

MINUTES OF JOINT CORPORATE SERVICES COMMITTEE
Wednesday 30 January 2019 at 2.00pm
OH Office, Westhill

Present:	Jonathan Young, Director OH (JY) Chair
	Brian Watson, Member OHM CoM (BW) Vice Chair
	Mike Scott, Director OH and Member OHM CoM (MS)
	Bill Chapman, Director OH and Member OHM CoM (BC) (Substitute for Hazel Smith) <i>Agenda items for decision only.</i>
Attending:	Clare Ruxton, Corporate Services Manager, OH Group (CSM)
	Sofia Redford, Corporate Services Officer, OH Group (CSO)
	John Farquharson, IT Officer, OH Group (ITO)
	Keith Robertshaw, Corporate Services Apprentice, OH Group (CSA)
Apologies:	Marian Reid, Director OH (MR)
	Hazel Smith, Director OH and Member OHM CoM (HS)

Minute No	Subject	Action
1.	ADMINISTRATION	
1.1	Apologies	
Joint	<p>The CSM welcomed everyone to the meeting and informed the Committee of the resignation from the OHM CoM of Patsy Gowans and Mike McClafferty. Recruitment to fill the vacancies is under way.</p> <p>Apologies were noted as above.</p>	
1.2	Declaration of Interests	
Joint	<p>The following changes were noted:</p> <p>MS – Now vice-chair of Disabled Persons' Housing Service Delete second SCARF entry</p> <p>There were no further changes to the standard declarations of interest.</p>	CSO
1.3	Minute of Meeting 31 October 2018	
Joint	The Committee reviewed the Minute of the meeting held on 31	Chair

	<p>October 2018.</p> <p>The Committee unanimously agreed the Minute to be a correct record of the meeting and it was duly signed by the Chair.</p>	
1.4	Matters Arising - Actions	
Joint	The Committee reviewed the action outcomes from the previous meeting and noted the current position.	Chair
2.	ITEMS FOR DECISION	
2.1	Performance	CSM
2.1.1	<p>Board Self-Assessment Update</p> <p>The CSM presented a report giving an update on the progress on Board Self Assessment.</p> <p>The Committee noted that a first meeting to review Standards 1 and 2 had taken place on 24 January and a second meeting is scheduled on 28 February to review the remaining 4 Standards.</p> <p>Board appraisals are scheduled for 28 and 29 March and Linda Ewart has been approached to act as an external validator.</p> <p>The Committee noted and discussed the contents of the report and agreed it as a way forward.</p>	
2.1.2	<p>Annual Efficiency Plan 2019/20</p> <p>The CSM presented a report to provide the Committee the opportunity to comment on the first draft of an Annual Efficiency Plan 2019/20.</p> <p>The Committee reviewed the draft Plan and suggested that it should be cross referenced with the Sustainability Plan and noted that only minor changes to wording are required.</p> <p>The Committee:</p> <ul style="list-style-type: none"> i. noted and discussed the contents of the report ii. recommended that the Efficiency Statement should be discussed with and approved by OTRA iii. agreed it as a way forward. 	

2.2	Strategy/Policy	CSM
2.2.1	<p>Public Relations Presentation</p> <p><i>Lesley Davidson joined the meeting</i></p> <p>The CSM introduced Lesley Davidson from Lesley Davidson Marketing (LDM) who had been invited to give a presentation on both the PR and the event support that LDM can offer Osprey.</p> <p><i>Following the presentation and a short Q&A session LD left the meeting.</i></p> <p>The Committee agreed that with their local knowledge and event organising experience LDM will be able to provide support to the Organisation during the Osprey 20 year.</p> <p>The Committee:</p> <ul style="list-style-type: none"> i. noted the contents of the report and LDM presentation ii. discussed and agreed that a plan of priorities should be created and quote requested from LDM iii. final decision whether to hire LDM to be taken by CR and GA. 	
2.2.2	<p>IT Review and Development</p> <p>The ITO presented a report on the progress of the IT team in 2018 and give an introduction to the Group IT strategy for the next 3 years.</p> <p>The items discussed were:</p> <p>QL upgrade – issues with V4 and future roll ups. IT Contract – tendering process completed at the end of 2018 with a 3 year contract awarded to Mother Technologies. Mobile devices – rolled out to all field based staff. IT apprentice – pleasing progress of Ellis Masson in his role as IT apprentice. Future developments – including, QL, website, terminal session, internal myOsprey portal, Osprey App and jot forms and the development of a three year strategy.</p> <p>The Committee:</p> <ul style="list-style-type: none"> i. considered and discussed the content of the report ii. supported the recommendations to progress as 	ITO

	<p>proposed</p> <p>iii. Requested that the approval of new look website should be sought from CS Committee for the new website prior to going live.</p>	
2.2.3	<p>Brexit: Implications for Workforce</p> <p>The CSM presented a report to inform the Committee of the potential implications, in terms of recruitment and retention, to the workforce of Brexit. The Committee were also asked to consider the proposal to support EU national Osprey staff by granting reasonable time off, if required, to apply for UK settlement status should the legislation come into effect.</p> <p>The Committee noted that this would currently involve 2 current employees however the information in the report was also relevant to any EU tenants.</p> <p>The Committee:</p> <ul style="list-style-type: none"> i. noted the report ii. supported the recommendation for Osprey to offer time off for all affected employees iii. requested that the issue be discussed at the next joint meeting of the GBs. 	CSM
2.2.4	<p>Policy Review</p> <p>The CSM presented a report informing the Committee on the progress being made to update policies over the past 3 months.</p> <p>Training and Development Policy Flexi Time Policy Stress Management Policy</p> <p>The Committee requested that in section 5.1 the word '<i>onboarding</i>' be changed.</p> <p>The Committee asked whether the staff are notified when Policies are revised and the CSM confirmed that they are by global email.</p> <p>The Committee noted that the Stress Management Policy also covered GBMs and requested that this Policy be made available on the myOsprey portal.</p> <p>The Committee:</p> <ul style="list-style-type: none"> i. noted the report 	CSM

	ii. supported the recommendation to approve the reviewed policies.	
2.2.5	Lossiemouth Office Update The CSM presented a report updating the Committee on the progress being made with regard to the proposal to dispose of the Lossiemouth office site. The Committee noted that the disappointing valuation of the site as a potential 10 or 8 unit development will give insufficient capital to re-locate the office at this point. The Committee: <ul style="list-style-type: none"> i. noted the report ii. agreed with the recommendation to further review the position in or following a merger, should this take place. 	CSM
2.3	Governance <i>No agenda items</i>	
3.	ITEMS FOR ASSURANCE/CHALLENGE	
3.1	Performance	CSO
3.1.1	Performance Report: Quarter 2 2018-19 CSO presented the Committee with the current performance across the Group against Key Performance Indicators for Quarter 3 of 2018-19. This included the decision to currently hold all OIL Board and R&G Committee meetings in Westhill and the sickness absence figures which are in line with target. The Committee noted the report and current performance across the Group.	
3.1.2	Complaints CSM presented the Committee with a case study of a Complaints Report involving an Osprey Housing Moray tenant. The Committee noted the report and endorsed the approach taken towards complaints handling within the Group. The Committee advised they felt the	CSM

	complaint was well handled.	
3.1.3	<p>SHR Landlord Emergency Contact Information Review</p> <p>The CSM presented a report informing the Committee of the Scottish Housing Regulator's review of emergency contact details on landlords' websites.</p> <p>The Committee noted that the Osprey website met the standard required ahead of the review with only the addition of the word "emergency" ahead of the OOH number.</p> <p>The Committee noted the report.</p>	
3.2	Strategy/Policy	
3.2.1	<p>Operational Update</p> <p>The CSM presented a report advising the Committee on the current position in relation to various operational and staffing matters.</p> <p>The Committee in particular noted the number of requests to work a 9 day fortnight. The CSM assured them that a decision to grant and then review after 6 months to ensure there is no detrimental effect on services had been agreed.</p> <p>The Committee considered and discussed the contents of the report.</p>	CSM
3.2.2	<p>Annual Leave 2018 Review</p> <p>The CSM presented a report analysing the holidays taken by staff in 2018, comparing them to 2017 and concluding whether recommendations made last year had been implemented to improve the situation.</p> <p>The initial review on the 2017 annual leave figures had been carried out following a large number of annual leave days being carried over to 2018.</p> <p>The CSM reported that significantly more leave had been taken during the last twelve months, the number of days carried over from 2018 to 2019 had been reduced. This appeared to confirm that the 2017 recommendations had been actioned and annual leave was being managed better. However, 5 members of staff, of which 4 are members of the SMT had carried days forward to 2019 indicating that there is still room</p>	CSM

	<p>for improvement.</p> <p>The Board considered and noted the contents of the report. The Chair requested a similar report focussing on sickness absence be prepared for the next meeting.</p>	
3.2.3	<p>Investors In People Update</p> <p>The CSM presented a report updating the Committee on the plans for further work following the Osprey Group accreditation to silver level of the IIP standard in 2017.</p> <p>Willie McColl, the Osprey IIP assessor carried out an interim staff survey and interviews in November 2018. His subsequent report which was circulated noted that progress is being made and a revised action plan to address the highlighted issues will be created by the CSM.</p> <p>The Committee noted the contents of the report and reaffirmed its commitment to attaining the Gold Standard within the next three years.</p>	CSM
3.2.4	<p>Osprey 20 Anniversary</p> <p>The CSM presented a report updating the Committee on the plans being made to celebrate the Osprey 20th anniversary in 2019.</p> <p>The Committee considered and discussed the contents of the report.</p>	CSM
3.3	<p>Governance</p>	
3.3.1	<p>Health & Safety Update</p> <p>The CSO presented a report providing the Committee with a full overview of the current Health and Safety arrangements.</p> <p>Items noted included:</p> <p>FRA's carried out in Westhill and Lossiemouth</p> <p>Results of a major incident exercise</p> <p>Health & Safety Committee</p> <p>The re-formation of the Health Working Lives Group</p> <p>The Committee noted the content of the report.</p>	CSO

4.	Any Other Business No further business was discussed.	Chair
5.	DATE OF NEXT MEETING	
	Wednesday 1 May at 14:00 at OHM office, Lossiemouth.	Chair

Meeting closed at 15:30 hrs

Signed:



Dated:

1/5/19