisation's performance to foster a culture of quality and continuous improvement throughout Capability Scotland based on internal and external data comparisons.
- 7.4 From time to time, invite experts or people with specific knowledge and expertise to assist in the completion of ad hoc pieces of work or research.

- 7.5 Consider and review any relevant policies as delegated by the Board and make recommendations for amendments and approval to the Board.
- 7.6 Consider the results of regulatory inspections of services and review any requirements or recommendations for improvement as suggested by management.
- 7.7 Review any risks associated with service delivery and quality.
- 7.8 Receive an annual report from the Schools Quality Improvement Officer assessing the extent of quality improvement within the organisation's education services.
- 7.9 Ensure the customer voice is heard and taken into account in the context of service quality and improvement.
- 7.10 Provide an opportunity for members to share information and explore ideas on new trends and developments in the marketplace.
- 7.11 Work and liaise as necessary with all other Board Committees.

## **8. Reporting Responsibilities**

- 8.1 The Committee Chair shall report to the Board on its proceedings after each meeting on all matters within its duties and responsibilities, highlighting areas of good practice, any areas of concern, and any actions required.
- 8.2 The Committee shall make whatever recommendations to the Board it deems appropriate on any area within its remit where action or improvement is needed.

## **9. Other Matters**

The Committee shall:

- 9.1 Have access to sufficient resources in order to carry out its duties, including access to the members of the Executive Team for assistance as required.
- 9.2 Be provided with appropriate and timely training, both in the form of an induction programme for new members and on an on-going basis for all members.
- 9.3 Give due consideration to laws, regulations and any published guidelines or recommendations regarding service delivery or quality standards and any other applicable rules, as appropriate.
- 9.4 Arrange for periodic reviews of its own performance and, review its remit at least every two years, to ensure it is operating at maximum effectiveness and to recommend any changes it considers necessary to the Board for approval

**10. Approval and Review of Committee Remit**

- 10.1 This remit is effective after the approval of the Board.
- 10.2 Any material amendment to the remit must be approved by both the Committee and the Board. Non-material amendments may be approved by the Committee and provided to the Board for information.
- 10.3 The Remit of the Committee shall be reviewed at least every two years, with the next review due by **November 2022**.