



**MEETING OF THE JOINT CORPORATE SERVICES COMMITTEE
WEDNESDAY 29 JANUARY 2020 AT 13:30
AT THE OSPREY HOUSING OFFICE, WESTHILL**

Present: Jonathan Young, Director OH (JY)
Marian Reid, Director OH (MR)
Jim Milne, Member OHM (JM)
Brian Watson, Member OHM CoM (BW)
Mike Scott, Director OH/OHM (MS)
Simpson Buglass, Director OH (SB)
Mike McClafferty, Member OHM CoM (MMc)

Apologies: None

Attending: Clare Ruxton, Corporate Services Manager OH Group (CSM)
Glenn Adcock, Chief Executive OH Group (CEO)
Sofia Redford, Corporate Services Officer OH Group (CSO) - Minute
Christina Yule, Customer Services Assistant OH Group (CSA)

Minute No	Subject	Action
1.	ADMINISTRATION	
1.1 Joint	Welcome and Apologies The CSA was welcomed to the meeting and introductions made. There were no apologies.	Chair
1.2 Joint	Declarations of Interest The following changes to the standard declarations were stated: JM – Remove Northern Housing MS – Now treasurer of Disabled Persons Housing Services MMc – Added 1) Osprey Housing Moray – CoM Member 2) NESPF – Policy Holder, 3) Moray Gaelic Group – Chairman	Chair

	The Committee noted the updates.	
1.3 Joint	<p>Minutes of Joint Corporate Services Committee held on 30 October 2019.</p> <p>The minutes of 30 October 2019 were agreed as a correct and accurate record of the meeting.</p> <p>The Minute was proposed by BW and seconded by MMc. The Minute were duly signed by the Vice Chair.</p>	
1.6 Joint	<p>Matters Arising</p> <p>There were no matters arising that were not covered under separate agenda items.</p>	
2.	ITEMS FOR DECISION	
2.1	Performance	
2.1.1 Joint	<p>Working Hours Report</p> <p>The CSM presented a paper reporting on the management of holidays taken by staff in 2019 and comparing them with data from 2017 and 2018. The paper also introduced new proposals of how annual leave can be managed more robustly within Osprey in the future.</p> <p>The Committee were informed that to ensure that staff took their whole allocation of annual leave in 2019 carry forward to 2020 was not permitted. As a result a total of 14 days were lost by 4 members of staff. This accounted mainly for odd hours as a result of the introduction of 9 day fortnight working, however one member of staff had lost a number of days. The amount of unused leave was a significant improvement on 2018 when 22 days were carried forward.</p> <p>The split between the number of days taken in Jan – Jun and Jul – Dec have also improved showing a change in behaviour and better managed annual leave.</p> <p>Staff are now encouraged to book their annual leave as early as possible to avoid periods of low staffing levels, in particular in December.</p> <p>A number of new proposals were discussed to further enhance the management of annual leave:</p>	CSM

	<p>Changing the annual leave year to 1 April to 31 March. This would align with the financial year which would aid the Finance Team in complying with the requirements of the FRS102 regulations and alleviate the rush to use up leave in December.</p> <p>Buying and selling of annual leave. This would see staff being able to buy or sell days of their annual leave entitlement. Arrangements would be made at the start of the annual leave year and adjustments made accordingly through payroll.</p> <p>These changes would take place during 2021.</p> <p>The Committee:</p> <ul style="list-style-type: none"> • Noted the contents of the report • Approved the new proposals in principle and requested that further details be brought back in a later cycle of meetings following consultation with staff. 	
2.2	Strategy/Policy	
2.2.1	<p>PR/Media Strategy</p> <p>The CEO presented a report to recommend the adoption of clearly defined objectives for and a strategic approach to the Group's Public Relations activity.</p> <p>The Committee noted that a key component of our Communications Strategy is Osprey's approach to PR and Media Management and agreed the proposed objectives and the strategic approach.</p> <p>The Committee noted that Osprey's profile and media presence has improved during the last 12 months.</p> <p>The Committee:</p> <ul style="list-style-type: none"> • Considered and agreed the proposed PR objectives and strategy outlined. 	CEO
2.2.2 Joint	<p>Managing Equalities Proposal</p> <p>The CSM presented a report allowing the Committee to consider a proposal to enhance the way Osprey approach managing the complex equalities agenda.</p>	CSM

	<p>The Committee noted that it will be expected that the 2020 Assurance Statement include a section on equality. The work proposed will ensure that we meet equality law and good practice with the data we collect and how we use it.</p> <p>The proposal would also be discussed at the R&G meeting the following week.</p> <p>The Committee:</p> <ul style="list-style-type: none"> • Noted and discussed the content of the report • Agreed that the proposal should be accepted and the work begin • Requested that an action plan be presented and the next cycle of meetings. 	
<p>2.2.3 Joint</p>	<p>Reward and Recognition Policy</p> <p>The CSM presented a draft providing the Committee with an opportunity to comment on the new Reward and Recognition Policy.</p> <p>The policy includes:</p> <ul style="list-style-type: none"> • Long Service Award arrangements already in place. • Payment of professional fees – during a benchmarking exercise with other local RSLs it was noted that Osprey was the only one not offering this benefit to their staff. The policy allows for the fee to one organisation to be paid per year. Budget allowance has been made for 20/21. • Acknowledging life events. • Other approaches to recognition. <p>The proposal would also be discussed at the R&G meeting the following week.</p> <p>The Committee:</p> <ul style="list-style-type: none"> • Noted the report • Supported the recommendation to approve the new policy. 	<p>CSM</p>
<p>2.2.4 Joint</p>	<p>Policy Review and Approval</p> <p>The CSM presented a report to inform the Committee of progress being made to review and update policies over the past three months.</p>	<p>CSM</p>

	<p>The polices considered were:</p> <ul style="list-style-type: none"> • Adoption Policy – Updated into Osprey format and to take into account best practice • Shared Parental Leave Policy – Updated into Osprey format and to take into account best practice • Osprey Housing Governing Body Membership policy – New policy based on best practice. <p>The Committee discussed the requirement of all policies to be approved by the R&G Committee and felt this should be limited to policies with financial implications to avoid the R&G Committee becoming a sub Board.</p> <p>The drafts and the approval process would also be discussed at the R&G meeting the following week.</p> <p>The Committee:</p> <ul style="list-style-type: none"> • Noted the contents of the report. • Supported the recommendation to approve the new and revised polices • Recommended that further discussion should take place a Board level in relation to policy approval. 	
<p>2.2.5 Joint</p>	<p>Proposed Staffing Establishment Changes</p> <p>The CSM presented a report providing the Committee with the opportunity to consider plans to change the staffing establishment at Osprey Housing following at review by the SMT as part of the budget setting process.</p> <p>The proposal outlined the details for the creation of a Housing Administration Apprentice to support the Housing Team and to convert the current IT apprentice post to a substantive IT Assistant post once the current IT apprentice has completed his course.</p> <p>The Committee questioned whether Osprey have enough resources in IT and it was recognised that external expertise may be required. The nature of this was currently being considered and an amount had been included in next year’s budget to cover this.</p> <p>The proposal would also be discussed at the R&G meeting the following week.</p>	<p>CSM</p>

	<p>The Committee:</p> <ul style="list-style-type: none"> • Noted the report • Agreed the proposal to recruit a Housing Admin Apprentice • Plan for an IT Assistant role in the future 	
2.3	Governance	
2.3.1 Joint	<p>Internal Audit Plan</p> <p>The CSM presented a report providing the Committee with the opportunity to put forward suggestions for inclusion in the next Osprey three year internal audit plan.</p> <p>The Committee reviewed the audit portfolio suggested by the external auditor and the topics covered in recent audits.</p> <p>The Committee noted that Osprey have not shied away from areas of potential weakness in the past. Indeed this process had been used to address possible areas of risk and to provide assurances</p> <p>The Committee and the CSM felt that areas that would benefit from an audit were FOI, Governance Self Assessment and possibly Environmental Management.</p> <p>The Committee:</p> <ul style="list-style-type: none"> • Noted the report • Agreed the subjects to be considered for inclusion in the next three year plan should be: <ul style="list-style-type: none"> • Freedom of Information • Governance Self Assessment • Environmental Management 	CSM
2.3.2 Joint	<p>Board Appraisal and Self Assessment Review</p> <p>The CSM presented a report providing the Committee with an opportunity to discuss the arrangements for Governing Body Member Appraisals and Board Governance Self Assessment.</p> <p>The Committee was happy with the arrangements from the previous year in relation to the Self Assessment. However they felt it would be beneficial to carry out an assessment on the effectiveness of the Committees and review their remit</p>	CSM

	<p>to identify any gaps.</p> <p>The Committee agreed that individual member assessments should be carried out by the Chairs with external support as had occurred last year.</p> <p>The Committee:</p> <ul style="list-style-type: none"> • Noted and discussed the content of the report • Recommended all Governance meetings should review their remits as part of the next cycle of meetings • Agreed it as a way forward 	
3.	ITEMS FOR ASSURANCE/CHALLENGE	
3.1	Performance	
3.1.1 Joint	<p>Performance Review Report: Quarter 3 2019/20</p> <p>The CSO presented the KPI Performance Reports for OH and OHM.</p> <p>The Committee noted that the figures in relation to complaints had remained relatively even compared to the previous quarter. The increase over the figures for earlier in the year coincided with training for the CS team on what should be considered a Stage 1 compliant. The figure for upheld complaints was constant.</p> <p>All Governing Body meetings had been quorate during the period. The risk of GB meetings being in-quorate had been reduced following the recruitment of three new Governing Body members.</p> <p>Staff turnover and absence due to short term illness remained low. For Osprey Housing in particular the figure for short and long term illness was low.</p> <p>Since the introduction of FOI on Housing Associations in November 2019 Osprey has receive one FOI requested which was responded to well within the required timeframe.</p> <p>The Committee:</p> <ul style="list-style-type: none"> i. Noted the performance position at the end of Q3. 	CSO

<p>3.1.2 Joint</p>	<p>Complaints</p> <p>The CSO presented a report prepared by the HSM providing a case study on a complaint received relating to lettable condition complaint within OH stock. It outlined the actions that were taken to address the issue and the lessons learned from the process.</p> <p>The Committee:</p> <ul style="list-style-type: none"> i. Noted the report and endorsed the approach taken towards complaints handling within the Group. 	<p>CSO</p>
<p>3.2</p>	<p>Strategy/Policy</p>	
<p>3.2.1</p>	<p>Operational Update (inc. Colleague Council)</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 noted the two vacancies within the Housing Team had now been filled.</p> <p>The Senior Customer Service Assistant is due to start maternity leave and recruitment is underway for a fixed term replacement.</p> <p>The Committee:</p> <ul style="list-style-type: none"> • Considered and discussed the contents of the report. 	<p>CSM</p>
<p>3.2.2 Joint</p>	<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 2017.</p> <p>The Committee noted that the Group’s IIP assessor carried out an interim visit in early December 2019 and reviewed the subsequent report.</p> <p>Work is continuing toward Gold accreditation and it is anticipated it will be achieved at the review in December 2020.</p>	<p>CSM</p>

	<p>The Committee:</p> <ul style="list-style-type: none"> Noted the contents and reaffirmed commitment to attaining the Gold Standard within the next three years. 	
3.2.3 Joint	<p>Osprey 20 Update</p> <p>The CSM presented a report updating the Committee on the activities and events organised to mark the twentieth anniversary of the Osprey Group.</p> <p>The Committee noted that the inaugural Bill Chapman lecture, delivered by Sally Thomas from the SFHA, had been very well received. It was planned to hold a similar event every other year.</p> <p>The Osprey charity ceilidh is due to take place at the Norwood Hall Hotel on Saturday 14 March.</p> <p>The Committee:</p> <ul style="list-style-type: none"> Noted the contents of the report 	CSM
3.2.4 Joint	<p>Digital Strategy Update</p> <p>The CSM presented a report providing the Committee with an update towards the implementation of the Osprey Digital Strategy.</p> <p>The Committee reviewed the progress on the action plan to date.</p> <p>The Committee:</p> <ul style="list-style-type: none"> Noted and discussed the contents of the report 	CSM
3.3	Governance	
3.3.1 Joint	<p>Health and Safety Update (incl. Healthy Working Lives Update)</p> <p>The CSO presented a report providing the Committee with a full overview of the current Health and Safety arrangements.</p> <p>The Committee noted that the two outstanding items from the Health and Safety audit in September were being</p>	CSO

	<p>actioned.</p> <p>FG Burnett as factors of Abercrombie Court had confirmed that they would not be willing to install a PAD in the area however were happy for Osprey to do so. A grant application will be submitted to the British Heart Foundation and neighbouring offices will be contacted for support.</p> <p>The Healthy Working Lives Team had met to collate the evidence required for the Bronze accreditation and it would be submitted imminently. Work towards Silver accreditation will commence immediately.</p> <p>The Committee:</p> <ul style="list-style-type: none"> • Noted the contents of the report 	
<p>3.3.2 Joint</p>	<p>Data Protection/Privacy Day</p> <p>The CSO presented a report updating the Committee on the activities carried out to raise awareness of Data Protection/Privacy Day on 28 January.</p> <p>The Committee noted that in addition to on-going training on the importance to keep the data we hold safe, a poster and social media campaign took place.</p> <p>The Committee:</p> <ul style="list-style-type: none"> • Noted the content of the report. 	<p>CSO</p>
<p>4.</p>	<p>ANY OTHER BUSINESS</p> <p>VE Day – The CSM informed the Committee that the early May Day public holiday had been moved to coincide with the 75 year anniversary of VE Day. Although this is not a public holiday that Osprey normally observe, it was recommended that, to mark this special occasion, the offices should be closed and staff receive an additional day off. The proposal would also be discussed at the R&G meeting the following week.</p> <p>The Committee approved the proposal.</p> <p>Chairing skills training – There had been a request from a member of the governing body to attend a Chairing skills training course.</p>	

	The Committee recommended the opportunity should be offered to all governing body members with the potential for the course to be run in-house.	
5.	ITEMS PREVIOUSLY CIRCULATED TO MEMBERS FOR INFORMATION	
6.	DATE OF NEXT MEETING Wednesday 29 April 2020 at Osprey Offices, Lossiemouth at 13:30.	

Date: _____ Jonathan Young _____

Signed: _____ 29/7/20 _____