

**MINUTES OF JOINT CORPORATE SERVICES COMMITTEE**  
**Wednesday 1 May 2019 at 2.00pm**  
**OHM Office, Lossiemouth**

Present:	Jonathan Young, Director OH (JY) Chair
	Brian Watson, Member OHM CoM (BW) Vice Chair
	Mike Scott, Director OH and Member OHM CoM (MS)
	Stuart Robertson, Director OH (SR) (Substitute for Hazel Smith)
	Jim Milne, Member OHM CoM (JM)
Attending:	Clare Ruxton, Corporate Services Manager, OH Group (CSM)
	Sofia Redford, Corporate Services Officer, OH Group (CSO)
Apologies:	Marian Reid, Director OH (MR)
	Hazel Smith, Director OH and Member OHM CoM (HS)

Minute No	Subject	Action
<b>1.</b>	<b>ADMINISTRATION</b>	
<b>1.1</b>	<b>Welcome and Apologies</b>	
<b>Joint</b>	Jim Milne was welcomed to his first Corporate Services Committee meeting. Apologies were noted as above.	
<b>1.2</b>	<b>Declaration of Interests</b>	
<b>Joint</b>	There were no changes to the standard declarations of interest.	<b>CSO</b>
<b>1.3</b>	<b>Minute of Meeting 30 January 2019</b>	
<b>Joint</b>	The Committee reviewed the Minute of the meeting held on 30 January 2019.  <b>The Committee unanimously agreed the Minute to be a correct record of the meeting and it was duly signed by the Chair.</b>	<b>Chair</b>
<b>1.4</b>	<b>Matters Arising - Actions</b>	
<b>Joint</b>	The Committee reviewed the action outcomes from the previous meeting and noted the current position on all issues.	<b>Chair</b>

2.	ITEMS FOR DECISION	
<b>2.1</b>	<b>Performance</b>	
<b>2.1.1</b>	<p><b>Board Self-Assessment Update</b></p> <p>The CSM presented a report to provide the Committee with an update on the progress on the Governing Bodies were making with regard to self-assessment.</p> <p>The Committee noted that 2 meetings to assess current practice against the Regulatory Standards had taken place and a Regulatory Standards Schedule had been created detailing Osprey's evidence of compliance. The schedule will be reviewed periodically by the Governing Bodies to ensure continued compliance. Final Schedule will be presented at the May Joint Meeting of the Governing Bodies.</p> <p>Linda Ewart's independent review report on her observations of the last Governing Bodies meeting will also be presented at the May meeting. It will be discussed with regard to agreeing changes in practice to further improve the Governing Bodies effectiveness.</p> <p>On 2 May as part of their scrutiny work, OTRA is to hold a review of OH Governing Body.</p> <p><b>The Committee:</b></p> <ul style="list-style-type: none"> <li><b>i. Noted and discussed the contents of the report</b></li> <li><b>ii. Agreed it as a way forward.</b></li> </ul>	<b>CSM</b>
<b>2.1.2</b>	<p><b>Board Member Appraisals</b></p> <p>The CSM presented a report to provide the Committee with an update on the Board Appraisal process.</p> <p>The Committee noted that all appraisals apart from 2 had taken place. Dates have been scheduled for the remaining appraisals.</p> <p>The appraisals were carried out by the Chairs of OH and OHM who will be pulling together the information they gathered in a report which will include recommendations of how to improve practice.</p> <p><b>The Committee:</b></p> <ul style="list-style-type: none"> <li><b>i. Noted and discussed the contents of the report</b></li> <li><b>ii. Agreed it as a way forward</b></li> </ul>	<b>CSM</b>

2.1.3	<p><b>Key Performance Indicators Review 2019/20</b></p> <p>Following a review by SMT, the CMS presented a report detailing the proposed changes to KPIs for the year 2019/20</p> <p>The Committee reviewed the proposals relating to the Corporate Services Committee. The Committee noted the new KPIs relating to Data Management, which have been introduced following the GDPR audit and in preparation of the Freedom of Information regulation coming into effect from 11 November 2019.</p> <p><b>The Committee:</b></p> <ul style="list-style-type: none"> <li><b>i. Considered and discussed the contents of the report.</b></li> <li><b>ii. Agreed the proposals of which KPIs will be used in 2019/20</b></li> </ul>	<b>CSM</b>
2.2	<p><b>Strategy/Policy</b></p>	<b>CSM</b>
2.2.1	<p><b>Business Plan</b></p> <p>The CSM presented the Committee with a first sight of the proposed Business Plan for the Osprey Group.</p> <p>The Committee noted that the current Strategic Business Plan expires in 2020 and this is the first draft of the 2019 – 2023 Plan, which will be presented at all meetings in the current cycle.</p> <p>The Committee's suggestions and comments were:</p> <ul style="list-style-type: none"> <li>• A Strategy Day to discuss the contents in depth.</li> <li>• Initial statement should have some reference to financial limitations.</li> <li>• A bit lengthy although all content was relevant.</li> <li>• Welcomed the clearly set out Strategic Ambitions detailing what we are trying to achieve, how and when.</li> <li>• Avoid using abbreviations.</li> </ul> <p><b>The Committee:</b></p> <ul style="list-style-type: none"> <li><b>i. Noted and discussed the content of the report</b></li> <li><b>ii. Gave suggestions for amendments and improvements</b></li> <li><b>iii. Agreed this was a constructive and positive way forward</b></li> </ul>	

<b>2.2.2</b>	<p><b>People Plan</b></p> <p>The CSM presented the Committee with a first sight of the proposed People Plan for Osprey Group.</p> <p>The Committee noted this is Osprey's first People Plan, which had been created following a recommendation in last year's Internal Audit Plan. The Plan will be reviewed by the Colleague Council at their next meeting.</p> <p>The Committee's suggestions and comments were:</p> <ul style="list-style-type: none"> <li>• Add a separate section to cover GB members although this approach was not agreed by all.</li> <li>• The wording describing teams and team work should be re-worded slightly to avoid suggestions of silo working.</li> <li>• Excellent document.</li> </ul> <p><b>The Committee:</b></p> <ol style="list-style-type: none"> <li><b>Noted and discussed the content of the report</b></li> <li><b>Gave suggestions for amendments and improvements</b></li> <li><b>Agreed this was a constructive and positive way forward</b></li> </ol>	<b>CSM</b>
<b>2.2.3</b>	<p><b>Scottish Public Services Ombudsman's Support and Intervention Policy</b></p> <p>The CSM presented a report to provide the Committee with the SPSO's new policy in order to demonstrate how SPSO's intervention policy might affect Osprey in the future.</p> <p>The Committee noted that the new SPSO Policy will not affect how Osprey deal with complaints internally and would only come into effect when external intervention is required.</p> <p><b>The Committee:</b></p> <ol style="list-style-type: none"> <li><b>Noted and discussed the content of the report.</b></li> <li><b>Agreed that the new process appeared somewhat protracted and Osprey should endeavour to resolve complaints through our own policy in order that they are not escalated into this one.</b></li> </ol>	<b>CSM</b>
<b>2.2.4</b>	<p><b>Policy Review</b></p> <p>The CSM presented a report informing the Committee on the progress being made to update policies over the past 3</p>	<b>CSM</b>

	<p>months.</p> <p><b>Expenses Policy</b> - The Committee noted that the Expense Policy has been updated with the Osprey branding, and brought into line with the newly agreed Terms and Conditions of Service.</p> <p><b>Performance Management Policy</b> - The Committee noted that following feedback from the IIP Assessor the Appraisal section of the Performance Management Policy on objective setting has been strengthened and a succession planning section has also been added.</p> <p>JM asked if the SMT had the necessary skills to implement the Policy. The CSM confirmed that all members of SMT had approved the policy and that it is her duty to ensure they are equipped to do their job. The Committee suggested that "good staff management" should be a standard objective for SMT members.</p> <p>CSM to give feedback at a later date on the first round of appraisals using the new form.</p> <p><b>The Committee:</b></p> <ul style="list-style-type: none"> <li>i. <b>noted the report</b></li> <li>ii. <b>supported the recommendation to approve the reviewed policies.</b></li> </ul>	
2.2.5	<p><b>Digital Strategy</b></p> <p>The CSM presented the Committee with a first sight of the proposed Digital Strategy for Osprey Group.</p> <p>The Committee noted that this is Osprey's first Digital Strategy, which will be presented at all meetings in the current cycle prior to approval. The Strategy will be cross referenced with the IT Security Strategy.</p> <p><b>The Committee:</b></p> <ul style="list-style-type: none"> <li>i. <b>Noted and discussed the content of the report</b></li> <li>ii. <b>Gave suggestions for amendments and improvements</b></li> <li>iii. <b>Agreed this was a constructive and positive way forward</b></li> </ul>	CSM

<b>2.3</b>	<b>Governance</b>	
<b>2.3.1</b>	<p><b>Payroll Audit</b></p> <p>The CSO presented a report to update the Committee on the results of the Payroll audit carried out by Scott-Moncrieff.</p> <p>The Committee noted that the in depth Audit in February had been very successful and the action point relating to the inclusion of exception reports had been implemented in the April payroll.</p> <p><b>The Committee:</b></p> <ul style="list-style-type: none"> <li><b>i. Considered and discussed the contents of the report</b></li> <li><b>ii. Agreed the proposed action as they way forward</b></li> </ul>	<b>CSO</b>
<b>2.3.2</b>	<p><b>General Data Protection Regulations Audit</b></p> <p>The CSM updated the Committee on the results of the GDPR audit carried out by Scott-Moncrieff.</p> <p>The Committee noted that the arrangements put in place ahead of the introduction of GDPR in May 2018 were all correct and there were no major areas of non-compliance. The audit had highlighted that although Osprey contractors had been sent the organisation's Data Sharing Protocol only a small number had been returned and this should now be chased up.</p> <p>The audit also suggested that Osprey should review the use of "Legitimate Interest" as the legal basis for collecting and storing data as this requires an impact assessment. The CSM and HSM have since reviewed this and determined that "Contractual Reasons" is a more accurate basis for collecting and storing most of our data.</p> <p>The staff team received GDPR training in 2018 prior to the implementation of the regulation and further awareness training in conjunction with Freedom of Information training is planned for later in 2019.</p> <p>The Energy Support Officer post has been identified as role within the organisation who can act as Data Protection Officer and the postholder will be given the necessary training and support. The DPO role will come into effect on 11 November 2019.</p>	<b>CSM</b>

	<p><b>The Committee:</b></p> <ul style="list-style-type: none"> <li><b>i. Considered and discussed the contents of the Report.</b></li> <li><b>ii. Acknowledged all members of staff who participated in an enormous amount of work in preparation for the audit.</b></li> <li><b>iii. Agreed the proposed action plan as the way forward.</b></li> </ul>	
<b>3.</b>	<b>ITEMS FOR ASSURANCE/CHALLENGE</b>	
<b>3.1</b>	<b>Performance</b>	
<b>3.1.1</b>	<p><b>Performance Report: Quarter 4 2018-19</b></p> <p>CSO presented the Committee with the year end performance across the Group against Key Performance Indicators for Quarter 4 of 2018-19.</p> <p>The Committee noted that the year end figures were very good with especially the low levels of sickness absence and complaints reported being encouraging.</p> <p>The Committee requested that they also be given the overall sickness absence figure for the Osprey Group. This was agreed.</p> <p><b>The Committee:</b></p> <ul style="list-style-type: none"> <li><b>i. Noted year end performance across the Group.</b></li> <li><b>ii. CSO to provide overall sickness figure at future meetings.</b></li> </ul>	<b>CSO</b>
<b>3.1.2</b>	<p><b>Complaints</b></p> <p>The CSO presented a report to provide the Committee that reviewed the response to complaints and complaint handling across the Group over the last twelve months.</p> <p>This report had been prepared by the HSM and provided an overview of the complaints reported during the year and how key learning outcomes are identified and addressed.</p> <p>The Committee noted that the figures for the year were excellent.</p> <p><b>The Committee:</b></p> <ul style="list-style-type: none"> <li><b>i. Noted the report and current performance.</b></li> <li><b>ii. Endorsed the approach taken towards complaints</b></li> </ul>	<b>CSO</b>

	<b>handling within the Group.</b>	
<b>3.2</b>	<b>Strategy/Policy</b>	
<b>3.2.1</b>	<p><b>Operational Update</b></p> <p>The CSM advised the Committee on the current position in relation to various operational and staffing matters, including the Colleague Council minutes.</p> <p>The Committee noted that the job evaluation process was now complete and a final report from the Remuneration Committee would be presented at the next Joint Meeting of the Governing Bodies. In addition the CSM will carry out a final review of the process.</p> <p>The Committee was pleased to be informed that the Long Service Award Scheme agreed as part of the Terms and Conditions review last year was being implemented. Relevant staff had been awarded their recognition letters at the last Thursday morning training session and were currently choosing their vouchers.</p> <p><b>The Committee:</b></p> <p><b>i. considered and discussed the contents of the report.</b></p>	<b>CSM</b>
<b>3.2.2</b>	<p><b>Sickness Absence 2018 Review</b></p> <p>The CSM presented a report informing the Committee on the progress being made to manage sickness absence following the implementation of the recommendations approved by the Committee in November 2017.</p> <p>The Committee noted that progress had been made and the figures reported for the 12 months from 1 April 2018 was a significant improvement on what had been reported in 2017. Although additional work is required the figures are very encouraging.</p> <p><b>The Committee:</b></p> <p><b>i. Noted the contents of the report.</b></p> <p><b>ii. Endorsed the recommendations.</b></p>	<b>CSM</b>
<b>3.2.3</b>	<p><b>Investors In People Update</b></p> <p>The CSM presented a report updating the Committee on the plans for further work following the Osprey Group accreditation</p>	<b>CSM</b>



	<p>to silver level of the IIP standard.</p> <p>The Committee noted that work on the Action Plan created following the assessment in December 2018 to be ongoing with the goal to achieve IIP Gold Standard by the end of 2020.</p> <p><b>The Committee;</b></p> <ul style="list-style-type: none"> <li><b>i. noted the contents of the report</b></li> <li><b>ii. reaffirmed its commitment to attaining the Gold Standard within the next three years.</b></li> </ul>	
<b>3.2.4</b>	<p><b>Osprey 20 Anniversary</b></p> <p>The CSM updated the Committee on the plans being made to celebrate the Osprey 20<sup>th</sup> anniversary in 2019.</p> <p>The Committee noted that the events planned had commenced with the successful Easter Egg Hunts for tenants taking place at a number of developments on Good Friday.</p> <p>Work is progressing to arrange the upcoming events.</p> <p><b>The Committee</b></p> <ul style="list-style-type: none"> <li><b>i. considered and discussed the contents of the report.</b></li> </ul>	<b>CSM</b>
<b>3.3</b>	<b>Governance</b>	
<b>3.3.1</b>	<p><b>Risk Register Review</b></p> <p>The CSM presented the Committee with the opportunity to review and update the Osprey Risk Register.</p> <p>The Committee noted that this was the first review of the new style Risk Register. The Committee paid particular attention to Risk 5 Governance Failures and Risk 6 Corporate failures which fall under their remit. They were satisfied and found that no changes were required.</p> <p><b>The Committee:</b></p> <ul style="list-style-type: none"> <li><b>i. Reviewed the Risk Register and assured themselves it is fit for purpose.</b></li> </ul>	<b>CSM</b>
<b>3.3.2</b>	<p><b>Health and Safety Update</b></p> <p>The CSO presented a report to provide the Committee with a full overview of current Health and Safety arrangements.</p>	<b>CSO</b>

	<p>Items noted included:</p> <p>FRAs (Fire Risk Assessments) carried out by Infinity and at the Lossie office.</p> <p>Handy Hints document</p> <p>H&amp;S Committee minute</p> <p>HWL (Healthy Working Lives) update</p> <p><b>The Committee:</b></p> <p>i. <b>Noted the contents of the report</b></p>	
<b>3.3.3</b>	<p><b>Freedom of Information Act</b></p> <p>The CSM presented a report to update the Committee on the requirement for the Osprey Group to adhere to the Freedom of Information Act from November 2019.</p> <p>The Committee noted what the Osprey website is currently being re-designed and FOI requirements will be taken into consideration. A full action plan will be presented at the next meeting.</p> <p><b>The Committee:</b></p> <p>i. <b>Noted the report.</b></p> <p>ii. <b>Agreed with the recommendation to bring a plan to the next meeting of the Committee.</b></p>	<b>CSM</b>
<b>4.</b>	<p><b>Any Other Business</b></p> <p>PR consultant – The Committee noted that arrangements discussed with LDM have been set up and she has had meetings with SMT to discuss their requirements.</p>	<b>Chair</b>
<b>5.</b>	<b>DATE OF NEXT MEETING</b>	
	Wednesday 31 July at 13:30 at OH office, Westhill.	<b>Chair</b>

**Meeting closed at 15:50 hrs**

**Signed:**



**Dated:**

31/7/19