



**MEETING OF THE JOINT CORPORATE SERVICES COMMITTEE
WEDNESDAY 28 OCTOBER 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)

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

Minute No	Subject	Action
1.	ADMINISTRATION	
1.1 Joint	Welcome and Apologies Apology had been received from Mike McClafferty.	Chair
1.2 Joint	Declarations of Interest The following changes were recorded: MS – Disabled Persons’ Housing Service – Board member SB – Parkable Scotland Ltd – Director There were no further changes to the standard declarations. The Committee noted position.	Chair
1.3 Joint	Election of Chair The CSM invited nominations for the position of Joint Corporate Services Committee Chair. Jonathan Young was proposed by Mike Scott and this was seconded by Simpson	CSM

	<p>Buglass.</p> <p>There were no further nominations and Jonathan Young was unanimously re-elected to the position of Chair.</p>	
1.4 Joint	<p>Election of Vice Chair</p> <p>The Chair invited nominations for the position of Joint Corporate Services Committee Vice Chair. Marian Reid was proposed by Jonathan Young and this was seconded by Brian Watson.</p> <p>There were no further nominations and Marian Reid was unanimously re-elected to the position of Vice Chair.</p>	Chair
1.5 Joint	<p>Minutes of Joint Corporate Services Committee held on 29 July 2020.</p> <p>The minutes of 29 July 2020 were agreed as a correct and accurate record of the meeting.</p> <p>The Minute was proposed by JY and seconded by MS. The Minute was signed by the 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>Succession Planning</p> <p>The CSM presented a report providing the Committee with an update on progress being made towards creating a robust succession plan for both Governing Body Members and Senior Members of staff.</p> <p>The GBM Succession Plan is based on the information provided during the recent appraisals and it was recognised that retiral dates are estimates and subject to change.</p> <p>A further review should be carried out to determine any missing skill sets corresponding with Osprey's vision for the</p>	CSM

	<p>future.</p> <p>It was agreed that timings of meetings should be considered prior to any future recruitment process to ensure this does not hinder the recruitment of a diverse Governing Body. To be discussed further at the joint meeting of the Governing Bodies.</p> <p>Osprey are partnering with Changing the Chemistry to aid the recruitment process and further increase diversity of the Governing Body. It was proposed that the Chair and Vice Chair of the Committee and the Chairs of the two Governing Bodies should meet with CtC to discuss further.</p> <p>It was noted that staff development opportunities are discussed as part of the continuous performance review process.</p> <p>The Committee:</p> <ul style="list-style-type: none"> i. Noted and discussed the content of the report ii. Checked that their individual details in the plan were correct iii. Considered the Governing Body meeting arrangements. iv. Endorsed the partnership approach with Changing the Chemistry for future Governing Body recruitment campaigns. 	
2.2	Strategy/Policy	
2.2.1	<p>Recovery / Return to the office</p> <p>The CSM presented a report providing the Committee with an update on the completed and ongoing work with regard to the challenges that the coronavirus pandemic continues to bring.</p> <p>The Committee noted that the return to the office of the skeleton team has been delayed in accordance with government guidance. Although the office is being used for some socially distanced tasks.</p> <p>Planning is now focusing on how the organisation re-emerges following the pandemic. The Senior Leadership Team had considered a slight revision to the Osprey Values and proposed the change to:</p>	CSM

	<p>Ambition Quality & Professionalism Equality & Respect Achievement</p> <p>The Committee further suggested that Flexible & Responsive should be considered.</p> <p>The Committee noted that the Ground Floor office space will put out up for rent after the current tenant vacates the premises on 31 October. The office site in Lossiemouth will imminently be put up for sale and a small office hub in the Elgin area is currently being sought.</p> <p>The Committee:</p> <ul style="list-style-type: none"> i. Considered and discussed the contents of the report. ii. Supported the recommendation to progress with the work outlined in section 3.2 Future Developments. 	
<p>2.2.2 Joint</p>	<p>Managing Equalities Update</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 work with Glasgow Centre for Inclusive Living is continuing. The timescale for completing the Equality Action Plan reflects the significant scope of work it covers.</p> <p>The Committee:</p> <ul style="list-style-type: none"> • Noted and discussed the content of the report. • Agreed the contents of the Equalities Action Plan. 	<p>CSM</p>
<p>2.2.3 Joint</p>	<p>Brilliant Scotland Project</p> <p>The CSM presented a report providing the Committee with the opportunity to approve the work to be started to participate in the Brilliant Scotland Project</p> <p>The CSM explained that the project is being run by the Dolphin Index Organisation in conjunction with the SFHA to look at high performing RSLs, what makes them successful</p>	<p>CSM</p>

	<p>and to compare their best practice with other RSLs. 10 organisation are taking part and it is estimated that the study will take approx. 6 months.</p> <p>Following a meeting with the DIO CEO it was agreed that Osprey would take part in the study. The first piece of work to be carried out is a culture survey of staff, governing body members and selected tenants.</p> <p>The Committee:</p> <p>i. Noted and endorsed the proposals/action outlined in the report that support Osprey's participation in the Brilliant Scotland Project to ensure a more efficient, more sustainable and modern organisation.</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>The policies considered were:</p> <ul style="list-style-type: none"> • Grievance – Scheduled review – formatting only updates. • Disciplinary – Scheduled review – formatting plus rewrite of Suspension section following updated case law. • Training and Development – Non-Scheduled review – update to financial support to 100% given to team members completing qualifications that are deemed as essential to their role. This brings Osprey in line with other local RSLs. To be backdated to 1 April 2020. • OH/OHM Guide to Information – Scheduled review – updated information to 20/21 data and included section on Covid-19 information. • Out of Hours – New policy to formalise protocol for Out of Hours Service. <p>The Committee:</p> <ul style="list-style-type: none"> • Noted the report and supported the recommendation to approve the reviewed policies subject to the following amendments 	<p>CSM</p>

	<p>1. Grievance and Disciplinary Policy – Inclusion of facility to hold remote meetings in exceptional circumstances.</p> <p>2. Out of Hours Policy – Add that in addition to using PeopleSafe, relevant line manager should be contacted prior to any on site visits.</p>	
2.2.5 Joint	<p>Digital Strategy Update</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>The Committee noted that the work to implement the Digital Strategy is progressing. The external consultant has commenced his mentoring of the IT Team in addition to project manage the merger of the two QL data bases into one from 1 April 2021.</p> <p>Two workshops are to be hosted by Arneil Johnston to explore where we want our digital delivery to be in the future and how we get there.</p> <p>The Committee:</p> <p>i. Noted and endorsed the proposed actions outlined in the report that support the further digitalisation of our processes, ensuring a more efficient, more sustainable and modern organisation.</p>	CSM
2.3	Governance	
2.3.1 Joint	<p>Complimentary Remuneration Review</p> <p>The CSM presented a report advising the Committee on the results of a complimentary remuneration review which was offered during the lockdown by a reputable HR Consultancy.</p> <p>The Committee noted that the CSM had been approached by the consultancy to carry out the complimentary review. The subsequent report overwhelmingly assessed the target areas as green – good practice.</p> <p>The only area highlighted for improvement was to enable employees to have more participation in the job evaluation process. The Committee felt that this would be difficult in a small organisation and recommended that no change be</p>	CSM

	made to the current arrangements. The Committee: i. Considered and discussed the contents of the report.	
3.	ITEMS FOR ASSURANCE/CHALLENGE	
3.1	Performance	
3.1.1 Joint	<p>Performance Review Report: Quarter 4 2019/20 and Quarter 2 2020/21</p> <p>The CSO presented the KPI Performance Reports for OH and OHM.</p> <p>The Q2 performance figures for OH and OHM highlighted not cause for concern:</p> <ul style="list-style-type: none"> • Sickness absence remains very low • All Governing Body meetings have been quorate • Slightly higher number of calls logged with IT providers are attributed to a server upgrade. <p>The Committee:</p> <p>i. Noted the performance for 2019/20 and Quarter 2 for 2020/21</p>	CSO
3.1.2 Joint	<p>Complaints</p> <p>The CSO presented a report prepared by the HSM providing a case study on a complaint received from a tenant 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>This was an update on the Case Study reported in July which included details of the conclusion of the complaint, the involvement of the Scottish Ombudsman’s Office, lessons learned and the actions taken to improve service delivery.</p> <p>The Committee were concerned about other tenants in the same area and it was noted that the CEO and AM had made representation to the Scottish Government in relation to the relationship between air tightness/energy efficiency standards and this being a recurring future issue in new build</p>	CSO

	<p>properties.</p> <p>The Committee:</p> <p>i. Noted the report and endorsed the approach taken towards complaints handling within the Group with particular reference to the case study.</p>	
3.1.3	<p>People Plan Action Plan Progress</p> <p>The CSO presented a report updating the Committee on the progress being made to deliver the action outlined in the Osprey People Plan which will in turn lead us to deliver our Strategic Ambition to 'Be a Great Place to Work'.</p> <p>The Committee:</p> <p>i. Noted the progress being made to deliver the objectives included in the People Plan.</p>	
3.2	Strategy/Policy	
3.2.1	<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 Corporate Services Apprentice had completed the first stage of his apprenticeship and is now embarking on the higher level course.</p> <p>A temporary employee has been recruited for the Customer Services Team to cover a period when, due to remote working, the team was under pressure.</p> <p>The purpose and terms of reference of the Colleague Council are to be reviewed as the organisation enters a new phase. It was suggested that during the current period of home working and to avoid silo working by teams, short video messages from different team members would be a useful tool to weld the staff team together.</p> <p>The annual IIP interviews are due to take place on 4 November.</p> <p>The Committee:</p>	CSM

	<p>i. Considered and discussed the contents of the report.</p>	
<p>3.2.2 Joint</p>	<p>PR/Media Update</p> <p>The CSM presented a report providing the Committee with a full overview of public relations activity which has involved the Osprey Group in the past three months.</p> <p>The Committee reviewed the media coverage report provided by LDM and noted that the report would be of interest to all Governing Body members and asked for it to be circulated.</p> <p>A question was raised whether the Lloyds Group could be used to promote the work they do with Osprey to provide affordable homes.</p> <p>The Committee:</p> <p>i. Noted the contents of the report.</p>	<p>CSM</p>
<p>3.3</p>	<p>Governance</p>	
<p>3.3.1 Joint</p>	<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 current Health and Safety arrangements.</p> <p>The Committee noted that the overarching Policy Statements of the HSCM and HSLM had been approved by the Governing Bodies in August.</p> <p>Raymond Edgar had been appointed to the H&S Committee.</p> <p>Processes are being put in place to ensure the number of people in the office at one time is kept to no more than 6 to allow for social distancing.</p> <p>The Committee:</p> <p>i. Noted the actions taken during the coronavirus lockdown.</p> <p>ii. Noted content of the report</p>	<p>CSO</p>
<p>4.</p>	<p>ANY OTHER BUSINESS</p>	

5.	ITEMS PREVIOUSLY CIRCULATED TO MEMBERS FOR INFORMATION	
6.	DATE OF NEXT MEETING Wednesday 27 January 2021 at 13:30, format to be determined based on government guidance.	

Date: _____27/1/21_____

Signed: _____Jonathan Young_____