



## **Effective Workers Voice – Osprey Housing**

To ensure our staff team have an effective channel for engagement and to share their views we have a formally established Colleague Council with staff representation from all teams.

This group have a formal remit (attached as Appendix) and have an elected Chairperson and a nominated representative from each department. All our team members have numerous options to voice their views and ideas through this forum. Meetings are minuted and are circulated to all Staff. The minutes are shared with our Board which ensures transparency and meaningfulness of any topics raised or discussed. This approach ensures our Staff team feel both heard and informed.

Osprey Housing has a strong culture of openness and transparency. Our Chief Executive and Senior Leadership Team have an open door policy that enables any member of Staff to speak to any of them at any time, on any matter of concern. We have bimonthly Staff meetings, where Chief Executive and other members of our Senior Leadership Team update Staff on current organisational matters.

Managers have regular formal and informal one-to-ones with Staff to ensure their viewpoint are heard and accepted, and their development is considered.

We have a suggestion process which considers all new ideas, improvements or concepts from our team and allow this to be captured, reviewed and fed back. An online form has been created and shared on our internal intranet which is accessible by both staff and Board members – [New Ideas Form](#).

We carry out regular staff wellbeing surveys and have a rolling program of wellbeing courses to support our staff and promote a healthy working environment for all our people. Osprey Housing has clear policies and procedures in place to ensure any grievances and are recorded and dealt with effectively.

This statement is signed by the CEO and the Chair of our Colleague Council as affirmation that we work together to make Osprey a Great Place to Work.

**Stacy Angus**

Signed (CEO)

**Marie Holmes**

Signed (Chair of Colleague Council)



## Appendix

# Colleague Council Remit & Constitution

## 1. Purpose

Osprey Housing places great value on employee communications and wishes to ensure that members of staff are both well informed about activities that directly relate to them and also have the opportunity to communicate their views to management. The Colleague Council is a conduit to achieve this.

## 2. Scope

The Colleague Council aims to represent, as well as it can, all staff employed by Osprey acknowledging and taking into account the day to day managerial requirements and responsibilities of Osprey's Senior Leadership team.

## 3. Colleague Council Remit

The Colleague Council is an information and consultative body providing an opportunity for effective communication (including two way dialogue) between Management and staff representatives on issues of mutual concern and interest. In addition Colleague Council representatives may act in supportive roles to other colleagues in the organisation. However, it is not a forum for collective bargaining nor is it intended to replace or undermine other existing methods and channels of communication but rather to enhance them.

It is overall intended to:

- promote an exchange of views between management and staff on issues of mutual interest
- examine and discuss with staff new ideas and approaches Osprey may be considering
- provide an opportunity for the views of staff to be taken into account in making decisions which are likely to affect their interests
- ensure involvement in accreditation initiatives such as Investors In People

Matters for communication and consultation may include aspects of the following:

- Operational and Financial performance
- Business Strategy
- Staffing Policies and Procedures
- Jobs and employment
- Major organisational/workplace changes
- Health and Wellbeing at Work including Social and Charitable Activities

If the circumstances arise at any time in the future which require it, the Colleague Council may, upon agreement with Osprey as the employer, act as the



standing body to be consulted in the event of a collective redundancy situation, or in the case of a transfer of undertakings, where staff affected (either directly or indirectly) are not represented by a recognised independent trade union.

## **4. Membership and Composition**

The Colleague Council shall as far as possible comprise of:

Senior Management Team Representatives:

Chief Executive (CEO)

Director of Corporate Services (DCS)

Staff Representatives:

There will be a minimum of 4 and maximum of 6 staff members.

As far as possible at least one Representative will be nominated and agreed by staff to represent the following teams:

- Asset Management
- Customer/Corporate Services
- Finance
- Housing

Within that composition at least one member of staff should be from and also represent the Moray staff.

Staff representatives will attend meetings of the Colleague Council on behalf of all staff in Osprey. They will therefore need to canvass the views and concerns of staff prior to meetings and provide feedback following the meetings to the staff they are representing.

## **5. Nomination and Election Arrangements**

Every member of Osprey staff may put themselves forward for membership of the Council. Each nomination will require a proposer with confirmation of the nominee's willingness to serve as a representative. Members of staff may not nominate more than one person for election.

If more than one valid nomination is received for any staff team an election may be held within that team. The candidate receiving the most votes will be elected. If only one valid nomination is received for any staff team, the nominee will be elected as staff representative for that team.

Colleague Council members will then vote for the person to take up the Chair. Roles of Secretary, Vice Chair and others deemed appropriate will be decided within the Colleague Council.

Elected representatives will serve for a period of 2 years and may offer themselves



for re-election.

## **6. Operational Arrangements**

### **6.1 Frequency of Meetings**

Formal meetings will normally be held up to 6 times per year. Representatives will be asked to attend all scheduled meetings allowing for commitments. Additional meetings may be convened at the discretion of the Chair if, in their opinion, circumstances dictate.

The Chair/DCS will be responsible for arranging the date and location of the meeting and for advising all parties at least one month before the date of the meeting.

### **6.2 Agenda**

Staff representatives may submit items for inclusion in the agenda, together with any supporting documentation, to the Chair up to 3 days before the date fixed for the meeting.

The appropriateness of agenda items for meetings will be judged on an item by item basis by the Chair and the Director of Corporate Services. However, individual issues related to personal human resource matters (e.g. grievances) should not be discussed in colleague council meetings. These meetings should not include issues of an individual or personal nature which will be more appropriately addressed through the line management structure and Osprey's policies and procedures.

Where an issue is deemed unsuitable for a colleague council meeting, the representative asked to raise it will inform the member of staff seeking to raise it and recommend an alternative appropriate course of action. The issue will remain confidential.

The final agenda will be circulated to representatives at least one day in advance of the date of the meeting.

### **6.3 Notes of meetings**

Notes of meetings will be distributed to staff representatives normally within a period of 2 weeks following the meeting. It is intended that the notes of the meeting will be communicated to all members of staff, via the Osprey Academy SharePoint site.

### **6.4 Confidentiality**

In order to maximise the spirit of openness and free exchange of views, all members attending any meeting of the Colleague Council must undertake not to misuse or divulge any information that is supplied to them on a confidential basis. This obligation will continue after the conclusion, for whatever reason, of their term of office or employment for as long as the information remains confidential. Any breach of this provision would be viewed as a serious disciplinary offence.