



**MEETING OF THE JOINT CORPORATE SERVICES COMMITTEE  
WEDNESDAY 29 JULY 2020 AT 13:30  
VIA ZOOM**

Present: Jonathan Young, Director OH Board (JY)  
Marian Reid, Director OH Board (MR)  
Jim Milne, Member OHM CoM(JM)  
Brian Watson, Member OHM CoM (BW)  
Mike Scott, Director OH Board/ Member OHM CoM (MS)  
Simpson Buglass, Director OH Board (SB)  
Robin Parkinson, Co-Optee OH Board (RP)

Apologies: Mike McClafferty, Member OHM CoM (MMc)

Attending: Clare Ruxton, Corporate Services Manager OH Group (CSM)  
Sofia Redford, Corporate Services Officer OH Group (CSO) - Minute

<b>Minute No</b>	<b>Subject</b>	<b>Action</b>
<b>1.</b>	<b>ADMINISTRATION</b>	
<b>1.1 Joint</b>	<b>Welcome and Apologies</b>  The Chair welcomed everyone to the meeting.  Apology had been received from Mike McClafferty.	Chair
<b>1.2 Joint</b>	<b>Declarations of Interest</b>  There were no changes to the standard declarations. RP declarations to be added once received.  <b>The Committee noted position.</b>	Chair
<b>1.3 Joint</b>	<b>Minutes of Joint Corporate Services Committee held on 29 January 2020.</b>  The minutes of 29 January 2020 were agreed as a correct and accurate record of the meeting.	

	<p>JM noted that he should be referenced as Member of OHM CoM, not director.</p> <p><b>The Minute was proposed by MS and seconded by BW. The Minute electronically signed by the Chair.</b></p>	
<b>1.6 Joint</b>	<p><b>Matters Arising</b></p> <p><b>There were no matters arising that were not covered under separate agenda items.</b></p>	
<b>2.</b>	<b>ITEMS FOR DECISION</b>	
<b>2.1</b>	<b>Performance</b>	
<b>2.1.1 Joint</b>	<p><b>Governing Body Members' Appraisal</b></p> <p>The CSM presented a report providing the Committee with an update on the Board Members Appraisal process.</p> <p>The Chair commented that it had been a good series of discussions held via Zoom.</p> <p>As part of the GB succession planning it was noted that a matrix detailing the skills and knowledge of the GBMs would be helpful.</p> <p>A number of GBMs had highlighted a skills gap in financial planning. As a result the CFO has agreed to hold training sessions with anyone interested.</p> <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. Agreed a plan on how to address reported gaps in skills/knowledge of the Governing Body Member.</b></li> </ul>	<b>CSM</b>
<b>2.1.2</b>	<p><b>Working Hours Management Report</b></p> <p>The CSO presented a report providing the Committee with an update on the subject of employee working hours.</p> <p>The Committee noted that the number of staff who had lost hours during the reporting period March – June 2020 had been reduced compared to previous reporting. The number of staff who had lost more than 100 hours had also reduced</p>	<b>CSO</b>

	<p>but continues to be monitored.</p> <p><b>The Committee:</b></p> <ul style="list-style-type: none"> <li><b>i. Discussed and noted the content of the report.</b></li> <li><b>ii. Requested future 6 monthly reporting.</b></li> </ul>	
<b>2.2</b>	<b>Strategy/Policy</b>	
<b>2.2.1</b>	<p><b>Recovery/Return to the office</b></p> <p>The CSM presented a report providing the Committee with an update on the completed and ongoing work with regard to addressing the challenges that the coronavirus pandemic has brought.</p> <p>The Committee noted the adjustments made to the working arrangements during the coronavirus lockdown and how this had minimal effect on service delivery.</p> <p>Rent arrears increased although work to minimise this had been successful.</p> <p>To support the team’s mental health and wellbeing during the lockdown period a number of different activities had been set up including virtual team meetings, walkathon and a Health and Wellbeing and Working from Home survey. The results had in general been very positive and where staff reported concerns these will be followed up.</p> <p>The Committee noted that particular attention should be given to the OHM staff as they are expected to continue to work from home for the foreseeable future.</p> <p>Work had been completed for the return to the Westhill office, initially by a skeleton crew. Going forward a full review of the working arrangements, the use of space at Westhill office and how this can be improved to better match what is now required will be carried out. The full staff team will be involved in this exercise. The Committee fully supported this approach.</p> <p>A discussion was held around the potential of a ‘thank you’ recognition for the staff for their continued work during the lockdown.</p> <p><b>The Committee:</b></p>	<b>CSM</b>

	<ul style="list-style-type: none"> <li><b>i. Considered and discussed the contents of the report.</b></li> <li><b>ii. Supported the recommendation to progress with the work outlined in section 3.3 Future Developments.</b></li> <li><b>iii. Recommended that staff should be recognised for their work during the lockdown and that what form this should take, should be discussed further by the Governing Bodies.</b></li> </ul>	
<b>2.2.2 Joint</b>	<p><b>Managing Equalities Update</b></p> <p>The CSM presented a report providing the Committee with an update on how work has progressed through the lockdown to address the equalities agenda.</p> <p>The Committee noted what had been completed to date and recognised that it is a significant area of work which will include introducing an equality impact assessment process which will evaluate all internal documentation.</p> <p><b>The Committee:</b></p> <ul style="list-style-type: none"> <li><b>• Noted and discussed the content of the report.</b></li> <li><b>• Agreed the contents of the Strategic Equalities Action Plan.</b></li> </ul>	<b>CSM</b>
<b>2.2.3 Joint</b>	<p><b>VE/VJ Day</b></p> <p>The CSM provided the Committee with the opportunity to reconsider the proposal for Osprey to observe the 75<sup>th</sup> anniversary of the end of WW2 through the closure of the Group’s offices on VE or VJ Day.</p> <p>The Committee noted that due to the coronavirus lockdown it had been decided to postpone the closure of the office for the VE Day observance in May to VJ Day in August. However it now appears most likely that no events will take place for VJ Day and the office should therefore remain open. As a goodwill gesture it was proposed that the team should be given a one off additional day’s annual leave in its place for this year only.</p> <p><b>The Committee:</b></p> <ul style="list-style-type: none"> <li><b>i. Considered the report</b></li> <li><b>ii. Agreed with the recommendation that the</b></li> </ul>	<b>CSM</b>

	<b>Osprey staff receive and extra day's annual leave as previously promised.</b>	
<b>2.2.4 Joint</b>	<p><b>Policy Review and Approval</b></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>The policies considered were:</p> <ul style="list-style-type: none"> <li>• GBM Code of Conduct – Scheduled review, formatting only changes</li> <li>• Staff Code of Conduct – Scheduled review, formatting only changes</li> <li>• Entitlements, Payments and Benefits Policy – Scheduled review, formatting only changes.</li> </ul> <p>It had not been possible to review a number of policies for this cycle of meetings due to time constraints and up to date model guidance not yet received from the SFHA. Review of the Grievance Policy, Homeworking Policy and Guidance to Information will therefore be delayed until the next cycle of meetings.</p> <p><b>The Committee:</b></p> <ul style="list-style-type: none"> <li>• <b>Noted the report and supported the recommendation to approve the reviewed policies.</b></li> <li>• <b>Noted the details of the policies due for review extended them for approval through the next meeting cycle.</b></li> </ul>	<b>CSM</b>
<b>2.2.5 Joint</b>	<p><b>Digital Strategy Update</b></p> <p>The CSM presented a report providing the opportunity for the Committee to review and approve the work currently being undertaken and proposed through the Digital Strategy review.</p> <p>Following the initial report received from the consultant and discussed at the Board Strategic Day on 7 July, comments to the draft had been returned and a follow up meeting held.</p> <p>A road map with timescales and an associated gant chart including staff training requirements is to be produced by the consultants as part of their work.</p>	<b>CSM</b>

	<p>A clearer view of where we are, especially in relation to O365, will be available at the forthcoming GB meeting.</p> <p><b>The Committee:</b></p> <ul style="list-style-type: none"> <li><b>i. Noted and endorsed the proposed actions outlined in the report to deliver further digitalisation of our processes, ensuring a more efficient, more sustainable and modern organisation.</b></li> </ul>	
<b>2.2.6</b>	<p><b>SODA Review</b></p> <p>The CSM presented a report outlining the proposed changes to the SODA particularly in relation to aspects covered by the Housing Committee remit and the delivery of the Housing and Asset functions.</p> <p>The Committee reviewed the proposed changes recommended that the details for the launching of the ECB should be made clearer and proposed:</p> <p><i>This will usually be via email and implementation will require agreement from a majority of OH Board and OHM Committee of Management members who responds.</i></p> <p><b>The Committee:</b></p> <ul style="list-style-type: none"> <li><b>i. Reviewed and endorsed the proposed changes to the Schedule of Delegated Authority and subject to the above additional change, recommended it for approval by the Governing Bodies.</b></li> </ul>	<b>CSM</b>
<b>2.3</b>	<b>Governance</b>	
<b>2.3.1 Joint</b>	<p><b>Internal Audit Regulatory Standards Report</b></p> <p>The CSM presented a report updating the Committee on the results of the recent Regulatory Standards Audit.</p> <p>The Committee noted the successful outcome of the audit.</p> <p><b>The Committee:</b></p> <ul style="list-style-type: none"> <li><b>i. Noted and accepted the contents of the report.</b></li> </ul>	<b>CSM</b>

<p><b>2.3.2 Joint</b></p>	<p><b>Internal Audit Plan 2020/21</b></p> <p>The CSM presented a report updating the Committee on the plans to fulfil the internal audit requirements over the next few years.</p> <p>The Committee reviewed the Internal Audit Plan which had been agreed following discussion at the governance meeting cycle in January/February 2020.</p> <p>Processes to be reviewed during 2020/21 are:</p> <ul style="list-style-type: none"> <li>• FOI</li> <li>• Response Repairs/Gas Safety</li> <li>• Communications between Departments</li> </ul> <p><b>The Committee:</b></p> <p><b>i. Considered and noted the contents of the report.</b></p>	<p><b>CSM</b></p>
<p><b>3.</b></p>	<p><b>ITEMS FOR ASSURANCE/CHALLENGE</b></p>	
<p><b>3.1</b></p>	<p><b>Performance</b></p>	
<p><b>3.1.1 Joint</b></p>	<p><b>Performance Review Report: Quarter 4 2019/20 and Quarter 1 2020/21</b></p> <p>The CSO presented the KPI Performance Reports for OH and OHM.</p> <p>The year end figures and Q1 results for both OH and OHM were very positives and highlighted no areas for concern.</p> <p><b>The Committee:</b></p> <p><b>i. Noted the year end performance for 2019/20 and Quarter 1 for 2020/21</b></p>	<p><b>CSO</b></p>
<p><b>3.1.2 Joint</b></p>	<p><b>Complaints</b></p> <p>The CSO presented a report prepared by the HSM providing a case study on a complaint received relating to build up of CO2 within an OH stock property. It outlined the actions that were taken to address the issue and the lessons learned from the process.</p> <p>The Committee noted that the report had been discussed in</p>	<p><b>CSO</b></p>

	<p>detail by the Housing Committee earlier the same day. The Committee further noted that due process had been followed when dealing with the complaint. It recognised that advice had been given to the tenant to alleviate the problem however the tenant had refused to act accordingly.</p> <p>The CSM was able to update the Committee that the complainant had now referred the matter to the Scottish Public Services Ombudsman.</p> <p><b>The Committee:</b></p> <ul style="list-style-type: none"> <li><b>i. Noted the report and endorsed the approach taken towards complaints handling within the Group.</b></li> </ul>	
<p><b>3.1.3</b></p>	<p><b>Update on eLearning</b></p> <p>The CSO presented a report updating the Committee on a number of eLearning courses undertaken during the lockdown period.</p> <p>The Committee noted that during the lockdown period the staff team had undertaken 3 eLearning courses covering the following topics:</p> <p>Cyber Security Mentally Healthy Workplaces Health &amp; Safety</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. Agreed that the GBMs as part of their remit should complete the H&amp;S eLearning course.</b></li> </ul>	
<p><b>3.2</b></p>	<p><b>Strategy/Policy</b></p>	
<p><b>3.2.1</b></p>	<p><b>Operational Update (inc. Colleague Council)</b></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 that the major changes during the reporting period has been the closure of the two offices and the successful working from home by the full staff team.</p> <p>The Colleague Council had met during the period and the</p>	<p><b>CSM</b></p>



	<p>Committee noted the content of their minutes.</p> <p><b>The Committee:</b></p> <p><b>i. Considered and discussed the contents of the report.</b></p>	
<b>3.2.2 Joint</b>	<p><b>Communication – Summer Tenants Newsletter</b></p> <p>The CSM presented the Summer Tenants Newsletter giving the Committee the opportunity to view the contents.</p> <p>The Committee found the contents of the Newsletter to be good and informative.</p> <p><b>The Committee:</b></p> <p><b>i. Noted the contents of the Newsletter.</b></p>	<b>CSM</b>
<b>3.3</b>	<b>Governance</b>	
<b>3.3.1 Joint</b>	<p><b>Risk Register Review</b></p> <p>The CSM presented a report to provide the Committee with the opportunity to update the Osprey Risk Register.</p> <p>This was the first opportunity for the Committee to review the new look Risk Register including a dedicated section for Covid-19 risks.</p> <p><b>The Committee:</b></p> <p><b>i. With particular consideration being given to Risk 5 and 6, reviewed the Risk Register and ensured that it is fit for purpose and required no amendments.</b></p>	<b>CSO</b>
<b>3.3.2 Joint</b>	<p><b>Health and Safety Update (Incl Healthy Working Lives update)</b></p> <p>The CSO presented a report providing the Committee with a full overview of current Health and Safety arrangements.</p> <p>The Committee noted the arrangements around the annual approval of the HSCM and HSLM.</p> <p>The Committee noted the actions taken during the coronavirus lockdown in relation to the frequency of H&amp;S</p>	<b>CSO</b>

	<p>Committee meetings, provision of PPE for all staff and the continuing work of the Healthy Working Lives Group.</p> <p>A discussion was held on the merits of appointing a representative from the GB to the H&amp;S Committee and it was agreed that this should be further discussed at the GB meeting in August.</p> <p><b>The Committee:</b></p> <ul style="list-style-type: none"> <li><b>i. Reviewed and recommended for adoption by the Governing Bodies the Health &amp; Safety Control Manual and the Health &amp; Safety Landlord Manual taking particular notice of the Policy Statement and Governing Body member’s responsibilities.</b></li> <li><b>ii. Note the actions taken during the coronavirus lockdown.</b></li> <li><b>iii. Recommended that the appointment of a GB representative should be discussed at the next GB meeting.</b></li> <li><b>iv. Note content of the report</b></li> </ul>	
<p><b>3.3.3</b></p>	<p><b>Corporate Services Officer Governance Support Role (verbal)</b></p> <p>Following her completion of the CIPFA Diploma in Corporate Governance the Committee was asked if there were any particular areas where the CSO could further support them.</p> <p>The Committee recognised that although the volume of information and how it is presented to the Committees and Governing Bodies had been discussed at the recent Strategy Day, they still felt this could be further improved. In particular how discussions held at one Committee are reported to other Committees.</p> <p>The Committee further suggested the implementation of a report highlighting decisions made and how they are implemented.</p> <p><b>The Committee:</b></p> <ul style="list-style-type: none"> <li><b>i. Suggested a Governance Day to discuss these issues further.</b></li> </ul>	<p><b>CSM/CSO</b></p>
<p><b>4.</b></p>	<p><b>ANY OTHER BUSINESS</b></p>	

	<ul style="list-style-type: none"> <li>• The Committee asked whether the coronavirus lockdown had hindered the work towards achieving IIP Gold status. The CSM felt that the work carried out to support the staff during the lockdown had improved the position.</li> <li>• The SFHA are hosting a virtual HR and People conference on 12-13 August. The CSO to email the details to the Committee members.</li> <li>• The OH and OHM AGMs are due to be held on 16 September. The government guidance on holding virtual AGMs will be reviewed ahead of the events.</li> </ul>	
<b>5.</b>	<b>ITEMS PREVIOUSLY CIRCULATED TO MEMBERS FOR INFORMATION</b>	
<b>6.</b>	<b>DATE OF NEXT MEETING</b>  Wednesday 28 October 2020 at 13:30, format to be determined based on government guidance.	

Date: \_\_\_\_\_Jonathan Young\_\_\_\_\_

Signed: \_\_\_\_\_28/10/20\_\_\_\_\_