
















Committee Meeting - August 2023

Schedule	Wednesday 30 August 2023, 7:00 PM — 9:00 PM BST
Venue	In Person and Via Zoom
Notes for Participants	Please advise Marianne Wilson in advance of the meeting should you wish to discuss AOCB or bring any Information Only items above the line.
Organiser	Marianne Wilson

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- 6 monthly review of Internal Audit Recommendations

For Information



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16. Date of Next Meeting: 27 September 2023 at 19:00

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For Information - Presented by Naomi MacKenzie

1. Welcome and Apologies

Presented by Naomi MacKenzie

2. Declaration of Interest

For Decision

Presented by Naomi MacKenzie

3. Minutes of Meeting held on 28 June 2023

For Decision

Presented by Naomi MacKenzie

Prospect Community Housing
Committee Meeting – June 2023
28 June 2023, 7:00 PM — 9:00 PM BST

Present:	Naomi MacKenzie Jolly Oluka Peter Matthews Mo Connolly Simon Campbell Alan Gee Chuks Ododo Shulah Allan Sharon-Lee Bow Brendan Fowler Catherine Louch Neil Munro Marianne Wilson Nikola McCombie (left after item 3)	Chairperson Secretary Treasurer Vice Chair Committee Member Committee Member Committee Member Committee Member Committee Member Director Housing Manager Property Services Manager Corporate Services Officer Azets Audit Services
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Apologies:	Mary MacRaild	Committee Member
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Leave of Absence:	Milind Kolhatkar	Committee Member
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1	Welcome and Apologies	
	Naomi MacKenzie welcomed all attendees to the meeting. Apologies were noted from Mary MacRaild.	
2	Declaration of Interest	
	There were no declarations of interest.	
3	Annual Accounts presented by Nikola McCombie from Azets Audit Services Ltd	
	<p>Colin gave an overview of the Annual Accounts, noting some alterations, mainly from the pension deficit.</p> <p>Colin welcomed Nikola McCombie to the meeting who went through the Financial Statements and Audit Findings letter.</p> <p>Colin advised that the Financial statements would be signed by the Chair, Secretary and Treasurer and the committee members agreed to the electronic signature being used.</p> <p>The Annual Accounts were proposed by Jolly Oluka, seconded by Peter Matthews, and approved by all members present.</p>	

4	Minutes of Meeting held on 31 May 2023	
	The minutes of the meeting held on 31 May 2023 were proposed by Mo Connolly, seconded by Peter Matthews, and approved by all members present.	
5	Matters Arising	
	The Matters Arising report was noted.	
6	Register of Undertakings	
	The Register of Undertakings were noted.	
7	Committee Correspondence – New Member	
	<p>Brendan confirmed that we have received a membership application for Prospect, the application is from a local resident, Michael Grant, who has a keen interest in Prospect.</p> <p>The decision to accept the new member to Prospect was proposed by Alan Gee, seconded by Simon Campbell and approved by all members present.</p>	
8	Policy Review	
	<p>The COR01 Committee Code of Governance was presented by Brendan Fowler and Brendan advised that we follow the SFHA model document. A question was asked around the role descriptions and whether the title Treasurer could be changed to Chair of the Budget Working Group. Brendan advised we can look into this further ahead of September's Committee meeting when the office bearer roles are put forward again. In Prospect's rules, we require a chair and secretary. It was also agreed that the wording around the roles would be changed so it did not reference that a committee member had to be chair of each working group as this can be a member of staff.</p> <p>The COR02 Committee Code of Conduct was presented by Brendan Fowler and noted that this does not mirror the SFHA model as we feel our own code of conduct is more comprehensive.</p> <p>With regards to the EQIA, it was agreed that we add in that the Committee has to ensure that they work in an inclusive space at all times.</p> <p>It was also suggested that a column could be added to all EQIA's to assess impact for social economy or social status, as although not a protected characteristic, it should be considered.</p> <p>The COR08 Entitlements, Payments and Benefits was presented by Brendan Fowler and advised it follows the SFHA model.</p> <p>The COR24 Procurement Strategy was presented by Neil Munro and advised this was brought back after last month's committee discussion. A question was asked about the fair work first, and the statement not including the fact about this is for our contractors. It was agreed to amend the statement to add reference to our contractors.</p>	

	<p>The PER12 Health, Safety and Welfare was presented by Neil Munro and noted that there are no significant changes to this policy. A discussion took place around this after the committee undertook Health & Safety training this year and would like Wellbeing included in the Health and Safety policy. Brendan advised that this is available through the Health and Safety Manual and Wellbeing policies but that a statement can be added into this policy.</p> <p>The decision to accept the above policies with noted changes was proposed by Chuks Ododo, seconded by Peter Matthews, and approved by all members present.</p>	
9	Management Team Report	
	<p>Brendan highlighted 1.2 on his report to advise that a member of our tenants forum is putting herself forward at the next AGM to join our Management Committee.</p> <p>Neil advised we have sent out our unsuccessful letters for the gas tender, and we are awaiting to officially appoint the contractor selected.</p> <p>Catherine thanked Mo for agreeing to the “Monday Meets” on our social media pages and encouraged other Committee members to email Catherine if they are interested. Catherine presented the SFHA Housing video to the committee which features Prospect and one of our tenants. Catherine noted how positive it is that SFHA approach us regularly.</p> <p>Colin noted he has been focussing on the year end accounts and reviewing our new Finance system.</p>	
10	Scottish Housing Regulator Annual Returns - Loan Portfolio	
	<p>Colin advised that the return needed to be submitted to SHR by the end of this week and noted that the total of outstanding loans is £5,062,700 as of 31st March 2023.</p> <p>The decision to approve the submission of the Loan Portfolio was proposed by Peter Matthews, seconded by Jolly Oluka and approved by all members present.</p>	
11	Review of Regulatory Standards, Part 2	
	<p>Brendan advised that the changes to the document are now highlighted in red, following a request for them to be more visible.</p> <p>Brendan went through the highlighted changes and the committee had no further questions on these</p>	
12	Notice of AGM	

	<p>Brendan advised that we are proposing the AGM will be in person only this year at our Prospect Office.</p> <p>Brendan advised why the paper regarding the 9-year rule was not accompanying the AGM notice – this is due to the members standing not having been on the Committee for nine years.</p> <p>A question was asked if there would be a presentation this year and Brendan advised we are looking into a development presentation.</p> <p>The notice for the AGM was proposed by Alan Gee, seconded by Jolly Oluka and approved by all members present.</p>	
13	Developments	
	<p>Neil advised that Kingsknowe contracts are still progressing. Neil noted that we are hoping to host a Development Working Group to discuss the Gyle drawings soon.</p> <p>Neil advised that the new Development report is still being looked at with regards to additional information requested to be included in the report such as the budget for each development, loans and what has been spent so far.</p> <p>Brendan noted that we are considering the possibility of an external planning consultant for the Woods Centre, who can liaise with the council and push back on certain things on our behalf. Those present were supportive of this.</p> <p>A committee member questioned why the application for the gap sites had been withdrawn and Neil advised he would report back at the next meeting.</p>	
14	Information Only Items	
	<p>The following reports were noted:</p> <ul style="list-style-type: none"> - Annual Report on Business Gifts - Annual Report on Borrowing & Investment Activity 	
15	AOCB	
	Naomi MacKenzie thanked everyone for attending the meeting.	
16	Date of Next Meeting: Wednesday 30 August 2023 at 19:00	

Signed:

Date:

4. Matters Arising Report

For Discussion

Presented by Naomi MacKenzie

REPORT TO THE MANAGEMENT COMMITTEE
TO BE HELD ON WEDNESDAY 30 AUGUST 2023
AGENDA ITEM 4
MATTERS ARISING REPORT

1. PURPOSE

To highlight any matters arising from the minutes of the meeting held on 28 June 2023 that are not covered elsewhere on the agenda.

Item 8 from previous meeting – Policy review

Our EQIA's were discussed and suggested that a column to assess impact for social economy or social status, as although not protected characteristics, should be considered.
This has now been put on the September Equalities Working Group agenda to be discussed further.

The Health, Safety and Welfare policy now has a statement added to cover the focus that we have on staff wellbeing.

Report prepared by
Management Team
August 2023

5. Register of Undertakings

For Discussion

Presented by Naomi MacKenzie

**Prospect Community Housing
Register of Undertakings 2018-current**

Date signed	Name & Description of contract	Duration	Value (£)	Signed/Accepted by
14/06/2023	Energy Angles - Energy switching at voids	12 months	Nil	Neil Munro
09/05/2023	TC Young - Legal Services	3 years with option to extend for 2 m	£30,000	Catherine Louch
03/07/2023	Saltire FM - Gas Boiler Installs 2023	Project - Complete by March 31st	£114,173	Graham Dow
04/07/2023	Thomas & Adamson - PD Services for Windows and Doors 2023-2028	Project duration 2023-2028	1% - 0.8% of final account	Graham Dow
13/07/2023	Craig Brown - EICR testing for 2023/2024	Project duration 2023-2024	£8762.3 + VAT	Graham Dow
20/07/2023	Corstorphine Roofing & Building - Refurbishment of 40 Westburn Middlefield	Project duration - 2023	£36,563.06 + VAT	Graham Dow
24/07/2023	Pottie Wilson - QS Services for Clovenstone Porches	Project duration - 2023	£2,700 + VAT	Graham Dow
		31st July 2026 but 2 x 1 year		
24/07/2023	Saltire FM - 3 Yearre Reair & servicing contract for Gas boilers	extensions available	317,625.08 + VAT	Graham Dow

6. Policy Review

PER13 Dignity at Work

COR06 Committee Training and
Development

COR15 Communication

For Decision

Presented by Brendan Fowler

**REPORT TO MANAGEMENT COMMITTEE
TO BE HELD ON WEDNESDAY 30 AUGUST 2023**

AGENDA ITEM 6

POLICY REVIEW

1. PURPOSE

The purpose of this report is to present policies which are due for review under the regular three-year review cycle to Management Committee for approval.

2. SUMMARY

The policies being recommended for approval to Management Committee are:

PER13	Dignity at Work
COR06	Committee Training and Development
COR15	Communication

Background details on the proposed changes are given in section 5.

3. RECOMMENDATION

Management Committee are asked to approve the reviewed policies, including the completed Equality Impact Assessments.

4. RISK ASSESSMENT AND OTHER IMPLICATIONS

The policies have been revised to reflect current legislation, Codes of Practice and legal requirements where appropriate.

5. BACKGROUND

- **PER13 Dignity at Work**
Only minor changes to the policy, but when we discussed this at Management Team we felt that a full EQIA needed to be completed so this has been done.
- **COR06 Committee Training and Development**
Only minor changes have been made to this policy.
- **COR15 Communication**
Minor changes have been made as well as an update to incorporate our approach to social media.

Report prepared by:
Management Team
August 2023

PER13	ADOPTED: 28.10.98	REVIEWED: 23.10.00; 21.10.02; 24.10.05; 29.10.08; 25.5.11; 28.5.14; 28.6.17; 24.06.20; 30.8.23
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DIGNITY AT WORK POLICY

1.0 INTRODUCTION

- 1.1 We recognise the right of every employee to work in an atmosphere free of bullying, harassment or intimidation and we are committed to providing a working environment which is free from bullying, harassment, or intimidation of any kind.
- 1.2 The aim of this policy is to develop a working environment in which bullying, harassment or intimidation is known to be unacceptable and where individuals are confident enough to raise concerns or complaints without fear of ridicule or reprisal. Our aim is to be as supportive and helpful as possible to those who are, or believe they are, experiencing such a problem and to resolve any situation arising as quickly as possible.
- 1.3 We recognise that it is important to differentiate between management and bullying or harassing behaviour. Managers are responsible for ensuring that staff who report to them carry out their duties to an acceptable standard within a clearly defined performance management framework. Legitimate monitoring of an employee's performance that is carried out appropriately, i.e. in a firm and fair manner, does not, therefore, constitute bullying.
- 1.4 This policy applies equally to Committee Members and to staff, all of whom have a responsibility to recognise bullying, harassment or intimidation when it occurs and to report it to the appropriate level of management for action.
- 1.5 This policy takes account of generally accepted definitions and current good practice guidelines. It should be read in conjunction with our Equality and Diversity policy.

2.0 THE SCOTTISH SOCIAL HOUSING CHARTER

The relevant standards and outcomes for the Dignity at Work policy are:

Outcome 1: Equalities

Social landlords perform all aspects of their housing services so that:

- Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

3.0 DEFINITIONS

Bullying

3.1 We define 'bullying' as:

'Persistent, unwelcome behaviour, including unwarranted or invalid criticism, nit-picking, fault-finding, exclusion, isolation, being singled out and treated differently, being shouted at, humiliated, excessive monitoring, and other similar behaviour'.

Anyone subject to bullying will usually experience some of the following:

- constant and/or destructive criticism;
- nit-picking and trivial fault finding;
- being undermined, especially in front of others, or being overruled, ignored, sidelined, marginalised and/or ostracised;
- being isolated and/or excluded from what is happening;
- being singled out and treated differently;
- being belittled, degraded, demeaned, patronised, and/or subjected to disparaging remarks;
- regularly being the target of offensive language, personal remarks or inappropriate bad language;
- being threatened, shouted at and/or humiliated;
- being set unrealistic goals and deadlines which are unachievable or which are changed without notice;
- having their responsibility increased but their authority removed;
- being subject to excessive monitoring or supervision;
- being denied information or knowledge necessary for undertaking work and achieving objectives;
- being either over-loaded with work, or having most or all of their work taken away.

3.2 Bullying differs from harassment in that the focus is rarely based on any of the protective characteristics such as gender, race or disability. The focus is often on competence, or rather the alleged lack of competence, of the bullied person.

3.3 Bullying is most commonly associated with an abuse of power, most typically by a line manager or supervisor over subordinate staff. However bullying can also occur when a group of employees target another colleague.

3.4 Although less common, managers may find themselves bullied by their staff, who use the threat of taking a matter to a more senior level, or of invoking formal procedures, to make unreasonable demands.

3.5 We recognise that bullying is a completely inefficient way of working, resulting in disenchantment, demoralisation, demotivation, disaffection, alienation, high staff sickness and turnover, and low morale and productivity. We will therefore not tolerate bullying in any form and will take immediate action to deal with any instances when it occurs.

Harassment

3.6 Acts of harassment usually involve unwanted, offensive and intrusive behaviour with a sexual, racial or physical component. Harassment may be directed at an individual or a group of people. The intention of the perpetrator is irrelevant. It is the perceived impact on those affected that determines whether harassment has taken place.

3.7 Forms of harassment may include:

a) Sexual harassment which may take the form of:

- unwanted **non-accidental** physical contact, ranging from unnecessary touching, patting, pinching or brushing against a colleague's body, through to assault and coercing sexual relations;
- unwelcome sexual advances, propositions or pressure for sexual activity within or outside the workplace, after it has been made clear that such suggestions are unwelcome, offensive flirting;
- suggestions that sexual favours may further a colleague's career - e.g. result in promotions or salary increases, or that refusal may hinder these;
- the display of pornographic or sexually suggestive pictures, objects or written materials;
- leering, whistling or making sexually suggestive comments or gestures, innuendoes or lewd comments;
- conduct that denigrates, ridicules or is intimidatory or physically abusive of an employee because of his or her gender, such as abuse, insults and/or offensive comments which are gender-related, about appearance or dress.

b) Any form of harassment towards any of the protected characteristics as outlined in the Equality and Diversity policy.

3.8 We will not tolerate harassment or discrimination in any form and will take immediate action to deal with any instances when it occurs.

4.0 DEALING WITH BULLYING OR HARASSMENT

4.1 Any employee who believes they are being bullied or harassed may approach any colleague of their choice, including any member of the Management Team, for a confidential discussion before deciding on the appropriate course of action.

A Committee Member may choose to approach another Committee Member or the Director.

Alternatively, the individual may approach an external adviser for initial confidential advice and, if requested, ongoing support throughout the process (see section 4 below).

[Note: To avoid repetition, the rest of this policy will describe the process with regard to an employee's concerns. The principles, adapted as required in terms of who deals with the matter etc., may also be used to deal with a concern raised by a Committee Member.]

4.2 If the employee decides to take action over their concerns they will normally follow two stages, depending on the circumstances and seriousness of the alleged offence. The first stage will be informal. If the informal approach is not successful, or if the offence is regarded from the outset as sufficiently serious, the matter will be dealt with formally.

4.3 The employee affected should wherever possible record the date(s), time(s) and details of alleged bullying or harassment incidents.

Informal stage

4.4 Wherever possible the employee(s) affected will be encouraged to approach the alleged perpetrator informally to explain that their behaviour is offensive or unwelcome, with reason(s), and to ask them

to stop the particular action(s). In some cases the perpetrator will not be aware that their behaviour is causing unintentional offence and such an approach will be sufficient to cause it to cease.

- 4.5 The employee may ask a colleague to be present for support if they would find approaching the alleged bully or harasser alone too difficult, or they may ask their manager to approach the person informally on their behalf, or to facilitate an informal discussion between them.
- 4.6 Alternatively, the employee may choose to write to the alleged perpetrator.
- 4.7 The employee(s) affected should record a note of the informal action they have taken, in case the behaviour continues or re-occurs.

Formal stage

- 4.8 An employee will be able to raise a formal concern via the Grievance Policy (for complaints against an employee) or a Committee can raise an issue with the Director or the Chair.

Victimisation

- 4.9 Employees will be protected from intimidation, victimisation or discrimination for initiating a complaint or assisting in an investigation. Retaliating against an employee for complaining about bullying or harassment will be regarded as a serious disciplinary offence.

5.0 IMPLEMENTATION AND REVIEW

- 5.1 The Director is responsible for ensuring that this policy is implemented and for arranging any training required.
- 5.2 The Director will ensure that this policy is reviewed by the Management Committee at least every 3 years.

Reviewed by the Management Committee on: 30 August 2023

Next review due by: August 2026

PROSPECT EQUALITY IMPACT ASSESSMENT RECORD

Title of policy/ practice/ strategy	Dignity at Work Policy	
Department	Corporate	
Who is involved in the EQIA?	Management Team	
Type of policy/ practice/ strategy	New <input type="checkbox"/>	Existing <input checked="" type="checkbox"/>
Date completed	21/8/23	

Stage 1: Screening Record

What is the main purpose of the policy?

The aim of this policy is to develop a working environment in which bullying, harassment or intimidation is known to be unacceptable and where individuals are confident enough to raise concerns or complaints without fear of ridicule or reprisal. Our aim is to be as supportive and helpful as possible to those who are, or believe they are, experiencing such a problem and to resolve any situation arising as quickly as possible.

It contributes to meeting the following outcomes of the Scottish Social Housing Charter:

- 1 – Equalities

Who will the policy benefit and how?

The policy will affect all staff and Committee members, and seeks to ensure that there is clarity on what unacceptable action is and how it will be dealt with.

For each equality group, does or could the policy have a negative impact?

Protected characteristic	Negative	Positive/no impact	Don't know
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy & maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or belief (including no belief)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

If you answered negative or don't know to the above question you should consider doing a full EQIA.

Are there any potential barriers to implementing the policy?

E.g. capacity or financial issues. Are there any factors that might prevent the desired outcomes being achieved? None identified.

	Yes	No
<i>Is a full EQIA required?</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

If you answered no to the above question explain why a full EQIA is not required:

No impact on equalities identified:	<input type="checkbox"/>

Stage 2: Data and evidence gathering, involvement and consultation

Include here the results of your evidence gathering, including qualitative and quantitative data and the source of that information, whether national statistics, surveys or consultations with relevant equality groups.

Stage 2: Data and evidence gathering, involvement and consultation

Include here the results of your evidence gathering, including qualitative and quantitative data and the source of that information, whether national statistics, surveys or consultations with relevant equality groups.

Source	Qualitative evidence provided	Quantitative evidence provided	Which protected characteristics are covered?	Gaps identified/ action taken
Management information data		Annual staff and committee equalities data	Age, disability, gender, ethnicity. In some cases other protected characteristics	Membership data not collected.
Tenant satisfaction survey		Survey carried out in 2022	Age, disability, gender, ethnicity. In some cases other protected characteristics	
Committee, Equalities Working Group and Tenants Forum minutes	Equality related issues identified and discussed		Various	
Review of complaints received	Tenant/service user experience	Statistical data on types of complaint	All protected characteristics	Quarterly review of complaints as part of Key Performance Indicator report assists with data collection and analysis of protected characteristics
Observations/conversations (anecdotal)	Staff/committee/tenant/service user levels of understanding, inclusive practice		All protected characteristics	
Edinburgh Census 2011		Statistical data	Age disability, gender, ethnicity, marital status, religion or belief.	Data becoming out of date.
EdIndex data		Statistical data provided for individuals on the housing waiting list	Age, disability, gender, ethnicity. In some cases other protected characteristics.	Data becoming out of date.
What Scotland Thinks data		Statistical data on attitudes	All protected characteristics	

Community Profile

The following profile summarises key data for Prospect stock, the Wester Hailes Community and Edinburgh.

Indicator	Prospect	Wester Hailes	Edinburgh	Source	Comment
The number of households in receipt of Universal Credit.	42%	4,605-40%	34,317-9%	Prospect – Cx 22.11.21 Wester Hailes – as at 14.10.21 Universal Credit: Official Statistics (arcgis.com)	Prospect received housing costs directly for 42% of tenants.
The proportion of households in owner occupation, private rented accommodation, and social housing	100%	OO-25.7% PR-9% SH-64.5%	OO-58.9 PR-22.4% SH- 17%	WH-2011 Census Edinburgh- 2011 Census	
The number of people from minority ethnic communities;	23%	20.3%	11%	Prospect – Tenant Survey 2022 WH- 2011 Census CEC- 2011 Census	
The number of people over 60;	18.6% over 65	10.5% Over 65	15% Over 65	Prospect – Tenant Survey 2022 WH- 2011 Census CEC- 2011 Census	
The number of lone parent families;	23%	14%	5.8%	Prospect – Tenant Survey 2022 WH-2011 Census CEC-2011 Census	
The number of people with long-term limiting illnesses;	38.5%	30%	26.7%	Prospect – Tenant Survey 2022 WH-2011 Census CEC- 2011 Census	
The number of homeless persons;	n/a	Not available	1,912	2020/21 Homelessness Statistics 2020-21 - gov.scot (www.gov.scot)	
The number of single households;	38.6%	37.6%	39.1%	Prospect – Tenant Survey 2022 WH-2011 Census CEC-2011 Census	

Stage 3: Assessing the impacts

How might the policy impact on people who share protected characteristics? Include both positive and negative impacts.

Protected Characteristic	Description of Impact
Age	Younger workers may be less aware/confident about raising issues at work. By having a clear policy on Dignity at Work, this will give clear guidance about unacceptable behaviour and the confidence to raise issues that fall short of what we have stated.
Disability	Issues at work and how they are dealt with may exacerbate mental health issues. People with existing mental health issues may already have difficulties with personal resilience and this may add to anxieties around raising a grievance. Through regular work review meetings Managers will be able to provide support and guidance. Staff members can also access confidential advice and counselling through the Employee Assistance Programme. This is offered to alleviate additional stress arising from the grievance process for those raising a grievance and those subject to the grievance.
Gender reassignment	Individuals from this group may feel that they are vulnerable to victimisation and having this clear policy may help them to know that they are supported in the workplace and if there are any issues they will be taken seriously.
Marriage & civil partnership	No impact identified.
Pregnancy & maternity	No impact identified.
Race	Individuals from this group may feel that they are vulnerable to victimisation and having this clear policy may help them to know that they are supported in the workplace and if there are any issues they will be taken seriously.
Religion or belief (including no belief)	Individuals from this group may feel that they are vulnerable to victimisation and having this clear policy may help them to know that they are supported in the workplace and if there are any issues they will be taken seriously.
Sex	By stating clear standards that are unacceptable behaviour in the area of sexual harassment, this can help protect staff and give confidence to raise issues.
Sexual orientation	Individuals from this group may feel that they are vulnerable to victimisation and having this clear policy may help them to know that they are supported in the workplace and if there are any issues they will be taken seriously.

How does the policy promote equality of opportunity?

The policy will promote equality of opportunity by providing a clear framework for all grievance matters to be handled in a fair and consistent way, regardless of any protected characteristic.

How does the policy promote good relations?

The policy aims to promote good relations by providing an informal process to resolve grievances.

Stage 4: Decision making and monitoring

Identifying and establishing any required mitigating action

If, following the impact analysis, you think you have identified any unlawful discrimination – direct or indirect - you must consider and set out what action will be undertaken to mitigate the negative impact.

Does the assessment show a potential for differential impact on any group(s)?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is there potential for unlawful direct or indirect discrimination?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

What arrangements could be implemented to reduce or mitigate any potential adverse or negative impacts identified?

Managers hold regular work review meetings and annual appraisals with staff, providing an opportunity to discuss any issues. Independent confidential advice and counselling is available to all members of staff.

Describing how Equality Impact analysis has shaped the policy making process

No changes have been made to the policy as a result of the equality impact assessment.

Monitoring and Review

This policy and its Equality Impact Assessment will be monitored and reviewed after three years.

Stage 5 - Authorisation of EQIA

Please confirm that:

- ◆ This Equality Impact Assessment has informed the development of this policy:

Yes ☒ No ☐

- ◆ Opportunities to promote equality in respect of age, disability, sex, pregnancy and maternity, gender reassignment, sexual orientation, race and religion or belief have been considered, i.e.:
 - Eliminating unlawful discrimination, harassment, victimisation;
 - Removing or minimising any barriers and/or disadvantages;
 - Taking steps which assist with promoting equality and meeting people's different needs;
 - Encouraging participation (e.g. in public life)
 - Fostering good relations, tackling prejudice and promoting understanding.

Yes ☒ No ☐

Declaration

I am satisfied with the equality impact assessment that has been undertaken for Grievance policy.

Name: Brendan Fowler

Position: Director

Authorisation date: 21/8/23

COR06

ADOPTED: 30.6.10

REVIEWED: 28.8.13; 29.1.14; 25.01.17; 26.02.20; 30.8.23

COMMITTEE MEMBERS TRAINING & DEVELOPMENT POLICY

1.0 INTRODUCTION

- 1.1 This document describes our arrangements for providing the training and development required by Committee Members, to equip and enable them to fulfil their responsibilities.
- 1.2 We are committed to the involvement of local people in decision making, through membership of the Management Committee, and recognise that to control the organisation effectively Committee Members require:
- a range of skills and knowledge, especially in the areas of Governance, Risk Management, Finance and Equalities;
 - a good understanding of the principles of Committee governance and control;
 - a good understanding of Prospect's current activities.
- 1.3 We are also committed to ensuring excellent standards of governance throughout Prospect, and in particular to implementing the principles outlined in the Langlands 'Good Governance Standards for Public Services'. We recognise that, while a number of factors will contribute to achieving this, a very important one is the induction, training and development of our Committee.

We therefore place a high priority on the training and development of Committee Members.

- 1.4 Training and development will include the following:
- initial induction training, following election or co-option to the Committee;
 - support and mentoring from an experienced Committee Member during a new Member's first 3 months (and longer if required);
 - attendance at internal or external training events, conferences or seminars.

We will also encourage self-development by Committee Members.

- 1.5 This policy is supported by detailed procedures.

2.0 IDENTIFYING TRAINING NEEDS AND GENERAL PRINCIPLES

Identifying training needs

- 2.1 All new Committee Members will receive induction training which will be 'tailored' to suit the individual's experience and background.
- 2.2 At the end of each induction programme the Director will discuss additional training needs with the new Committee Member and where appropriate draw up an ongoing training and development programme for the remainder of that first year.
- 2.3 At least once each year Committee Members will carry out an annual appraisal to identify individual and/or corporate gaps in skills or knowledge. The information will be used by the Director, in liaison with the Chairperson, to develop an annual Committee training programme both for individual Members and for the Management Committee as a whole.
- 2.4 The programme will be costed as part of the annual budget setting exercise. Where required, an additional allocation may be identified to allow Committee Members to attend training courses that meet specific needs.

General principles

- 2.5 All Committee Members are expected to make a commitment to undertake relevant training and development.
- 2.6 As part of our overall culture of continuous improvement and development, Committee Members are expected to review their own skills, knowledge and performance, and to request additional support and training when required.
- 2.7 Training and development opportunities will cater for a range of preferred learning styles and individual abilities.
- 2.8 We encourage a culture of 'shared learning' and expect Committee Members to provide brief reports on conferences, seminars and other training events attended, in particular sharing information that is relevant to Prospect and how other organisations are dealing with the challenges we are currently facing. Members will also be expected to make any conference materials etc. received available to other Committee Members.

3.0 INDUCTION TRAINING

- 3.1 New Committee Members will have access to an Induction Pack comprising:
 - the Association's Rules
 - Committee Code of Governance (with Declaration for signing and return)
 - Committee Code of Conduct (with Declaration for signing and return)
 - Committee Standing Orders
 - An index of all current policies
 - Current Business Plan
 - Disclosure of Interests Declaration (for completion and return)
 - Health & Safety Responsibilities Declaration (for completion and return)
 - Induction Checklist (for completion and return).

The pack will be made available on the Board portal and the relevant declaration forms will be sent by email along with the induction declaration at Appendix one. The declarations should be signed and returned at the earliest opportunity.

- 3.2 As soon as possible following the election or co-option of a new Committee Member an induction programme will be prepared to suit each individual's background and experience.
- 3.3 The new Committee Member will review their progress with, and experience of, the induction programme at regular intervals with the Director. The Director will ensure that the results of any reviews feed into the production of future programmes, as appropriate.
- 3.4 As part of the induction programme equality and diversity training will be arranged for the new Committee Member. This could be an online training course or as part of the Committee Residential training weekend (if scheduled).

Mentor

- 3.5 Each new Committee Member will be allocated a 'buddy' or mentor, an experienced Committee Member who will help the new Member get to grips with their role during the first few months. This may include advice on how best to deal with the volume of papers involved in meetings, how meetings work and how best to put their points across at a meeting.
- 3.6 The mentoring arrangement will normally last for 3 months, but may be extended at the request of the new Committee Member, and with the agreement of the Committee Member acting as mentor.

4.0 ONGOING TRAINING AND DEVELOPMENT

- 4.1 The Director has overall responsibility for identifying suitable conferences, courses, seminars etc. to meet the identified training needs of individual Committee Members, and for setting an annual Committee training budget.

Other members of the Management Team may also suggest suitable training opportunities and Committee Members will be expected to look out for information on suitable events.

- 4.2 All bookings for conferences, seminars etc. and any related travel and accommodation arrangements will be handled by the Director's office. For further details see the Committee Training & Development procedure.
- 4.3 Committee Members will be encouraged to use other forms of learning, apart from courses, conferences and seminars, including:
- current quality newspapers, relevant journals and magazines;
 - guided reading;
 - the internet;
 - specific publications aimed at governing body members;
 - guest speakers and presentations at regular or special Management Committee meetings;
 - listening to other governing body members and their experiences.
- 4.4 By prior arrangement, Committee Members may meet relevant Management Team members during the hour before a scheduled Committee meeting, to discuss any matters raised on the agenda or any other issues they need additional information or background on to help them fulfil their role effectively.

5.0 IMPLEMENTATION, MONITORING AND REVIEW

- 5.1 The Director is responsible for ensuring that this policy is implemented when required.
- 5.2 At their meeting in September each year the Management Committee will receive a report on Committee Members' training during the preceding year, including a comparison with the individual training targets set at the beginning of the year.
- 5.3 The Director will advise the Chairperson if any Committee Member, having been given reasonable opportunities, has either not completed sufficient induction training, or has not attended appropriate further training previously identified as part of the annual appraisal. The Chairperson will discuss the situation with the Member concerned and thereafter advise the Director of the agreement reached and/or action to be taken.
- 5.4 The Director will ensure that this policy is reviewed at least every three years.

Reviewed by the Management Committee on 30 August 2023

Next review due by: August 2026

Committee Member Induction Declaration

Name:	
Date of Joining:	

As a Management Committee member, you should be aware that you have certain obligations, which are to:

- uphold the values, aim and objectives of Prospect Community Housing;
- uphold Prospect's policies, including those for equal opportunities;
- contribute to, and share responsibility for Management Committee's decisions;
- prepare for, and attend meetings, training sessions and other events;
- represent Prospect on occasion;
- declare any relevant interest as outlined in the Benefits, Payments & Corporate Accountability policy;
- respect the confidentiality of any information sent or given to you by Prospect.

The principal functions of the Management Committee are to:

- define and ensure compliance with the values, aim and objectives of Prospect Community Housing;
- ensure the highest standards of Governance and sound financial management;
- approve each year's budget and accounts, prior to publication;
- establish and oversee an appropriate framework of delegation and systems of control;
- take key decisions on matters that will, or might, create significant financial or other risk for Prospect, or which raise material issues of principle;
- monitor Prospect's performance in relation to its plans, policies, budget and specific decisions;
- appoint, and if necessary dismiss, the Director and be involved in the appointment of Managers and other staff as required;
- satisfy itself that Prospect's affairs are conducted lawfully and in accordance with generally accepted standards of performance and propriety.

Committee Members must read and understand the contents of the following documents (available in the Induction Folder within the Board portal):

- Rules of Prospect Community Housing
- Committee Code of Governance
- Committee Code of Conduct
- Committee Standing Orders
- Committee Remit
- Current Business Plan
- Disclosure of Interests Declaration
- Health & Safety Responsibilities

To confirm that you understand and accept your obligations as a Management Committee Member, I would be grateful if you could sign this form and return it to as soon as possible (electronic signature is acceptable).

Signed:		Date:	
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COMMITTEE MEMBER INDUCTION CHECKLIST

NAME:		DATE OF APPOINTMENT:	
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TASK	Person Responsible	Date Completed	Initialled MC member
GENERAL			
Assignment of Committee buddy	CSO		
Buddy Name: Contact Details:			
Issue of tablet/iPad (if necessary)	CSO/IT Officer		
Access to Board Portal & induction folder	CSO		
Induction email	CSO		
Website & SHR update	CSO/Director		
Queries:			
INDUCTION PROGRAMME			
Overview of Finance	Finance Mgr		
Overview of Housing Management	Housing Mgr		
Overview of Property Services	Property Services Mgr		
Overview of Association	Director		
Equality & diversity training	CSO		
Queries/Further requirements (continue overleaf if required):			
DECLARATION FORMS TO BE COMPLETED & RETURNED TO CSO			
Committee induction declaration	Committee member		
Committee Code of Governance	Committee member		
Committee Code of Conduct	Committee member		
Disclosure of Interests	Committee member		
Personal Details	Committee member		
Health & Safety responsibilities	Committee member		
Queries:			

I have reviewed this record and I confirm induction has been completed:

Signed by Committee member: _____ Date: _____

Signed by Director: _____ Date: _____

PROSPECT EQUALITY IMPACT ASSESSMENT RECORD

Title of policy/ practice/ strategy	COR06 Committee Members Training & Development	
Department	Corporate	
Who is involved in the EQIA?	Brendan Fowler/Marianne Wilson	
Type of policy/ practice/ strategy	New <input type="checkbox"/>	Existing <input checked="" type="checkbox"/>
Date completed	21/8/23	

Stage 1: Screening Record

What is the main purpose of the policy?

The policy sets out our commitment to provide appropriate training and development to our Committee members to equip them with the necessary skills and knowledge to carry out their duties.

Who will the policy benefit and how?

The policy will directly benefit our Committee members by providing them with training and development. The policy indirectly benefits our tenants, service users and staff by providing them with the confidence the organisation is being governed by individuals with the appropriate level of training and expertise.

For each equality group, does or could the policy have a negative impact?

Protected characteristic	Negative	Positive/no impact	Don't know
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy & maternity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or belief (including no belief)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

If you answered negative or don't know to the above question you should consider doing a full EQIA.

Are there any potential barriers to implementing the policy?

Potential barriers include financial constraints, the timing of training and development opportunities and the availability of individuals to participate.

	Yes	No
Is a full EQIA required?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

If you answered no to the above question explain why a full EQIA is not required:

No impact on equalities identified:	<input type="checkbox"/>
Other:	

Stage 2: Data and evidence gathering, involvement and consultation

Include here the results of your evidence gathering, including qualitative and quantitative data and the source of that information, whether national statistics, surveys or consultations with relevant equality groups.

Source	Qualitative evidence provided	Quantitative evidence provided	Which protected characteristics are covered?	Gaps identified/ action taken
Management information data		Annual staff and committee equalities data	Age, disability, gender, ethnicity. In some cases other protected characteristics	Membership data not collected.
Tenant satisfaction survey		Survey carried out in 2022	Age, disability, gender, ethnicity. In some cases other protected characteristics	
Committee, Equalities Working Group and Tenants Forum minutes	Equality related issues identified and discussed		Various	
Review of complaints received	Tenant/service user experience	Statistical data on types of complaint	All protected characteristics	
Observations/conversations (anecdotal)	Staff/committee/tenant/service user levels of understanding, inclusive practice		All protected characteristics	
Edinburgh Census 20		Statistical data	Age disability, gender, ethnicity, marital status, religion or belief.	Data becoming out of date
EdIndex data		Statistical data provided for individuals on the housing waiting list	Age, disability, gender, ethnicity. In some cases other protected characteristics.	
What Scotland Thinks data		Statistical data on attitudes	All protected characteristics	

Community Profile

The following profile summarises key data for Prospect stock, the Wester Hailes Community and Edinburgh.

Indicator	Prospect	Wester Hailes	Edinburgh	Source	Comment
The number of households in receipt of Universal Credit.	42%	4,605-40%	34,317-9%	Prospect – Cx 22.11.21 Wester Hailes – as at 14.10.21 Universal Credit: Official Statistics (arcgis.com)	Prospect received housing costs directly for 42% of tenants.
The proportion of households in owner occupation, private rented accommodation, and social housing	100%	OO-25.7% PR-9% SH-64.5%	OO-58.9 PR-22.4% SH- 17%	WH-2011 Census Edinburgh- 2011 Census	
The number of people from minority ethnic communities;	23%	20.3%	11%	Prospect – Tenant Survey 2022 WH- 2011 Census CEC- 2011 Census	
The number of people over 60;	18.6% over 65	10.5% Over 65	15% Over 65	Prospect – Tenant Survey 2022 WH- 2011 Census CEC- 2011 Census	
The number of lone parent families;	23%	14%	5.8%	Prospect – Tenant Survey 2022 WH-2011 Census CEC-2011 Census	
The number of people with long-term limiting illnesses;	38.5%	30%	26.7%	Prospect – Tenant Survey 2022 WH-2011 Census CEC- 2011 Census	
The number of homeless persons;	n/a	Not available	1,912	2020/21 Homelessness Statistics 2020-21 - gov.scot (www.gov.scot)	
The number of single households;	38.6%	37.6%	39.1%	Prospect – Tenant Survey 2022 WH-2011 Census CEC-2011 Census	

Stage 3: Assessing the impacts

How might the policy impact on people who share protected characteristics? Include both positive and negative impacts.

Protected Characteristic	Description of Impact
Age	Younger Committee members may experience greater training opportunities in order to build their confidence and skills levels.
Disability	Accessibility of training venues and facilities may impact Committee member with disabilities. Venues and facilities are considered at the time of booking to ensure the needs of the individuals attending the training are met.
Gender reassignment	No impact identified.
Marriage & civil partnership	No impact identified.
Pregnancy & maternity	Committee members on maternity leave may miss out on training opportunities. Committee members on maternity leave will be offered the opportunity to attend training during their leave where appropriate. On return their return to Committee duties the Director will discuss training requirements and ensure suitable arrangements are in place.
Race	No impact identified.
Religion or belief (including no belief)	No impact identified.
Sex	No impact identified.
Sexual orientation	No impact identified.

How does the policy promote equality of opportunity?

Training and development requirements are discussed with every Committee member at their annual appraisal and an annual training plan is devised.

How does the policy promote good relations?

Where common training topics have been identified group training sessions are arranged as part of the Committee residential training weekend.

Stage 4: Decision making and monitoring

Identifying and establishing any required mitigating action

Does the assessment show a potential for differential impact on any group(s)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Is there potential for unlawful direct or indirect discrimination?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

What arrangements could be implemented to reduce or mitigate any potential adverse or negative impacts identified?

Training and development needs are discussed with individual Committee members to ensure individual requirements are met as appropriate.

Describing how Equality Impact analysis has shaped the policy making process

No changes have been made to the policy as a result of the equality impact assessment. Training and development costs are budgeted for annually.

Monitoring and Review

This policy and its Equality Impact Assessment will be monitored and reviewed after three years. Training and development needs are monitored and reviewed on an annual basis through the appraisals.

Stage 5 - Authorisation of EQIA

Please confirm that:

- ◆ This Equality Impact Assessment has informed the development of this policy:
Yes ☒ No ☐
- ◆ Opportunities to promote equality in respect of age, disability, sex, pregnancy and maternity, gender reassignment, sexual orientation, race and religion or belief have been considered, i.e.:
 - Eliminating unlawful discrimination, harassment, victimisation;
 - Removing or minimising any barriers and/or disadvantages;
 - Taking steps which assist with promoting equality and meeting people's different needs;
 - Encouraging participation (e.g. in public life)
 - Fostering good relations, tackling prejudice and promoting understanding.Yes ☒ No ☐

Declaration

I am satisfied with the equality impact assessment that has been undertaken for **Committee Training & Development Policy**

Name: **Brendan Fowler**

Position: **Director**

Authorisation date: **21/8/2023**

COR15	ADOPTED: 25.1.17	REVIEWED: 26.2.20; 30.8.23
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COMMUNICATIONS POLICY

1.0 INTRODUCTION

1.1 Communication is a key function for Prospect Community Housing in terms of providing high quality customer service to the wide range of our stakeholders. How we communicate also has a big impact on the perception of the organisation. This policy and the associated procedures support staff to ensure our communications are appropriate, clear, and consistent.

1.2 It should be read in conjunction with the following:

- Committee Members Code of Governance, section 6.2
- Committee Members Code of Conduct, section 4.13
- Staff Code of Conduct, sections B4 - B10
- IT System Security and Use policy.

2.0 THE SCOTTISH SOCIAL HOUSING CHARTER

2.1 The relevant outcome of the Scottish Social Housing Charter for the Communication Policy is:

Outcome 2: Communication

Social landlords manage their business so that:

- Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

3.0 EXTERNAL COMMUNICATIONS

3.1 Our stakeholders are people or organisations with a direct involvement or interest in our operation and performance, including staff, tenants, residents, committee members, contractors, consultants, local partners and elected representatives.

3.2 It is important that we communicate effectively with stakeholders. This may be:

- Verbally by face-to-face meetings (in person or via video call), telephone, in groups or estate walkabouts
- In writing by letter, poster, or newsletter
- Electronically through email, text, whats app, electronic newsletter, My Prospect Account, or our website
- By social media such as Facebook, Instagram and X (Twitter)

3.3 We use our housing management system to offer a range of communication preferences to our tenants and residents to ensure communications are received in a format which suits. We also tailor our methods of communication to accommodate any particular needs.

3.4 We raise awareness of our activities and news via our social media and our website as well as articles in the local and national media.

- 3.5 Any formal enquiries from national or regional media will initially be handled by our Director, or in their absence, or a member of Management Team.

4.0 SOCIAL MEDIA APPROACH

- 4.1 Prospect recognises and embraces the benefits and opportunities that social media can bring as a tool. There are however particular issues involved in using social media created by the fact that it is instant, public, and far reaching. This policy aims both to safeguard the reputation of Prospect and to ensure staff operating Prospect social media accounts are properly protected.

Through this policy we aim to achieve a consistent corporate identity. Our corporate identity is the face we present to the world and demonstrates how we see ourselves and how we would like to be seen. This should be reflected in everything we do, including the way we post messages and communicate with our tenants and others on social media.

- 4.2 This policy applies to our current and potential social media accounts. Currently we use the following social media platforms:

- X (Twitter)
- Facebook
- YouTube
- LinkedIn
- Instagram

The purpose of Prospect's social media is to share information about Prospect's services and activities with our customers, partners, and the wider community we are part of. It also connects us to a variety of networks, giving us easy access to a wide variety of information. It can also be used to provide live updates in an emergency.

Social Media accounts are administered by the IT Officer. Managers will ensure that all users sign the policy disclaimer before providing access to usernames and accounts. The IT Officer will update the IT Database accordingly.

Employees acting as users to operate the accounts will not share usernames and passwords with anyone else outside or within the organisation. When using social media to communicate with tenants, Prospect staff should always use the Prospect social media account and not their own social media profile.

The nature of social media means that sometimes Prospect will need to respond to comments or questions outside normal working hours. In most cases, contact should be kept to a minimum and responses should focus on directing the query for resolution to the next working day. There may be occasions when a more immediate response or action is required depending on the nature of the comment.

- 4.3 Sometimes social media can be used as a source of expressing dissatisfaction, complaints, or abuse. These will be managed in the following way:

Complaints or any negative feedback should be acknowledged openly online and then dealt with privately under our Complaints Handling Procedure.

If a post is deemed offensive or abusive, we have the following steps available depending on the severity and persistence of the abuse:

- Hide or mute the comment from the general public view;
- Remind the user that we do not tolerate abusive or offensive language on our social media platforms;
- Delete/block the user and report them to social media company.

Users should seek guidance from their Manager if they are in any doubt about whether a post is offensive. The context of language use may be relevant. Some of our tenants and the wider community will use particular language because that is their normal speech rather than to be offensive. Users are encouraged to implement their judgement and local knowledge when determining what is deemed offensive.

There may be instances when an offensive comment occurs outside of normal working hours. On these occasions, users should err on the side of caution and hide/mute the comment rather than waiting until the next working day.

We reserve the right to remove any content from our social media pages, i.e., spam.

Prospect is not responsible for any unanswered posts or inaccurate information posted by others. In most cases, efforts will be focused on reducing the impact on Prospect's reputation by progressing communication offline.

It is important to occasionally review what information is public, as the default settings are sometimes changed.

4.0 INTERNAL COMMUNICATIONS

- 4.1 We recognise that efficient internal communication is key in ensuring great teamwork, high staff motivation and satisfaction. Success in these areas assists in the delivery of excellent customer service.
- 4.2 Prospect has a range of communication approaches internally including regular work review meetings, weekly staff briefings, regular staff meetings, committee meetings and away days, annual appraisals, surveys, consultations, staff meals, open door policy, staff room etc.

5.0 CUSTOMER CHARTER

- 5.1 As a housing association based within a community, we recognise the importance of a personal relationship with our tenants and residents, rather than a more corporate approach. Thus, many of our communications must achieve a balance of being friendly, clear and in plain English yet also being professional and on occasion, communicating an unwelcome message.
- 5.2 We have developed a Customer Charter with staff and our tenants. This helps us to provide a consistent high-quality service which helps to clarify expectations of staff and customers. The Charter can be found at Appendix 1.

6.0 MONITORING

- 6.1 In order to ensure that the objectives of this policy are met, we will:
- Encourage and support each other to adhere to Prospect's Customer Charter.
 - Use feedback from customers such as complaints, compliments, and regular surveys to make improvements where appropriate.
 - All staff authorised to use Prospect social media platforms will be required to sign a declaration confirming they have read and understood the Social Media Policy and Guidelines.
 - Prospect will maintain a list of authorised staff and which social media accounts they have access to.
 - Prospect will update social media account passwords when a user leaves the association. This will be managed by the IT Officer. Passwords will also be updated regularly in line with good practice.

7.0 IMPLEMENTATION AND POLICY REVIEW

- 7.1 Each Manager is responsible for ensuring this policy is applied in their department. However, each staff and committee member have a responsibility take personal responsibility for providing good service by communicating effectively.
- 7.2 The Housing Manager will ensure that the Management Committee reviews this policy at least every 3 years.

Approved by the Management Committee on 30 August 2023

Next review due by August 2026

Appendix 1

PROSPECT'S CUSTOMER CHARTER - OUR COMMITMENT TO YOU!

WE HAVE OUR CUSTOMERS AND COMMUNITY AT HEART

- We work with our customers to find better ways of doing things
- We work with other local organisations to improve the community

WE ASK, LISTEN, RESPOND AND LEARN

- We regularly consult with our customers and ask for feedback
- We listen to our customers' viewpoint, opinions, and feedback
- We let our customers know of the changes we make as a result of their feedback
- When we get things wrong, we learn from the experience

WE DO WHAT WE SAY WE WILL

- We provide clear timescales for work to be carried out
- We update our customers with appointment times
- If there are any changes, we keep our customers informed
- We use a variety of methods of communication to keep our customers informed in a way that they prefer

WE ARE OPEN, HONEST AND APPROACHABLE

- Our staff are friendly, approachable, knowledgeable, and professional
- We hope our customers feel they can contact us for help
- We treat our customers as individuals

WE SUPPORT AND ARE SUPPORTIVE OF OUR CUSTOMERS

- By being approachable, listening to our customers and being actively involved in the local area we can support our customers when they most need help, either by providing that help ourselves or by helping our customers approach other specialist agencies.
- By having strong links in the community, we are able to support groups of tenants be more actively involved in the community

APPENDIX 2: PROSPECT SOCIAL MEDIA GUIDELINES

These guidelines are designed to give some practical support to staff who have been asked to operate Prospect's social media accounts.

- You are responsible for what you put on social media on behalf of Prospect. You should ensure that your content is consistent with your role in the organisation.
- Users should always check that they are using Prospect's social media account and not their own social media profile when responding to a comment, or when "speaking" on behalf of Prospect. This is particularly relevant when using a mobile device such as a smart phone where you may have to switch from your own account to Prospect's.
- Photos and images give a social media post more impact. Check you have permission to use the photo if it is specifically of an individual or a small group. This includes children. Some phones will turn an image upside down or on its side if the phone camera is the wrong way up so be aware of the correct way to use your phone to avoid this. Landscape photos often fit better with Facebook/ X(Twitter) and are better for the website format.
- People commenting on our social media platforms sometimes forget that they are on a public medium. If personal details are shared, or a personal conversation develops via a thread, take the comments down by hiding them and if appropriate let the person know why you did this.
- The speed of social media can be unnerving. Respond appropriately when required but don't be rushed into quick answers before you are sure of what you want to say.
- Responding to a negative comment can be effective. Others may have been waiting for this response and feel supported by you publicly tackling the comment. With some persistent negative complainers, it can be more appropriate to not respond as you will be pulled into a protracted debate which will not be productive.
- If you spot an offensive comment or an abusive thread outside of normal working hours, it is better to hide the comments immediately. If that comment has been made at 9PM on a Friday evening, it will be viewed many times before the office re-opens on Monday morning. The offender will not know that they have been hidden, and a decision about their access to Prospect's social media can then be made within working hours.
- Check spelling and grammar before posting. Social media is more informal, but you are representing Prospect. Once the post has been published you can correct it if there's a mistake for future viewers, but it will already have gone public to Prospect's current followers and anyone else who has access to your page/ account.

Signed:

Date:

Print Name:

PROSPECT EQUALITY IMPACT ASSESSMENT RECORD



Community Housing

Title of policy/ practice/ strategy	Communication Policy		
Department	Housing Management		
Who is involved in the EQIA?	Catherine Louch		
Type of policy/ practice/ strategy	New <input type="checkbox"/>	Existing <input checked="" type="checkbox"/>	
Date completed	22 August 2023		

Stage 1: Screening Record

What is the main purpose of the policy?

Prospect's Communication Policy outlines our approach to communications with internal and external stakeholders. It links to the Scottish Social Housing Charter Outcome 2: Communications.

Who will the policy benefit and how?

This policy impacts and should benefit tenants, service users, employees, committee, stakeholders, the wider community and touches on our relationship with the media. The policy and Customer Charter will assist to ensure clarity and a consistent approach. This should have a positive impact on service delivery for our tenants giving clarity of the service they can expect from Prospect. The policy also clarifies our approach to communications with external of stakeholders.

For each equality group, does or could the policy have a negative impact?

Protected characteristic	Negative	Positive/no impact	Don't know
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy & maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or belief (including no belief)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Are there any potential barriers to implementing the policy?

None identified.

	Yes	No
Is a full EQIA required?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

If you answered no to the above question explain why a full EQIA is not required:

No impact on equalities identified:	<input type="checkbox"/>
Other:	

Stage 2: Data and evidence gathering, involvement and consultation

Include here the results of your evidence gathering, including qualitative and quantitative data and the source of that information, whether national statistics, surveys, or consultations with relevant equality groups.

Source	Qualitative evidence provided	Quantitative evidence provided	Which protected characteristics are covered?	Gaps identified/ action taken
Management information data		Annual staff and committee equalities data	Age, disability, gender, ethnicity. In some cases other protected characteristics	Membership data not collected.
Tenant satisfaction survey		Survey carried out in 2022	Age, disability, gender, ethnicity. In some cases other protected characteristics	
Committee, Equalities Working Group and Tenants Forum minutes	Equality related issues identified and discussed		Various	
Review of complaints received	Tenant/service user experience	Statistical data on types of complaint	All protected characteristics	Quarterly review of complaints as part of Key Performance Indicator report assists with data collection and analysis of protected characteristics
Observations/conversations (anecdotal)	Staff/committee/tenant/service user levels of understanding, inclusive practice		All protected characteristics	
Edinburgh Census 2011		Statistical data	Age disability, gender, ethnicity, marital status, religion or belief.	Data becoming out of date.
EdIndex data		Statistical data provided for individuals on the housing waiting list	Age, disability, gender, ethnicity. In some cases other protected characteristics.	Data becoming out of date.
What Scotland Thinks data		Statistical data on attitudes	All protected characteristics	

Community Profile

The following profile summarises key data for Prospect stock, the Wester Hailes Community and Edinburgh.

Indicator	Prospect	Wester Hailes	Edinburgh	Source	Comment
The number of households in receipt of Universal Credit.	42%	4,605-40%	34,317-9%	Prospect – Cx 22.11.21 Wester Hailes – as at 14.10.21 Universal Credit: Official Statistics (arcgis.com)	Prospect received housing costs directly for 42% of tenants.
The proportion of households in owner occupation, private rented accommodation, and social housing	100%	OO-25.7% PR-9% SH-64.5%	OO-58.9 PR-22.4% SH- 17%	WH-2011 Census Edinburgh- 2011 Census	
The number of people from minority ethnic communities;	23%	20.3%	11%	Prospect – Tenant Survey 2022 WH- 2011 Census CEC- 2011 Census	
The number of people over 60;	18.6% over 65	10.5% Over 65	15% Over 65	Prospect – Tenant Survey 2022 WH- 2011 Census CEC- 2011 Census	
The number of lone parent families;	23%	14%	5.8%	Prospect – Tenant Survey 2022 WH-2011 Census CEC-2011 Census	
The number of people with long-term limiting illnesses;	38.5%	30%	26.7%	Prospect – Tenant Survey 2022 WH-2011 Census CEC- 2011 Census	
The number of homeless persons;	n/a	Not available	1,912	2020/21 Homelessness Statistics 2020-21 - gov.scot (www.gov.scot)	
The number of single households;	38.6%	37.6%	39.1%	Prospect – Tenant Survey 2022 WH-2011 Census CEC-2011 Census	

Stage 3: Assessing the impacts

How might the policy impact on people who share protected characteristics? Include both positive and negative impacts.

Protected Characteristic	Description of Impact
Age	<p>Offering information in a range of formats to suit individuals reflects that different people like to receive communications in different formats. Our 2022 Tenant survey found that our tenants aged under 65 were more likely to prefer digital source, where as the over 65s preferred that we communicate with them in writing or via the newsletter. Younger tenants were to use My Prospect account.</p> <p>We aim to include photographs in our social media and publications which reflect the community we serve, including older and younger people.</p>
Disability	<p>Striving to communicate in different formats such as large print, via websites or our tenant portal will have a positive impact on our customers with poor sight or mobility. Our 2022 survey shows that 39% of respondents said either they or someone in their household had some form of health problem or disability. Those with a disability were significantly less likely to have access to the internet (59% vs 37%).</p> <p>We aim to include photographs in our social media and publications which reflect the community we serve, including disabled people.</p>
Gender reassignment	No impact identified.
Marriage & civil partnership	No impact identified.
Pregnancy & maternity	No impact identified.
Race	<p>Using plain English and keeping communications clear and to the point will have a positive impact on our customers where English isn't their first language. We will also continue to offer translated communications on request.</p> <p>The My Prospect Account has a translation functionality.</p> <p>Our 2022 survey shows that 78% of our tenants are white Scottish while 11% are Polish, 3% are black African. Our Polish tenants are more interested in using My Prospect Account (40% vs 8%)</p>

	We aim to include photographs in our social media and publications which reflect the community we serve, including BME people.
Religion or belief (including no belief)	No impact identified.
Sex	No impact identified.
Sexual orientation	We aim to include photographs in our social media and publications which reflect the community we serve, including same sex couples.

How does the policy promote equality of opportunity?

This Communication Policy aims to outline the way in which our communications are presented to internal and external stakeholders. However, it recognises that our customers have a wide range of preferences or requirements and, where possible, we will aim to honour these in the communication approaches we use.

How does the policy promote good relations?

By offering a range of communication methods in a consistent and clear style and format, we aim to improve service delivery to all.

Stage 4: Decision making and monitoring***Identifying and establishing any required mitigating action***

If, following the impact analysis, you think you have identified any unlawful discrimination – direct or indirect - you must consider and set out what action will be undertaken to mitigate the negative impact.

Does the assessment show a potential for differential impact on any group(s)?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is there potential for unlawful direct or indirect discrimination?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

What arrangements could be implemented to reduce or mitigate any potential adverse or negative impacts identified?

Describing how Equality Impact analysis has shaped the policy making process

As part of the implementation of this policy, we offer a range of standard communications in different formats. To ensure that we meet the outcomes of this assessment, our tenants and residents will be able to specify their communications preferences. There may be resource impacts here dependent on the demand for large print documents or translation.

Monitoring and Review

The policy and this assessment will be reviewed in 3 years' time.

Stage 5 - Authorisation of EQIA

Please confirm that:

- ◆ This Equality Impact Assessment has informed the development of this policy:

Yes ☒ No ☐

- ◆ Opportunities to promote equality in respect of age, disability, sex, pregnancy and maternity, gender reassignment, sexual orientation, race and religion or belief have been considered, i.e.:

- Eliminating unlawful discrimination, harassment, victimisation;
- Removing or minimising any barriers and/or disadvantages;
- Taking steps which assist with promoting equality and meeting people's different needs;
- Encouraging participation (e.g., in public life)
- Fostering good relations, tackling prejudice, and promoting understanding.

Yes ☒ No ☐

Declaration

I am satisfied with the equality impact assessment that has been undertaken for Prospect Community Housing's Communication Policy.

Name: Catherine Louch

Position: Housing Manager

Authorisation date: 22 August 2023

7. Management Team Report

For Discussion

Presented by Brendan Fowler, Catherine Louch,
Colin James and Neil Munro

REPORT TO THE MANAGEMENT COMMITTEE
TO BE HELD ON 30 AUGUST 2023
AGENDA ITEM 7
MANAGEMENT TEAM REPORT



PURPOSE

The purpose of this report is to:-

- Provide an overview of the activities within the various departments of Prospect Community Housing in addition to those covered elsewhere on the Agenda.
- Advise Committee members of any current issues affecting or likely to affect Prospect's work.

1. Director

1.1 Homelessness and allocations

The Scottish Government has been exploring how to increase outcomes for homeless applicants across Scotland, including looking at the number lets that Housing Associations make across Scotland. I have been part of a SFHA working group looking at this, as well as having local Edinburgh discussions as a member of the EdIndex Board.

This is a complex area, and the main feedback to the Scottish Government is that there is no easy fix as the main issue is the severe shortage of social rented homes. There has been a plea to the Scottish Government not to introduce national targets, but to leave local authorities to have discussions on the number of lets with Housing Associations in their area.

This is an ongoing discussion, and may result in pressure for Housing Associations to increase the proportion of lets to homeless applicants.

1.2 Office bearer positions/members standing down

After contacting Committee over the summer we now have the following interest in office bearer positions.

Chair – Naomi MacKenzie
Vice Chair – Mo Connolly
Secretary – Jolly Oluka
Treasurer – Peter Matthews

In the absence of any further nominations, the above will be re-appointed to the office bearer positions at our September Management Committee meeting.

In other news, we have been notified that Shulah Allan and Mary MacRaild will be stepping down from the Committee at the AGM. Both Shulah and Mary and contributed a huge amount to Prospect over many years, and they will be missed.

2. Property Services

2.1 Planned and Component Works

External painting to Westburn Village remains incomplete with a small amount of work to be completed.

Gas boiler contractor has started work to properties at Barn Park Crescent.

Work to replace some existing level access shower rooms is almost complete with 7 facilities replaced this year.

Work has commenced on our annual electrical safety checks to properties. There are only approximately 25 that are due this year.

Tenders due back for replacement windows and doors on Friday 1st September.

2.2 Gas Maintenance Contract

Saltire Facilities have been appointed for the contract period of up to 5 years. Contract started 1st August.

2.3 Recruitment

We are currently recruiting a new Senior Admin Officer and for a new Team member due to recent resignations.

2.4 Landscaping/Staircleaning

Our Estates Team have been short-staffed due to absence and a resignation resulting in operational difficulties in completing all landscaping works. The contractor that we use for landscaping works is assisting and is able to undertake additional duties associated with our landscaping and we are also looking at employing a stair cleaning company over the short period. The growth season has approximately 8 weeks remaining during which time we will use these additional resources.

3. Housing Management

3.1 Cx update

We recently commissioned a Prospect wide independent review of how we are using Cx. The report has some very useful findings and we're working through the housing management areas accordingly.

We still have a dedicated resource within Housing Management, Ann Moore, focussing on Cx. Ann has been reviewing some of our procedures to embed Cx tasks and communications into them. This is resulting in a more streamlined approach and hopefully improved service delivery for tenants, in terms of the communications they are receiving from us. It is also helping to improve performance in areas such as void management.

3.2 Community Clear Ups

Building on the success of the joint initiatives last year with local partners, we have now begun a series of local community clear ups over the coming months. The aim is to engage with residents and external agencies to litter pick, clear items, planting etc., with a focussed approach on a particular area.

4. Finance

4.1 Insurance Renewal Update

As previously indicated, the state of the insurance market within the social housing sector is currently a matter of concern from the perspective of both choice (very few active providers) and cost (premiums generally subject to significant price hikes). An initial meeting with our broker in July nonetheless struck a more positive note with an indication that premiums may increase this year by circa 8.6% only to reflect rebuild inflation. Since this meeting, however, our key insurer (Protector) has reversed its position and now indicates that recent claims history merits a potentially substantial price revision based on a contractual trigger. More exact proposals from the insurer will become known in September in advance of October renewal, which will allow an update at the Committee's next meeting.

4.2 Royal Bank of Scotland Liaison Meeting

On 15th August we met with representatives from RBS to discuss various matters of common current interest. Topics discussed included fraud awareness, revaluation of housing stock used as loan security and the consequences of scheduled loan repayment in March 2024. In accordance with our loan agreement, the bank has requested that a revaluation of pledged stock takes place this year. The repayment of a significant fixed interest loan next year in addition requires us to examine potential refinancing options and highlights the need for careful consideration of competing risks in the broader context of Treasury Management policy. These matters will also be the subject of future updates / recommendations as appropriate.

Report prepared by:
Management Team
August 2023

8. Quarterly Management Accounts to 30 June 2023

For Decision

Presented by Colin James



**PROSPECT
COMMUNITY
HOUSING**

**QUARTERLY
MANAGEMENT
ACCOUNTS**

APR 2023– JUN 2023

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QUARTERLY MANAGEMENT ACCOUNTS

FOR THE 3 MONTHS TO 30 JUNE 2023

INTRODUCTION AND HEADLINE RESULTS

This report sets out our Association's financial performance for the period ending 30 June 2023.

Headline Results

INCOME AND EXPENDITURE	Budget YTD	Actual YTD	Variance
Property Revenue Account Surplus	214,582	235,762	21,180
Net Other Income/Expenditure	115,494	112,791	(2,703)
Net Interest Payable / PSD Pension	(55,800)	(44,275)	11,525
Overall Surplus	274,276	304,278	30,002

As can be seen from the table above, the surplus at 30 June 2023 is £304,278, which is £30,002 better than budget.

The provision for bad debts and the provision for sequestrations/ trust deeds/ bankruptcy have both increased since 31 March 2023. The increase in the bad debt provision mainly relates to an eviction that took place in June, which moved the associated arrears from a current tenant to a former tenant, the result of which is that 100% of the arrears are provided for within the bad debt provision, in line with our policy.

It should be noted that interest rates obtained for cash on deposit have significantly increased over recent months, which has resulted in an interest receivable figure of £33.6k at the end of quarter 1. This is £21.4k more than the budgeted amount of £12.2k and is offsetting the higher than expected interest cost on variable loans and the non-utilisation fee on the Revolver credit facility.

More detail is shown in the Statement of Comprehensive Income, Statement of Financial Position, Statement of Cash Flow and Loan Portfolio in Appendices 1 to 6, and which show a strong financial position at 30 June 2023.

As shown in the table below, the Interest Cover and Gearing Covenants have been met, with Interest Cover well in excess of the required 110% and Gearing well below the required 26%

COVENANTS	Obligations	Actual
Interest Cover	>110%	897.13%
Gearing	<26%	8.70%

In addition to bank covenants, we monitor liquidity. The Liquidity Ratio looks at how easily we could pay short term creditors if the need arose. Our liquidity ratio of 2:1 shows that we could cover short term liabilities 2 times.

STATEMENT OF COMPREHENSIVE INCOME

Income & Expenditure detail is provided in Appendix 1 and Appendix 2.

Income compared to budget is shown below:

INCOME	Budget YTD	Actual YTD	Variance
Rental Income	1,115,775	1,115,976	201
Service Charge Income	56,121	54,926	(1,195)
Less Voids	(3,774)	(8,453)	(4,679)
Net Rental Income	1,168,122	1,162,449	(5,673)
Other Income	154,741	153,329	(1,412)
Total Income	1,322,863	1,315,778	(7,085)

Net Rental Income shows an unfavourable variance to budget of £5.6k. Service charge income is less than expected and void loss is higher than expected.

Other Income shows an unfavourable variance to budget of £1.4k. We are awaiting confirmation of our 2023/24 Stage 3 Medical Adaptation funding award from the City of Edinburgh Council, so we did not make any claims for this during Q1. It is anticipated that the award letter will be received in July 2023. £11.4k has been recognised under Community Projects which was not budgeted for, and which is offsetting the variances to budget in other areas where income is yet to be received. It should be noted that most income streams are matched by cost and therefore have no impact on the overall surplus.

Expenditure compared to budget is shown below:

EXPENDITURE	Budget YTD	Actual YTD	Variance
Housing Management	411,443	410,489	954
Housing Maintenance	228,028	190,873	37,155
Service Costs	56,229	64,916	(8,687)
Depreciation & Bad Debts	257,840	260,408	(2,568)
Property Revenue Account Expenditure	953,540	926,686	26,854
Other Expenditure	39,247	40,538	(1,291)
Net Interest	55,800	44,275	11,525
Total Expenditure	1,048,587	1,011,500	37,088

Housing Management costs include office administration costs. Administration Costs, as shown in Appendix 3, are £1k over budget.

Office Administration Costs	Budget YTD	Actual YTD	Variance		
Direct Personnel Costs	271,109	253,044	18,065		
Committee Costs	700	150	550		
Office Running Costs	118,855	138,179	(19,324)		Office lift repairs (not included in budget)
Consultancy Costs	1,750	989	761		
Other Costs/Expenditure	16,012	17,138	(1,126)		
Total Office Administration Costs	408,426	409,500	(1,074)		

Allocated to CA/ Development	18,584	18,584	-
Allocated to Service Costs	5,112	5,901	(789)
Allocated to Housing Management	384,731	385,014	(283)
	<u>408,426</u>	<u>409,500</u>	<u>(1,074)</u>

Over 10% variance to budget

Between 5% & 10% variance to budget, or over £5k

Less than 5% variance to budget, or below £5k

Housing Maintenance includes reactive and planned maintenance costs. Reactive repairs is £15k underbudget, which could be down to timing, it's expected that this will be more in line with budget by the end of quarter 2. Re-let repairs (voids) are £8k underbudget, due to less void works being required than expected to bring properties back to a lettable standard.

Gas servicing is showing a small underspend at the end of the quarter

REACTIVE, RELET, VOIDS/SERVICING	Budget YTD	Actual YTD	Variance			ANNUAL BUDGET	REVISED
Reactive	79,137	63,954	15,183		Timing	316,548	316,548
Relet	21,360	13,130	8,230		Less void properties than budgeted	85,440	85,440
Gas Servicing	27,156	26,197	959			108,624	108,624
Total Reactive Maintenance	127,653	103,281	24,372			510,612	510,612

Over 10% variance to budget

Between 5% & 10% variance to budget, or +/- £5k

Less than 5% variance to budget

Planned maintenance costs are £12.7k under budget, mainly due to some works not commencing until later in the year. Painterwork is showing an overspend at the end of quarter 1 but it is expected that this will come more in line with budget in quarter 2. Bathrooms are overspent due to wetroom works being carried out which were not budgeted for but deemed necessary.

Overall, reactive & planned maintenance are showing a favourable variance to budget of £37k

PLANNED MAINTENANCE	Budget YTD	Actual YTD	Variance			ANNUAL BUDGET	REVISED
Painterwork	58,000	75,819	(17,819)		Westburn Village - variance due to timing & budget profile, will fall in line with budget as year progresses	232,000	232,000
Smoke, Co Detectors & Fan Replacement	-	1,021	(1,021)			-	-
Common Area Flooring	-	832	(832)			20,000	20,000
Door Entries & Periodic Electrical Testing	12,375	-	12,375		Works not yet commenced	43,000	43,000
Bathrooms	-	8,769	(8,769)		16 Walkers Wynd wetroom (deemed necessary, not budgeted for)	-	-
Other Major Repairs	1,250	1,151	99			13,000	13,000
Neighbourhood Management	5,000	-	5,000			20,000	20,000
Balconies & Porches	23,750	-	23,750		Works not yet commenced	115,000	115,000
Total Planned Maintenance	100,375	87,592	12,783			443,000	443,000
Total Housing Maintenance	228,028	190,873	37,155			953,612	953,612

Over 10% variance to budget

Between 5% & 10% variance to budget, or +/- £5k

Less than 5% variance to budget

Net Interest

Interest Receivable is showing a favourable variance to budget of £21.4k as mentioned on page 1, and Interest Payable is £9.9k more than budget, due to higher interest rates on the variable loans. Non-utilisation fees of £5.5k have been incurred in relation to the Revolver facility.

STATEMENT OF FINANCIAL POSITION

The Statement of Financial Position (Appendix 4) shows a healthy position with strong cash balances, net current assets of £2.3m and total reserves of £12.5m.

Component replacements are showing a favourable variance to budget of £126.5k with the main programmes commencing later in the year. It should be noted that 4 bathrooms have been replaced with wetrooms which were not budgeted for but deemed necessary.

COMPONENT	Budget YTD	Actual YTD	Variance		ANNUAL BUDGET	REVISED
Kitchens	17,750	678	17,072		71,000	71,000
Boilers & Radiator's	52,550	7,320	45,230		210,200	210,200
Showers	21,350	7,008	14,342		85,400	85,400
Windows	83,500	2,340	81,160		334,000	334,000
Bathrooms	-	31,229	(31,229)		-	-
Office Administration Costs	11,994	11,994	-		47,976	47,976
	187,144	60,569	126,575		748,576	748,576

Included in the Debtors figure of £269k at 30 June 2023 are outstanding amounts for Factoring and Rechargeable Repairs/Miscellaneous Invoices. Further details regarding these debts are as follows:

	Amount Outstanding at Start of period	Amount Charged in Period	Amount Paid or Written-off Provision in Period	Amount Outstanding at end of period
Factoring	3,953	7,348	7,323	3,978
Rechargeable Repairs/Miscellaneous	15,428	5,844	2,232	19,040
	£19,381	£13,192	£9,555	£23,018

The balance of the Debtors figure is represented by Prepayments (£105,604), Insurance Claims (£28,948), and Sundry Debtors (£111,622).

The main components of the £3,823,978 Creditors at 30 June 2023 are loan principal repayments due within one year (£2,945,135), Amortised Grants (£501,376) Trade Creditors (£80,586), Rent Prepayments (£106,251) and Other Creditors (£190,630).

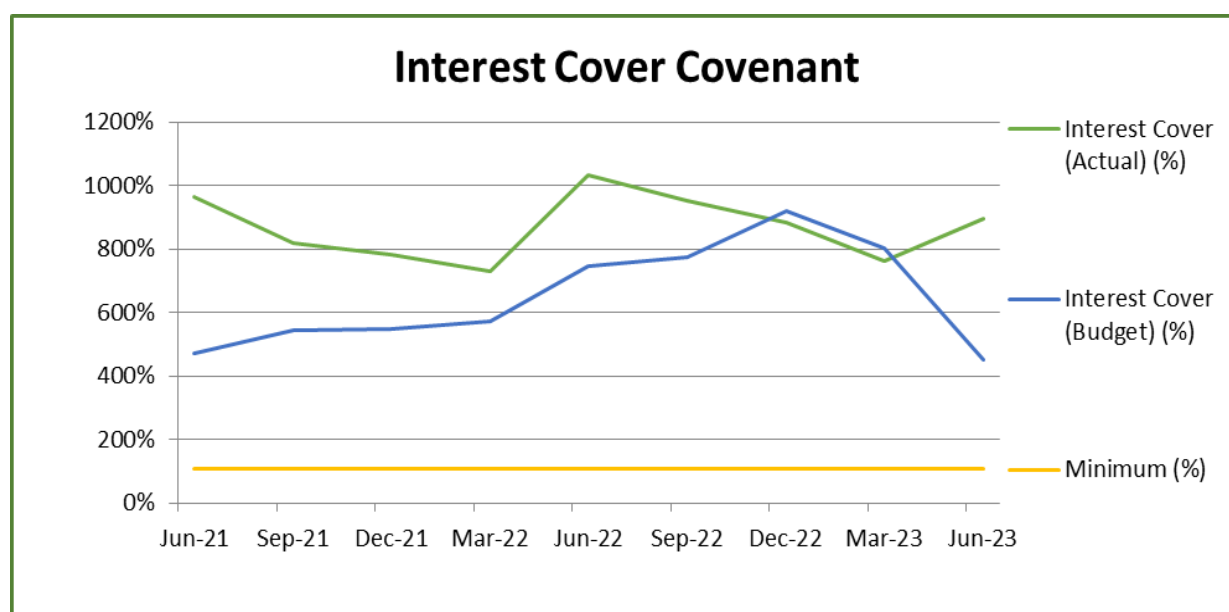
Long Term Liabilities have decreased by £291,769, due to capital repayments on our loan portfolio during the period, and Amortised Grants. It should be noted that although there is a pension liability within the Statement of Financial Position in relation to the past service deficit, this is the result of year end accounting adjustments. TPT do not require any payments during this financial year.

BANK COVENANTS

We monitor two key bank covenants, and a full range of administrative covenants to ensure compliance with the terms of our bank loans. We continue to report a strong position on both financial covenants.

(a.) Interest Cover

	Budget YTD £	Actual YTD £
Operating Surplus	330,076	348,553
Add Stock Depreciation	234,590	234,590
Deduct Comp Asset Spend	(187,144)	(60,569)
Amortised Grant	(125,368)	(125,368)
Pension PSD	0	0
Adjusted Operating Surplus	252,154	397,206
Net Interest Payable	55,800	44,275
Interest Cover	451.89%	897.13%
Covenant	Min 110%	Min 110%

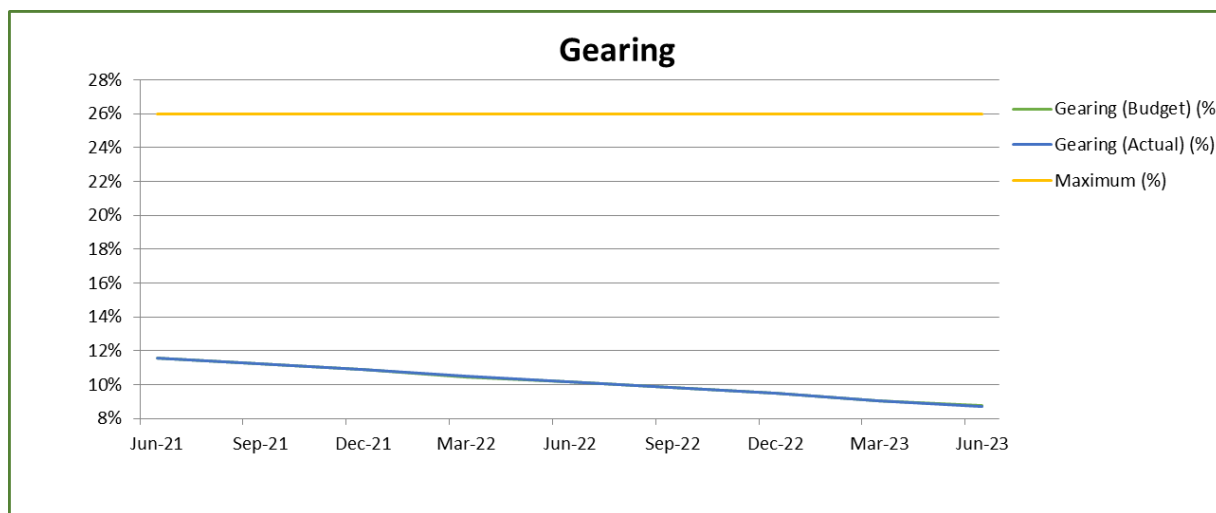


Interest cover, based on the post FRS102 covenant from RBS, compares the level of our pre-interest surplus, adjusted for stock depreciation, amortised grant, pension past service deficit payments and component asset replacement spend, to net interest paid.

At 897.13%, interest cover is well above the minimum 110% required by the bank.

(b.)Gearing

	Budget YTD £	Actual YTD £
Total Borrowings	4,896,301	4,896,301
Historic cost of Completed Properties	55,970,539	56,276,814
Gearing	8.75%	8.70%
Covenant	Max 26%	Max 26%



Gearing is measuring the level of outstanding bank loans to the historic cost of our stock following FRS 102.

Gearing, at 8.70%, is in line with budget and well below the maximum 26% covenant imposed by the banks.

Administrative Covenants

	Bank of Scotland		Scottish B.S.		RBOS	
	Due Date	Date Met	Due Date	Date Met	Due Date	Date Met
Annual Audited Accounts	30.09.22	22.09.22	No Defined Deadline	22.09.22	30.09.2022	22.09.22
Budget and Cashflow Projections	30.08.23	27.01.23	n/a	n/a	n/a	27.01.23
Quarterly Management Accounts	30.04.23	28.04.23	n/a	28.04.23	15.05.23	28.04.23
Results of SHR Performance Audit	n/a	n/a	As Appropriate		As Appropriate	
Any Information that Bank may reasonably request	n/a	n/a	n/a	n/a	Not Requested	
Market Value to be at least 125% of loan value	n/a	n/a	n/a	n/a	As Appropriate	
Bank has ability to instruct valuations (MV) every 3rd year at PCH expense, if they so desire	n/a	n/a	n/a	n/a	On Request	13.08.20
Covenant Compliance and Auditors Management Letter	n/a	n/a	n/a	n/a	30.09.2022	22.09.22
Business Plan	n/a	28.04.23	n/a	n/a	30.04.23	28.04.23

CASH FLOW (Appendix 5)

The cash balance at 30 June 2023 is £5,952,686 an decrease of £118k since 1 April 2023.

This is split between cash and investments. The Treasury Management Policy has targets that refer to the point in time a decision is made regarding placing money on deposit. The table below shows the Treasury Management target and the actual position at 30 June 2023.

	Treasury Management Policy		Actual	
Instant Access	10%	£595,269	£1,928,123	32%
Up to 6 months	40%	£2,381,074	£3,020,563	51%
Up to 12 months	50%	£2,976,343	£1,004,000	17%
	100%	£5,952,686	£5,952,686	100%

During the quarter 1, £392,081 was paid to Smarts in relation to the Kingsknowe development, being £146,3501 for the land acquisition and £246,700 for the 1st instalment of the contract. HAG claims for both of these amounts were submitted to the City of Edinburgh Council, with the funds being received on the 6th July 2023.

LOAN PORTFOLIO (Appendix 6)

The total amount of loans outstanding at 30 June 2023 is £4,896,301

We continue to have 60% of the loan portfolio on a fixed rate. This is well within the minimum target of 50% referred to in the Treasury Management Policy.

Appendix 1

PROSPECT COMMUNITY HOUSING Property Revenue Account	YTD Apr - Jun 2023			Annual	
	Budget	Actual	Variance	Budget	Revised
	£	£	£		
PROPERTY REVENUE ACCOUNT					
Rental Income Receivable	1,115,775	1,115,976	201	4,463,100	4,463,100
Service Charge Income Receivable	56,121	54,926	(1,195)	224,484	224,484
Sub Total	1,171,896	1,170,902	(994)	4,687,584	4,687,584
Void Rent & Service Charge	3,774	8,453	(4,679)	15,096	15,096
NET RENTAL INCOME RECEIVABLE	1,168,122	1,162,449	(5,673)	4,672,488	4,672,488
Less					
HOUSING MANAGEMENT					
Legal Fees	3,000	1,135	1,865	12,000	12,000
CCTV Costs	0	269	(269)	-	-
Building Insurance	18,129	18,130	(1)	74,334	74,334
PSD Management Expenses	5,581	5,940	(359)	10,324	10,324
Administration Costs	384,733	385,014	(281)	1,379,913	1,379,913
	411,443	410,489	954	1,476,571	1,476,571
HOUSING MAINTENANCE					
Reactive Maintenance	79,137	63,954	15,183	316,548	316,548
Re-let Repairs & Maintenance	21,360	13,130	8,230	85,440	85,440
Gas Servicing	27,156	26,197	959	108,624	108,624
Planned Maintenance (Exc OH)	100,375	87,592	12,783	443,000	443,000
	228,028	190,873	37,155	953,612	953,612
SERVICE COSTS					
Direct Service Costs	51,117	59,015	(7,898)	204,463	204,463
Administration Costs	5,112	5,901	(789)	20,446	20,446
	56,229	64,916	(8,687)	224,909	224,909
Depreciation of Componentised Assets	234,590	234,590	0	938,359	938,359
Bad Debt provision & Write Offs	23,250	25,819	(2,569)	93,000	93,000
	257,840	260,408	(2,568)	1,031,359	1,031,359
TOTAL EXPENDITURE	953,540	926,686	26,854	3,686,451	3,686,451
NET SURPLUS	214,582	235,762	21,180	986,037	986,037

Appendix 2

PROSPECT COMMUNITY HOUSING Other Income & Expenditure	YTD Apr - Jun 2023			Annual	
	Budget	Actual	Variance	Budget	Revised
	£	£	£		
OTHER INCOME					
Factoring - Income	4,056	3,573	(483)	16,224	16,224
Stage 3 Adaptations	16,000	3,765	(12,235)	64,000	64,000
Stage 3 Allowances	1,600	-	(1,600)	6,400	6,400
Rechargeable Legal Fees	500	-	(500)	2,000	2,000
Rechargeable Repairs Voids	1,749	5,626	3,877	6,996	6,996
Rechargeable Repairs Non-Voids	1,827	2,154	327	7,308	7,308
Miscellaneous Income	2,270	115	(2,155)	9,080	9,080
Agency Services Income	1,371	1,297	(74)	5,484	5,484
ARCHIE Income	-	-	-	-	-
CP National Community Lottery Fund	-	2,115	2,115	-	-
CP Communities Recovery Fund	-	-	-	-	-
CP Fuel Support Fund	-	8,014	8,014	-	-
CP EVH Energy Grant	-	1,300	1,300	-	-
CP CEC Pentlands Community Grants Fund	-	-	-	-	-
Gain on Sale of Fixed Assets	-	-	-	-	-
CEC Tenant Grant Fund (Arrears)	-	-	-	-	-
Amortised Grant	125,368	125,368	-	501,472	501,472
TOTAL OTHER INCOME	154,741	153,329	(1,412)	618,964	618,964
OTHER EXPENDITURE					
Factoring Expenditure	4,056	3,573	483	16,224	16,224
Stage 3 Adaptations	16,000	3,765	12,235	64,000	64,000
Rechargeable Legal Fees	500	-	500	2,000	2,000
Rechargeable Repairs Voids	1,749	5,626	(3,877)	6,996	6,996
Rechargeable Repairs Non-Voids	1,827	2,154	(327)	7,308	7,308
Agency Services Cost	1,135	1,135	-	4,540	4,540
ARCHIE Expenditure	-	-	-	-	-
CP PCH Expenditure	10,347	12,160	(1,813)	41,592	41,592
CP Contribution Local Activities	1,340	431	909	5,360	5,360
Community Benefits Fund	2,068	92	1,976	8,271	8,271
CP National Community Lottery Fund	-	2,115	(2,115)	-	-
CP Communities Recovery Fund	-	-	-	-	-
CP Fuel Support Fund	-	7,964	(7,964)	-	-
CP EVH Energy Grant	-	1,300	(1,300)	-	-
CP CEC Pentlands Community Grants Fund	-	-	-	-	-
CEC Tenancy Grant Fund (Arrears)	-	-	-	-	-
Write Offs/Provisions (Non-Rent)	-	(57)	57	15,000	15,000
Debt Collection Costs	225	18	207	900	900
Tenant / RTR Compensation	-	260	(260)	350	350
Loss on Sale of Fixed Assets	-	-	-	-	-
	39,247	40,538	(1,291)	172,541	172,541
Net other income/expenditure	115,494	112,791	(2,703)	446,423	446,423
INTEREST	12,200	33,613	21,413	31,000	31,000
Bank Interest Receivable	62,400	72,303	(9,903)	238,000	238,000
Loan Financing	5,600	5,585	15	22,400	22,400
Loan Arrangement & Non Utilisation Fee	-	-	-	-	-
PSD Pension	-	-	-	-	-
	(55,800)	(44,275)	11,525	(229,400)	(229,400)
Net Revenue Account Surplus	214,582	235,762	21,180	986,037	986,037
OVERALL SURPLUS FOR PERIOD	274,275	304,278	30,002	1,203,061	1,203,061

Appendix 3

ADMINISTRATION COSTS	YTD Apr - Jun 2023			Annual	
	Budget	Actual	Variance	Budget	Revised
Direct Personnel Costs	£	£	£		
Salaries	195,990	182,670	13,320	783,963	783,963
Employer's NIC	17,877	14,689	3,188	82,070	82,070
Employer's Pension Cont	47,904	51,629	(3,725)	191,622	191,622
Agency Services Income	(1,135)	(1,135)	-	(4,540)	(4,540)
Director's Support	75	84	(9)	300	300
Staff Health & Safety	2,096	1,611	486	8,634	8,634
Professional Subscriptions	-	330	(330)	3,274	3,274
Training	4,244	300	3,944	15,026	15,026
Travel	1,185	139	1,046	4,740	4,740
Recruitment	875	1,139	(264)	2,625	2,625
Temporary Staff	-	-	-	-	-
Employee Life Insurance	1,998	1,588	410	8,000	8,000
Accrue Holiday/ Flexi	-	-	-	-	-
	271,109	253,044	18,065	1,095,714	1,095,714
Committee Costs	700	150	550	8,300	8,300
Office running Costs					
Rates	880	424	456	4,403	4,403
Office & Employers Insurances	4,065	3,976	89	16,668	16,668
Heat/Light/Water/Water	9,000	8,761	239	36,000	36,000
Cleaning	4,881	4,190	691	19,524	19,524
Catering Costs	1,806	653	1,153	5,974	5,974
Repairs & Maintenance - Office	4,470	33,956	(29,486)	17,880	17,880
Telephone	4,737	5,859	(1,122)	18,945	18,945
Postage	1,245	1,699	(454)	4,980	4,980
Print/Photocopying/Stationery	2,100	2,227	(127)	8,400	8,400
Annual Subscriptions	20,719	20,571	148	22,688	22,688
Dep'n - Office Equipment	1,227	1,263	(36)	4,911	4,911
Dep'n - Computers	6,528	5,547	981	26,112	26,112
Dep'n - New Office	5,832	5,523	309	23,328	23,328
IT Support & Annual Services	51,365	43,528	7,837	81,470	81,470
Annual Report & AGM	-	-	-	460	460
	118,855	138,179	(19,324)	291,743	291,743
Consultancy					
External Audit	-	-	-	15,000	15,000
Internal Audit	-	720	(720)	5,760	5,760
Legal Advice	250	125	125	1,100	1,100
Other Consultancy Services	1,500	144	1,356	6,000	6,000
	1,750	989	761	27,860	27,860
Other Costs					
Miscellaneous	100	35	65	400	400
Allpay	3,339	3,307	32	13,356	13,356
Bank Charges & Fees	335	220	115	1,295	1,295
Donations	250	-	250	500	500
Tenancy Sustainment	8,158	9,248	(1,090)	17,766	17,766
Edindex Costs	2,950	2,849	101	11,800	11,800
Translation Costs	30	180	(150)	120	120
Tenant Participation/Satisfaction	850	1,299	(449)	5,840	5,840
	16,012	17,138	(1,126)	51,077	51,077
Total Operating Costs	408,426	409,500	(1,074)	1,474,695	1,474,695
Allocated thus:					
Componentised Assets	18,584	18,584	-	74,336	74,336
Service Costs	5,112	5,901	(790)	20,446	20,446
Housing Management	384,731	385,014	(284)	1,379,913	1,379,913
	408,426	409,500	(1,073)	1,474,695	1,474,695

Appendix 4

Statement of Financial Position AS AT 30 JUN 2023

	Jun-23 £	Mar-23 £
FIXED ASSETS		
Intangible Assets	9,851	11,460
Housing properties	38,414,261	38,155,427
Other fixed assets	694,713	703,831
	39,118,825	38,870,718
CURRENT ASSETS		
Trade & Other Debtors	269,193	307,977
Cash and Cash Equivalents	2,932,122	4,071,053
Investments	3,020,563	2,000,000
	6,221,879	6,379,030
CREDITORS		
Amounts falling due within one year	3,823,978	3,745,532
NET CURRENT ASSETS	2,397,901	2,633,498
TOTAL ASSETS - CURRENT LIABILITIES	41,516,726	41,504,216
Creditors: Amounts due after 1 year	28,694,003	28,985,772
Pension Liability	234,302	234,302
TOTAL NET ASSETS	12,588,421	12,284,142
CAPITAL AND RESERVES		
Share Capital	44	43
Revenue Reserve	12,588,377	12,284,099
TOTAL RESERVES	12,588,421	12,284,142

Appendix 5
PROSPECT CH ASSOCIATION CASHFLOW FORECAST

	Budget	Actual	Difference	July	August	September	October	November	December	January	February	March
	Jun-23	Jun-23	Jun-23	2023	2023	2023	2023	2023	2023	2024	2024	2024
	£	£	£	£	£	£	£	£	£	£	£	£
Opening Balance	6,071,053	6,071,053	-	5,952,686	6,548,862	6,754,957	5,952,686	6,158,781	6,396,795	5,952,686	6,158,781	6,364,876
Net Rental Income	1,168,122	1,162,449	(5,673)	390,004	390,004	390,004	390,004	390,004	390,004	390,004	390,004	390,007
Housing Mgt	441,443	410,489	30,954	118,454	118,454	118,454	118,454	118,454	118,454	118,454	118,454	118,450
Housing Maint	228,028	190,873	37,155	84,748	84,748	84,748	84,748	84,748	84,748	84,748	84,748	84,755
Service Costs	56,229	64,916	(8,687)	17,777	17,777	17,777	17,777	17,777	17,777	17,777	17,777	17,777
	442,422	496,171	53,749	169,025	169,025	169,025	169,025	169,025	169,025	169,025	169,025	169,025
Other Income	154,741	153,329	(1,412)	51,737	51,737	51,737	51,737	51,737	51,737	51,737	51,737	51,739
Other Expenditure	39,247	40,538	(1,291)	14,667	14,667	14,667	14,667	14,667	14,667	14,667	14,667	14,667
Interest Received	12,200	33,613	21,413			30,000			30,000			30,000
Interest Payable	68,000	77,888	(9,888)			75,000			75,000			75,000
Net Sur/Def	502,116	564,687	62,571	206,095	206,095	161,095	206,095	206,095	161,095	206,095	206,095	161,097
Adjustments												
Componentised Assets	187,144	60,569	(126,575)			229,336			229,336			229,336
Capital Repayments	192,534	180,410	(12,124)			192,534			192,534			2,367,534
Movement Accruals & PP	50,187	(106,671)	(156,858)									(192,221)
Comp/Plant/Office purchases	6,624	2,858	(3,766)			7,363			7,363			7,362
Amortised Grant	125,368	125,368	-			125,368			125,368			125,368
Depreciation Office Equip	7,755	6,810	945			8,071			8,071			8,071
Depreciation New Office	5,832	5,523	309			5,935			5,935			5,935
	548,270	250,201	(300,577)	-	-	540,595	-	-	540,595	-	-	2,523,373
Development Costs	-	432,853	432,853									
HAG	-	-	-	390,081				31,919				
Revolver Loan Draw Down	-	-	-									
Closing Balance	6,024,899	5,952,686	(69,705)	6,548,862	6,754,957	6,375,457	6,158,781	6,396,795	6,017,295	6,158,781	6,364,876	4,002,600

Appendix 6

LOAN PORTFOLIO

Loan No	Date of Loan	Lender	AMT O/S £	Fixed or variable	Current Rate (%)	% of Loan Portfolio
1	Feb 02	Bank of Scotland	500,000	Fixed until maturity in Sep 24	3.565	10
2	Apr 05	Scottish Building Society	159,913	Variable	4.50	3
3	Apr 07	Royal Bank of Scotland	645,084	Variable	4.97	13
4	Dec 08	Royal Bank of Scotland	612,743	Variable	5.62	13
5	Mar 11	Royal Bank of Scotland	560,167	Variable	6.87	12
6	Dec14	Royal Bank of Scotland	2,325,000	Fixed until Maturity in Mar 24	4.36	47
7	Feb 20	Scottish Government	93,394	Fixed	0.00	2
		TOTAL	4,896,301			

9. Quarterly Key Performance Indicators to 30 June 2023

For Discussion

Presented by Brendan Fowler, Neil Munro and
Colin James



PROSPECT COMMUNITY HOUSING

QUARTERLY KEY PERFORMANCE INDICATOR REPORT

Apr 2023 – Jun 2023

CONTENTS

- 1. Introduction and summary**
- 2. The customer/landlord relationship**
- 3. Housing quality and maintenance**
- 4. Neighbourhood and community**
- 5. Access to housing and support**
- 6. Getting good value from rents and service charges**

QUARTERLY KEY PERFORMANCE INDICATOR REPORT

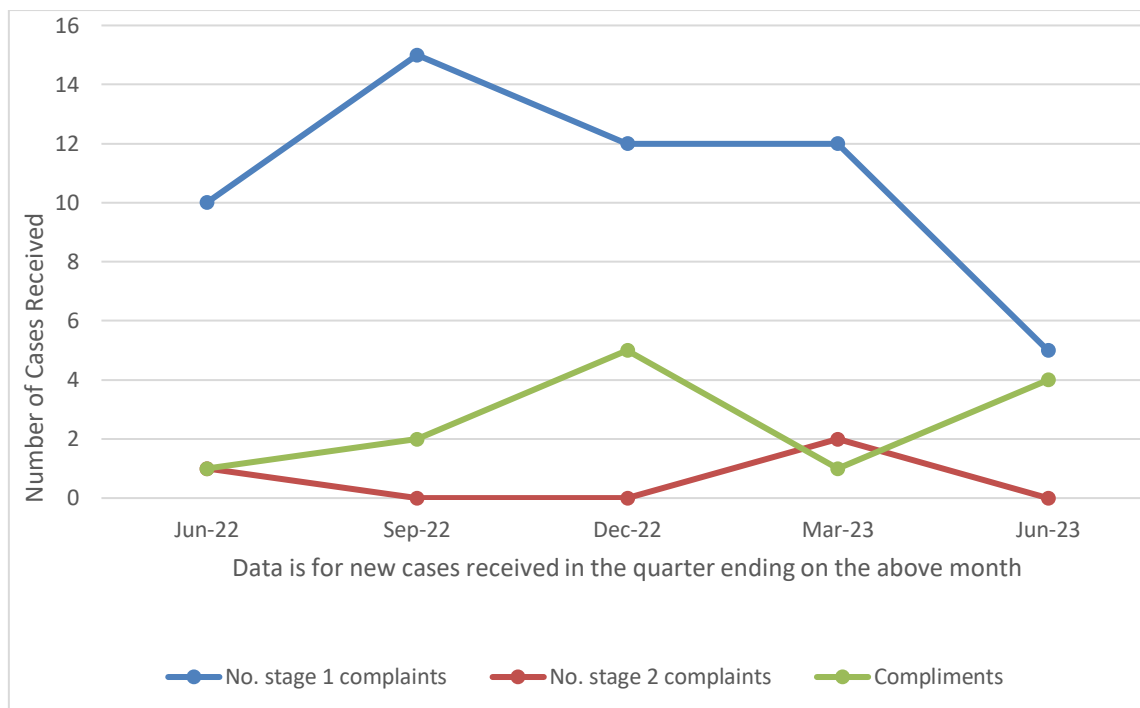
FOR THE 3 MONTHS TO 30 JUNE 2023

1.0 INTRODUCTION

This report sets out Prospect's performance in key areas for the period ending 30 June 2023. The report follows the sections contained in the Scottish Social Housing Charter. Where possible, we have used indicators contained in the Annual Report on the Charter (ARC). This is to prevent duplication in the information that we are reporting on, but also allows us to compare our results with other Housing Associations as well as our own performance from previous years. We have also included indicators that are not in the ARC where these are seen as important in measuring our performance.

2.0 The customer/landlord relationship

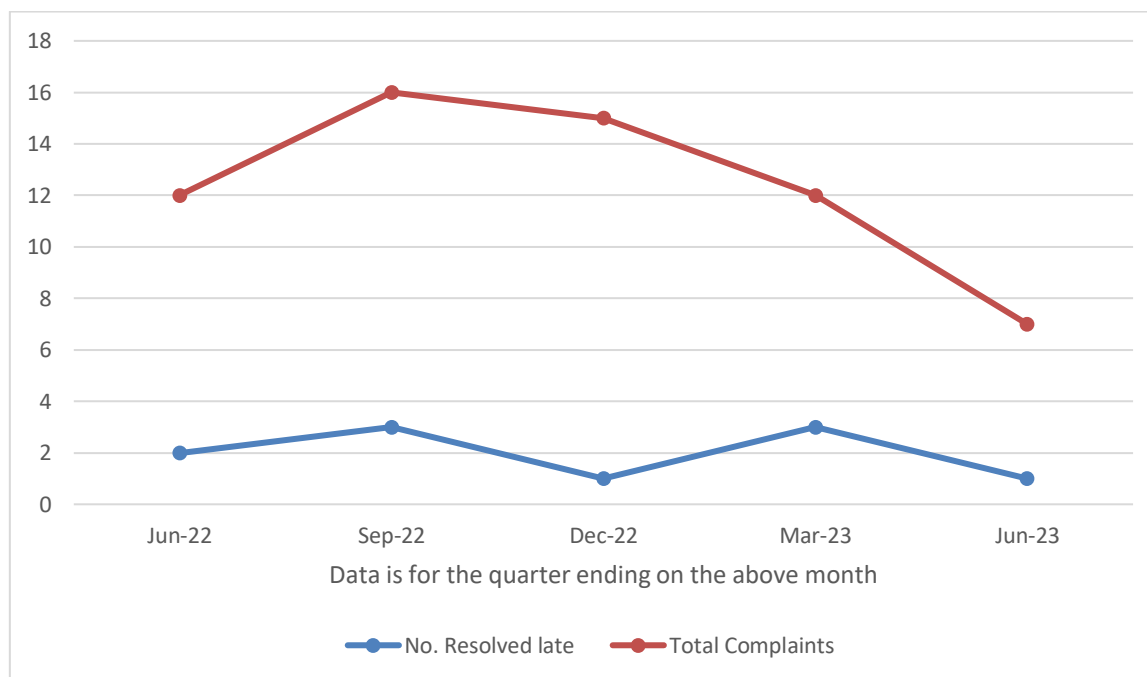
2.1 Customer feedback – quarterly by stage



Comments:

- All expressions of dissatisfaction (i.e., verbal, by email, telephone, letter etc.) are recorded as complaints. These also include responses from Maintenance Satisfaction Returns, Componentised Asset Replacement Works telephone surveys and Estate Services telephone surveys.
- 5 Stage One complaints were received during the quarter (6 were closed, 1 received previous Q)
- 0 Stage Two complaints were received during the quarter (1 was closed, received previous Q)
- 4 compliments were received during the quarter.

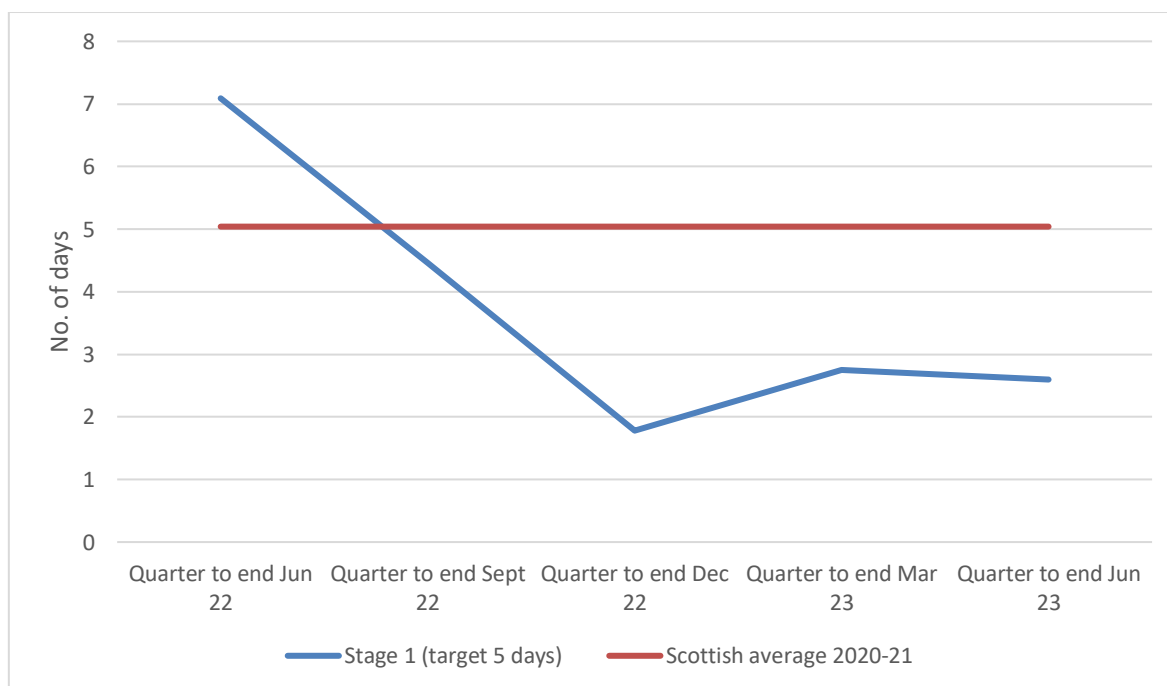
2.2 Late Resolution



Comments:

- 1 complaint was resolved late out of the 7 closed off (14% of total complaints)

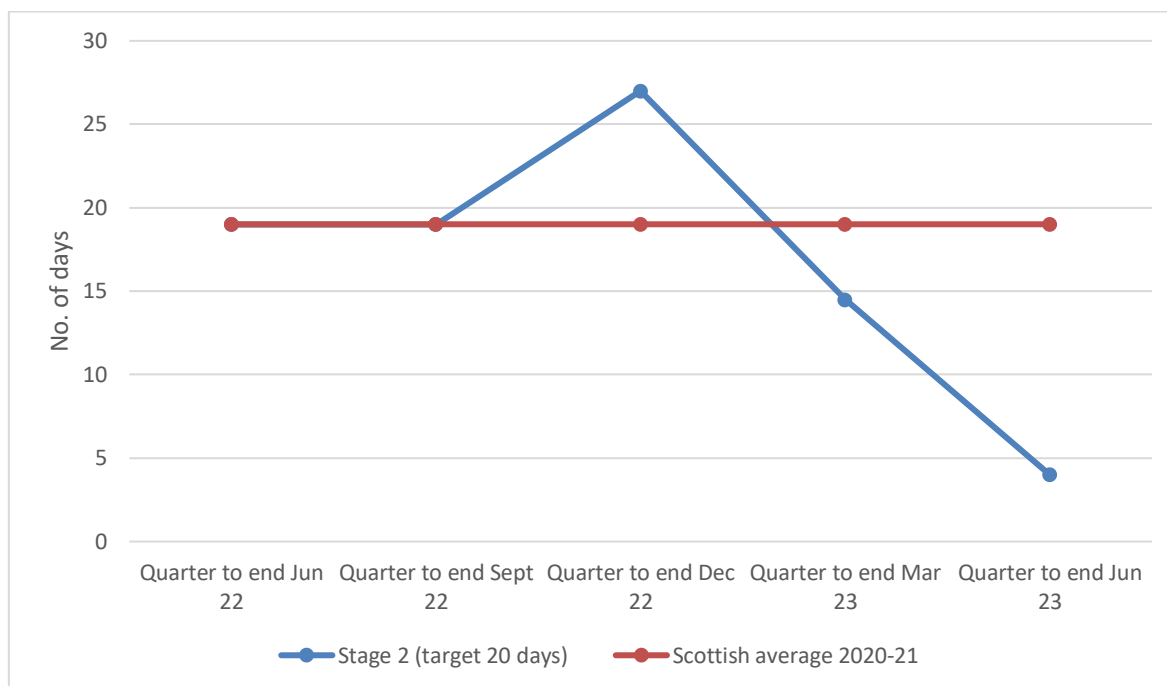
2.3 Time Taken to Resolve Complaints Stage One



Comments:

- Time taken to respond to Stage One complaints has decreased slightly this quarter.

2.4 Time Taken to Resolve Complaints Stage Two



Comments:

- One Stage 2 Complaint received previous quarter; which took 4 days to close.

2.5 Upheld/Partially Upheld Complaints



Please note that the “Resolved” category was removed in Q4 from CX

Comments:

- A summary of the 7 cases **closed** in the quarter ending 30 June 2023 is shown below and demonstrated in the above graph.

Complaint Type	Upheld	Partially Upheld	Not Upheld	Resolved	Total
Stage One	6	0	0	This option now removed	6
Stage Two	0	0	1	This option now removed	1

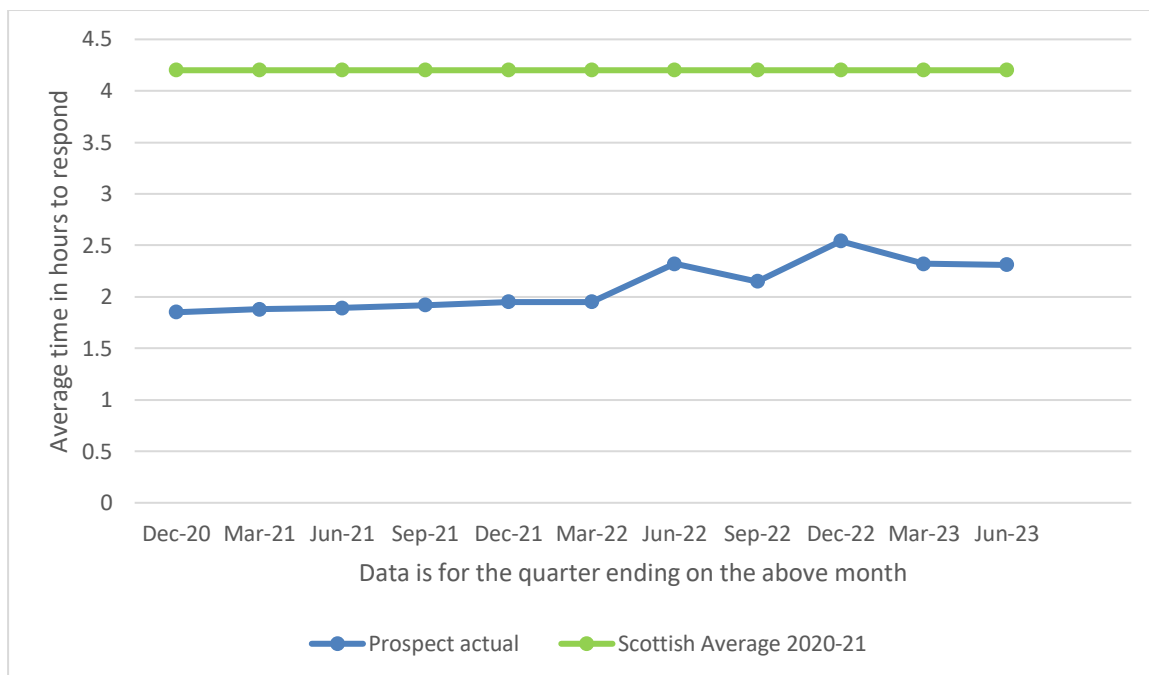
Lessons Learned – none identified this month.

COMPLAINT ACTION LOG

There are currently no outstanding actions

3.0 Housing quality and maintenance

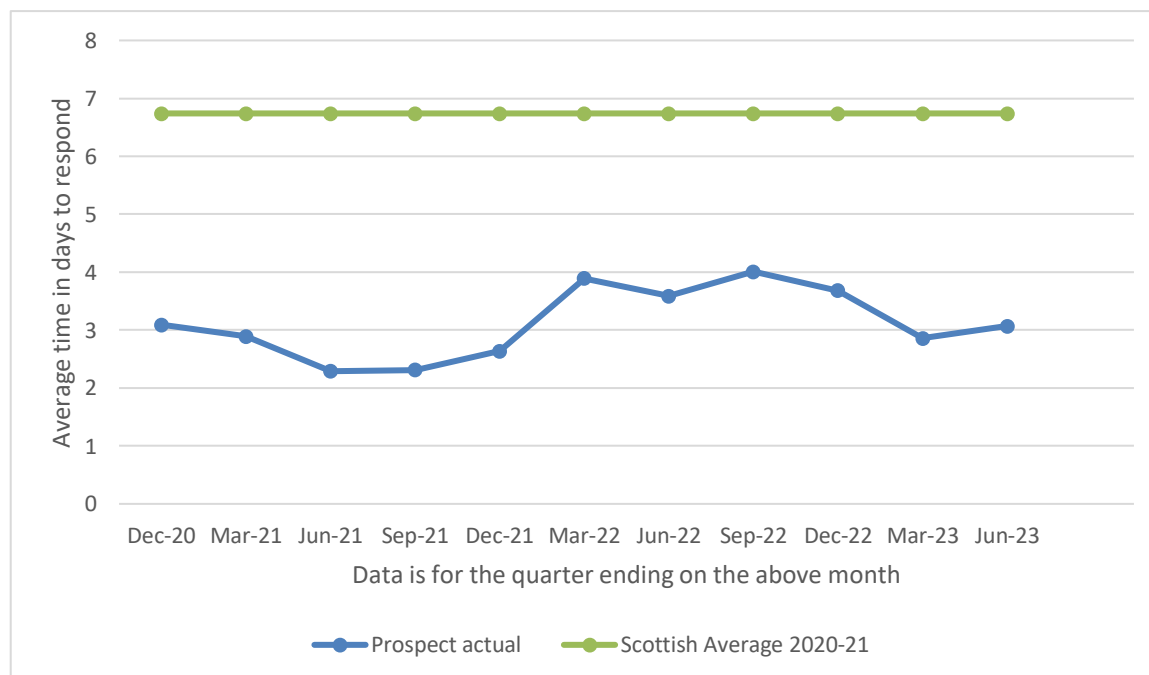
3.1 Average response time for emergency repairs (hours)



Comment:

The response time remains well below the Scottish average.

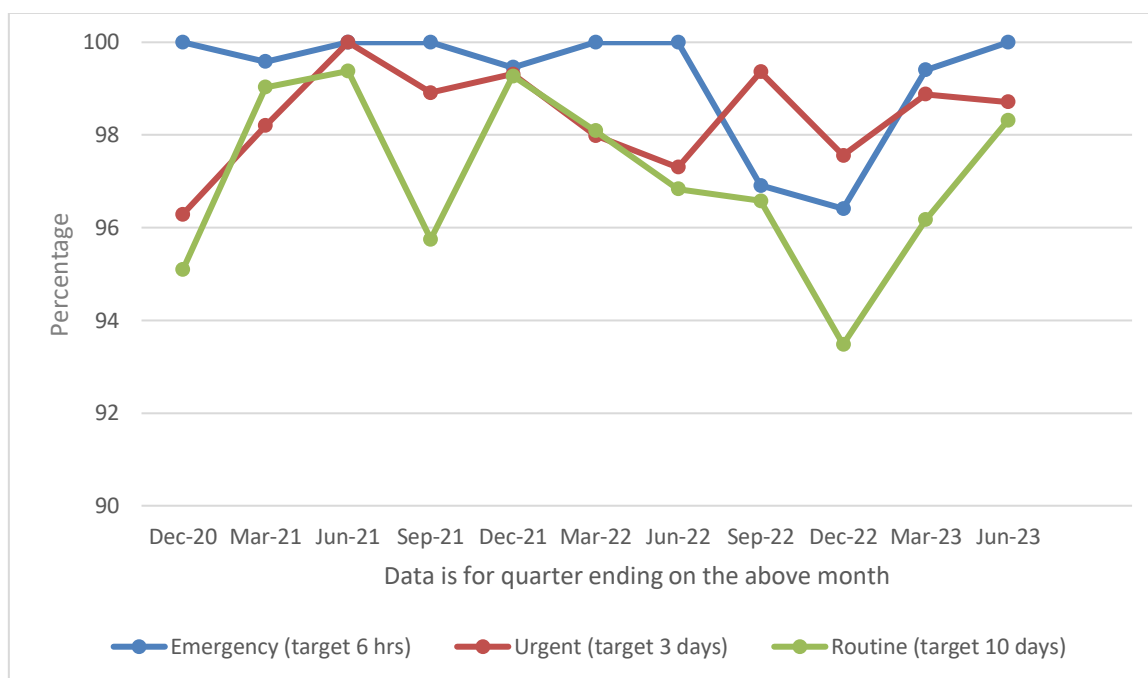
3.2 Average completion time for non-emergency repairs (days)



Comment:

The response time remains well below the Scottish average.

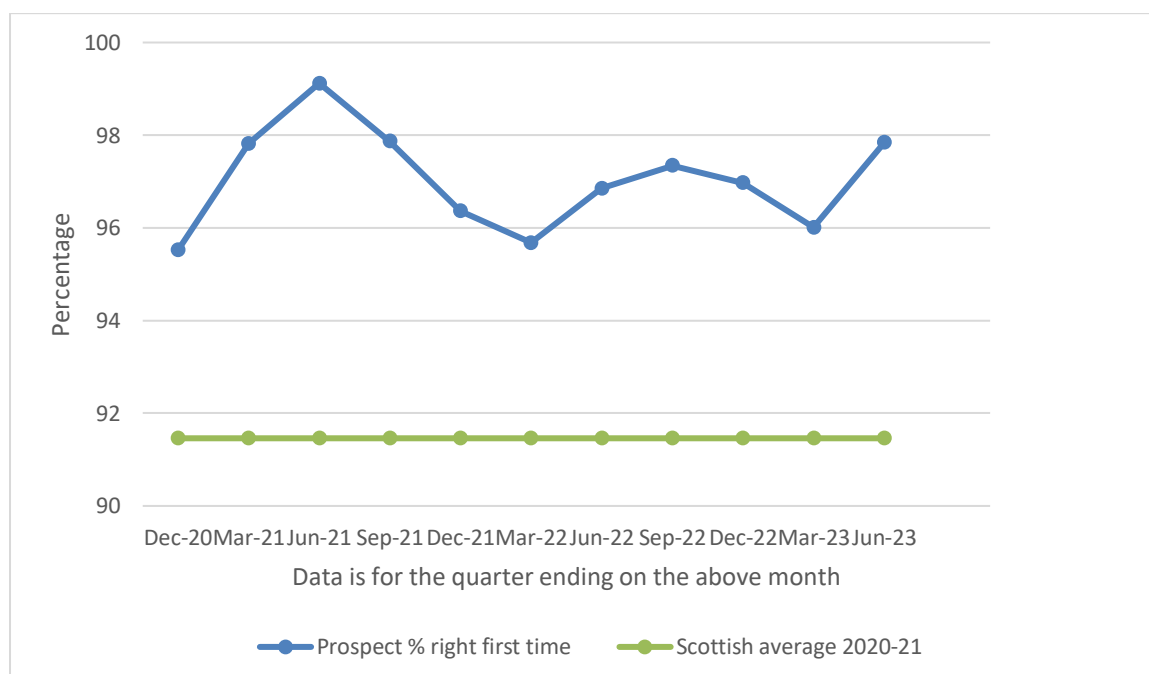
3.3 Percentage of repairs carried out on time by category



Comment:

These figures remain well above the Scottish average.

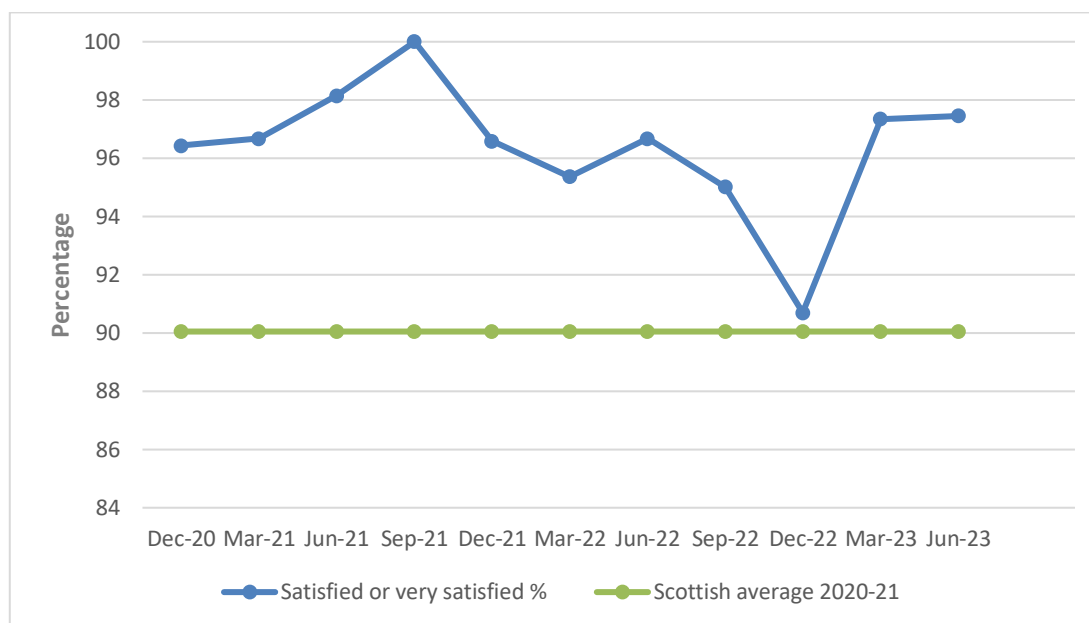
3.4 Percentage of repairs that are 'Right first time' as defined by the Scottish Housing Regulator



Comment:

These figures remain well above the Scottish average.

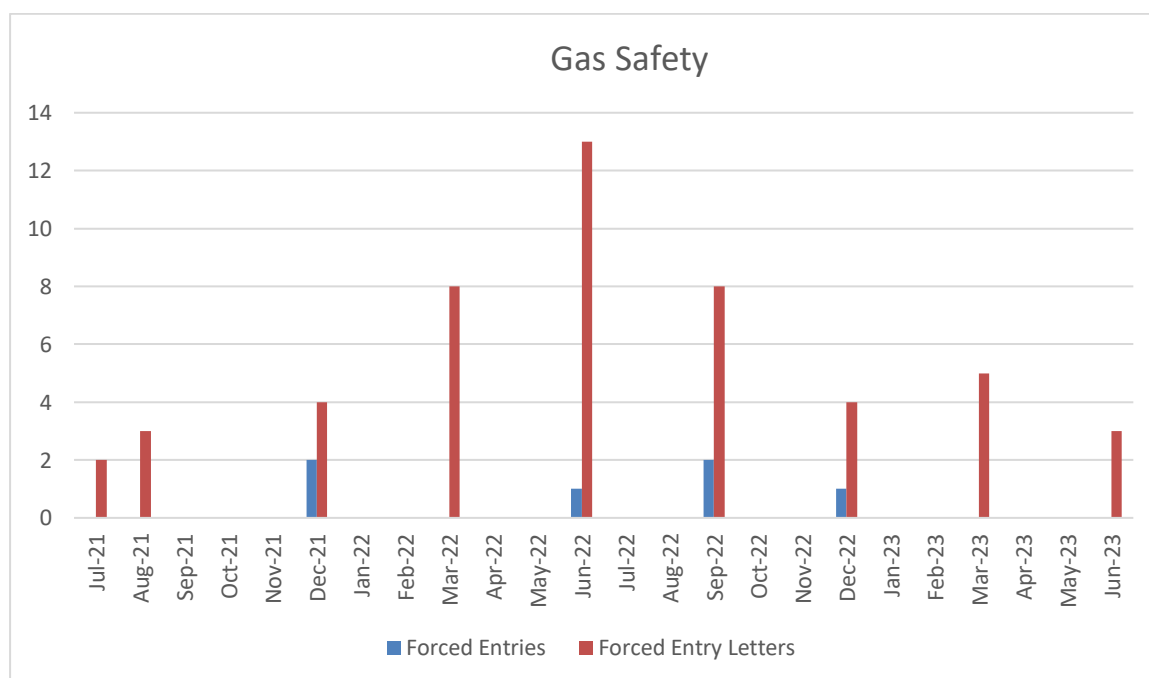
3.5 Percentage of tenants satisfied or very satisfied with repairs carried out.



Comment:

These figures remain above the Scottish average.

3.6 Gas and electric safety



Comment:

There were three forced entry warning letters issued in the last quarter in relation to gas safety and none of those went to forced entry.

In this quarter we had 100% compliance with carrying out a gas service by the anniversary date. We also had 100% compliance with our electric safety check requirements – all due checks were carried out as reported in the ARC for the 31 March, and there were no further checks due in the quarter to 30 June.

3.7 Progress towards SHQS and new energy efficiency measure

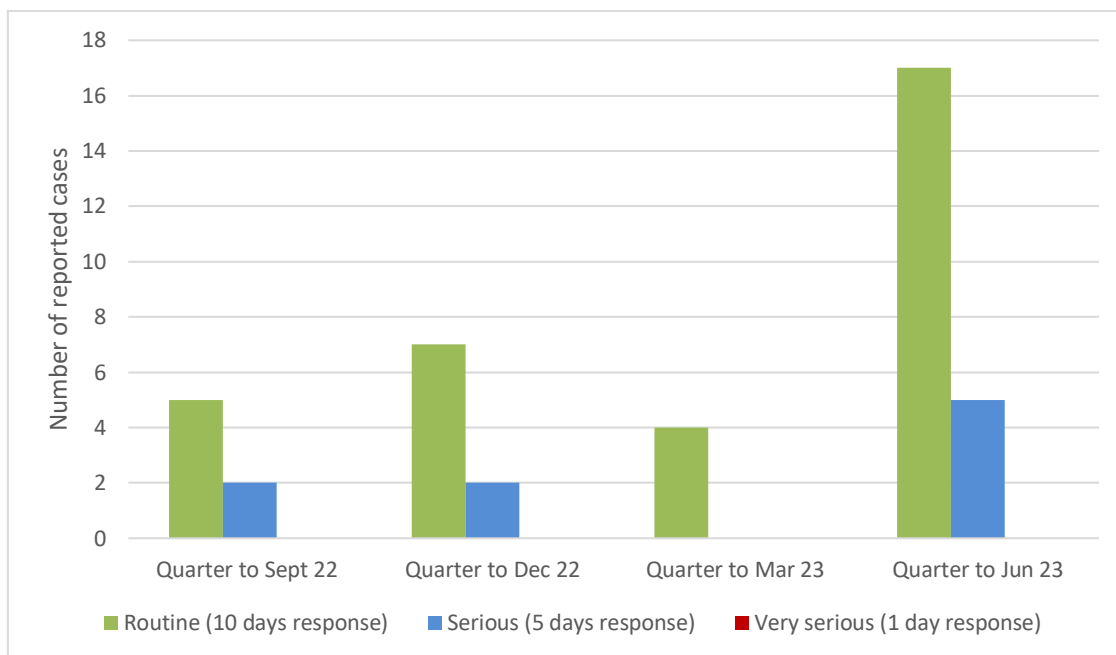
Scottish Housing Quality Standards (SHQS)

At the end of September 2022 there remains 3 properties that did not meet the SHQS standard.

From recent Changeworks report we expect that there is 1 property that does meet the Energy Efficiency Standards for Social Housing (ESSH).

4.0 Neighbourhood and community

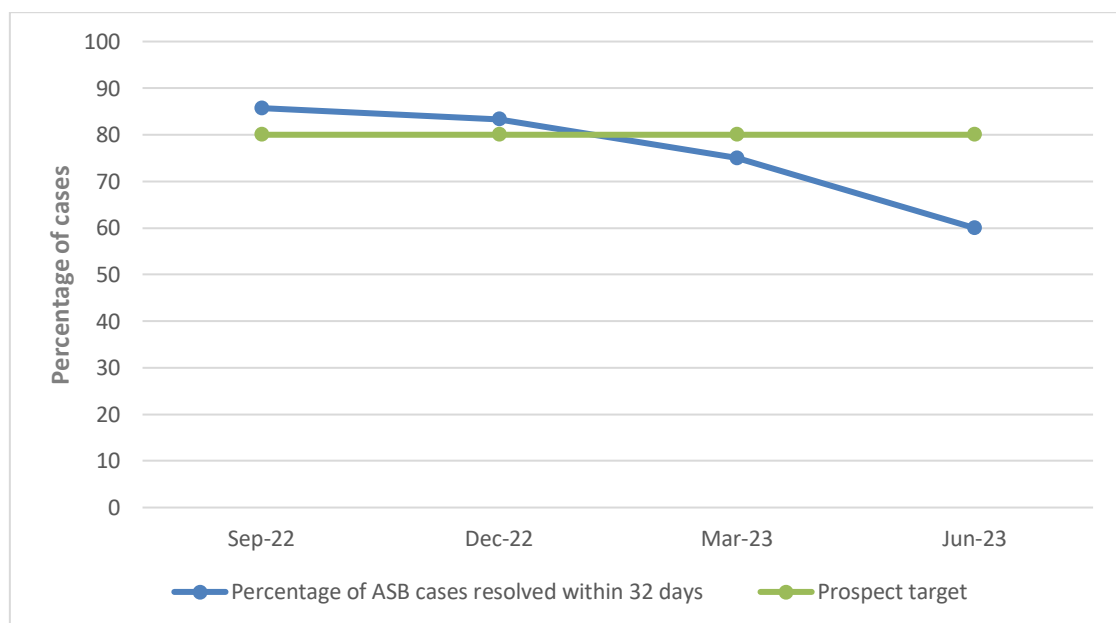
4.1 Antisocial Behaviour (ASB) – number of cases reported by category



Comment:

17 cases of Antisocial behaviour were reported in the period April to June 2023. This was a significant increase on previous quarters. The predominant issue raised was noise concerns.

4.2 Antisocial Behaviour (ASB) – percentage of cases resolved within our target

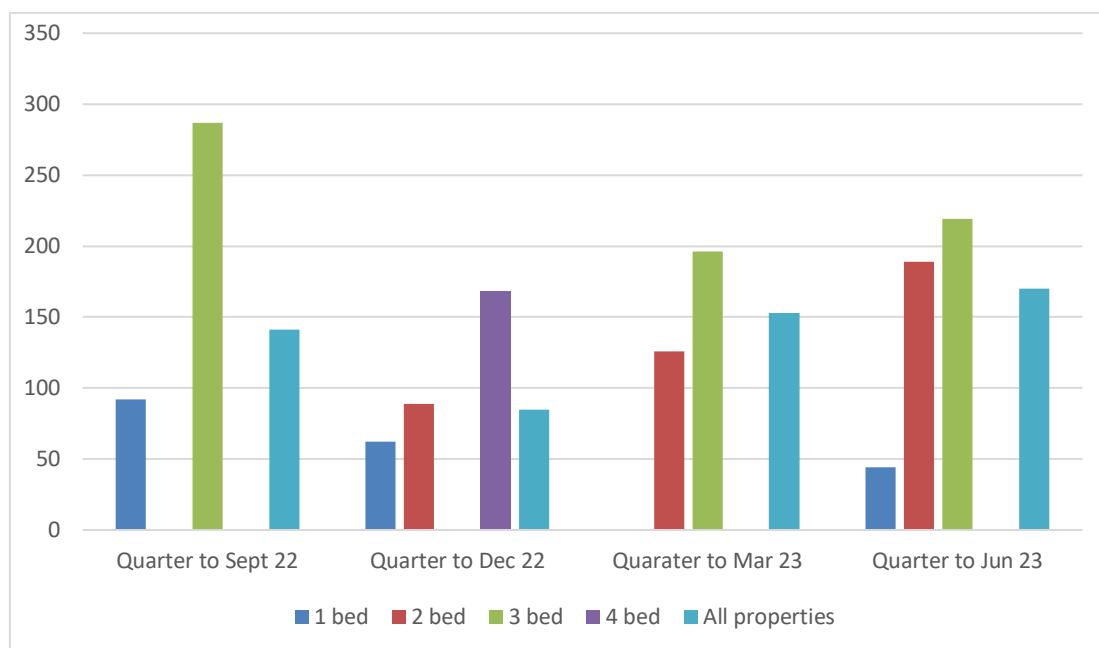


Comment:

- Of the cases which were resolved within the period, 6 out of 10 or 60% of cases were closed within our target of 32 calendar days.

5.0 Access to housing and support

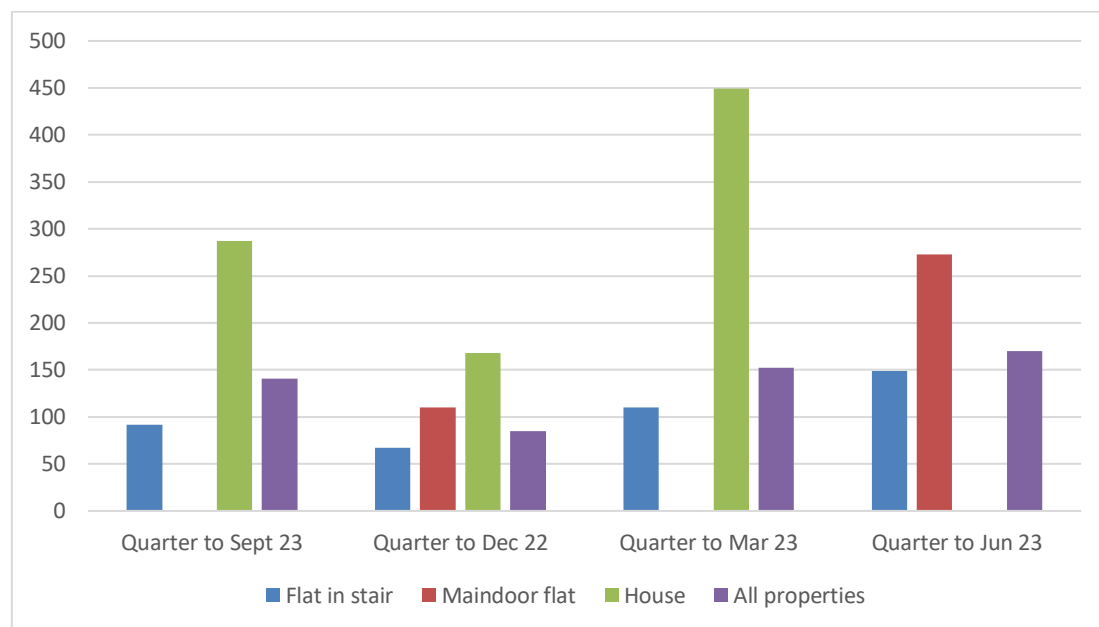
5.1 Average number of bids by property size



Comment:

- There were 6 properties let in the reporting period via Edindex with an average of 170 bids.

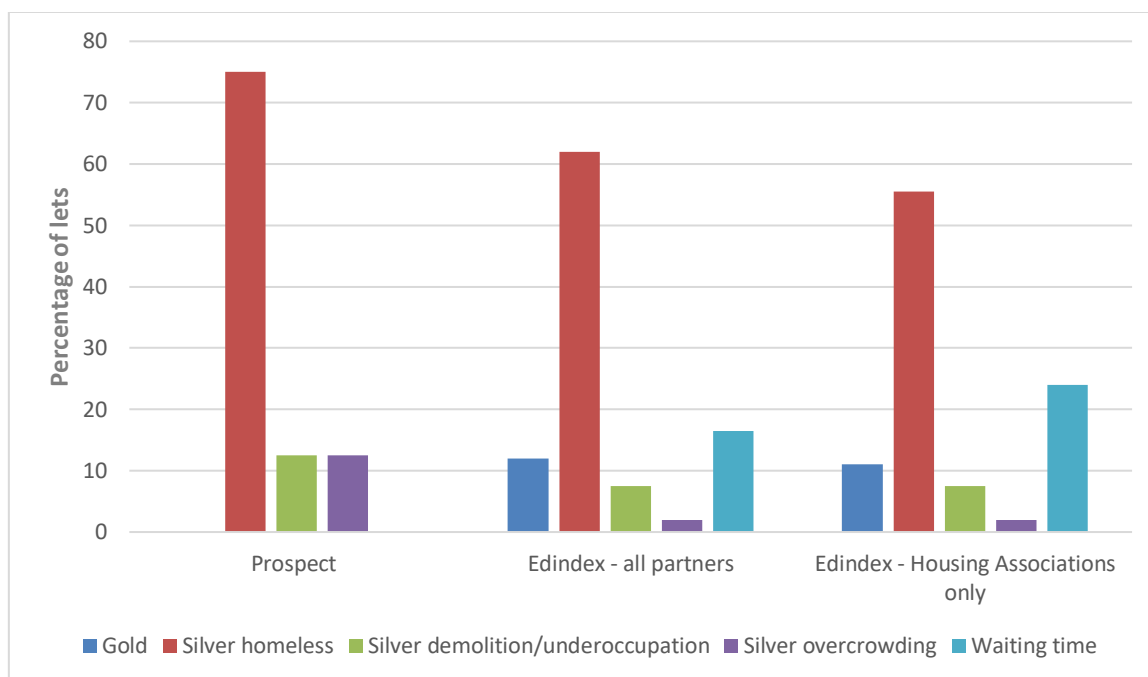
5.2 Average number of bids by property type



Comment:

- In total in the reporting period, we advertised 5 flats in stairs and 1 main door flat.

5.3 Percentage lets by priority group: 1 April 2023 – 30 June 2023

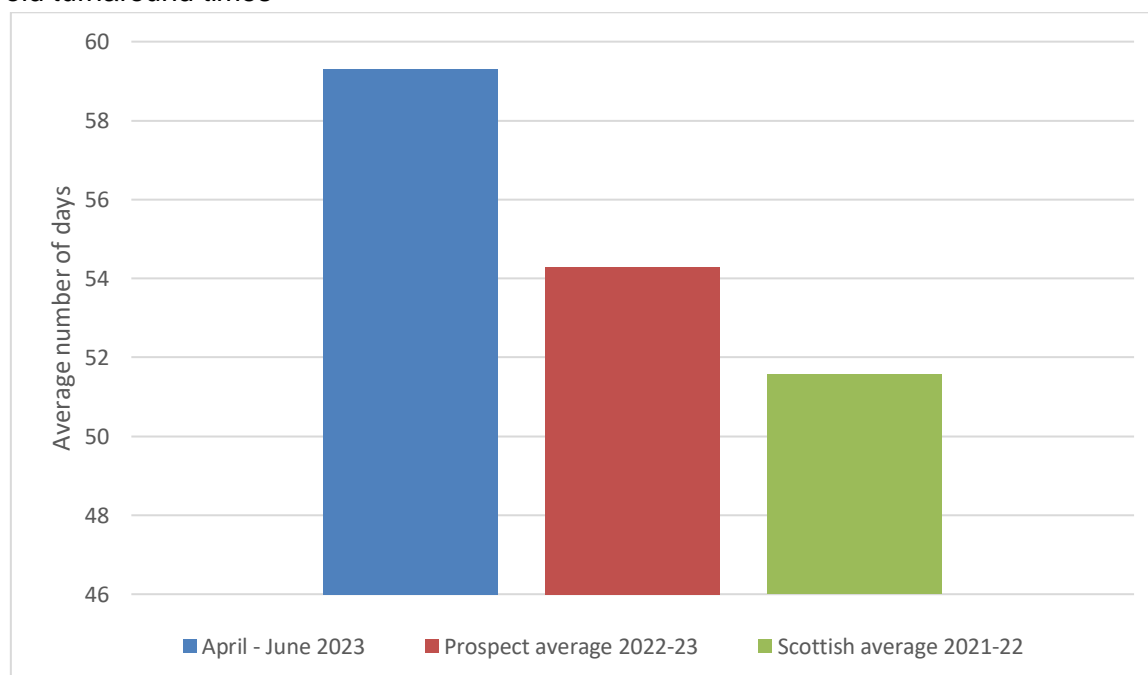


Comment:

- The graph shows the percentage split of lets to different priority groups. We can see that Prospect let 75% of Edindex lets to homeless households over the year. The graph also shows performance from all Housing Associations as well as all partners, which includes City of Edinburgh Council.

6.0 Getting good value from rent and service charges

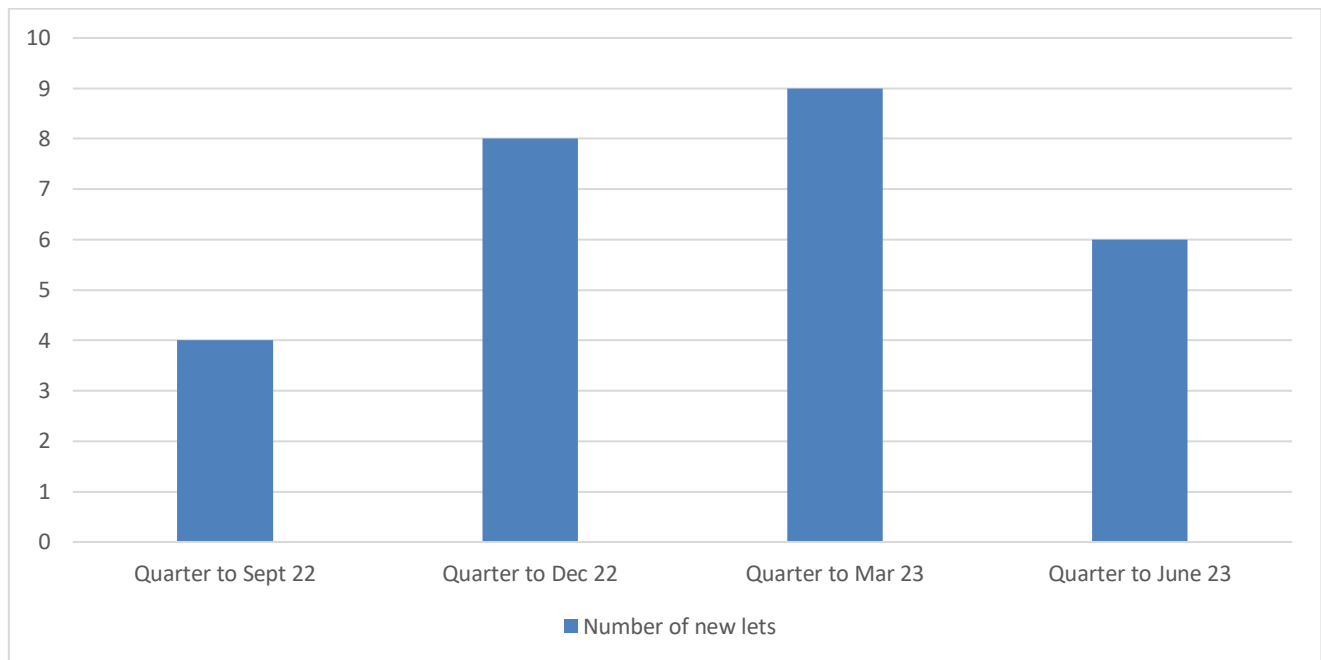
6.1 Void turnaround times



Comment

- Between 1 April and 30 June 2023, we let 6 properties which were re-let in the period in an average of 59 days. We have now recruited a new Property Services Officer and reviewed our void procedure which we anticipate will assist to reduce the void turnaround period.

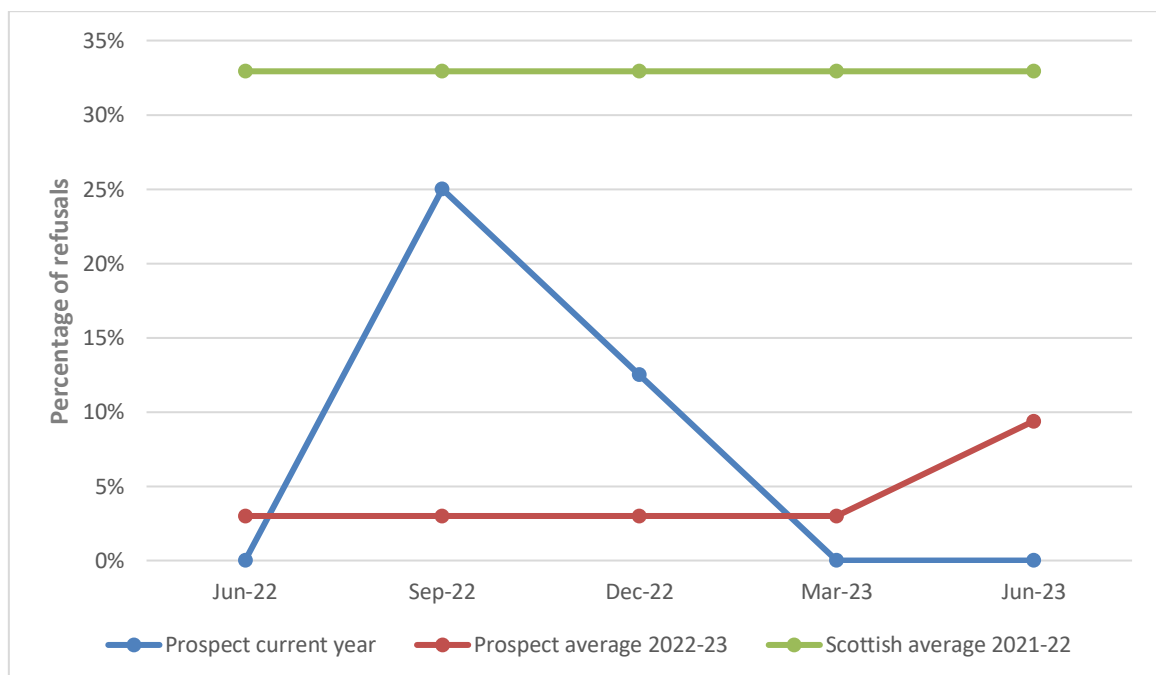
6.2 Number of new lets



Comment:

- There were 6 lets in the reporting period.

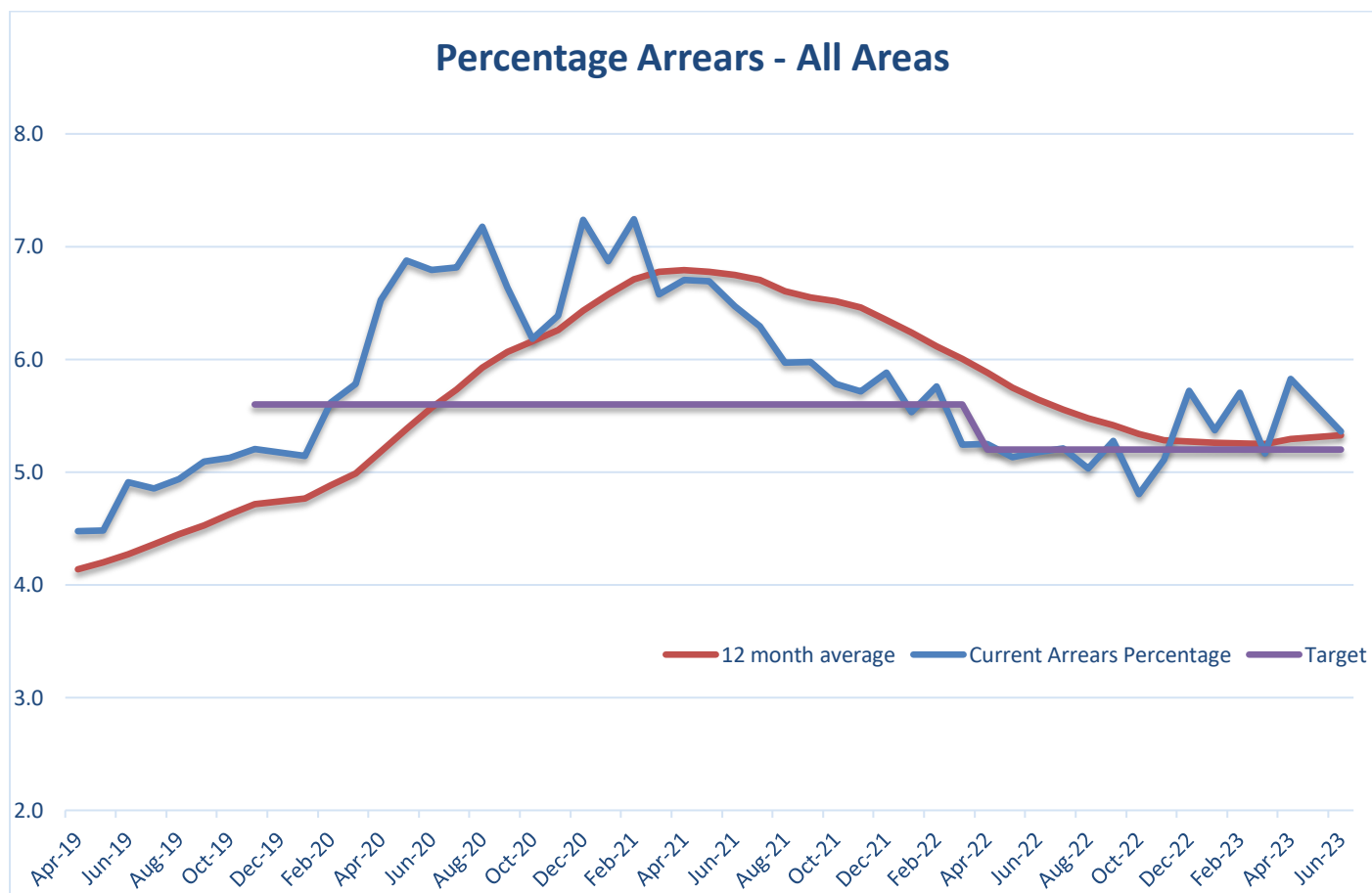
6.3 Percentage of tenancy refusals



Comment:

- We had 0 refusals in the reporting quarter.

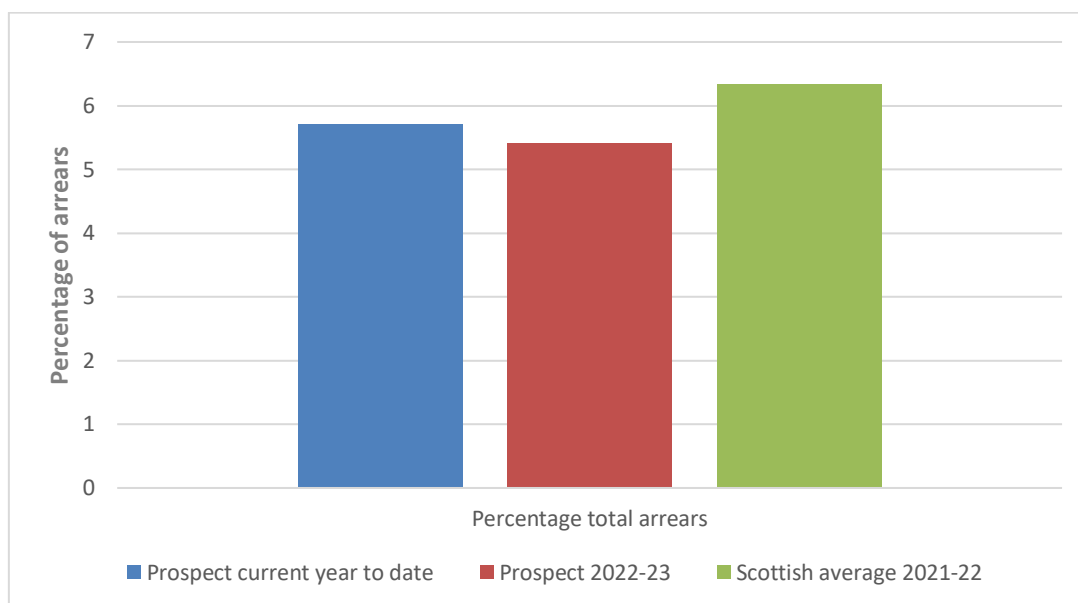
6.4 Current tenant arrears graph



Comment:

- At the end of June 2023, current rent arrears were £248,559 or 5.4% of rental income.
- Our target for June was 5.2%.

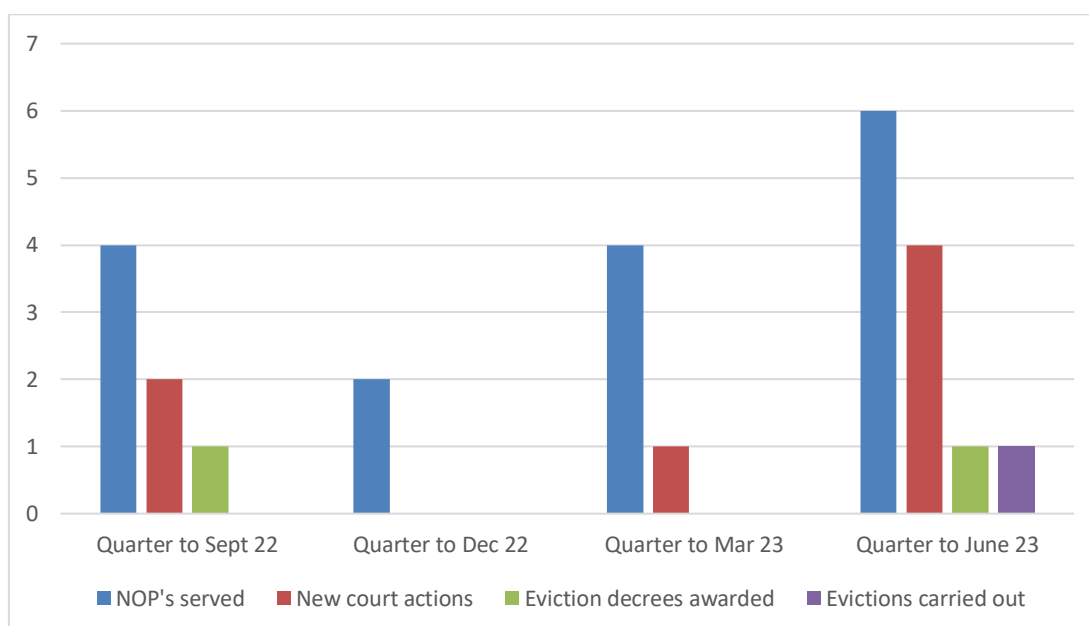
6.5 Total arrears (current and former tenant) percentage year to date



Comment:

- Total current and former arrears were equivalent to 5.7% of annual rent income as at 30 June 2023, or £263,907.

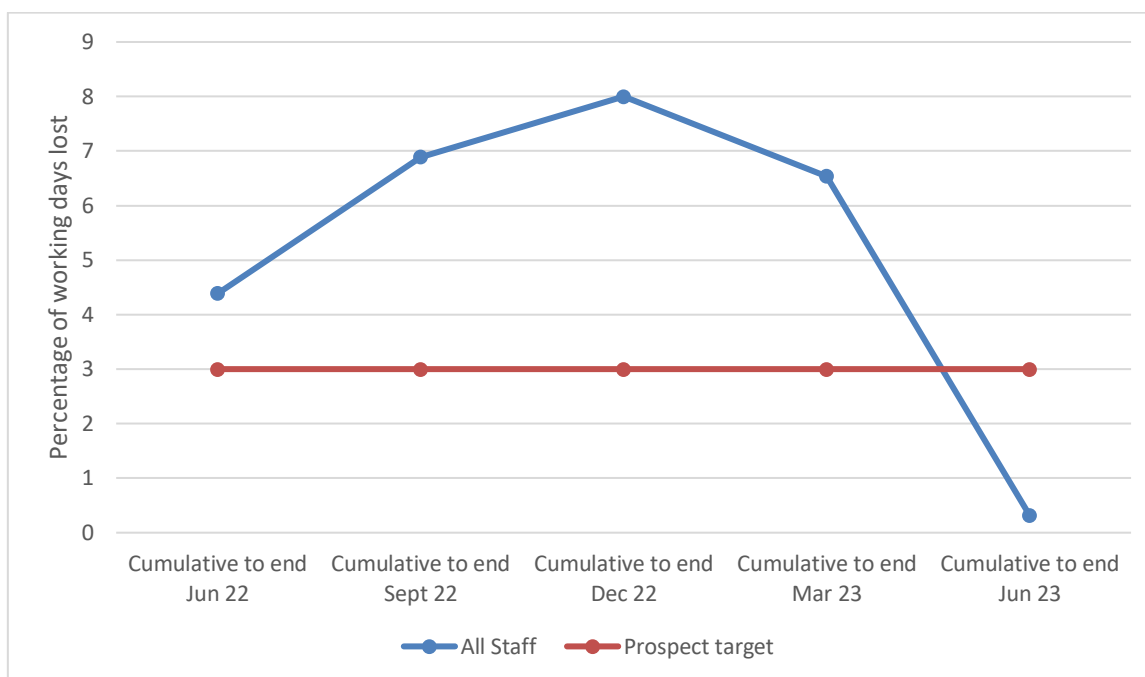
6.6 Notice of Proceedings (NOPs) served, court actions initiated, decrees awarded, and evictions carried out



Comment:

- We served 6 NOPs this quarter for non-payment of rent.
- We escalated 3 arrears cases to court and 1 case for antisocial behaviour.
- There was one decree for eviction awarded which was enforced.
- There were no abandoned properties which ended during the period.

6.7 Staff absence (all staff)



Comment:

- Absence has decreased going into Quarter 1 of 23-24. No long term absences.
- No specific trends or concerns have been identified.

General notes:

- The table shows the total staff absence as a cumulative figure, year to date for each quarter.
- Long term absence is defined as an absence of 4 weeks or more.
- The number of working days excludes weekends, public holidays, and annual leave.
- All calculations are based on 5 estates staff and 21 office staff at the end of Q1.

6.8 Grievances (staff)

No grievances have been recorded in the period 1 April 2023 to 30 June 2023.

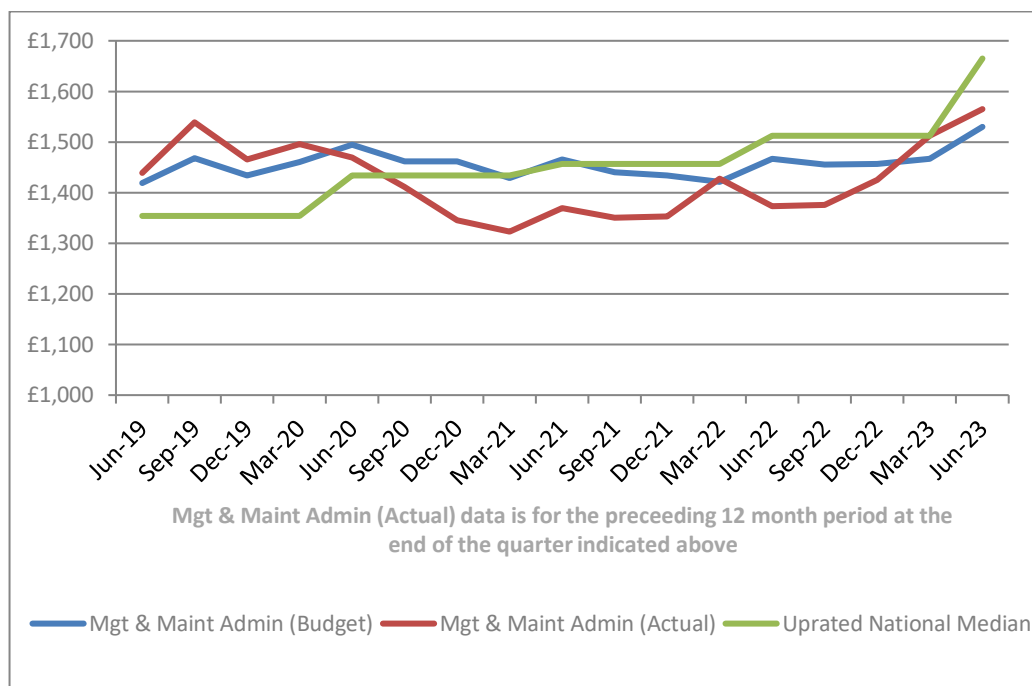
6.9 Housing reactive maintenance costs per unit



Comment:

- Reactive costs are now higher than budgeted but below national averages. It seems likely that the budget here has simply failed to match the pace of inflation, but further investigation is taking place to determine the extent to which this is influenced by both repair volume & price.
- The uprated National Median figures for 23/24 are the published 18/19 figures with annual inflation additions of 3.2% for 19/20, 2.8% for 20/21, 1.6% for 21/22, 3.8% for 22/23 and 10.1% for 23/24.

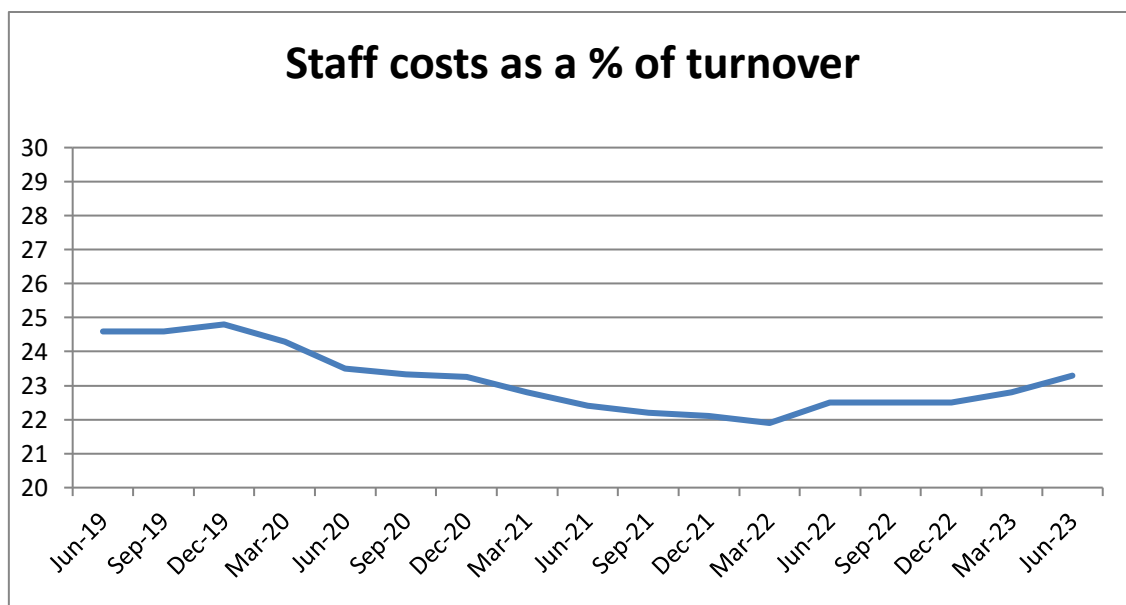
6.10 Housing management administration costs per unit



Comment:

- Admin costs now exceed budget but fall short of the National Median, which illustrates that inflation is now placing more pressure on budgets but that performance remains reasonable in the context of the sector as a whole.
- The uprated National Median figures for 23/24 are the published 18/19 figures with annual inflation additions of 3.2% for 19/20, 2.8% for 20/21, 1.6% for 21/22, 3.8% for 22/23 and 10.1% for 23/24.

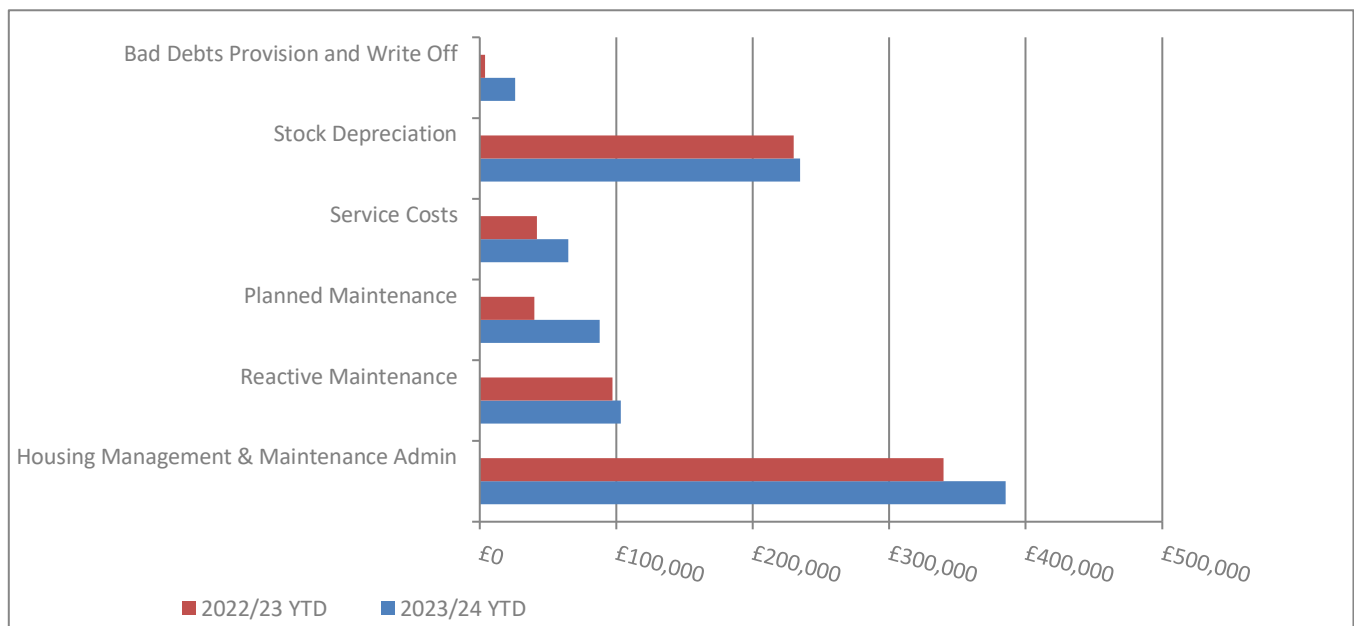
6.11 Staff costs as percentage of turnover



Comment:

- Recent pay awards have resulted in an increase in this indicator after a steady period of reduction, but this measure otherwise remains consistent within a narrow range.

6.12 Operating costs



Comment:

- Service costs have increased significantly mainly due to landlord supply electricity charges
- Planned maintenance spend reflects greater Q1 progress against budget this year
- Admin costs reflect a mixture of general inflation combined with significant unbudgeted office repair costs
- Movements in bad debt are up from the exceptionally low levels of last year and are now much closer to budget

10. Quarterly Health & Safety Report to 30 June 2023

For Decision

Presented by Neil Munro



PROSPECT COMMUNITY HOUSING

QUARTERLY HEALTH & SAFETY REPORT

Apr – Jun 2023

QUARTERLY HEALTH & SAFETY REPORT
FOR THE 3 MONTHS: 1 APRIL – 30 JUNE 2023

CONTENTS

- 1.0 Introduction and summary**
 - 2.0 Safety performance**
 - 3.0 Safety failures**
 - 4.0 Funding requirements**
 - 5.0 Other health and safety matters**
-

1.0 INTRODUCTION

This report sets out Prospect's health and safety performance for the period ending 30 June 2023.

2.0 Safety Performance

2.1 Staff absence (due to work related stress)

There were no absences due to work related stress in Q1.

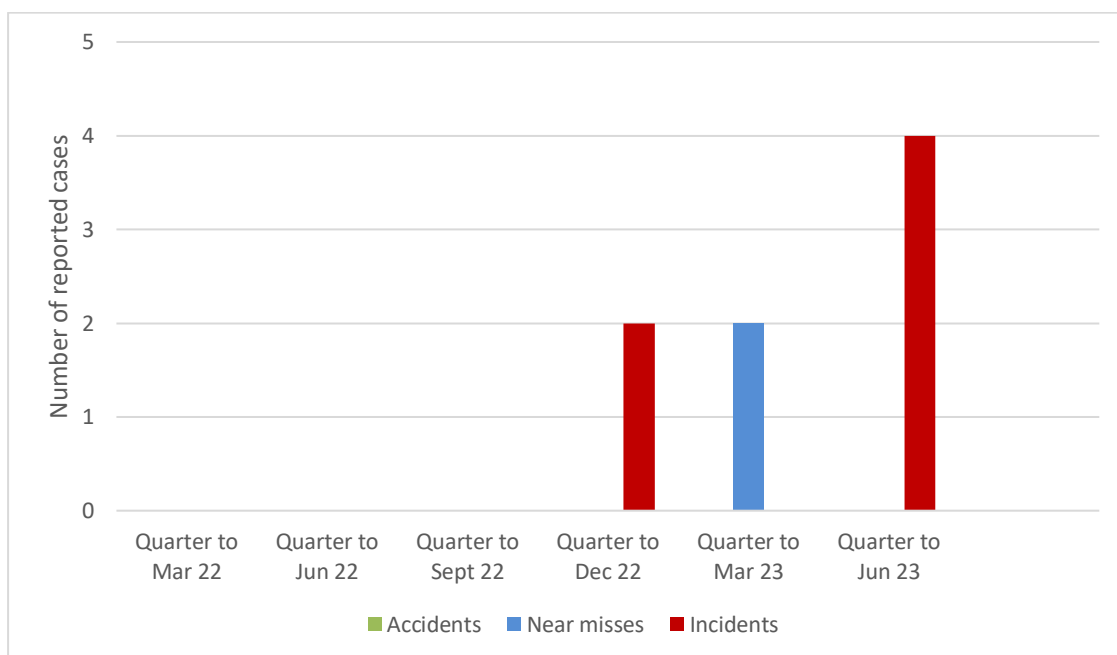
Comment:

- No specific trends or concerns have been identified.

General notes:

- *Current staff quota is 5 estates staff and 21 office staff at the end of Q1.*

2.2 Accidents, near misses and incidents



Comment:

There were no accidents or near misses recorded in this quarter to 30 June 2023, and four incidents recorded.

3.0 Safety failures

Landlord Audit – see Action Log in Appendix

4.0 Funding requirements

4.1 Health & Safety training

April - June

No training recorded

The cost of training is budgeted for and no additional funding is anticipated.

4.2 Other funding requirements

No other funding for health and safety matters has been identified at this time.

5.0 Other health and safety matters

5.1 Fire Safety in Stairs

Monthly inspection by Property Services staff have begun again with the appointment of a new staff member.

5.2 Risk Assessment's

Risk Assessment for Legionella Water Management of Housing Stock remains outstanding. Our H & S Consultant ACS has always undertaken this work but we have been informed that our request to progress this with them is unavailable due to their staff member leaving. There are no plans to replace this staff member and therefore we are undertaking a new search for a suitable contractor/consultant to support us.

5.3 Office Safety Inspection

There was an office inspection undertaken by staff on 16/5/23.

Last Fire Drill (Evacuation) was undertaken in February 2023.

The annual inspection of all first aid kits was carried out November 2022.

5.4 Estates Walkabouts

Estate walkabouts continue to be undertaken by Housing and Property services staff.

5.5 Site Health and Safety

A range of personal protective equipment (PPE) related to Covid, including face masks, gloves and hand sanitiser continues to be made available for staff use.
No additional issues or matters have been raised by staff.

5.6 Health and safety Staff Meeting

Meeting held 16/5/23 and will be held every quarter.

5.7 Miscellaneous Matters

All current members of the Estates Team have been deemed fit to continue working with machinery after Hand Arm Vibration at Work Assessments.

Appedix 1 - Health & Safety Action Log							
Month added	Description	Arising from	Responsibility	Target date	Management comments	Date closed	Been to Committee after closed?
Sep-21	Play park inspections should be carried out by a 'competent person'.	ACS landlord audit	Neil	Dec-22	Training completed 22/12/22	Jan-23	
Sep-21	A legionella risk assessment programme should be in place for all the water systems in our stock	ACS landlord audit	Neil	Aug-23	This remains outstanding		
	Management of Health and Safety						
May-22	Management Committee to receive H & S training	ACS office audit	Brendan	Mar-23	Training to be agreed before target date	Apr-23	
	Competancy Framework						
May-22	Employee induction and general instruction in H & S must be demonstrated through auditable means - signed off by LM and 'ee	ACS office audit	Marianne	Jun-22	New employee's have an induction checklist that the Manager signs off, Health & Safety, Manual Handling, equality and diversity ihasco courses have to be completed by new employees (with lone worker safety, ppe etc if applicable)	Sep-22	
	Display Screen Equipment						
May-22	Risk Assessment must be carried out and adequate actions implemented	ACS office audit	Leigh	Oct-22	A minority of staff outstanding home working DSE RA	Jan-23	
	Manual Handling						
	Hazardous Sustances						
	Occupational Driving						
	Lone Working, Violence and Aggression						
May-22	Risk Assessment to be updated and reviewed	ACS office audit	Marianne/Neil	Jun-23	RA to be completed after trial of new App.		
May-22	E-Learning for staff every 3 years - last done 2018	ACS office audit	Marianne	Jun-23	PS Department complete, other departments currently undertaking the training - Marianne chased start of Jan to remind staff of this one and others		
	Working at Hieght						
	Blood, Body Fluids and Sharps						
	Fire						
May-22	FRA to be updated and reviewed	ACS office audit	Neil	Oct-22	Audit and Risk Assessment completed 13/12/22	Dec-22	
May-22	Staff training and warden training required	ACS office audit	Neil	Oct-22	Undertaken by staff member 13/9/22	Sep-22	
	Electricals						
	Legionella						
May-22	Risk Assessment to be updated and reviewed	ACS office audit	Neil	Apr-23	Updated Risk sssessment for Officer Rec'd 21/4/23	Apr-23	

11. Review of Compliance with Regulatory Standards

For Discussion

Presented by Brendan Fowler

CATEGORY	REQUIREMENT IN REGULATORY FRAMEWORK	ASSURANCE	REVIEW	RAG
Assurance & notification	Prepare an Annual Assurance Statement in accordance with our published guidance, submit it to us between April and the end of October each year, and make it available to tenants and other service users.	This is presented to MC each year for approval with an agreed timescale for submission in a similar way that we do for other submissions to the SHR e.g. ARC. This year will be our fourth submission – the previous three were sent on time, and we publicised the statement on our website and performance report.	August	
Assurance & notification	Notify us during the year of any material changes to the assurance in its Assurance Statement.	Management Team and Management Committee are regularly reviewing the assurance information - this will flag up any material change so the SHR can be notified.	August	
Assurance & notification	Have assurance and evidence that it is meeting all of its legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety.	Policies are reviewed every 3 years by Committee and reference relevant legislation. Senior staff regularly attend training sessions, are members of CIH, SFHA and Housemark and have regular communication with solicitors. We learn from best practice within the sector. All these methods help us to ensure we meet legal obligations. We have a robust Internal Audit programme. Our Equalities Working Group and Health & Safety working groups review our work in these areas and report to Committee regularly. Committee has annual training on key issues including Health & Safety. Our KPIs reflect our work to house homeless applicants. Our Lettings Plan outlines our commitment in this area. We use equalities data from our Tenant Survey to influence the Equality Impact Assessments on our policies. We have an Anti-Social Behaviour policy and a Dignity at Work Policy.	August	
Assurance & notification	Notify us of any tenant and resident safety matters which have been reported to or are being investigated by the Health and Safety Executive, or reports from regulatory or statutory authorities, or insurance providers, relating to safety concerns.	This is part of notifiable events. Our Health and Safety manual details when the HSE must be involved, and when the HSE are involved the SHR is notified. EVH carry out a regular H&S audit. H&S is included in our risk matrix. We carry out a regular stock condition surveys.	August	
Assurance & notification	Make its Engagement Plan easily available and accessible to its tenants and service users, including online.	When the engagement plans are first published, we will have our plan available on our website and also include information about it in our newsletter each time there is a change.	August	
Scottish social housing charter performance	Submit an Annual Return on the Charter to us each year in accordance with our published guidance.	This is presented to MC each year to approve, with an agreed timescale for submission to the SHR. The ARC is prepared by various staff members and each entry is checked by another staff member with reference to the guidance.	August	
Scottish social housing charter performance	Involve tenants, and where relevant other service users, in the preparation and scrutiny of performance information. It must: - agree its approach with tenants - ensure that it is effective and meaningful - that the chosen approach gives tenants a real and demonstrable say in the assessment of performance - publicise the approach to tenants - ensure that it can be verified and be able to show that the agreed approach to involving tenants has happened - involve other service users in an appropriate way, having asked and had regard to their needs and wishes.	Prospect-Scrutiny Group developed a scrutiny approach which has been agreed by Committee (Prospect Scrutiny Framework).-- The group's reports are presented to Committee and their recommendations influence and change service delivery.-- We regularly report on the work of the Scrutiny group and publish their reports via our website in news articles.-- Reference is also made in our printed newsletter.-- We have an active Tenants Forum that meets regularly and input to a wide variety of areas that affect our service to tenants. We are now engaging with the Tenants Forum about how we approach our scrutiny work, as the separate Scrutiny Group has not met since Covid. Our Tenant Participation work is part of the Internal Audit programme. We offer a range of ways to involve tenants and service users in the decision making process from text surveys, walkabouts, full in depth surveys and Tenants Forum meetings. and Prospect Scrutiny Group.-- The Committee scrutinise our performance information quarterly. Tenant groups input into the development of our annual Prospect Performance Report. During Covid- our tenant participation work has been restricted-- the Tenants Forum has started meeting again and we	August	
Scottish social housing charter performance	Report its performance in achieving or progressing towards the Charter outcomes and standards to its tenants and other service users (no later than October each year). It must agree the format of performance reporting with tenants, ensuring that it is accessible for tenants and other service users, with plain and jargon-free language	Prospect's Performance Report outlines our work on achieving Charter Outcomes and is developed with tenants (Tenants Forum &/or Clovenstone Family Group) annually. It is made available to all tenants and a copy is shared via our website and social media	August	
Scottish social housing charter performance	When reporting its performance to tenants and other service users it must: - provide them with an assessment of performance in delivering each of the Charter outcomes and standards which are relevant to the landlord - include relevant comparisons - these should include comparisons with previous years, with other landlords and with national performance - set out how and when the landlord intends to address areas for improvement - give tenants and other service users a way to feedback their views on the style and form of the reporting	As per above. We provide comparisons to the previous year's performance. We compare our performance with other local landlords (as chosen by the tenants). We set out our "Next steps" which indicate our areas for improvement. We ask our tenants for their views on the style and format of the report each year and what other information they would like included in it (e.g. our community projects work).	August	
Scottish social housing charter performance	Make our report on its performance easily available to its tenants, including online.	The Tenants Forum regularly refers to this as well as our KPI documents. We publicise this report when it is published via a news article on our website, we tweet a link to it and send it to all tenants.	August	
Tenant and service user redress	Make information on reporting significant performance failures, including our leaflet, available to its tenants.	The leaflet is available on our website.	August	

CATEGORY	REQUIREMENT IN REGULATORY FRAMEWORK	ASSURANCE	REVIEW	RAG
Tenant and service user redress	Provide tenants and other service users with the information they need to exercise their right to complain and seek redress and respond to tenants within the timescale outlined in its service standards, in accordance with guidance from the Scottish Public Services Ombudsman (SPSO).	We publicise how to complain in the following ways: - via any member of staff - via the tenancy agreement and discussions at sign up - our tenant's portal - our website - regular newsletter articles - full scale tenants survey Our complaints policy and procedure comply with the SPSO guidance. We hold regular complaints training sessions as part of our corporate training programme. We held a complaints training session for all staff delivered by SPSO. Complaints is part of our Internal Audit programme. Complaints data is included in our KPI report.	August	
Tenant and service user redress	Ensure it has effective arrangements to learn from complaints and from other tenant and service user feedback, in accordance with SPSO guidance.	We report on complaints, outcomes and learning as part of our quarterly KPI report to Committee. We have a "you spoke, we listened" section of our newsletter. Complaints and learning from them are included as a standard agenda item in department team meetings. We have improved how we record complaints to better learn from them.	August	
Whistleblowing	Have effective arrangements and a policy for whistleblowing by staff and governing body/ elected members which it makes easily available and which it promotes.	We have a whistleblowing policy that is reviewed every three years by Committee. It was last reviewed in November 2019 November 2022. Every time it is reviewed it is circulated to all staff. All policies are available to staff on our IT system at any time, and key policies are available in paper format.	August	
Equalities and human rights	Have assurance and evidence that it considers equality and human rights issues properly when making all of its decisions, in the design and review of internal and external policies, and in its day-to-day service delivery.	Regular staff training on equalities - most recently LGBTQ+ training. Our contractors have an Equality Statement and sign up to our Equalities Policy. We have an Equalities Working Group. We carry out an Equalities Impact Assessment on all policies and strategic decision (e.g. the budget), this will cover many human rights issues as well. We aim to have our publications reflect the diversity within our tenants and staff. We signed up to the CIH Equality and Diversity Charter and have an action plan we work through to meet this. The homes we provide help people to have their housing human right - "Everyone has a fundamental human right to housing, which ensures access to a safe, secure, habitable, and affordable home with freedom from forced eviction. It is the government's obligation to guarantee that everyone can exercise this right to live in security, peace, and dignity." We have recently reviewed our Our Equality and Diversity policy is consistent with SHR guidance.	August	
Equalities and human rights	To comply with these duties, landlords must collect data relating to each of the protected characteristics for their existing tenants, new tenants, people on waiting lists, governing body members and staff. Local authorities must also collect data on protected characteristics for people who apply to them as homeless. Landlords who provide Gypsy/ Traveller sites must collect data on protected characteristics for these service users.	For our tenants, we compile this information via our full tenant survey which we carry out every 3 years. This information is held anonymously. We have reviewed this in light of new guidance. We ask staff and governing body annually if they choose to share it with us. Edindex supplies us with information about the people on our waiting list.	August	
General	Comply with, and submit information to us in accordance with, our guidance on: - notifiable events - group structures - consulting tenants where tenant consent is required - financial viability of RSLs: information requirements - determination of accounting requirement - accounts: preparation of financial statements	The SHR are advised of notifiable events as and when they happen. We may want to do a session with Committee on what they are, so there is greater awareness. We have had two one notifiable event since the last assurance statement was submitted. Both of these were This was reported to Committee – one related to our rule change and the other the removal of a Committee member--and related to our change of Internal Auditor. Group structures - not an issue now but could be in future if we have mid-market rent properties. Tenant consent applies when we are looking to transfer our properties to another landlord. Accounting requirements and preparation of financial statements are covered by our external auditors. Committee are fully assured by this external work.	August	
General	Keep up to date the organisational details in the Register of Social Landlords, by maintaining the information provided through the Landlord Portal.	This is currently up to date – this will be checked at various points during the year (year end and following AGM) and information updated when required.	August	
General	Make publicly available, including online, up to date details of: - who is on its governing body - the date when they first became a member/office holder - how to become a member of the RSL and of the governing body - minutes of the governing body meetings	Our governing body members are listed on our website, along with office bearer responsibilities and the date when they first became a member/office bearer. These are updated following any changes. Details of how to become a member are on our website under the 'get involved' section. Governing body minutes are published in the 'publications' section of the website.	August	

12. Annual Report on Compliance with Rules 62 to 68

For Discussion

Presented by Brendan Fowler

REPORT TO MANAGEMENT COMMITTEE

TO BE HELD ON WEDNESDAY 30 AUGUST 2023

AGENDA ITEM 12

THE COMMITTEE'S MINUTES, SEAL, REGISTERS AND BOOKS 2023

1. PURPOSE

This report is presented on behalf of the Association's Secretary, Jolly Oluka, and confirms compliance with Prospect's Rules 62 to 68.

2. SUMMARY

Rule 68 states: At the last Committee Meeting before the annual general meeting, the Secretary must confirm in writing to the Committee that Rules 62 to 67 have been followed or, if they have not been followed, the reasons for this. The Secretary's confirmation or report must be recorded in the minutes of the Committee Meeting.

In accordance with Rule 68 the Management Team made information relating to Rules 62 to 67 available to the Association's Secretary via telephone call on 17 August 2023. An email from Jolly Oluka confirming compliance with the Rules has been received and will be retained for future reference.

Rules 62 to 67 are noted below:

Minutes

- 62 Minutes of every general meeting, Committee Meeting and sub-committee meeting must be kept. Those minutes must be presented at the next appropriate meeting and if accepted as a true record, signed by the Chairperson of the meeting at which they are presented. All minutes signed by the Chairperson of the meeting shall be conclusive evidence that the minutes are a true record of the proceedings at the relevant meeting.

NOTE: Due to lockdown restrictions during Covid 19 the minutes of meetings from February 2020 onwards were signed electronically. There are some minutes still to be signed from January 2023 onwards. All minutes have been presented at the next meeting and accepted as a true record. As some meetings are still hybrid we have been unable to get the Chairperson to sign the minutes each month as yet however we have them printed and ready to sign on 30th August when the Chairperson is in the office in person. We will provide an update on the 30th at the Committee meeting.

Execution of Documents and Seal

- 63 The Association shall execute deeds and documents in accordance with the provisions of the Requirements of Writing (Scotland) Act 1995 and record the execution in the register. The use of a common seal is not required. The Association may have a seal which the Secretary must keep in a secure place unless the Committee decides that someone else should look after it. The seal must only be used if the Committee decides this. When the seal is used, the deed or document must be signed by the Secretary or a Member of the Committee or another person duly authorised to subscribe the deed or document on the Association's behalf and recorded in the register.

Registers

- 64 The Association must keep at its registered office a Register containing:
- 64.1 the names and addresses of the Members and where provided for the purposes of electronic communication, fax numbers and e-mail addresses;
 - 64.2 a statement of the share held by each Member and the amount each Member paid for it;
 - 64.3 the date each person was entered in the Register as a Member and the date at which any person ceased to be a Member of the Association;
 - 64.4 a statement of other property in the Association, whether in loans or loan stock held by each Member; and
 - 64.5 the names and addresses of the Office Bearers of the Association, their positions and the dates they took and left office.
- 65.1 The Association must also keep at its registered office:
- 65.1.1 a second copy of the Register showing the same details as above but not the statements of shares and property. This second register must be used to confirm the information recorded in the main Register.
 - 65.1.2 a register of loans and to whom they are made.
 - 65.1.3 a register showing details of all loans and charges on the Association's land.
- 65.2 The inclusion or omission of the name of any person from the original Register of Members shall, in the absence of evidence to the contrary, be conclusive that the person is or is not a Member of the Association.

Registered Name

- 66 The registered name of the Association must be clearly shown on the outside of every office or place where the Association's business is carried out. The name must also be engraved clearly on the Association's seal and printed on all its business letters, notices, adverts, official publications, website and legal and financial documents.

Documentation

- 67 The Association's books of account, registers, securities and other documents must be kept at the registered office or any other place the Committee decides is secure.

3. RECOMMENDATION

It is recommended that the Committee note the report and a record is entered into the minute of this meeting.

4. RISK ASSESSMENT AND OTHER IMPLICATIONS

Acceptance of this paper by Management Committee will ensure that the Association is continuing to adhere to the requirements of the Rules of Prospect Community Housing Limited based upon SFHA Charitable Model Rules (Scotland) 2020.

Report prepared by
Marianne Wilson
Corporate Services Officer
August 2023

13. Developments

For Discussion

Presented by Neil Munro

REPORT TO MANAGEMENT COMMITTEE
TO BE HELD ON WEDNESDAY 30th AUGUST 2023
AGENDA ITEM 13
DEVELOPMENT UPDATE

1. PURPOSE

The purpose of this report is to provide the Management Committee with updated information on progress of our development sites and development matters in general.

2. SUMMARY

Kingsknowe Golf Club

Smarts continue to progress works on site. We have approached Harbour Homes to submit fee note and proposal to provide us Clerk of Work services and await update. Initial site meeting for ourselves to be arranged in due course as the project progress towards our part of the development.

The Gyle

The developer is still currently working on the application and no further information is available.

The Woods Centre

We have instructed contractor to accept quote for work from Scottish Power to locate the oil filled supply cables that we know are on site. Once completed we will be able to determine where we can build on site and how close to the cables we can build.

Gap Sites at Clovenstone Gardens and Clovenstone Park

Following Committee meeting in June we have liaised with the Architect regarding the withdrawal of the current application. It would appear that the planners requested that the application was withdrawn due to the need for additional information including tree survey and surface water report. These have both been instructed and once completed and resubmitted the application will again become 'live'. The withdrawal of the application was not advised to ourselves and we were unaware.

Financial Reporting on Development

Further to discussion at a previous Committee meeting we are now including a table with financial information on our developments. The plan would be to include information on a development once we have agreed a contract. Committee can discuss if this information is what they are looking to be provided on a monthly basis.

Development	Contract cost	Spend to date	Grant available	Grant claimed to date	Prospect resources used
Kingsknowe (24 Units social rent)	£4,217,042	£392,080	£1,865,530	£392,080	£0

3. RECOMMENDATION

To note the report.

Report prepared by:
Neil Munro
Property Services Manager
23 August 2023

14. Information Only Items

- 6 monthly review of Internal Audit

Recommendations

For Information

Internal audit recommendation tracker

No.	Audit	Audit date	Recommendation	Priority	Management Comments	Implementation Date and comments	Responsible Officer (Job Title)
1	Rent setting, collection and arrears	Mar 23	Implement a maximum credit threshold trigger to notify tenants of higher credit balances. Ensure tenants are made aware of credit balances and options for refunds discussed to proactively manage rent accounts and reduce credit write offs.	2	<i>Accepted, we will put measures in place to proactively make tenants aware of high credit balances.</i>	<i>August 2023 We now contact all current tenants with credits of over £1000 every month as well as any former tenants with credit balances at the end of the tenancy.</i>	<i>Catherine Louch</i>
2	Rent setting, collection and arrears	Mar 23	Review and update the Rent Arrears Procedure.	3	<i>Accepted. We will review and update the procedure once we are able to add the revised communications to Cx.</i>	<i>August 2023 Good progress underway on this, with all steps revised up until Court stage.</i>	<i>Catherine Louch</i>
3	Rent setting, collection and arrears	Mar 23	Develop and implement an income and expenditure assessment tool to support arrears management.	3	<i>Accepted. We will look at this option when reviewing the Rent Arrears procedure and consider how we could incorporate it into arrears prevention work.</i>	<i>August 2023 Still to be progressed.</i>	<i>Catherine Louch</i>

No.	Audit	Audit date	Recommendation	Priority	Management Comments	Implementation Date and comments	Responsible Officer (Job Title)
4	Rent setting, collection and arrears	Mar 23	Action former arrears promptly and record full audit trails in the housing management system.	3	<i>Accepted. We will review the former tenant arrears procedure and improve recording in this area.</i>	August 2023 <i>Former tenant arrears are discussed monthly at 1 to 1s and we will review the procedure once the current arrears procedure is finalised.</i>	<i>Catherine Louch</i>
5	Corporate Performance Management	Mar 23	Clearly define performance targets and additional narrative with the reported performance data to provide adequate context on performance figures reported.	2	<i>We will look at this and consider which indicators should have targets and include them in future reports</i>	Sep 23 <i>Management Team have been working on this and we will bring the new style report to Committee in November</i>	<i>Director</i>
6	Corporate Performance Management	Mar 23	Electrical safety compliance be included as part of the performance framework.	2	<i>We accept this, and will include this indicator in future KPI reports. This information is reported as part of the Annual Return on the Charter (ARC) and we had 100% compliance last year and will be reporting 100% compliance again this year.</i>	June 2023 <i>This has been included in the report from the reporting year 2023-4</i>	<i>Property Services Manager</i>

No.	Audit	Audit date	Recommendation	Priority	Management Comments	Implementation Date and comments	Responsible Officer (Job Title)
7	Corporate Performance Management	Mar 23	Ensure the gas servicing programme compliance is explicitly reported beyond forced entry information.	3	<i>Accepted – this information will be included in the KPI document going forward.</i>	<p>June 2023</p> <p><i>This has been included in the report from the reporting year 2023-4</i></p>	<i>Property Services Manager</i>

15. AOCB

For Discussion

Presented by Naomi MacKenzie

**16. Date of Next Meeting: 27 September
2023 at 19:00**

For Information

Presented by Naomi MacKenzie