



**MEETING OF THE JOINT CORPORATE SERVICES COMMITTEE
WEDNESDAY 27 JANUARY 2021 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)
Mike McClafferty, Member OHM CoM (MMc)

Apologies:

Attending: Clare Ruxton, Corporate Services Manager OH Group (CSM)
Sofia Redford, Corporate Services Officer OH Group (CSO)
Shellie Stewart, Administration Assistant OH Group (AA) – Minutes
Rian Wilson, IT Apprentice OH Group (IT)

Minute No	Subject	Action
1.	ADMINISTRATION	
1.1 Joint	Welcome and Apologies None.	Chair
1.2 Joint	Declarations of Interest The following changes were recorded: JM – Brownriggs – Now Former Partner MS – Disabled Persons' Housing Service – Now Board Member There were no further changes to the standard declarations. The Committee noted position.	Chair
1.3	Minutes of Joint Corporate Services Committee held	

Joint	<p>on 28 October 2020.</p> <p>The minutes of 28 October 2020 were agreed as a correct and accurate record of the meeting.</p> <p>The Minute was proposed by JY and seconded by MS.</p>	
1.4 Joint	<p>Matters Arising</p> <p>There were no matters arising that were not covered under separate agenda items.</p>	
2.	<p>ITEMS FOR DECISION</p>	
2.1	<p>Performance</p>	
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 last year’s appraisals and it was recognised that retiral dates are estimates and subject to change. The next round of appraisals will take place following the completion of the proposed ToE and GBM’s intentions should be reviewed then.</p> <p>Succession Planning for Senior Staff – It was noted that the notice periods for Senior Staff appeared short and this would need to be reviewed as part of the forthcoming T&C review. It was agreed a short life working group is to be set up to review the recruitment process for Senior Staff. The group would initially consist of the Chair and Vice Chair of the Committee, the Chair of the OH Board supported by the CSM and CSO.</p> <p>The Committee:</p> <ul style="list-style-type: none"> i. Noted and discussed the contents of the report. ii. Discussed the arrangements for next year’s Governing Body Members’ appraisals. iii. Considered and agreed the proposal for senior staff recruitment campaign. 	<p>CSM</p>

2.2	Strategy/Policy	
2.2.1	<p>Re-emergence</p> <p>The CSM presented a report updating the Committee on the completed and ongoing work with regard to addressing the challenges that the coronavirus pandemic has brought.</p> <p>Everyone continues to work from home with the exception of 2 members of staff who attend the Westhill office regularly.</p> <p>An Agile Working document is being drafted to outline the proposed changes to working arrangements once the current lockdown arrangements are lifted.</p> <p>The Osprey Academy was launched in October with an emphasis of developing our people. It was noted that due to the small flat structured organisation, opportunities for career progression are limited, so other methods of development need to be considered.</p> <p>A further Welfare survey has been carried out with the staff team. 29 response were received highlighting a small number of issues which have already been dealt with.</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 the report. 	CSM
2.2.2 Joint	<p>Managing Equalities Update</p> <p>The CSM presented a report providing the Committee with an update on how work is progressing to address the equalities agenda.</p> <p>Work is progressing although it has not been a priority during the last 9 months. The CSM and HSM met with GCIL in December and agreed the way forward.</p> <p>The Committee:</p> <ul style="list-style-type: none"> i. Noted and discussed the content of the report. ii. Agreed the proposed work outlined. 	CSM

<p>2.2.3 Joint</p>	<p>Investors in People Update</p> <p>The CSM presented a report updating the Committee on the progress achieved by the Osprey Group with regard to IIP accreditation. Following the annual IIP Assessment in November 2020 the Osprey Group was awarded Gold Accreditation.</p> <p>Work is now being undertaken towards Platinum Accreditation dovetailing with the Brilliant Scotland Dolphin Index work.</p> <p>The Committee:</p> <ul style="list-style-type: none"> i. Noted the contents of the report ii. Congratulated the staff of this achievement iii. Reaffirmed the commitment to attain Platinum standard withing the next three years. 	<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>The Committee noted that due the number of policies due to be reviewed later in the year a number had been brought forward:</p> <p>The Policies reviewed were:</p> <p>Retirement Policy – Early scheduled review – formatting only updates.</p> <p>Redundancy – Early scheduled review – formatting only updates.</p> <p>Pay Protection – Early scheduled review – formatting only updates.</p> <p>Maternity Leave – Early scheduled review – minor changes to bring in line with legislation.</p> <p>Paternity Leave – Early scheduled review – minor changes to bring in line with legislation.</p> <p>The Committee:</p> <ul style="list-style-type: none"> i. Noted the contents of the report. ii. Recommended the policies for approval by the R&G Committee and Governing 	<p>CSM</p>

	Bodies.	
<p>2.2.5 Joint</p>	<p>Digital Strategy Update</p> <p>The CSM presented a report providing the opportunity for the Committee to note the work currently being undertaken through the Digital Strategy review.</p> <p>The Committee noted that Art of the Possible Workshops being undertaken during January where relevant staffing groups are looking to see what digital solutions are available to support our delivery.</p> <p>Work is underway to prepare a merger of the OH and OHM QL databases following the proposed ToE.</p> <p>The Committee:</p> <ul style="list-style-type: none"> i. Noted and endorsed the proposals/actions outlined in the report that support the further digitalisation of our processes to ensure a more efficient, more sustainable and modern organisation. 	<p>CSM</p>
<p>2.2.6</p>	<p>Proposed Change to Staffing Establishment</p> <p>The CSM presented a report providing the Committee to consider plans to change the staffing establishment.</p> <p>The HSM had identified a requirement for further support in Housing in a Tenancy Support role. This would be a temporary post for an initial period of a year and would free up the Housing Officers to carry out high level housing management. The role would replace the previously approved Housing Apprentice post which due to the impact of Covid has not been recruited. The proposal is supported by the SLT and has been included in the 2021/22 staff budget.</p> <p>The Committee:</p> <ul style="list-style-type: none"> i. Noted the contents of the report ii. Endorsed the proposal and recommended it for approval by the R&G Committee and Governing Bodies. 	

2.3	Governance	
2.3.1 Joint	<p>Risk Register Review</p> <p>The CSM presented a report providing the Committee with the opportunity to update the Osprey Risk Register. Following a review of the Risk Register by the SLT a number of changes were noted:</p> <p>Format – Now split into Strategic and Operational Risks Welfare Risk – Risks completed or included in Op Risk 3 – Housing Management as required. Minor changes to scoring of likelihood, impact and priority.</p> <p>High level Risks reviewed: Corp Risk 5 Sub Risk C4 – Reduce priority due to work being undertaken with regard to succession planning. Sub risk C5 – New Risk in relation to morale.</p> <p>Corp Risk 6 Sub risk Covid 11 – Increase priority due to continuing stress caused by the pandemic. Sub Risk Covid 13 – New Risk in relation to Covid vaccinations.</p> <p>The Committee noted that the HR implications for staff of the Covid vaccination is being discussed with the staff team. Osprey eager to make sure the issues are addressed in a collaborative way. There is currently no case law in relation to these issues to inform the response.</p> <p>The Committee:</p> <ul style="list-style-type: none"> i. Noted the contents of the report. ii. Reviewed and agreed the proposed changes to the Risk Register iii. Agreed the high priority risks which should be reviewed by the full Governing Bodies. 	CSM
2.3.2	<p>Job Evaluation Scheme</p> <p>The CSM presented a report informing the Committee of the proposal to develop a bespoke job evaluation process for Osprey Housing.</p> <p>The proposal by Turning Point HR Solutions will enable Osprey to conduct job evaluations in house and includes:</p>	

	<ul style="list-style-type: none"> • Provision and updating of an analytical job evaluation system • Development of read across/convertor to/from our current job evaluation system • Online training of the system <p>Total cost of the proposal is £4K.</p> <p>The Committee:</p> <ol style="list-style-type: none"> Noted the contents of the report Agreed to proceed with the proposal 	
3.	ITEMS FOR ASSURANCE/CHALLENGE	
3.1	Performance	
3.1.1 Joint	<p>Performance Review Report: Quarter 3 2020-21</p> <p>The CSO presented the KPI Performance Reports for OH and OHM.</p> <p>The Q3 performance figures for OH and OHM highlighted no cause for concern:</p> <ul style="list-style-type: none"> • Sickness absence remains very low • One person has left the business • All Governing Body meetings have been quorate • Small number of calls logged with IT • Two FOI requests received and responded on time <p>The Committee:</p> <ol style="list-style-type: none"> Noted the performance for Quarter 3 for 2020-21 	CSO
3.1.2 Joint	<p>Complaints</p> <p>The CSO presented a report written by the HSM presenting the Committee with an overview of how the organisation responds to complaints and complaints handling across the Group and in response to the new guidance issued by the Scottish Public Services Ombudsman (SPSO)</p> <p>The Committee noted that the SPSO have published new guidance for RSLs to embed in their Complaints handling processes.</p>	CSO

	<p>Relevant policies will be updated accordingly and staff training carried out prior to 1 April 2021 implementation deadline.</p> <p>The Committee:</p> <ul style="list-style-type: none"> i. Noted the report and endorsed the approach taken towards complaints handling. 	
<p>3.1.3</p>	<p>People Plan Action Plan Progress</p> <p>The CSM updated the Committee on the progress being made to deliver the actions 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 plan is ahead of schedule, so there is a need to review and develop a new one which incorporates the Dolphin Index and IIP requirements.</p> <p>The Committee:</p> <ul style="list-style-type: none"> i. Noted the progress being made to deliver the objectives included in the People Plan. 	
<p>3.2</p>	<p>Strategy/Policy</p>	
<p>3.2.1</p>	<p>Brilliant Scotland Project</p> <p>A report was presented that provided the opportunity for the Committee to note the progress being made through Osprey's participation in the Brilliant Scotland Project.</p> <p>The Dolphin Index had carried out the staff survey with had returned positive results. A meeting with the GBMs and DI has been arranged for further explanation of the outcomes on 3 February.</p> <p>The Committee:</p> <ul style="list-style-type: none"> i. Noted and endorsed the proposals/actions 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>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>There had been no changes to the organisational teams.</p> <p>Colleague Council – Email etiquette document sent to all staff.</p> <p>Westhill Office Downstairs – Remains up for lease although is currently being utilised by staff for special projects.</p> <p>Lossiemouth Office – Office now on the market and new premises in Elgin to be sought. Staff are aware and in favour of actions being taken.</p> <p>Annual leave – need to ensure staff are taking their allocated leave, an email will be sent to all staff to remind them to do so.</p> <p>The Committee:</p> <p>i. Considered and discussed the contents of the report.</p>	<p>CSM</p>
<p>3.2.2 Joint</p>	<p>PR/Media Update</p> <p>The Committee were provided 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.</p> <p>The Committee:</p> <p>i. Noted the contents of the report.</p>	<p>CSM</p>
<p>3.2.4</p>	<p>Transfer of Engagements Update</p> <p>The CSO presented a report updating the Committee on the recent work undertaken as part of the ToE process and scheduled upcoming events.</p> <p>Tenants Ballot concluded in December with just under 40% of responses and 91% voted in favour of the merger.</p>	<p>CSO</p>

	<p>First of 2 OHM SGMs will be held 3 February where Shareholders will be asked to approve the transfer. If approval is given a second OHM SGM will be held on 18 February to confirm the decision.</p> <p>There will be an OH SMG on 17 February to approve amended Articles of Association, which will take into consideration OHM shareholders moving to OHM if the ToE is approved at OHM SGM1.</p> <p>The Committee:</p> <ul style="list-style-type: none"> i. Note the current position and upcoming events in the ToE process. 	
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 an update of current Health and Safety arrangements.</p> <p>The H&S Committee continue to meet monthly. Raymond Edgar has now joined as GB representative.</p> <p>Staff Wellbeing survey – A further Wellbeing survey had been conducted with the staff team. A couple of issues had been highlighted and have been actioned. To date no Wellbeing survey had been carried out for Governing Bodies and it was agreed that this should be done.</p> <p>EVH – A series of monthly mindfulness events have been offered to staff.</p> <p>Healthy Working Lives – the walkathon had been completed with our arrival in Wellington before Christmas.</p> <p>The Committee:</p> <ul style="list-style-type: none"> i. Noted the actions taken during the coronavirus restrictions. ii. Considered and approved a Wellbeing Survey for the GBMs iii. Noted the contents of the report 	CSO

4.	ANY OTHER BUSINESS None.	
5.	ITEMS PREVIOUSLY CIRCULATED TO MEMBERS FOR INFORMATION	
6.	DATE OF NEXT MEETING Wednesday 28 April 2021, location/format to be determined based on government guidance.	

Date: Marian Reid _____

Signed: 28 April 2021 _____