Terms of Reference
Quality, Safety & Assurance Committee

As adopted by the Board on 13.01.2025

Purpose

The Quality, Safety & Assurance Committee ("The Committee") has been delegated specific and limited authority by the IWA Board ("the Board") to:

- Drive quality improvement initiatives across all service areas, providing assurance that effective structures, systems, policies and processes are in place to deliver safe, effective, and high-quality services.
- Promote equitable, person-centred services and ensure alignment with IWA ethos and values, including our commitment to high quality services based on a social model of disability.
- Ensure that the experiences of service users and employees inform improvements to our structures, systems and processes.
- Oversee and guide continuous quality improvement efforts, while fostering a culture of safety, accountability, and shared learning.
- Ensure the Board is informed of key service-related risks and quality performance issues, alongside relevant legislative and regulatory compliance.

The Board retains overall responsibility for all matters delegated to the Committee.

Duties

Quality & Safety

- Ensure high standards of quality and safety across all services provided by IWA, aligning practices with both regulatory requirements and the IWA ethos based on the social model of disability.
- Oversee and monitor IWA quality improvement plans ensuring that all areas are addressed effectively.
- Monitor the effectiveness of our services, ensuring that high-quality service user experiences are delivered and that services meet the diverse needs of our members and people who use our services.

- Monitor quality performance and continuous improvement initiatives across all service areas, including but not limited to Disability Services, Transport, Housing, and Sport.
- Monitor and evaluate the Academic Committee's effectiveness in maintaining quality standards through oversight of its quality assurance activities
- Monitor the implementation of safeguarding policies, incident reporting, and complaint resolution processes, and recommend escalation of matters accordingly.
- Monitor and recommend for Board approval relevant policies related to quality and safety.

Regulatory Compliance and External Assurance

- Seek assurance that all applicable legislation, regulatory requirements, and standards are accurately identified, tracked, and integrated into IWA policies, procedures and practices, and that implementation plans are developed where appropriate.
- Monitor, receive, and review reports from external quality assurance bodies, and make recommendations to the Board based on the findings.
- Monitor, receive, and review reports from regulators, and make recommendations to the Board based on findings, including:
    - Health & Safety Authority
    - Health Information and Quality Authority
    - Approved Housing Bodies Regulatory Authority
- Seek assurance on behalf of the Board that IWA is compliant with the AHBR Property & Asset Management, and Tenancy Management Standards.
- Periodically review quality, safety, and service-related risk identifying emerging risks and monitoring ongoing issues.
- Liaise with the Audit, Finance & Risk Committee in monitoring the implementation of IWA policies, practices and procedures for the control, monitoring, management, and documentation of risk.
- Escalate significant service risks to the corporate risk register through recommendations to the Audit, Finance & Risk Committee.

Authority

The Committee has the authority, as delegated by the Board, to:

- request information, reports, or presentations from the Senior Management Team or any organisational unit to support effective monitoring and decision-making related to quality and safety.
- escalate significant concerns to the Board or other relevant committees when critical issues arise within the domains of quality, safety, safeguarding, and service user experience that require broader attention or action.
- engage with or respond to external audits, reviews, or expert advice, as necessary
- Make recommendations to the Board on policies or strategic initiatives that will enhance quality, safety, or service user outcomes across the organisation.

The Committee operates within the scope of its delegated authority and reports directly to the Board on all matters requiring escalation or formal Board approval.

Work Programme & Meeting Agenda

The Committee establishes an annual work programme that reflects its duties outlined in these Terms of Reference, supporting a structured approach to fulfilling its purpose.

This programme is submitted to the Board for approval and is reviewed periodically to ensure alignment with strategic priorities and emerging quality and safety issues.

Each meeting agenda is structured around standing items, recurring reports, and a series of scheduled annual items, which may include internal assessments, external audit findings, and deep-dive sessions on specific areas of interest as well as key emerging matters as required.

The Committee Chairperson, in collaboration with the designated Senior Management Team (SMT) lead, sets the agenda for each meeting, ensuring alignment with the work programme while allowing flexibility to address urgent or unplanned issues as they arise.

Accountability & Reporting

Key reporting and accountability practices include:

Committee Minutes and Recommendations to Board: The Committee shares minutes (draft and approved) along with any formal recommendations from each meeting with the Board at the next appropriate Board meeting as decided by the IWA Board Chairperson.

Committee Chairperson's Report: The Committee Chairperson presents a verbal report to each quarterly Board meeting, highlighting matters requiring the Board's attention, presenting recommendations, significant developments, and any escalations.

Annual Committee Report: At least once annually, the Committee submits a comprehensive report to the Board, summarising its activities, key achievements, and progress in fulfilling its responsibilities over the preceding period.

Quarterly Safeguarding Reports: A dedicated safeguarding report is presented quarterly to the Committee, ensuring that member and service user safety and protection remains a priority.

Annual Quality Reports: Annual quality reports from designated departments or programmes are provided to the Committee as requested, enabling in-depth review and analysis of quality standards across specific service areas.

Committee Membership

The committee shall consist of the following:

- At least three Board members
- External non-executive members as appointed by the Board.

In addition, the following members of the senior management team and key managers will attend the meeting on a regular basis with no voting rights:

- IWA Director of PMO & Quality – Designated SMT Lead
- IWA Chief Executive Officer
- IWA COO
- Head of Quality
- NDO Nominee
- Health & Safety Manager
- IWA Company Secretary
- Other members of the Senior Management and their reports, as agreed with the Committee Chairperson.

Other attendees, as required, may be invited from time to time, at the discretion of the Committee Chairperson.

Committee Chairperson

The Committee Chairperson must be an IWA Board member and is appointed by resolution of the IWA Board Governance & Nominations Committee.

The Committee Chairperson may serve for a maximum of two terms of three years per term (six years in total).

The Committee Chairperson may appoint a deputy to chair a committee in their absence, and in the absence of the Committee Chairperson or an appointed deputy, any schedule meeting will be postponed until the Committee Chairperson or their appointed deputy has reconvened the committee.

Notice of meetings

Meetings of the committee shall be called by the Secretary of the Committee at the request of the Committee Chairperson

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.

Quorum

The quorum necessary for the transaction of business shall be [two] committee members, both of whom are IWA Board members.

Frequency of meetings

The committee shall meet at least [four] times a year at appropriate intervals in advance of scheduled board meetings.

The Chairperson of the committee may call additional meetings as required.

Secretary

The company secretary, or their nominee, 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 all matters.

Minutes of meetings

The company secretary, or their nominee, shall minute the proceedings and decisions of all committee meetings, including recording the names of those present and in attendance, and the time the meeting opened and closed.

Draft minutes of committee meetings shall be circulated to all members of the committee once reviewed by the Committee Chairperson, and will be circulated in draft to the IWA Board, as appropriate.

Once approved, minutes should be circulated to all other members of the Board in accordance with any policy set out in the IWA Governance Manual.

Location of meetings

To be agreed by the committee members.
Meetings may take place in person or via remote meeting technology.

Scope

List other policies that are connected and or impact on these terms of reference.	Quality Policy Quality Assurance Policy
List which policies or procedures are impacted by these terms of reference.	
List who was consulted with.	IWA Board CEO

	SMT

Frequency of Review

These terms of reference will be reviewed annually.

References

HSE Service Level Arrangements Part II

Quality and Safety Committees Guidance and Resources, HSE, Quality Improvement Division, October 2016

History of Changes

Version	Date	Author	Changes Made/Rational
1.	13012025	Sam Toland	First version of terms of reference for committee based on drafting notes from Committee Chairperson and CEO, and utilising guidance notes and specific terms of reference from other large S39 provider.