

17 August 2022

Dear Member,

The next Management Committee will be held on **Wednesday 24 August 2022 at 6PM via Zoom/in house**

Agenda Item	Lead	Time	
Closed Session	Chair	5min	Verbal
1. Welcome, <i>Sederunt</i> & Apologies	Chair	1min	Verbal
2. Jargon Buster			Information
3. Declarations of Interest.	Chair	1min	Verbal
4. Minutes of the Committee Meeting of 29 June 2022	Chair	2min	Approval
5. Matters Arising & Actions from the minutes report	Interim Director	3min	Note
6. Tenant Participation Strategy & Action Plan	Housing Manager	10min	Approval
7. Policy Review	Housing Manager & Interim Director	15min	Approval
7.1 Assignment, subletting, lodgers, joint tenancy and mutual exchange policy;			
7.2 Fire Safety policy;			
7.3 Electrical policy		5min	Approval
8. Equalities and Diversity Policy	Housing Manager	5min	Note
9. Complaints and Complements update	Housing Manager	10min	Note
10. KPI's report	Management Team		
11. Rent Arrears update	Housing Manager	10min	Note
12. Management Accounts to 30 June 2022	Finance Manager	10min	Approval
13. Operational update	Management Team	10min	Note
14. Election to Committee	Governance Officer	5min	Note
15. Application for Membership		2min	Approval
16. AOCB	Chair		
Close of Meeting: 8PM			
Next Meeting 1 st September 2022 at 6PM			

Terminology	Definition
Bad Debts	A Bad Debt is an outstanding sum of money owed to the Housing Association that has not been paid, despite repeated efforts to collect the debt .
Covenant compliance	A loan covenant is a condition in a commercial loan that requires the borrower to fulfill certain conditions or which forbids the borrower from undertaking certain actions, or which possibly restricts certain activities. Compliance means conditions are met in full.
CPI	The Consumer Price Index (CPI) is the official measure of inflation of consumer prices of the United Kingdom
Cyclical Maintenance	Cyclical maintenance is work to maintain the general condition of the property and some communal fittings
FTA	Former Tenant Arrears
Housing Property Depreciation	Housing Property Depreciation is an accounting method of allocating the cost of the property over its useful life and is used to account for reduction in value of the property.
KPI	Key performance Indicator
LIBOR	LIBOR is a benchmark interest rate at which major global banks lend to one another in the international interbank market for short-term loans. LIBOR , which stands for London Interbank Offered Rate, serves as a globally accepted key benchmark interest rate that indicates borrowing costs between banks
Major repairs/planned renewals	Major Repairs (Investment works) – Kitchen & bathroom renewals, central heating replacements, door entry systems etc.
Negative Goodwill	An accounting concept to acknowledge the challenges of quantifying the value of intangible fixed assets
Reactive Maintenance	Reactive Repairs. Reactive repairs or day to day repairs are funded from rental income and are defined as those repairs which are carried out on a responsive basis as the need arises and are not deferred for inclusion in planned maintenance programmes
RSL	Registered social landlord. The vast majority of Registered Social Landlords are also known as Housing associations. Housing associations are independent, not-for-profit organisations that provide homes for people in housing need.
SHAPS	Scottish Housing Association Pension Scheme
SHIP	The purpose of the Strategic Housing Investment Plan (SHIP) is to set out the priorities for investment in housing in Glasgow over the 5-year period 2019/20 to 2023/24, and outline how the Council and its partners will deliver these priorities
SHR Regulatory Framework	This Framework is the Scottish Housing Regulators Statement on Performance of Functions and sets out

	how they regulate both Registered Social Landlords (RSLs) and the housing and homelessness services provided by local authorities.
Statement of Comprehensive Income (SOCi)	A statement of comprehensive income contains two main things: the net income and other comprehensive income (OCI) . The net income is the result obtained by preparing an income statement. On the other hand, OCI consists of all the other items that are excluded from the income statement. This was previously known as the Income & Expenditure Statement
Statement of Financial Position (SOFp)	The statement of financial position. The statement lists the assets, liabilities, and equity of an organization as of the report date. This was previously known as the Balance Sheet.
UC	Universal Credit
Technical arrears	' technical arrears ' – arrears relating to outstanding housing benefit that a landlord has not received

**WELLHOUSE HOUSING ASSOCIATION
MINUTES OF THE COMMITTEE MEETING HELD
ON 29 June 2022 AT 6PM – VIA ZOOM**

1. Welcome, Sederunt & Apologies

Present:

Maureen Morris	Chair
Gordon Kerr	Co-opted Member
Darron Brown	Committee Member
Carol Torrie	Committee Member

In Attendance:

Bill Black	Interim Director
Carol Hamilton	Housing & Customer Services Manager
Robert Murray	Corporate & Finance Manager
Alex Hogg	Interim Assets & Maintenance Manager
Linda Logan	Minute Taker

Apologies:

Shona McKenna	Committee Member (Leave of absence)
Sarah Morris	Committee Member
Clare Monteith	Vice-Chair
Michelle Harrow	Committee Member
Jane Heppenstall	Committee Member
Helen Lafferty	Co-opted Member

The Chair welcomed Alex Hogg to the meeting.

2. Jargon Buster

Noted for information.

3. Declarations of Interest

There were no declarations of Interest.

4. Minutes of the Committee Meeting of 26 May 2022

The minutes of the committee meeting of 26 May 2022 were proposed by Maureen Morris and seconded by Gordon Kerr as an accurate record of the proceedings.

4.1 Minutes of the Ad-Hoc Business Planning Meeting 8 June 2022

The Minutes of the Ad-Hoc Business Planning Meeting of 8 June 2022 were proposed by Darron Brown and seconded by Gordon Kerr as an accurate record of the proceedings.

5. Matters arising from the minutes report.

There were no matters arising that were not covered by subsequent agenda items.

6. Business Plan Preparation.

The Interim Director presented the report to consolidate the decision to approve the 22 – 25, 3 year business plan and to present the executive summary report. He discussed an opportunity for committee members to work with the senior management team on “soft targets” in the business plan such as KPI’s, customer opinions etc. as agreed at the meeting of 8th June 2022.

The Chair sought volunteers to work with the senior management team on soft targets. Maureen Morris, Gordon Kerr and Carol Torrie volunteered.

The Corporate & Governance Officer advised that the Executive Business Plan Summary would be delivered to all residents along with the summer newsletter in July.

Resolution:

Committee:

Noted the contents of the executive summary report.

Agreed that the senior management team would bring a mid-year review of the delivery plan.

7. CCTV options

The Housing & Customer Services Manager and the Interim Director presented the report to update on the provision of CCTV within the community and the options available to cover areas of concern in relation to fly tipping, dog fouling etc.

She noted that herself and the Interim Director had scored several options. She highlighted their preferred option 1 as outlined within the report, which was the option provided by Innovate alarms, who is the current provider of the alarm system and CCTV for the Hub. Innovate had proposed fixed cameras which could be re-deployable and installed in the loft spaces. It was proposed that three cameras be installed at a cost of £3,960 per camera plus £1,080 for the SIM cards per annum.

Option 2 – GCC had recommended a company WCCTV, who had attended a remote meeting in March. WCCTV specialise in re-deployable cameras to social landlords. Costs would be approximately £22,000. Option 3 had been traditional fixed cameras which would focus on streets. This option was cheaper than option 2 however more expensive than the proposal by Innovate.

Installation was discussed and the Interim Director explained that the cameras could be fitted outside the building with cables connecting to the SIM unit installed within the loft space. He reassured committee that the contractor had confirmed that the resolution of the pictures would be of a high quality.

Resolution:

Committee approved that the system supplied by Innovate Alarms be purchased at a cost of £3,960 per camera plus £1,080 for the SIM cards per annum.

Darron Brown proposed and Carol Torrie seconded the proposal.

8. Rent Arrears update

The Housing Manager reported that since the last committee update, gross current rent arrears had decreased by £3,004 to £293,663. Former Tenant Arrears increased by £2,791 which was in the main due to 1 abandoned tenancy as well as debt incurred by a tenant handing in keys late.

She noted that the number of tenants in receipt of Universal Credit had decreased to 245 and accounted for £165,695 of total gross current rent arrears.

The Housing Team continue to focus on reducing universal credit debt by ensuring affordable arrangements are made and mitigating the cost of living increases.

She informed committee that we would be completing a benchmarking exercise with EHRA colleagues to compare how we process the rental receipts from GCC and DWP. She will report back at future meeting.

Darron Brown noted his thanks to the housing team for their continued progress and hard work.

Committee noted the update on the arrears position.

9. Operational update**Interim Director:**

The Interim Director reported in closed session.

Housing & Customer Services Manager:

The Housing and Customer Services manager reported that the team continue to adjust to the new IT system and the competing priority of estate management with regards the condition of gardens and closes. Officers have reported an increase in contact from tenants wanting to discuss rent payments, universal credit and housing applications

The Income Advice Officer continues to work with Home Energy Scotland to provide tenants with energy advice and fuel funding that may be available.

Assets & Maintenance Manager:

The Interim Director asked committee to note that the window and door contractor will return for a few days in July to gain access to those homes where they had not gained access beforehand. There are currently 10 voids requiring repairs. We are still trying to resolve the re-gradients for euro bins in the rear areas of Balado Road/Bartiebeith. Some progress has been made

Finance & Corporate Services Manager:

The Finance Manager noted that the team continue to familiarise themselves with Homemaster. He informed of initial conversations with Virgin Money and RBS regarding the loan portfolio and the cash held on deposit. He is awaiting further details on the cost/benefit of change the repayment loan and a value of cash deposits with alternative interest bearing accounts. He will feedback at the next meeting.

He updated on recharges for void properties noting that due to COVID restrictions no pre-termination inspections took place, as such no recharges were made to former tenants of void properties.

He advised of the vehicle lease costs with existing provider and noted that it would be more cost beneficial to move to a new full service contract the PCS for the Estates Management van. The time for delivery is currently around 9 – 12 months and the old vehicle will remain until the new vehicle arrives.

Work continues on preparing for the external audit which will commence in the first two weeks in August.

10. AGM Planning and Venue

The Corporate & Governance Officer sought confirmation from the committee that they were comfortable for the AGM to be reconvened in the Hub Café this year. There will be the facility via the new camera system for members to attend the meeting virtually should they be unable to travel.

Resolution:

Committee agreed to the 2022 AGM being reconvened in the Hub Café.

Darron Brown proposed and Gordon Kerr seconded the proposal.

11. Membership

The Corporate & Governance Officer presented and sought committee approval for a new membership application from John Paul McFarlane which would be recorded in the Register of Members

Resolution:

Committee approved the membership application of John Paul McFarlane.

Darron Brown proposed and Carol Torrie seconded the membership application of John Paul McFarlane and the recording of such in the Register of Members.

12. AOBC

The Chair sought approval for the logo of Wellhouse HA/Easthall Residents to be used for promotional purposes.

Resolution:

Committee approved the use of the Wellhouse HA/Easthall Residents logo.

The use of the logo was proposed by Darron Brown and seconded by Gordon Kerr.

There was no other business. Meeting closed 7:15PM

Next Meeting 24 August 2022 at 6PM via Zoom and in house

ACTIONS ARISING FROM PREVIOUS MANAGEMENT COMMITTEE MEETINGS August 2022

MINUTE REFERENCE	ACTION	OWNER	DUE BY	STATUS OPEN/ CLOSED	PROGRESS
24 October 2019					
11. Management Team Report	Site at the former Wellhouse Primary School; The Director will report on the feasibility of progressing a development and a bid for this site.	Martin Wilkie-McFarlane	March 2020	Ongoing	Ongoing
November 2019					
11. Management Team Report	The Finance Manager will email proposed dates for fraud training to interested members	Finance Manager	January 2020	Open	The Finance Manager is still waiting for proposed dates for fraud training from the auditors. Suspended during COVID-19 lockdown period
August 2021					
Business Plan	The Director will present an updated business plan to the October committee meeting.	Director	October 2021	Open	An update was provided on the business plan delivery at the June 2022 committee meeting.
Factoring Policy	Review of Factoring Policy	Housing Manager	October 2021	Open	The Factoring policy was approved at the January 2021 meeting. The factoring process is still under review and will be presented to future committee meeting.
October 2021					
Rent arrears report	The Housing Manager will contact GCC for further information on their administration of the Scottish Gov fund and feedback to committee	Housing Manager	August 2022	Open	The Housing Manager will report back to committee at the August 2022 committee meeting.

November 2021					
Budget 22/23	Committee discussed employee terms and conditions of employment	Director	Future Committee Meeting	Open	The Director will look at alternative arrangements. Risk assessments and cost implications will be included within the report. Committee agreed to remit to the Staffing Committee
March 2022					
Budget 22/23	To provide further assurance and to take account of cost instability and the rapidly changing market, the Director proposed that at the October committee meeting a formal budget reforecast be presented for consideration	Management Team	October	Open	
April 2022					
There were no matters or actions arising from the April 2022 Committee meeting					
June 2022					
Rent Arrears	The Housing Manager informed committee that we would be completing a benchmarking exercise with EHRA colleagues to compare how we process the rental receipts from GCC and DWP.	Housing Manager		Open	The Housing Manager will report back to a future meeting

Management Committee	24 August 2022
Agenda Item	6
Title of Paper	Tenant Participation Strategy Review
Author	Carol Hamilton, Housing and Customer Services Manager
Attachment	1. Appendix 1 – Draft Tenant Participation Strategy 2. Appendix 2– Draft Tenant Participation Action Plan

FOR DECISION

1 PURPOSE

- 1.1 To provide a draft of the review of the Tenant Participation Strategy (Appendix 1) and the Tenant Participation Action Plan (Appendix 2) for discussion prior to consulting with our customers.

2 RECOMMENDATIONS

- 2.1 That the Management Committee approve that the draft of the Tenant Participation Strategy and Tenant Participation Plan be shared with Customers for consultation purposes.

3 BACKGROUND

- 3.1 The Tenant Participation Strategy and resulting Action Plan was last approved by Management Committee in 2012 and it was due for review in 2015. The current review process began in 2019, when the Association was granted funding to be involved in The Next Steps Programme with the Assistance of Tenant Participation Advisory Service (TPAS). The programme was postponed due to Covid 19.

- 3.2 The Strategy has been reviewed to ensure that it meets current legislation and good practice.

4 OBJECTIVES

Our policies will assist to deliver our commitment and enable staff/organisation to live up to all our strategic objectives of;

Our Strategic Objectives:

1. Deliver excellent services.
2. Provide good quality homes.
3. Anticipate, understand and respond to local needs.
4. Foster an attractive, successful and thriving community.
5. Maintain good governance and financial management.
6. Value and invest in our people

5. MAIN ISSUES

5.1 Under the Housing (Scotland) Act 2001, there is legal requirement for landlords to actively develop and support Tenant Participation (TP). The rights within the Act mean that:

- Housing Associations have a TP Strategy in place; this includes an assessment of resources to be spent
- The Act places a duty on Housing Associations to maintain a register of tenants' groups meeting certain criteria
- Individual tenants and registered tenants' groups are entitled to be consulted on significant issues of changes affecting them
- Housing Associations must have regard to representations made by tenants and tenants' groups

5.2 We recognise the benefits of Customer Involvement and the added value this can bring in terms of business and customer service improvements. We are committed to customer participation and our draft TP Strategy and Action Plan set out ways in which we will assist our customers to become more involved.

5.3 Efforts have been made during recent consultation events to encourage new members to join the Customer Opinion Panel and initial meetings will be arranged for August and September, during which this draft strategy and action plan will be discussed. Both documents will be available for viewing on the website and customers will be able to submit their comments. In addition, a reminder by text and email will be sent. An update will be provided at the October Committee meeting.

6. REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

Regulatory Framework

We will comply with regulatory Standards of Governance and Financial Management for RSLs as noted below:

- Standard 1: The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users

We will comply with the Scottish Social Housing Charter requirements relating to the provision of tenancy management services as noted below:

- Outcome 1: Equalities.
- Outcome 2: Communication.
- Outcome 7, 8 and 9: Housing Options.
- Outcome 10: Access to Social Housing.
- Outcome 11: Tenancy Sustainment

7 FINANCIAL IMPLICATIONS

There are no financial implications.

8 KEY RISKS

8.1 Policies are not fit for purpose and become outdated.

9. EQUALITY AND DIVERSITY & HUMAN RIGHTS ISSUES

9.1 The Strategy and Action Plan has been written with our commitment to diversity and there are no adverse implications for any identified group.

10. SUSTAINABILITY

10.1 The report meets the Association's commitment to sustainability.

11. SWOT ANALYSIS

11.1 Not required as no new business activity proposed

12. CONCLUSION

12.1 The Strategy has been reviewed to take account of relevant legislation.

12.2 It is recommended that Management Committee instructs Officers to begin consultation on the TP Strategy and Action Plan.



Policy

**Tenant Participation
Strategy**

Wellhouse - The Place to Be

Draft Strategy Created: July 2022
Date of Last Review: N/A
Date of Current Review: August 2022
Date of Next Review: August 2025
Reviewed by: Housing and Customer Services Manager

The strategy is available on the Association’s website. Customers will be provided with a copy of this strategy on request. We will provide this policy in specific formats as requested, for example, tape, Braille or another language.

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Appendix 1	Tenant Participation Action Plan

VISION AND VALUES

WELLHOUSE – THE PLACE TO BE.

This simple statement is our vision of Wellhouse as an attractive place where people feel happy and safe, benefit from having a good home and an attractive environment and feel proud to be part of a vibrant community.

We believe that our values of **Trust, Honesty, Integrity, Excellence, Accountability and Sustainability** supported by a comprehensive policy framework will help make our vision a reality.

GOVERNANCE

Wellhouse HA is a community controlled registered social landlord and is managed by a group of local people who are elected onto the Management Committee. Their role is to make sure that the Association is well run, meets the needs of the local area and is responsive to what is important to local people. We may co-opt other people onto the Management Committee from time to time where we feel we need specialist support.

The Management Committee appoints senior staff, agrees all the Association's policies and takes all the key decisions. The Director and the senior team support the Committee in these responsibilities.

EQUAL OPPORTUNITIES STATEMENT

We aim to ensure that all services, including the delivery of this policy, provide equality of opportunity.

We will respond to the different needs and service requirements of individuals. We will not discriminate against any individual for any reason, including age, disability, gender re-assignment, marriage, civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, or other status.

POLICY AIMS

The aim of this policy is to set out the ways in which we will assist our customers to become more involved in our work and to influence matters that significantly affect them.

1. Introduction

Wellhouse Housing Association has a legal duty to have in place a Tenant Participation Strategy and to consult its tenants on a range of issues.

At Wellhouse Housing Association, we believe everyone has a role to play in shaping and delivering the services we provide.

This Tenant Participation Strategy recognises this. Although we will use the terms tenant or tenants throughout this document, it is not just tenants who can have a part to play in working with us. So where appropriate the term tenant or tenants may also include Wellhouse residents or other service users, such as housing applicants or those affected by homelessness.

Tenants have the power to highlight areas for improvement, suggest solutions and help staff implement them.

Staff will work with tenants, listen to their feedback, provide information, and support and deliver on what has been agreed. This strategy sets out how we will achieve this together.

We recognise that we need to improve on our tenant engagement and participation and have committed to the Scottish Government's Next Steps Programme and will be working with the Tenant Participation Advisory Services (TPAS) Scotland and our tenants to develop and deliver on an agreed action plan.

The strategy is linked to our Tenant Participation Action Plan, that sets out an ambitious and exciting plan for the years ahead. We want:

- to strengthen the opportunities for tenants to get involved
- to continue developing the different ways tenant and landlord can communicate
- to embrace available technology to ensure that all tenants have the appropriate access to the information they need and to participate

The action plan is attached to this strategy, and it sets out these goals in more detail.

This will be continually reviewed, revised, and updated as it progresses.

2. Aims and Objectives

Through our tenant participation strategy, we aim to:

- build and strengthen opportunities for tenants to be actively involved in our service delivery
- develop engagement opportunities and partnership working
- foster a positive engagement ethos
- strengthen and develop communication methods

Active tenant involvement can help us to meet our objectives of:

- Understanding our tenants needs
- Improving our service standards
- Improving tenant satisfaction
- Delivering affordability and value for money

3. Defining Engagement and Participation

Tenant engagement and participation involves a range of processes designed to encourage tenants to become actively involved in how we deliver our services.

This can include things such as informing tenants, listening to their thoughts and ideas, seeking input from them, through to active involvement by supporting empowerment.

This strategy will set out the opportunities for tenants to be involved in our activities in a variety of ways on this spectrum.

4. General Principles

We want to ensure tenants have as wide a range of opportunities as possible to engage with us. This can be something simple like completing a short survey to more detailed involvement, such as being a representative on our Board. Tenants will be given the opportunity to engage, regardless of how they wish to do so and to what extent.

We want to ensure that every tenant, regardless of their health and wellbeing, receives information and guidance in a way that suits them. This includes documents, such as this strategy, being readily available in a range of formats.

We want tenants to feel connected to us, so it is vital that we begin working together to achieve our shared objectives and deliver better, more responsive services. This comes through strong communication and respect for each other.

We aim to help tenants with information and advice when they need it. In turn, we look for tenants to help us to deliver the services they need. We will provide training and support for tenants to get involved, as well as for staff, to help build an ethos of engagement throughout the Association.

We always look to learn from what we have done previously. Tenants can also learn and be involved in how we operate and help shape the standards and goals for the future.

5. Compliance with Standards

As a Registered Social Landlord (RSL), Wellhouse Housing Association will comply with legislation and the regulatory requirements of the Scottish Housing Regulator (SHR).

The Housing (Scotland) Act 2001 created a legal requirement for landlords to actively develop and support Tenant Participation and introduced requirements for Landlords to have a Tenant Participation strategy. The Housing (Scotland) Act 2010 introduced the Scottish Social Housing Charter (The Charter). This sets out the standards and outcomes which landlords should be delivering to all social housing tenants. It focuses landlord activity on services that are important to tenants and other customers and encourages a culture of involving tenants in the design, delivery and performance of services.

The Tenant Participation Strategy has been guided by the Scottish Government's Guide to Successful Tenant Participation (2019) and Charter requirements.

5.1 Scottish Social Housing Charter

The Scottish Social Housing Charter (updated March 2017) sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities.

For tenant participation there are two specific outcomes that we need to focus on:

2: Communication

Social landlords manage their businesses 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**

And

3: Participation

Social landlords manage their businesses so that:

- **tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with**

To assess us for how well we are doing with these, the Scottish Housing Regulator reviews how our tenants respond to the following two questions:

Indicator 2

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.

Indicator 5

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes.

The outcomes for every landlord in Scotland can be found on the SHR's website:

[National reports on the Scottish Social Housing Charter | Scottish Housing Regulator](#)

Around October each year we provide information to our tenants in our Landlord Report to Tenants on our performance against the Charter Indicators.

6. Strategic Priorities

The first strategic priority identified in our business plan is:

Consolidation and Continuous improvement

We will focus mainly on our core activities as a social landlord and property manager. In doing this, we will seek continued improvement in our performance, invest in our tenants' homes, increase our community engagement activities, and get to know our customers' aspirations and priorities better

To achieve this, our business plan sets several strategic objectives. The most relevant to this strategy are:

1. DELIVER EXCELLENT SERVICES
2. PROVIDE QUALITY HOMES
3. ANTICIPATE, UNDERSTAND AND RESPOND TO LOCAL NEED

7. Participation

Wellhouse has a range of engagement opportunities for tenants to have their say:

- **Membership**

Tenants can sign up to become members of the Association. This gives them the opportunity to attend and vote at the Annual General Meetings and apply for vacant Board positions

- **Registered Tenant Organisations**

Tenants can form a registered tenant group in their area

- **Register of Interested Tenants**

Tenants can sign up to this register to be contacted for the views on issues or changes that may impact on their tenancy. This is particularly useful for those who wish to engage from home

- **Consultations**

We consult tenants and other customers on a range of issues including the annual rent increase and proposed policy changes

- **Surveys**

We use an independent company to conduct a quarterly survey of our tenants with regards the Charter satisfaction indicators. We also issue local surveys to tenants on a range of topics, including rents and repairs.

As part of this strategy and action plan, we will be looking at how we can broaden the opportunities for tenants to engage with us and provide their views to us, as well as reviewing the effectiveness of our current methods.

8. Communication

Here are just some of the different methods we will use to communicate with tenants:

- **Website**

Our website, www.wellhouseha.org.uk, should contain all the information a tenant would need. In addition, it serves as a platform for updates and background information on us

- **Newsletters**

Wellhouse tenants receive a quarterly newsletter. This is a great way to receive updates and share information. Other customers can access our newsletters on our website

- **Annual Landlord Report to Tenants**

Around each October, we update our tenants on our performance against the Charter. Again, other customers can access this on our website

- **Annual Report**

Around each September, we update Association members on our organisation's performance, including our statutory accounts. These again can be accessed on our website

- **Everyday Communication**

Be it a phone call, text, email, letter or visit - it is important that the information we share is accurate, easy to understand and delivered in a timely and helpful manner

9. Training

It is important that tenants are given the guidance and support they need for them to be confident in bringing their knowledge and skills when engaging with us.

Wellhouse Housing Association will ensure that training and skills development opportunities will be available to participants.

10. Funding and Support

We want to ensure that there are no barriers to engagement within the Association. This includes, among others:

- Arranging transportation to meetings where necessary
- Making meeting or event venues fully accessible
- Providing hearing loops when needed
- Providing large print documents
- Providing text in different languages or formats

We have a budget specifically for developing and promoting tenant participation within the Association.

We are also taking part in the Next Steps programme to develop and improve our tenant participation. This is a free support programme funded by the Scottish Government and delivered by TPAS Scotland.

11. Consultation

We aim to deliver excellent services, which respond to local needs and reflect what is most important to our customers.

To do that we need our customers to tell us how well our strategies are working and help us to make changes that will improve it. In line with this strategy:

- We make it easy for customers to give us their comments and views - face to face, by telephone, e-mail, online or in a letter.

- We commission formal independent tenant satisfaction surveys on a continuous monitoring basis carried out every three months.
- We consult our Customer Opinion Panel
- We publish the targets we set
- We publish how we have performed against those targets

We use customer feedback when we are reviewing our strategies.

12. Review Timeframe

This strategy will be reviewed every three years, or sooner, in response to a change in legislation or circumstance. The attached action plan will be reviewed on an ongoing basis.

13. General Data Protection Regulation

The organisation will treat personal data in line with our obligations under the current data protection regulations and our own GDPR Policy. Information regarding how data will be used and the basis for processing data is provided in Wellhouse HA's privacy notice.

TENANT PARTICIPATION ACTION PLAN

Aim 1: To build and strengthen opportunities for tenant to be actively involved in our service delivery			
Objective	Task	Resources	Timeframe
Understanding Our Tenants Needs	Develop and promote an engagement training programme for tenants wishing to be more actively involved in our service delivery	Staff Time/ Budget	Short Term
	Engaging with tenants on surveys to agree how these are best issued, what we ask, what we learn and how we feedback	Staff Time	Short Term
	Review the process for tenants' becoming Members of the Association	Staff Time	Medium Term
Improving Our Service Standards	Utilise and develop the current Register of Interested Tenants for engagement projects	Staff Time	Short Term
	Utilise opportunities from Next Steps Programme to establish Customer Reviewers or a Customer Panel	Staff Time/ Consultant	Medium Term
	Establish a programme of Customer Scrutiny Activities	Staff Time	Long Term
	Introduce informal drop-in engagement sessions at the office	Staff Time	Short Term
Improving Tenant Satisfaction	Develop tenant engagement via text messaging	Staff Time/ IT	Short Term
	Explore and develop the opportunities to engage with tenants who sign up to portal services	Staff Time/ IT/ Budget	Medium Term
Delivering Affordability and Value For Money	Liaise with tenants on our current rent review process and implement any agreed changes	Staff Time	Medium Term
	Develop a range of digital engagement methods	Staff Time/ IT/ Budget	Ongoing

Aim 2: To develop engagement opportunities and partnership working			
Objective	Task	Resources	Timeframe
Improving Our Service Standards	Promote, encourage, and support greater tenant involvement in estate walkabouts	Staff Time	Short Term
Improving Tenant Satisfaction	Increase awareness of community initiatives around matters such as social activities and events	Staff Time	Ongoing
Delivering Affordability and Value For Money	Utilise, support, and develop local initiatives to create a range of engagement opportunities for tenants through joint working with other RSLs and EHRA	Staff Time	Medium Term
	Build a partnership of information sharing with local and national community groups and services	Staff Time	Long Term

Aim 3: To foster a positive engagement ethos			
Objective	Task	Resources	Timeframe
Understanding Our Tenants Needs	Participate in Next Steps programme and work with TPAS on techniques to encourage and support tenant engagement across the organisation	Staff Time/ Consultant	Ongoing
	Create, promote and maintain the use of a Tenant Engagement Calendar & Inbox through Outlook.	Staff Time/ IT	Short Term
Improving Tenant Satisfaction	Establish monthly Engagement & Communication Meetings within our organisation	Staff Time	Short Term
	Provide training for staff around engagement and communication	Budget/ Staff Time	Ongoing
Delivering Affordability and Value For Money	Encouraging and supporting use of digital engagement platforms for communicating and engaging with customers	Staff Time/ IT/ Budget	Ongoing

TENANT PARTICIPATION ACTION PLAN

• Aim 4: Strengthen and develop communication methods

Objective	Task	Resources	Timeframe
Understanding Our Tenants Needs	Encourage tenant role in production and content of the Association's Newsletters	Staff Time	Medium Term
Improving Our Service Standards	Ensure tenants handbook is kept up to date regarding our service standards so tenants know what to expect of us	Staff Time	Ongoing
	Introduce a range of service information leaflets on core services for customers	Staff Time/ Budget	Short Term
	Explore potential for a Wellhouse HA YouTube channel	Staff Time/ IT/ Budget	Long Term
Improving Tenant Satisfaction	Produce an annual report to all tenants on tenant engagement and communication over the past year	Staff Time/ Budget	Medium Term
	Promote good engagement and communication practices within the Association.	Staff Time	Short Term
Delivering Affordability and Value For Money	Developing use of digital engagement for communication, inviting tenant input into what and how information is shared	Staff Time/ IT/ Budget	Ongoing
	Introduce opportunities for tenants and staff to review the Association's communication channels	Staff Time	Long Term

NB To reflect the 3-year projected lifetime of this action plan, Short Term means by the end of the first year (March 2023), Medium Term by the end of the second year (March 2024) and Long Term by the end of the third year (March 2025).

Management Committee	24 August 2022
Agenda Item	7
Title of Paper	Policy Review & New Policy
Author	Carol Hamilton, Housing and Customer Services Manager Bill Black, Interim Director
Attachment	1. Assignment, sub-letting, lodgers, joint tenancy and mutual exchange policy 2. Fire Safety Policy 3. Electrical policy

FOR DECISION

1 PURPOSE

- 1.1 To provide a draft of the review of the Assignations, sub-letting, lodgers, joint tenancy and mutual exchange policy and 2 new policies Fire Safety and Electrical Policy's for approval.

2 RECOMMENDATIONS

- 2.1 That the Management Committee approves the Assignment, sub-letting, lodgers, joint tenancy and mutual exchange, Fire Safety & Electrical Policies .

3 BACKGROUND

- 3.1 The Assignment, sub-letting, lodgers, joint tenancy, and mutual exchange policy was approved by Management Committee in Sept 2019 and it was agreed that the policy would be reviewed in September 2022. The two new Policies are in line with SHR & Scottish Governments focus and changes to legislation.
- 3.2 The policies have been reviewed to ensure that they meet current legislation and good practice, prior to introduction of changes Housing (Scotland) Act 2014 amendments and the Regulations covering Fire Safety and Electrical testing as per the references within the Policies .

4 OBJECTIVES

Our policies will assist to deliver our commitment and enable staff/organisation to live up to all our strategic objectives of;

Our Strategic Objectives:

1. Deliver excellent services.
2. Provide good quality homes.
3. Anticipate, understand and respond to local needs.
4. Foster an attractive, successful and thriving community.
5. Maintain good governance and financial management.
6. Value and invest in our people

5. MAIN CHANGES

The only minor change required in the Assignment Policy is an updated address for the Scottish Public Services Ombudsman.

6 REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

Regulatory Framework

We will comply with regulatory Standards of Governance and Financial Management for RSLs as noted below:

- Standard 1: The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users

We will comply with the Scottish Social Housing Charter requirements relating to the provision of tenancy management services as noted below:

- Outcome 1: Equalities.
- Outcome 2: Communication.
- Outcome 4: Quality of housing
- Outcome 5: Repairs, Maintenance and improvements
- Outcome 7, 8 and 9: Housing Options.
- Outcome 10: Access to Social Housing.
- Outcome 11: Tenancy Sustainment

7 FINANCIAL IMPLICATIONS

There are no financial implications.

8 KEY RISKS

- 8.1 Policies are not fit for purpose and become outdated.

9. EQUALITY AND DIVERSITY & HUMAN RIGHTS ISSUES

- 9.1 The policies have been written with our commitment to diversity and there are no adverse implications for any identified group.

10. SUSTAINABILITY

- 10.1 The report meets the Association's commitment to sustainability.

11. SWOT ANALYSIS

- 11.1** Not required as no new business activity proposed

12. CONCLUSION

- 12.1** The Policies has been reviewed to take account of relevant legislative changes to the Housing (Scotland) Act 2001, as amended in the Housing (Scotland) Act 2014. There are no changes required.
- 12.2** It is recommended that Management Committee approves the Assignations, sub-letting, lodgers, joint tenancy, and mutual exchange Policy, Fire Safety and Electrical Policies .
- 12.3** It is recommended that the Assignment policy be reviewed in August 2025 subject to legislative changes and good practice and the Fire and Electrical be reviewed in 12 months .



POLICY

ASSIGNATION, SUB-LETTING, LODGERS, JOINT TENANCY & MUTUAL EXCHANGE

Wellhouse - The Place To Be

Policy Created: September 2019

Reviewed: August 2022

VISION AND VALUES

WELLHOUSE – THE PLACE TO BE.

This simple statement is our vision of Wellhouse as an attractive place where people feel happy and safe, benefit from having a good home and an attractive environment and feel proud to be part of a vibrant community.

We believe that our values of **Trust, Honesty, Integrity, Excellence, Accountability and Sustainability** supported by a comprehensive policy framework will help make our vision a reality.

GOVERNANCE

Wellhouse HA is a community controlled registered social landlord and is managed by a group of local people who are elected onto the Management Committee. Their role is to make sure that the Association is well run, meets the needs of the local area and is responsive to what is important to local people. We may co-opt other people onto the Management Committee from time to time where we feel we need specialist support.

The Management Committee appoints senior staff, agrees all the Association's policies and takes all the key decisions. The Director and the senior team support the Committee in these responsibilities.

EQUAL OPPORTUNITIES STATEMENT

We aim to ensure that all services, including the delivery of this policy, provide equality of opportunity.

We will respond to the different needs and service requirements of individuals. We will not discriminate against any individual for any reason, including age, disability, gender re-assignment, marriage, civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, or other status.

POLICY AIMS

The aim of this policy is to set out how we will manage applications for assignation of a tenancy, applications for sub-letting or taking a lodger into your Wellhouse Housing Association tenancy, as set out in the by the Housing (Scotland) Act 2001 as amended by the Housing (Scotland) Act 2014 and the Association's Scottish Secure Tenancy Agreement.

INTRODUCTION

All Scottish Secure Tenants have a legal right under the Housing (Scotland) Act 2001 and the amended provisions of the Housing (Scotland) Act 2014 to request permission to assign their tenancy to another person, for a person to be added as a joint tenant, to sub-let their property or to take in a lodger.

The Act requires that they must make any request in writing to the landlord first to ask for consent. The landlord may not unreasonably refuse such a request and must respond to any requests within one month of receiving the application. If the Association fails to respond within one month of receipt of the application, it is taken to have consented to the application.

The Act lists some reasons which could be considered legitimate reasons for refusing such requests. The list is not exhaustive and landlords may use other reasons, provided they consider these to be reasonable.

In the event of a challenge of a refusal, only the courts would be able to decide on whether the refusal had been reasonable. The refusal grounds listed in the Act cover situations where:

- a Notice of Proceedings for Possession has been served on the tenant specifying any of the "conduct" grounds set out in paragraphs 1 to 7 of Schedule 2 to the Act;
- the Association has already obtained an order for recovery of possession against the tenant;
- it appears to the Association that the tenant is to receive a payment for the assignment, subletting or other transaction which is other than a reasonable rent or a reasonable and returnable deposit;
- the request would lead to overcrowding;
- the Association proposes to carry out work to the house or building which would affect the accommodation likely to be used by the subtenant or other person who would reside in the house as a result of the transaction.

ASSIGNATION

If a tenant moves out of their home or is no longer able to live in their home permanently due to their health, we will consider assigning the tenancy to a member of the household under the provisions of the Housing (Scotland) Act 2001, as amended by the Housing (Scotland) Act 2014. Any tenant who has a Scottish Secure Tenancy Agreement can apply to assign their tenancy to another person(s), provided the Association provides written consent for the assignment to proceed.

We will normally do this if the person(s) is the tenant's son or daughter, or the person(s) has lived in the house as a member of the household, or the person(s) has been a full time carer to the tenant.

The applicant (the assignee) must;

- be 16 or over and have had our permission to reside in the property and;
- Lived in the house as their only or principal home for at least 12 months prior to the date of the application seeking our consent to the assignment.
- The tenant must also have notified the Association in writing that the individual is living in the property as their only or principal home before the 12 month period begins.

The Association will consider any application to assign a tenancy, and outline grounds for refusal. These will include, but will not be limited to, statutory grounds mentioned previously and;

- The Association will normally refuse an assignment request where a Notice of Proceedings for Recovery of Possession (NOP) has been served for rent arrears, or there has been other breaches of the Scottish Secure Tenancy Agreement, such as Anti-Social Behaviour, where action has been taken against the tenancy.
- The Association will consider the size of the accommodation and proposed household composition. The Association can refuse an assignment request if approval would lead to overcrowding or under occupancy.

- A request to assign a tenancy is being made to circumvent the normal allocations process.
- Where the applicant would not fall into any of the reasonable preference categories under s20 of the Housing (Scotland) Act 1987, updated and amended by the Housing (Scotland) Act 2001, and Housing (Scotland) Act 2014.

SUB-LETTING

Tenant's may sub-let their property providing that our prior written permission has been granted (we will not unreasonably withhold our consent).

The tenant must have lived in the property for 12 months before permission to sub-let is requested. A property can be sub-let for a period of up to one year where the tenant is going to be absent on a temporary basis (e.g. working, training, studying away, extended holiday, etc). The application must state the duration, the charges and the tenancy/household details of the proposed sub-let tenancy.

As with requests to assign a tenancy, the Association will consider all applications and outline reasons for refusal. These will include, but will not be limited to, statutory grounds mentioned previously and;

- The Association will normally refuse an assignation request where a Notice of Proceedings for Recovery of Possession (NOP) has been served for rent arrears, or there has been other breaches of the Scottish Secure Tenancy Agreement, such as Anti-Social Behaviour, where action has been taken against the tenancy.
- The Association will consider the size of the accommodation and proposed household composition. The Association can refuse an assignation request if approval would lead to overcrowding or under occupancy.

However, at all times a sub-let property will remain in the name of the tenant and the person sub-letting the property cannot succeed to the tenancy.

The tenant will continue to be legally responsible for ensuring adherence to the conditions of tenancy, including payment of rent, not causing nuisance, etc. If there are any breaches of tenancy we will take legal advice and may take steps to take action against our tenant.

JOINT TENANCY

Within Section 11 of the Housing (Scotland) Act 2001, a tenant can apply for another person to be a joint tenant of the property.

As with requests to assign a tenancy, the Association will consider all applications and outline reasons for refusal. These will include, but will not be limited to, statutory grounds mentioned previously.

An application for joint tenancy will also be refused if;

- The person becoming a joint tenant has not lived in the property for 12 months
- The Association has not been notified in writing that the applicant is living in the property
- This includes spouses, civil partners and co-habitees.

LODGERS

Tenants may take in lodgers provided that our prior written permission has been granted.

We will not unreasonably withhold our consent, however, we will not permit lodgers to move in if:-

- Overcrowding results;
- The proposed lodger has been given an Anti-Social Behaviour Order (ASBO);
- They have been evicted for anti-social behaviour in the past 3 years;
- They have reached the 'final warning' stage in the ASB process;
- They have had a NOP served due to a breach of tenancy conditions or there is clear evidence of anti-social behaviour regardless of legal action
- They owe the Association, the equivalent of more than one month's rent and/or rechargeable repairs and have not entered into and maintained an arrangement to repay the debt

Lodgers have no rights of succession nor can the tenant assign the tenancy to a lodger.

MUTUAL EXCHANGES

The Association will encourage mutual exchanges between tenants where both households would benefit from the exchange and be housed in appropriately sized accommodation.

Any of our tenants may request a mutual exchange with another Wellhouse Housing Association tenant or with a tenant of another social landlord. We will encourage tenants to use the Homeswapper scheme.

Tenants must request the mutual exchange in writing and a form is available for this, which tenants will be assisted to complete, where necessary.

To qualify for a mutual exchange tenants must:-

- Obtain our written consent and the written consent of any other landlord involved in the exchange
- Have a clear rent account
- Have a Scottish Secure Tenancy (SST)
- Not be the subject of an ASBO or Notice of Proceedings

When considering which property the tenant would like to mutually exchange to, the tenant must make sure that they exchange will not lead to overcrowding.

Similarly, they must make sure that they will not under occupy the house by more than one bedroom. If the move will cause overcrowding or under occupation as above, we will not normally approve it.

Any tenant who wishes to exchange with a tenant from another social landlord must advise the other tenant that they must also fill out an application form and must comply with all of the above criteria.

We will make our decision on the application within 28 days of the date from which we receive

the application. If we do not receive all of the information required to allow us to make a decision within 28 days we will refuse the application. However, both applicants can re-apply.

If we decide that a mutual exchange application should be refused we will advise both applicants in writing and will encourage both applicants to complete application forms for rehousing.

If we approve the application, both applicants will require to sign new tenancy agreements for their new homes and prior to this must have given access to allow statutory checks for gas and electricity services to be carried out. The tenant applying for the mutual exchange will be re-charged costs for gas and electric service checks.

Tenants accept the property in the condition at the time of the exchange.

COMPLAINTS

We have a separate complaints policy and procedure. Leaflets and copies of the complaints procedure are available from the Association's office and on our website. We also provide information on how our customers can make a complaint to the Scottish Public Services Ombudsman (Bridgeside House, 99 McDonald Road, Edinburgh EH7 4NS, telephone 0800 377 7300) and how to contact the Scottish Housing Regulator.

The Ombudsman will not normally deal with complaints unless customers have followed the Association's complaints' procedure

POLICY REVIEW

The policy will be reviewed every three years, or sooner, in response to a change in legislation or circumstance.

POLICY

(Draft) FIRE SAFETY

**in Housing Stock, The Hub and
Common Areas**

Wellhouse - The Place to Be

Policy Created	July 2022
Date of Next Review	July 2023

The policy is available on the Association's website. Customers will be provided with a copy of this policy on request. We will provide this policy in specific formats as requested, i.e., tape, Braille or another language.

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Linked Policies/Procedures

1.	Openness and Confidentiality
2.	Customer Engagement and Participation policy
3.	Complaints Policy
4.	Equality and Diversity & Human Rights Policy
5.	Void Policy
6.	Repairs and Maintenance
7.	Asset Management Strategy
8.	Electrical Safety

1. Vision and values

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2. Governance

Wellhouse HA is a community controlled Registered Social Landlord and is managed by a group of local people who are elected onto the Management Committee. We may co-opt other people onto the Management Committee from time to time where we feel we need specialist support. Their role is to make sure that the Association is well run, meets the needs of the local area and is responsive to what is important to local people.

The Management Committee appoints senior staff, agrees all the Association's policies and takes all the key decisions. The Director and the senior team support the Committee in these responsibilities.

3. Policy Aims

The aim of this policy is to provide a robust fire safety framework which can be implemented to secure the safety and wellbeing of tenants, visitors, contractors and firefighters. 1.2 The procedures detailed within this section are intended to facilitate the effective management of fire safety, ensuring that all reasonable steps are taken to comply with the Fire (Scotland) Act 2005, the Fire Safety (Scotland) Regulations 2006, as amended and all other relevant legislation.

4. Equal Opportunities and Human Rights Statement

We aim to ensure that all services, including the delivery of this policy, provide equality of opportunity.

We will respond to the different needs and service requirements of individuals. We will not discriminate against any individual for any reason, including age, disability, gender re-assignment, marriage, civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, or other status.

5. Definitions

Common Area – “A common area is a portion of a property that is shared and used by multiple residents. This would include areas such as the lobby, stairway, drying area and hallway.”

Compartmentation – “subdivision of a building by fire-resisting walls and/or floors for the purpose of limiting fire spread within the building.”

Competent Person – “person, suitably trained and qualified by knowledge and practical experience, and provided with the necessary instructions, to enable the required task(s) to be carried out correctly.”

Dwelling – “a house, flat, or other place of residence.”

Emergency Lighting – “lighting provided for use when the supply to normal lighting fails.”

Fire Door – “door or shutter provided for the passage of people, air or objects which, together with its frame and furniture as installed in a building, is intended (when closed) to resist the passage of fire and/or gaseous products of combustion and is capable of meeting specified performance criteria to those ends.”

Smoke Alarm – “device containing, within one housing, all the components, necessary for detecting smoke and for giving an audible alarm.”

HMO – “a house, premises or a group of premises with shared amenities, occupied by three or more persons from three or more families as their only or main residence.”

6. References (see also Section 8.6 -Topic Specific Guidance)

- British Standard BS5839-6:2019 (+A1:2020)
- Building (Scotland) Regulations 2004
- Domestic Technical Handbook (as revised)
- Electrical Equipment (Safety) Regulations 2016
- Fire (Scotland) Act 2005 • Fire Safety (Scotland) Regulations 2006, as amended
- Furniture and Furnishings (Fire Safety) Regulations 1988 (as amended in 1989, 1993 and 2010).
- Gas Safety (Installation and Use) Regulations 1998
- Health and Safety (Safety Signs and Signals) Regulations 1996
- Health and Safety at Work etc. Act 1974
- Practical fire safety for existing specialised housing and similar premises: guidance 2020

7. Fire and Smoke alarms

7.1 The Organisation will currently provide :

- one functioning smoke alarm in every circulation space, such as hallways and landings; and
- one heat alarm in every kitchen where kitchen and rewire works take place, and in all new housing.

7.2 All alarms will be interlinked, mains powered, and provided with an integral stand-by power supply (a minimum of class D).

7.3 Fire Detection will be upgraded in all properties to meet LD2 compliance.

The organisation will provide in all tenancies from this date:

- One smoke alarm installed in the room most frequently used for general daytime living purposes

- One smoke alarm in every circulation space on each storey, such as hallways and landings
- One heat alarm installed in every kitchen
- These will be either hardwired or 10 year tamper-proof sealed battery units. All alarms must be interlinked and ceiling mounted.

7.4 The Organisation will ensure that fire and smoke alarms are in proper working order at the start of each tenancy.

7.5 The Organisation will ensure that all alarms are installed in accordance with the recommendations contained in BS5839 Part 6.

7.6 Where an OT assessment has taken place specialised alarms will be given to tenants who have a disability, an impairment or special needs (e.g., smoke alarms with a vibrating pad, flashing light etc.)

7.7 Tenants will be advised to test alarms on a weekly basis.

8. Carbon Monoxide Alarms

8.1 Carbon monoxide alarms will be installed in any room containing a fossil fuel burning appliance.

9. Emergency Lighting

9.1 Emergency lighting will be present in all common escape routes with in the Hub and HMO.

9.2 The emergency lighting system will be designed to automatically illuminate upon the failure of the power supply.

9.3 The emergency lighting system will be tested on a monthly basis by a member of staff with a record of the test maintained for 3 years (HMO 14 Langbar Gds to retain their own and carry out testing).

9.4 a competent person will perform an annual discharge test. This will involve simulating a power failure and conducting a test of the full rated duration of the emergency lights (e.g., 3 hours).

10. Fire Doors and Compartmentation

10.1 The Hub & HMO is be split into fire-resisting compartments by fire testing doors, walls and floors which will provide a physical barrier to fire.

11. Scottish Housing Charter

The Scottish Government's Social Housing Charter came into force in April 2012. The Charter sets out the standards and outcomes that Registered Social Landlords should achieve.

Outcome 1: Equalities

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

Outcome 2: Communication

- 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

Outcome 3: Quality of housing

- Tenant's homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair

Outcome 4: Repairs, maintenance and improvements

- Tenant's homes are well maintained, with repairs and improvements carried out when required, and customers are given reasonable choices about when work is done

Outcome 7: Value for money

- Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay

12. Smoke ventilation and compartmentalisation

- 12.1 The Hub ventilation will be checked weekly along with the fire test
- 12.2 New build properties are built with smoke ventilation systems as required by relevant building regulations.
- 12.3 No smoke ventilation systems are installed in other properties. There is no requirement or programme to retrofit ventilation systems in older housing stock.

13. Fire Equipment

- 13.1 Fire extinguishers will not be installed in dwellings as tenants will not be trained on the safe use of extinguishers. Accidents can occur if tenants try to use them in the event of a fire or if they are discharged through malice or horseplay. fire extinguishers are provided in the Hub and switch/boiler rooms.
- 13.2 All fire safety equipment in common areas, including emergency lighting, fire extinguishers, fire alarms, are covered by a maintenance and inspection contract which details the frequency of reinspection of the equipment, as follows:
 - Emergency lighting annual
 - Fire alarm systems 6 monthly
 - Fire extinguishers annual

14. Evacuation Policy

- 14.1 Generic information about fire safety in flats is provided to new tenants in tenancy start-up packs which will be issued to all tenants at the start of a tenancy.

14.2 WHA office has its own Policy as does the Café, Nursery and HMO its is each individual organisations responsibility to ensure their own policy is implemented.

15. Signage (office)

15.1 Fire action signs will be placed in corridors (on every level), entrance doors and common areas. Where fire safety signs are provided they will be in accordance with BS 5499 and the Health and Safety (Safety Signs and Signals) Regulations 1996.

16. Maintenance and Repairs

16.1 The Organisation will ensure premises, equipment and devices provided for fire safety are subject to a suitable system of maintenance, are maintained in an efficient state, in efficient working order and in good repair.

16.2 All repairs will be carried out within the timescale set in the Organisation's repair policy by a competent person.

17. Access and Facilities for the Fire Service

17.1 The Organisation will ensure:

- there is sufficient means of external access to enable fire appliances to be brought near to the building for effective use;
- there is sufficient means of access into, and within, the building for firefighting personnel to effect search and rescue and fight fire; and that
- where appropriate, the building is provided with sufficient internal fire mains and other facilities to assist firefighters in their tasks.

18. Fire Risk Assessment

18.1 The Organisation will carry out generic risk assessments of other common areas in flatted properties and implement action plans arising from these.

19. Tenant Responsibilities

19.1 The Organisation will issue fire safety information leaflets to new tenants and include annual newsletter features to remind tenants to:

- test smoke alarms on a weekly basis;
- ensure all communal areas are not obstructed;
- ensure fire doors are not replaced by doors not meeting the required fire rating standard and
- ensure fire doors are not propped open or otherwise disabled.

20. Commercial premises

20.1 Within commercial premises owned but not managed by the Association , the responsibility for the completion of the fire risk assessment will fall upon the tenant. Both the tenant and the Organisation will hold a copy of the completed fire risk assessment.

21. Roles and Responsibilities

21.1 Director

The Director, being the most senior level of executive control within the organisation, will hold ultimate accountability and responsibility for the development and implementation of this policy.

21.2 Assets & Maintenance Manager

The Association's Assets & Maintenance Manager will be responsible for the practical delivery and implementation of this policy and for identifying amendments / areas of improvement. All such suggested amendments will be escalated to the Director of Operations without undue delay.

The Assets & Maintenance Manager will take all reasonable steps to deal with fire incidents and emergencies, uncontrolled risks and required actions brought to their attention.

The Assets & Maintenance Manager will lead on the investigation of fire incidents, in conjunction with appropriate colleagues from Housing, where relevant. Where appropriate, ensuring the correct reporting of incident under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations).

The Assets & Maintenance Manager along with the Maintenance Officer will be responsible for the day to day management and implementation of this policy and will be responsible for the following:

- Maintaining an effective regime of fire safety / prevention inspection and monitoring in the Association's housing stock and common areas
- Contract management of the appointed fire safety and inspection contractor(s)
- Assets & Maintenance Manager along with the Maintenance Officer to review and update the policy and procedures as necessary and update on their effectiveness to the senior management team as required
- Providing relevant information to interested parties, including enforcement authorities on fire safety, as required
- Reporting any incident of fire to the Director and SMT
- Monitoring that all relevant staff are aware of their responsibilities under this policy
- Ensuring appropriate record-keeping of all inspection records for the timescales as noted in this policy

21.3 Asset Manager The Asset Manager will be responsible for the following:

- Maintaining a register of fire safety installations across WHA stock, including, emergency lighting, fire alarms.
- Ensuring that the register is updated on completion of any relevant works to fire safety installations and equipment
- Identifying, programming and procuring major fire safety equipment and works and training.

22. All other staff

- 22.1 Housing Officers Carrying out regular inspection of blocks and common closes for the build-up of potential fire hazards, aiming to do this monthly. It is the responsibility of Housing Officers to take immediate steps to address fire safety issues in communal areas where these are a result of customers' actions which create a fire hazard.
- 22.2 Where Housing Officers identify areas of concern relating to fire safety within the fabric of a building, this should be raised immediately to the Housing Manager.
- 22.3 Maintenance Officer identify areas of concern relating to fire safety within the fabric of a building, this should be notified immediately to the Assets & Maintenance Manager and appropriate actions / repairs instructed

23. Review timeframe

The policy will be reviewed in one year and every three years thereafter, or sooner, in response to a change in legislation or circumstance.

24. General Data Protection Regulations

The organisation will treat personal data in line with our obligations under the current data protection regulations and our own GDPR Policy. Information regarding how data will be used and the basis for processing data is provided in Wellhouse HA's privacy notice.

POLICY

Electrical

Wellhouse - The Place To Be

Policy Created:	2022
Date of Next Review	2023

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Linked Policies/Procedures

1.	Openness and Confidentiality
2.	Customer Engagement and Participation policy
3.	Complaints Policy
4.	Equality and Diversity & Human Rights Policy
5	Void Policy
6.	Repairs and Maintenance
7.	Asset Management Strategy
8.	Fire Safety

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2. Governance

Wellhouse HA is a community controlled Registered Social Landlord and is managed by a group of local people who are elected onto the Management Committee. We may co-opt other people onto the Management Committee from time to time where we feel we need specialist support. Their role is to make sure that the Association is well run, meets the needs of the local area and is responsive to what is important to local people.

The Management Committee appoints senior staff, agrees all the Association's policies and takes all the key decisions. The Director and the senior team support the Committee in these responsibilities.

3. Policy Aims

The aim of this Policy is to ensure the effective inspection, maintenance and management of all electrical installations, fixtures and appliances within premises controlled by the Organisation.

All electrical repair work and Electrical Installation Condition Reports will be sub-contracted to an external competent body.

The procedures detailed within this section are intended to facilitate the effective management of electrical safety, ensuring that all reasonable steps are taken to comply with the Housing (Scotland) Act 2006, the Building (Scotland) Regulations 2004, the Electrical Equipment (Safety) Regulations 2016 and Health and Safety at Work etc Act, 1974

4. Equal Opportunities and Human Rights Statement

We aim to ensure that all services, including the delivery of this policy, provide equality of opportunity.

We will respond to the different needs and service requirements of individuals. We will not discriminate against any individual for any reason, including age, disability, gender re-assignment, marriage, civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, or other status.

5. Legislation

The following legislation is relevant to this policy:

- The Health and Safety at Work etc. Act 1974;

- The Management of Health and Safety at Work Regulations 1999;
- The Scottish Housing Quality Standard (SHQS) and the Scottish Government's Repairing Standard;
- The Scottish Social Housing Charter;
- The Housing (Scotland) Act 1987, 2001 & 2010;
- The Electricity at Work Regulations 1989;
- BS 7671:2018 Requirements for Electrical Installations, IET Wiring Regulations 18th Edition;
- Electrical Equipment (Safety) Regulations 1994 and 201

In terms of the Scottish Social Housing Charter, the Scottish Housing Regulator (SHR) has identified a number of key indicators relevant to housing maintenance by which it will measure landlord performance, including the following: Quality of housing – tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.

6. Scottish Housing Charter

The Scottish Government's Social Housing Charter came into force in April 2012. The Charter sets out the standards and outcomes that Registered Social Landlords should achieve.

Outcome 1: Equalities

- 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

Outcome 2: Communication

- 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

Outcome 3: Quality of housing

- Tenant's homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair

Outcome 4: Repairs, maintenance and improvements

- Tenant's homes are well maintained, with repairs and improvements carried out when required, and customers are given reasonable choices about when work is done

Outcome 7: Value for money

- Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay

7. The Policy

7.1 The Policy outlines Wellhouse HA responsibilities to comply with the relevant legislation and regulatory guidance on the installation, inspection, repair, testing and certification of electrical systems in the domestic properties that it owns. The Association's Responsibilities

An electrical installation is made up of all the fixed electrical equipment that is supplied through the electricity meter. It includes the cables that are usually hidden in the fabric of the building (walls and ceilings), accessories (sockets, switches and light fittings), and the consumer unit (fuse box) that contains all the fuses or circuit-breakers.

The Association aims to ensure that its electrical installations should have:

- sufficient sockets for the number of portable appliances likely to be used, in order to minimise the use of multi-socket adapters
- covers in place to ensure that fingers cannot come in contact with live parts
- residual current device (RCD) protection where appropriate • satisfactory earthing arrangements
- satisfactory bonding arrangements
- enough circuits to avoid danger and minimise inconvenience in the event of a fault cables that are correctly selected in relation to their associated fuse or circuit-breaker

To determine if an electrical installation is safe and free from significant faults the association shall commission a suitably qualified electrical contractor to carry out an Electrical Inspection Condition Report (EICR) to each domestic property. Pat Testing to office equipment only

7.2 WHA has carried out an assessment and as recommended by Guidance Note 3 to IEE Wiring Regulations BS7671 and has duly decided on the following intervals of testing: In line with recommendations, domestic dwellings are to be tested and a satisfactory EICR produced as follows:

- Every five years;
- During major upgrade works where electrical installations are affected e.g., kitchen replacement;
- After any significant work is carried out to the electrical installation ;
- At every change of occupancy (exceptions may apply for short-term lets in certain properties – criteria will be included in the Electrical Safety procedures;
- At the time of any mutual exchange and: All communal areas of Blocks (Landlord's supply), and offices, every 5 years.

Trust Honesty Integrity Excellence Accountability Sustainability

7.3 Tenant's responsibilities

- 7.3.1 It is the tenant's responsibility to allow the association to undertake these these tests
- 7.3.2 As a final mechanism to ensure the Association's compliance with its statutory obligations, we will consider forcing entry to carry out this work. Every effort will be made to avoid this, through written correspondence and other appropriate methods of communication.

8.0 Complaints

We have a separate complaints policy and procedure. Leaflets and copies of the complaints procedure are available from the Association's office and on our website. We also provide information on how our customers can make a complaint to the Scottish Public Services Ombudsman, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS , telephone 0800 377 7300 or 0131 225 5300 and how to contact the Scottish Housing Regulator.

The Ombudsman will not normally deal with complaints unless customers have followed the Association's complaints' procedure

9.0 Review timeframe

The policy will be reviewed after one year and then every three years, or sooner, in response to a change in legislation or circumstance.

10. General Data Protection Regulations

The organisation will treat your personal data in line with our obligations under the current GDPR regulations and our own policy. Information regarding how your data will be used and the basis for processing your data is provided in Wellhouse HA's Fair Processing Notice.

11. Freedom of Information

As at November 2019, the Association is subject to FOI and all enquiries with respect to Repairs will be handled strictly in line with FOI and confidentiality policies.

Management Committee	24 August 2022
Agenda Item	8
Title of Paper	Equalities and Diversity Policy
Author	Carol Hamilton, Housing and Customer Services Manager
Attachment	1. Equalities and Diversity Policy 2. Equalities Action Plan

FOR DECISION

1 PURPOSE

- 1.1 To provide the Equalities and Diversity Policy (Appendix 1) and Equalities Action Plan (Appendix 2) for approval.

2 RECOMMENDATIONS

- 2.1 That the Management Committee approves the Equalities and Diversity Policy and Equalities Action Plan.

3 BACKGROUND

- 3.1 Dr Stewart Montgomery, Montgomery Housing and Equalities Services, was commissioned jointly by Wellhouse Housing Association and Blairtummock Housing Association to develop the Equalities and Diversity Policy, Equalities Action plan, Equality Impact Assessment, Harassment Policy and appropriate training for staff and Board Members.

4 OBJECTIVES

Our policies will assist to deliver our commitment and enable staff/organisation to live up to all our strategic objectives of;

Our Strategic Objectives:

1. Deliver excellent services.
2. Provide good quality homes.
3. Anticipate, understand and respond to local needs.
4. Foster an attractive, successful and thriving community.
5. Maintain good governance and financial management.
6. Value and invest in our people

5. MAIN ISSUES

- 5.1 The Equalities Act 2010 requires Housing Associations and other Public Bodies to meet the Public Sector Equalities Duty. To comply with these duties, Landlords must collect data relating to each of the protected characteristics for their existing tenants, new tenants, people on the waiting list, governing body members and staff. Having

good information about individual's needs, including equality information, is essential to enable a landlord to ensure these needs can be addressed.

5.2 The Scottish Housing Regulator (SHR) promotes equality impact assessments through the regulatory requirement to "have assurance and evidence each social landlord considers equality and human rights issues properly when making its decisions, in the design and review of internal and external policies and in its day to day service delivery.

5.3 The benefits of equality data collection are:

- Promoting positive customer care strategies
- Enhancing tenant participation opportunities
- Meeting specific business objectives
-

By gathering useful equality data, we can focus on what individuals actually need as opposed to what we perceive they may need. Our current satisfaction surveys focus on what customers think of our current service rather than the services they may want us to provide.

5.4 The Equalities and Diversity Policy is attached in Appendix 1 and the proposed Equalities action plan is attached in Appendix 2. SHR have requested that landlords include an update in the Annual Assurance Statement of appropriate plans in place to implement an effective approach to the collection of equalities information and that we can demonstrate that we have started to consider how we can adopt a human rights approach to our work.

5.5 Dr Stewart Montgomery is to complete arrangements for appropriate training and to provide the Equalities Impact Assessment and remaining documents that were commissioned.

6 REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

Regulatory Framework

We will comply with regulatory Standards of Governance and Financial Management for RSLs as noted below:

- Standard 1: The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users

We will comply with the Scottish Social Housing Charter requirements relating to the provision of tenancy management services as noted below:

- Outcome 1: Equalities.
- Outcome 2: Communication.
- Outcome 7, 8 and 9: Housing Options.
- Outcome 10: Access to Social Housing.

- Outcome 11: Tenancy Sustainment

7 FINANCIAL IMPLICATIONS

There are no financial implications.

8 KEY RISKS

- 8.1** Policies are not fit for purpose and become outdated.

9. EQUALITY AND DIVERSITY & HUMAN RIGHTS ISSUES

- 9.1** The policy has been written with our commitment to diversity and there are no adverse implications for any identified group.

10. SUSTAINABILITY

- 10.1** The report meets the Association's commitment to sustainability.

11. CONCLUSION

- 11.1** The Policy has been drafted to take account of relevant legislative requirements.
- 11.2** It is recommended that Management Committee approves the Equalities and Diversity Policy and the Equalities Action Plan.
- 11.3** It is recommended that the policy be reviewed in August 2025 subject to legislative changes and good practice.

Wellhouse Housing Association Limited:

Equality and diversity policy

Draft 1: 11 May 2022

Produced by:

Doctor Stewart Montgomery,
Montgomery Housing and Equality Services (MHES).

We can produce this document in different formats, for instance, in larger print, Braille or audio-format; we can also translate this document into specific languages, as appropriate.

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Note: In this document, we refer generally to the equality and diversity policy simply as “our policy.”

Section 1: Our equality strategy

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1.1. Policy links to organisational governance

Our equality and diversity policy is part of organisational governance whose values underpin our employment and housing services.

The policy describes the framework of principles that we apply to address unlawful discrimination and to promote equality objectives.¹

1.2. Mainstreaming of policy objectives

In order to implement our policy effectively, we have established a comprehensive equality action plan which covers all organisational services.² This action plan is a practical document that serves to incorporate equality matters throughout actual services. This process is generally referred to as “equality mainstreaming.”

1.3. Summary

Our equality and diversity policy is central to organisational governance and is used to promote equality values throughout organisational services. Section 2 now explains the regulatory framework on which our policy is based.

¹ This includes any form of unlawful harassment and/or victimisation.

² Section 4 also refers to other equality procedures that we use to achieve effective equality mainstreaming.

Section 2: The regulatory framework

Section 2 explains the regulatory framework that determines our equality policy objectives.³ Appendix 1 provides examples of other relevant laws.

This is not intended as a precise statement of law, but a plain language summary of key points.

2.1. The Equality Act 2010

Equality law is complex and our policy takes account of a diverse range of legislation.⁴

The Equality Act 2010 is the main Act whose provisions regulate our services.⁵

Two key issues which are relevant to our policy are summarised below by reference to the protected characteristics and the public sector equality duty.

2.2.1 The protected characteristics

The protected characteristics are those grounds on which discrimination is unlawful.⁶

The nine protected characteristics, in alphabetical order, are:

- age;
- disability;
- gender re-assignment;
- marriage and civil partnership;
- pregnancy and maternity;
- race;
- religion or belief;
- sex; and
- sexual orientation.

2.2.2. The Public Sector Equality Duty

The Equality Act 2010 requires specified public authorities to meet the Public Sector Equality Duty.

This Duty requires specified public authorities to:

- eliminate unlawful discrimination;
- advance equality of opportunity between people with – and those without – a protected characteristic; and
- foster good relations between people with – and those without - a protected characteristic.

Notes: Equality law does not focus only on eliminating unlawful discrimination, but on promoting equality objectives.

Other relevant laws are explained in Appendix 1.

³ The term “regulation” is used to denote the range of rules that govern practice, including law, regulatory standards and other guidance.

⁴ See Appendix 1 for further information.

⁵ Equality law is subject to ongoing change, including the Equality Act 2010. For instance, the duty to address socio-economic disadvantage for specified public bodies came into force in Scotland in 2018. This is significant as addressing poverty issues associated with social class is critical in the Scottish social rented housing sector.

⁶ Discrimination has various meanings in law; discrimination can, therefore, take different legal forms.

2.3. Regulatory standards

The Scottish Housing Regulator issues regulatory standards to which we must comply. This includes equality related standards as described below.

Housing service standards

The Scottish Social Housing Charter, for example, requires us to implement 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.

This outcome describes what social landlords, by complying with equalities legislation, should achieve for all tenants and other customers regardless of age, disability, gender re-assignment, marriage and civil partnership, race, religion or belief, sex or sexual orientation. It includes landlords’ responsibility for finding ways of understanding the different needs of different customers and delivering services that recognise and meet these needs”

(Scottish Social Housing Charter, 2017).

Finance and governance

The Scottish Housing Regulator's financial and governance standard requires us to conduct our affairs with honesty and integrity (Standard 5). This includes:

"..paying due regard to the need to eliminate discrimination, advance equality and human rights, and foster good relations across the range of protected characteristics in all areas of (our) work, including (our) governance arrangements"

(Scottish Housing Regulator, 2019, page 14, Regulation of social housing in Scotland: Our framework).

Another important regulatory standard relating to equal opportunity is covered under the Scottish Housing Regulator's assurance and notification requirements.

In line with this standard, we must:

"Have assurance and evidence that (we) consider equality and human rights issues properly when making all of (our) decisions, in the design and review of internal and external policies, and in (our) day-to-day service delivery;" and

"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."

(Scottish Housing Regulator, 2019, page 8, Regulation of social housing in Scotland: Our framework)

Codes of practice

The Equality and Human Rights Commission issues codes of practice that regulate services of appropriate social housing landlords. These codes cover both employment and services. These include statutory and non-statutory codes.

2.4. Summary

Equality law is complex and, like all law, is subject to ongoing change. In Scotland The legislative framework is supported by specific regulatory requirements and other good practice guidance. Our policy is derived from this regulatory framework.

Section 3: Our policy principles

3.1. Our principles

We have established a policy framework that is based on ten core principles. These principles constitute our organisational commitments that we meet in service delivery.

The regulatory framework

We meet all relevant statutory and regulatory provisions concerning equality matters.

Strategic planning

We use our equality action plan to embed equality matters throughout all of our organisational services.

Supporting equality procedures

We have developed specific equality procedures to support us in the implementation of our policy.

Collecting and using equality data

We collect a range of equality data and use this to provide appropriate services to tenants, other customers, staff and committee.

Organisational information

We assess organisational information before publication so that it is accessible, accurate and appropriate, for instance, by using positive language that promotes respect for other people.

Working with other organisations

We will work in partnership with other organisations to promote our equality objectives.

Equality training

We deliver equality training to our staff and committee members; this includes consciousness raising that is important to address different forms of unlawful discrimination.

Managing performance

We have developed an internal system of equality performance indicators that we include within a range of specified policies and procedures.

Tenant participation strategy

We consult with tenants and other customers on our equality policy principles through our tenant participation strategy.

Policy review

We review our policy every three years, or sooner if required as a result of legal changes and/or equality guidance.

3.3. Summary

Our equality policy principles explain our commitments that we apply to mainstream equality values throughout all our organisational services. These policy principles are linked to our equality action plan, as well as internal procedures, to promote a comprehensive approach to equality mainstreaming.

Section 4: Implementing policy into practice

The implementation of equality policy principles is achieved through the equality action plan. It is supported, though, in practice through a range of other internal staff procedures. These are as follows:

- equality data collection procedure;⁷
- equality impact assessment procedure (EIA);
- addressing discrimination and harassment procedure; and
- our appropriate language guide.

4.2. Summary

We have developed a range of internal procedures to support the equality mainstreaming process. These procedures are inter-dependent and enable us to implement equality policy principles coherently and consistently.

⁷ The data that we collect is mainly data in relation to the protected characteristics. Section 6 provides further information as to why we collect equality data.

Section 5: Equality training

5.1. Equality training

Equality training is critical to the effective implementation of our equality policy principles.

Equality training consists of various activities; examples of training are provided below.

Law and guidance

This type of training includes issues such as training about equality law in relation to employment and services, for instance, the Equality Act 2010. It also includes training about regulatory standards in housing produced by the Scottish Housing Regulator, for example, the National Guidance in relation to equality data collection.

Policy and procedural training

This type of training covers issues such as our equality policy and related action plan, as well as our internal equality procedures.

Technical training

Technical training covers issues such as carrying out equality impact assessments to mainstream equality principles throughout policies and procedures.

Consciousness raising training

Consciousness raising training covers issues such as:

- recognising and addressing different forms of discrimination and harassment; and
- promoting awareness of theoretical perspectives that are promoted by the Equality and Human Rights Commission, for instance, the social model of disability.

5.2. Summary

Equality training is essential if equality policy principles are to be implemented effectively. Equality training has, therefore, been incorporated within our training strategy as a mandatory activity for both staff and committee members.

Section 6: Managing performance

In this section we explain:

- why we collect equality data;
- what equality data we monitor;
- methods used to collect equality data; and
- access to equality data.

6.1. Why we collect equality data

We collect equality data for various reasons, for instance, to:

- meet our statutory and regulatory duties;
- identify any form of unlawful discrimination to allow us to address such conduct; and
- evaluate issues for further review and development, including implementing positive action initiatives.

6.2. What equality data we monitor

We monitor data in line with law and National Guidance issued by the Scottish Housing Regulator.

We ensure that our equality data processing complies with relevant data protection provisions as set out in our data protection strategy.

Note: We provide regular equality related reports to committee members to enable members to monitor policy implementation effectively.

6.3. Methods used to collect equality data

We collect equality data through ways specified in our equality data collection procedure, for example, through our equality monitoring form.

6.4. Access to equality data

We regulate access to – and usage of - personal data in line with our data protection policy and procedures. This is done to ensure that personal data is processed in line with data protection law.

6.5. Summary

Equality data collection is a central element within our equality action plan. We collect equality data for various reasons, including to comply with statutory and regulatory duties. Fundamental to this process is that we use equality data to address the needs of individual employees, tenants and other customers. We process equality data only if this meets provisions set contained in data protection law.

Section 7: Positive action programmes

7.1. Background

Positive action is promoted in law and is used to address historic patterns of discrimination experienced by people with relevant protected characteristics.⁸

It is important to distinguish positive action from positive discrimination which is, in general, unlawful.

These concepts are summarised below in plain language; this is not intended as a precise statement of law.

Example of positive action

A positive action initiative could involve encouraging women to apply for jobs in repairs and maintenance. This might be relevant as social landlords have traditionally employed mainly men in this type of employment.

Positive discrimination

Positive discrimination is, in general, unlawful. Positive discrimination involves treating people more favourably than other people in relation to one of the relevant protected characteristics, for example, due to their sex.⁹

7.4. Our positive action initiatives

We may implement positive action initiatives, as appropriate.

7.5. Summary

We may develop positive action initiatives, as appropriate, as part of our equality action plan. We aim to base these on an assessment of local and national equality patterns so that we can address patterns of disadvantage. By adopting this approach, we may address barriers to employment, services and training opportunities affecting people with particular protected characteristics.

⁸ Positive action programmes are subject to specific criteria that are not described here, but are included within our organizational procedures.

⁹ Appointments on the basis of sex or racial groups could be permitted in law, for instance, if these are deemed to be essential for the specific post in question. These are referred to as "genuine occupational requirements." One example of this could be appointing a Somali woman to provide rape counselling advice to Somali women who are victims of rape.

Section 8: Partner organisations

8.1 Promoting our equality principles

We develop partnerships with other organisations to promote effective implementation of our equality policy; this includes working with local housing associations. This is important as partnership working enables us to take a more comprehensive approach, as well as enabling resources to be pooled.

8.2. Partner organisations with which we work

We will work with other organisations to promote equality objectives.

8.3. Summary

We will work with a select range of other organisations and we will monitor this through our equality action plan. This may include working with organisations which operate at either local or national levels.

Section 9: Addressing appeals or complaints

9.1. Appeals

We provide information to our employees, tenants and other customers about how they can obtain advice and assistance in relation to appeals concerning equality matters.

In the case of employees, appeals concerning equality and employment matters are dealt with by employment tribunals.

In the case of tenants and other customers, appeals concerning equality and housing matters would be referred to the Sheriff Court.

9.2. Complaints

We address any equality related complaints through our complaint handling procedure. We provide information about our complaint procedure to all of our tenants and other service users.

We define a complaint as:

any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

Complaints are processed in accordance with our complaints procedure. [If You Have A Complaint | Wellhouse Housing Association \(wellhouseha.org.uk\)](https://www.wellhouseha.org.uk)

9.3. Summary

We advise people who want to lodge appeals concerning equality matters with information as to where independent legal advice might be obtained. This promotes our commitment to human rights by supporting people's rights to access a fair and independent hearing. We also provide tenants and other customers with information about our complaint process.

Section 10: Reviewing our policy

10.1. Consultation about our equality policy

Consultation is a central aspect of our tenant participation strategy and we consult with tenants and other persons about our equality policy principles.¹⁰

10.2. Review of equality policy

We review our equality policy every three years or sooner if required as a result of legal changes and/or equality guidance.

10.3. Summary

We consult with tenants and other people when developing our equality policy; this is done based on the provisions within our tenant participation strategy. We review equality policy, as appropriate, and ensure that policy reviews reflect developments in law and related guidance.

¹⁰ We use equality data that we collect to inform our consultation processes so that they are linked to the access requirements of individual people, as appropriate.

Appendix 1: Law and guidance

This section notes other important legislation that we take into account when developing our strategy. A detailed list of relevant laws and guidance is not provided as this is quickly outdated due to ongoing changes as law and guidance evolve.

Other important legislation

The Scotland Act 1998¹¹

The Scotland Act 1998 defines equal opportunities in Scotland. This includes grounds other than the protected characteristics. For example, social origin and personal attributes are both covered by the statutory definition.

Housing (Scotland) Act 2010

The Housing (Scotland) Act 2010¹² requires all social landlords in Scotland to “act in a manner to encourage equal opportunities.”

This provision is important insofar as this requirement includes all equality related law; this is, therefore, central to the equality mainstreaming process.

Human Rights Act 1998 (as amended)

This Act provides for a range of important rights. Present legal developments are likely to impact on existing provisions so this section will be updated in due course.

Secondary legislation

There is a large number of statutory instruments (and Scottish statutory instruments) available on the Scottish Government website. For example, SSI 2017 No. 403 The Equality Act 2010 (Commencement No. 13) (Scotland) Order 2017. The Order introduced the duty contained in the Equality Act 2010 from 1 April 2018.

Equality and Human Rights Commission

The statutory and non-statutory codes are available on the Equality and Human Rights Commission’s website.

Research

Montgomery, S, Dr, 2011, “A critical assessment of factors that are necessary for the effective implementation of equality rights within services provided by Glasgow’s housing associations,” Master of Philosophy Thesis presented to the University of West of Scotland: Glasgow.

Housing guidance

Guidance on equality practices is comprehensive and covers many issues, both specialist and general.

With reference to housing specifically, examples of guidance and research are as follows:

CIH (2010) Equalities and Diversity in housing, CIH Scotland.

¹¹ Like the Equality Act 2010, this Act has been subject to amendments.

¹² See the Housing (Scotland) Act 2010, section 39.

CIH (2011) Delivering the Equality Act 2010, CIH.

CIH (2009) Equality, Diversity and Good Relations in Housing, Good Practice Brief, CIH.

Jeffrey, J and Seager, R, 2011, Equality and diversity: a framework for review and action (3rd edition), National Federation of Housing Associations.

Wellhouse Housing Association:

Equality action plan

Draft 1: 12 May 2022

We can produce this document in different formats, for instance, in larger print, Braille or audio-format; we can also translate this document into specific languages, as appropriate.

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Section 1: Context

We implement our equality policy into practice through the equality action plan which includes employment and housing services.

The equality action plan is also linked to our organisational equality procedures, for example, our data collection and equality impact assessment procedures.

Our equality action plan covers the period August 2022 to end of March 2023. Thereafter, the document is updated as services evolve.

Finally, we ensure that our equality action plan takes account of relevant organisational factors, for instance, our scale of operations and resources available. Our equality action plan is, thus, tailored to organisational context.

Section 2: Equality action plan structure

Our equality action plan structure takes into account two robust theoretical perspectives that ensure we promote a comprehensive and holistic approach to equality mainstreaming.

Firstly, we have used a systemic approach (“systems theory”) that recognises that all organisational services inter-dependent.

Secondly, we understand that the basis for Association practices is determined by law, regulation and related guidance. Our equality action plan is, therefore, primarily concerned in ensuring compliance with law and relevant guidance.¹

¹ The focus on law and regulation also includes promotion of values and business ethics that promote equality objectives.

Section 3: Equality action plan

In order to promote effective implementation of equality policy objectives, we recognise that a range of elements must be taken into account in the planning process.

The service elements set out in our equality action plan are:

- collecting, assessing and using equality data;
- developing our equality procedural documentation;
- managing performance;
- training (staff and committee members);
- promoting effective partnerships; and
- positive action initiatives.

Section 4: Our equality action plan template

The Director is responsible for overseeing the development and subsequent implementation of the equality action plan. Information about how effectively the equality action plan is implemented is presented to committee members as part of internal monitoring arrangements. This approach ensures that equality planning is a central part of governance and aligned to corporate planning.

Action 1: Collecting, assessing and using equality data

This action is necessary to comply with regulatory requirements to process personal data in relation to the protected characteristics. This action is also important to meet statutory duties and related good practice.

As well as data relating to the protected characteristics, we may also collect other personal data such as data relating to individuals' social background (and/or social class).

It is emphasised that we process equality data in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation, 2016 (see note).²

Note: We have established data protection procedures that regulate how we process personal data.

² Most equality data that we collect is "special category" data and is, as such, subject to stringent controls.

Activity	Responsible person(s)	Time scale	Outcome	Comments
Equality data collection procedure	SM/Dir	By Dec 2022	To have a comprehensive data collection procedure in place	
Assessment of existing data and collection of data required (see Note)	Dir	Ongoing	To ensure regulatory compliance	
Information to tenants about the new procedures	Dir	By Jan 2023	To ensure tenants are aware of this activity	

Note 1: This should include insertion of the methods to be used and what persons will do this.

Action 2: Developing our equality procedural documentation

The initial actions below focus, for the years 2022 to 2023, on the development of our equality strategy. This includes the establishment of a number of inter-related procedures.

Equality strategy

Activity	Responsible person(s)	Time scale	Outcome	Comments
New equal opportunity policy	SM/Dir	Aug 2022	A comprehensive policy in place	On target
Equality action plan	As above	Aug 2022	To have an action plan in place	On target
Equality Impact Assessment (EIA)	As above	Jan 2023	To have EIA in place	To evaluate organisational documentation
Harassment procedure addresses	As above	Jan 2023	To include harassment within housing management policies	Enhancing existing anti-discriminatory practices
Appropriate language procedure/guide	As above	Jan 2023	To have procedure promoting respect for other people	To promote staff consciousness of language and its impact on other people

Action 3: Managing performance

This action focusses on systems concerning equality monitoring; this is linked to Action 1 as providing quality statistical equality reports to committee requires the collection of comprehensive equality data.

In order to ensure a comprehensive and coherent approach, we will include equality indicators throughout organisational policies and procedures, as appropriate.

Activity	Responsible person(s)	Time scale	Outcome	Comments
Reports to Scottish Housing Regulator (see Note)	Dir	Annually	To comply with regulatory requirements	We use/develop quantitative and qualitative measures
Development of local performance indicators	Dir	Ongoing	To align to organisational context	

Note: Our present monitoring system covers ethnicity, employment status, household composition, sexual orientation, religious beliefs, marital status and age of our tenants. Housing applicants are asked for ethnicity, disability, household composition and age.

Action 4: Training (staff and committee members)

Training is vital to effective implementation of our equality policy objectives. This point is recognised in our equality policy as equality training for staff is mandatory.

Our equality action distinguishes various types of equality training.

We also apply the “Training Cycle” when developing internal training programmes which covers the various components of training.

This is very important as it separates training into inter-dependent stages, all of which are required if we are to provide quality training.

Note: This section deals only with equality specific training. As part of equality mainstreaming commitments, we may include equality themes within other internal training courses.

Activity	Responsible person(s)	Time scale	Outcome	Comments
Equality policy and action plan	SM/Dir	2022/23	To implement new policy effectively	Staff comments to be considered as part of policy implementation
Equality procedures (and documentation)	SM/Dir	2022/23	To implement the new procedures	See Note

Note: These procedures comprise the following documentation: appropriate language guide; equality data collection; equality impact assessment; and harassment procedures.

Action 5: Promoting effective partnerships

We will identify, between now and the end of March 2023, appropriate agencies and organisations with which we will work. We do this to:

- eliminate unlawful forms of discrimination; and
- promote equality matters.

Action 6: Positive action programmes

We may plan and develop positive action programmes, in response to any identified needs.

Note: It is important to stress that we use equality information collected through our equality data collection activities to do so, as appropriate.

Management Committee	24 August 2022
Agenda Item	9
Title of Paper	Complaints and Compliments 2022/23 Update
Author	Carol Hamilton, Housing & Customer Service Manager
Attachment(s)	N/A
Executive summary	<ul style="list-style-type: none"> • The Complaints and Compliments report is produced to assist the Board's understanding and interpretation of the volume and nature of complaints handled within the organisation • The Association has a commitment to learning from complaints • The Association continually reviews its complaints handling

FOR INFORMATION

1 PURPOSE

- 1.1 This report contains information for complaints and compliments in line with the Scottish Public Services Ombudsman (SPSO) and the Association's regulatory requirements covering the period 1 April 2022 to 30 June 2022.

2 RECOMMENDATIONS

- 2.1 That the update on our complaints and compliments position be noted

3 BUSINESS PLAN, VISION AND VALUES

- 3.1 The production of our complaints and compliments report is consistent with:
- our strategic objective 5: to maintain good governance and financial management and:
 - our values of excellence and accountability

4 COMPLAINTS

- 4.1 The Association received **4** complaints during the first Quarter of 2022/23.

4.2 Stage 1 Complaints

4 Stage 1 Complaints were received within the period 1 April 2022 to 30 June 2022. **100% (4)** of Stage 1 complaints were responded to within Quarter 1. However, only **75% (3)** of Stage 1 complaints were handled within timescale. The average resolution time was **3 days against an SPSO target of 5 working days**. The outcome of these complaints are as follows:

Outcome - Stage 1	Quarter 1 2022/23
Upheld	-
Partially Upheld	-
Not Upheld	4
Resolved	-
Total	4

4.3 Stage 2 Complaints

2 Stage 2 complaints received within the period 1 April 2022 to 30 June 2022. **50% (1)** of Stage 2 complaints were responded to within Quarter 1. The other was not due a reply until July 2022.

In addition, there were 3 Stage 2 complaints carried forward from last year. These were all resolved in early April 2022 and took an average of 17 days to be resolved.

The one complaint received and responded to within the quarter, was resolved in **9 days against an SPSO target of 20 working days.**

Including the 3 cases carried forward from last year, our average performance was **15 days against an SPSO target of 20 working days.**

Outcome - Stage 2	Quarter 1 2022/23
Upheld	-
Partially Upheld	1
Not Upheld	-
Resolved	-
Total	1

4.4 Complaint Issues

The table below details the main issues WHA received complaints about during the Quarter ending 30 June 2022:

Trust Honesty Integrity Excellence Accountability Sustainability

Issues raised	Q1 2022/23	Outcome
Equalities issue	-	-
Failed to attend appointment	-	-
Contractor conduct	-	-
Poor workmanship	-	-
Incomplete repair	1	1 Not upheld
Repairs Delay	2	1 Not upheld, 1 Open
Rechargeable Repairs	-	-
Common Repairs	1	1 Not Upheld
Rent Arrears	-	-
Anti-Social Behaviour	1	1 Not Upheld
Estate Management	1	1 Partially Upheld
Estates Team	-	-
Policy/Procedure	-	-
Communication	-	-
Staff issue	-	-
Development	-	-
Not WHA Responsibility	-	-
Total	6	6

However, although these are the main recorded reasons for complaints, 3 was also related to communications and 2 of these also included staff issues.

5 COMPLIMENTS

During the Quarter to 30 June 2022, no compliments have been recorded.

6 LEARNING FROM COMPLAINTS & TRENDS

6.1 *Learning from Complaints*

The main learning outcomes from the last quarter are:

- Complaints Management

Complaints are being monitored by our Service Improvement Officer and all cases have been resolved during period that could be. The one open case the 20 working days for a Stage 2 were needed to provide a detailed response, following on from an earlier Stage 1 complaint, where our explanations failed to resolve matters. The

one Stage 1 that has gone over target time, was responded to on the response date noted by system but was due the previous day.

- Repairs Management

The majority (5) complaints were related to repairs issues, three cases, as noted above were related to communication over repairs.

This suggests that we may wish to give consideration to producing information leaflets on our services, so that customers have a clearer idea of what to expect from us.

6.2 Trends

Compared to the first quarter outcomes from last year the level of Stage 1 complaints has decreased from 7 to 4 and Stage 2 complaints increased from 0 to 2.

Compared to last year if complaints remain on a similar pattern during this year, we are on trend for less Stage 1 complaints (30) but around same number of Stage 2 (8)

As noted above, repair issues continue to form most of the complaints received.

7 REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

7.1 Standard 2

The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. In addition, its primary focus is the sustainable achievement of these priorities.

Guidance 2.2

The governing body recognises it is accountable to its tenants, and has a wider public accountability to the taxpayer as a recipient of public funds, and actively manages its accountabilities. It is open about what it does, publishes information about its activities and, wherever possible, agrees to requests for information about the work of the governing body and the RSL.

Guidance 2.3

The RSL seeks out the needs, priorities, views and aspirations of tenants, service users and stakeholders. The governing body takes account of this information in its strategies, plans and decisions.

8. FINANCIAL IMPLICATIONS

8.1 The measures taken to resolve complaints affect staffing resources. These resources are being delivered within our existing salary budget.

9 KEY RISKS

9.1 *Reputational*

Risk associated with complaints is mainly reputational and to manage this risk we must learn from complaints to ensure that any trends are addressed.

10 EQUALITY, DIVERSITY & HUMAN RIGHTS IMPLICATIONS

- 10.1 Wellhouse Housing Association embraces the principles of empowerment, accountability, equality and diversity that are integral to human rights. Complaints and compliments are monitored for equality issues.
- 10.2 During the Quarter to 30 June 2022 no equality complaints were raised.

Management Committee	24 August 2022
Agenda item	10
Title of Paper	Quarter 1 - KPI Report April-June 2022
Author	Carol Hamilton, Housing and Customer Service Manager Bill Black, Interim Director
Attachments	Appendix 1 – KPI results Quarter 1 (included separately on A3 paper)
Executive Summary	This KPI report is presented from the Management Team on our performance for the first quarter of 2022/23

FOR INFORMATION

1 PURPOSE

- 1.1 The purpose of this report is to bring to the attention of Committee the performance in relation to Key Performance Indicators (KPI) for period April - June 2022.
- 1.2 The report and attached Appendix 1 details performance results for the first quarter against targets set for 2022/23. Committee is asked to discuss with the Management Team any of the presented performance trends, consider any influencing factors and suggest appropriate responsive action.

2 RECOMMENDATIONS

- 2.1 Committee is asked to discuss and note the contents of this report

3 BUSINESS PLAN, VISION AND VALUES

- 3.1 Key areas of performance are integral to business; we measure our success by setting targets against these objectives, ensuring that we deliver them effectively and efficiently. The six objectives are to: -
 1. Deliver excellent services.
 2. Provide good quality homes.
 3. Anticipate, understand and respond to local needs.
 4. Foster an attractive, successful and thriving community.
 5. Maintain good governance and financial management.
 6. Value and invest in our people.
- 3.2 It is also consistent with our Values of:
 - Trust, Honesty, Integrity, Excellence, Accountability, Sustainability
- 3.3 The report reflects priorities set from the 2021/22 Operational Plan.

- 3.4 This Report should contribute towards our overarching Aim and Vision of making Wellhouse "the Place to Be"

4. BACKGROUND and MAIN ISSUES

- 4.1 Committee is kept updated throughout the year on key areas of the business. The Annual Return of the Charter (ARC) also provides areas of performance. The KPI targets referred to in this report and attached Appendix 1 reflect areas included in the ARC. Our own internal targets and any service standard we deem important are collated and monitored separately.

The full suite of KPIs reviewed last year to ensure that we are reporting on relevant KPIs with proper targets in place. As well as being a working internal management document, this also appears on the website and is available for everyone to view. This now results in a more condensed version of the KPI report meaning it is less likely that important information could be overlooked.

This quarterly Committee report will still highlight areas of concern and also areas of particularly good performance or improvement and will once again have the recently reviewed table of KPIs as an appendix, as this will still be the source of any information contained in this report. The Housing & Customer Services Manager and Assets & Maintenance Manager will concentrate on certain areas for discussion each quarter and may also have some attachments displaying visual content.

5 DISCUSSION

5.1 Housing & Customer Services Manager- Discussion points

Rent collected as a % of total rent due was 91.73% at end of Quarter 1. This is based on rent charges against rent collected and is impacted by technical arrears.

Gross rent arrears have reduced to 8.73% although they are still an area of concern, remaining above target.

Former Tenant arrears were 1.48% at end of Quarter 1 remaining above our 1% target.

Current Tenant rent arrears also saw a slight increase to 8.88%.

The % of tenancy offers refused are now within target at 28.57%, although relet times have increased to 61.9 days. 7 of the 10 relets were carried forward from last year and Covid restrictions and metering issues impacted on our performance.

5.2 Assets & Maintenance Manager - Discussion points

Gas Servicing is back to 100% access, but we are still experiencing a very high level of services going to 'Forced Access' which takes up a lot of staff time.

Repairs Satisfaction Rates improved to 92.1%, which is within target.

However, with the move to HomeMaster, there are two KPIs where we cannot report on performance, due to reporting issues. One is an internal target for Urgent Repair Times and extract from system does not allow this to be accurately calculated. The other is an ARC indicator 10 Repairs Completed First Time. This will require assistance from HomeMaster to resolve.

6. REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

- 6.1 There are no regulatory, legal, or constitutional issues to consider in this performance report.

7. FINANCIAL IMPLICATIONS

- 7.1 Committee are asked to note the impact of arrears and void rent losses.

8. KEY RISKS

(a) Strategic Risks	(b) Operational Risks	(c) Project Level Risks
Increasing arrears impact on our income	Financially due to lost income	
Reputational through possible failure to provide excellent services.	Problems with stock – internal and external.	
Mitigation	Mitigation	Mitigation
Focus placed on rent arrears and void turnaround times	Redesigning arrears reports and actions	

9. SWOT ANALYSIS

Not required

10. EQUALITY AND DIVERSITY ISSUES

- 10.1 There are no identified impacts on any of the main minority groups or diversity implications even an unintended one.

11. SUSTAINABILITY

- 11.1 There are no identified impacts on sustainability even an unintended one.

12. CONCLUSION

- 12.1 Rent arrears and void turnaround times are causing concern. We will be working with HomeMaster to improve reporting for the next report.

Management Committee	24 August 2022
Agenda Item	11
Title of Paper	Rent Arrears Update
Author	Carol Hamilton, Housing & Customer Service Manager
Attachment(s)	N/A
Executive summary	<p>The following information is recorded at the end of Period 4, 31st July 2022:</p> <ul style="list-style-type: none"> • Gross current tenant rent arrears are £279,259 – 8.01% of annual income • Net arrears are £267,841 – 7.68% of annual income • Former Tenant's arrears are £54,450 • Rent collection is currently 124.31% (cumulative 4 months to end July 2022) • 95 tenants (11.99% of all tenants) owing £1,000+ now owe £197,403 collectively – 70.69% of current arrears and 5.66% of annual rent income. • 58 (7.32% of all tenants) of those owing £1,000+ are UC recipients • 37 tenants (4.67% of all tenants) owe £2,000+ • The number of tenants claiming UC is 244 (30.81% of tenants). • The amount of UC arrears figure is £166,178 (59.51% of the current arrears) or (4.76% of annual income)

FOR INFORMATION

1 PURPOSE

- 1.1 To update Committee on the arrears position

2 RECOMMENDATIONS

- 2.1 That the update on the arrears position be noted

3 BUSINESS PLAN, VISION AND VALUES

- 3.1 The production of an arrears report is consistent with:
- our strategic objective 5: to maintain good governance and financial management and:
 - our values of excellence and accountability

4 BACKGROUND

- 4.1 Committee have requested regular arrears reports

4.2 This summary forms an update to the end of July position.

5. MAIN ISSUES:

5.1 Since the last Committee update, gross current tenant rent arrears have reduced by £14,404 to £279,259.

5.2 During the same period, net current arrears have increased by £26,629 to £267,841. It is worthwhile noting that 13 new tenants have accrued arrears of £9,210.45 as they are awaiting the outcome of benefit claims. There is one exception, where a tenant has not paid since taking up the tenancy and a Notice of Proceedings has been served. In addition, there are direct debits to the value of £5,653, which aren't included in the July figures as they were collected on August 1st due to the due dates coinciding with the weekend.

5.3 95 tenants owe more than £1000, which is 4 more than reported at last Committee meeting, and those owing more than £2,000 have increased by 2 to 37.

5.4 The Former Tenant Arrears (FTAs) have reduced by £1,997.

5.5 Universal Credit (UC) is now claimed by 244 of WHA households, which is 1 less than last Committee update, and UC arrears accounts for £166,178, (59.51%) of the total gross current rent arrear. The figure for UC recipients is 257 according to the Universal Credit Landlord Portal. It should be noted the HomeMaster only records cases where payments are paid direct to WHA.

5.6 The Housing Team are continuing to focus on reducing the UC debt by ensuring that affordable arrangements are made for those with outstanding balances as well reducing Former Tenant Arrears. Two tenants have contacted the Housing Officer to rearrange their arrears payment due to a rise in the cost of utility bills and it is expected that this will become a regular occurrence.

5.7 It should be noted that there are still some issues with the calculation of technical arrears on HomeMaster that we are resolving via additional data input. Issues also remain around backdated payments where the backdate precedes Homemaster.

6. DISCUSSION

6.1 WHA are conducting a benchmarking exercise with EHRA colleagues to compare how we each process the rental receipts from Glasgow City Council and DWP and we will report back our findings at a subsequent meeting. To date we have only had one response from EHRA colleagues

7 REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

7.1 ARC report will include our performance.

8. FINANCIAL IMPLICATIONS

8.1 Dealt with in the body of the report.

9 KEY RISKS

- 9.1 Failure to robustly manage arrears is a failure to deliver on core KPI and reduces income to the Association. Mitigation – persistent and consistent application of policy and staff performance management.
- 9.2 Any rise in evictions may lead to reputational damage. Mitigation- use only as a last resort.

10 EQUALITY, DIVERSITY & HUMAN RIGHTS IMPLICATIONS

- 10.1 The Rent Management Policy has been written with our commitment to diversity included.

Management Committee	24 August 2022
Agenda Item	12
Title of Paper	Management Accounts – 30 June 2022
Author	Robert Murray, Finance & Corporate Services Manager
Attachment(s)	1. Management Accounts (included separately on A3 paper)

FOR INFORMATION & APPROVAL

1 PURPOSE

- 1.1 To provide Management Committee members with a comparison of the budget and actual financial positions to 30th June 2022

2 RECOMMENDATIONS

- 2.1 That members review the attached papers and, subject to satisfaction, approve the management accounts for the period to date.

3 BUSINESS PLAN, VISION AND VALUES

- 3.1 This Report is consistent with Wellhouse's Strategic Objective to provide good governance and financial management
- 3.2 This Report is relevant in respect of the following Core Values: -
- Accountability
- 3.3 This Report also meets the requirement from the Operational Plan – "Quarterly Management Accounts".
- 3.4 This Report should ultimately contribute towards our overarching Aim and Vision of making Wellhouse "the Place to Be"

4 BACKGROUND

- 4.1 Management Accounts are the provision of financial and non-financial information to managers and Committee members. The Management Accounts are a basis for gauging financial viability and are also used as a tool for decision-making to allow the Association to achieve strategic and corporate objectives. Good Governance dictates that Management Accounts are presented to and approved by Management Committee.
- 4.2 Scottish Housing Regulator: Regulatory Standards of Governance and Financial Management – Standard 4 states "The governing body ensures it receives good quality

information and advice from staff, and where necessary, expert independent advisers, which is timely and appropriate to its strategic role and decisions. The governing body is able to evidence any of its decisions.”

- 4.3 The attached Management Accounts to 30 June 2022 have been prepared using the Accruals Concept where expenditure is charged to the period in which it is incurred and not when the invoice is received or paid and income is credited to the period when it is realised as opposed to the date the sales invoice is raised or paid.
- 4.4 The budgeted results to date are based on the first quarters budget for the period which shows a projected surplus of £152,29.

5 MAIN ISSUES

5.1 Statement of Comprehensive Income (SOCl) -

The budgeted surplus (24) for the 3 months to 30th June 2022 is £152,279 however, the actual results for the period show a surplus of £141,049. There is, therefore, an adverse variance for the period of £11,229

The overall adverse variance of £11,229 arises from-

- Operational activities £14,069– adverse variance
- Net interest and other activities £2838- favourable variance

Income

Rental income (1) is close to budget with a slight positive variance of £1470. Void losses (2) are higher than the budget figure £6,965 as opposed to £9,325. An adverse variance in net rental income of £890.

Commercial rent (3a) is showing quite an adverse variance of £2,434 from a budget figure of £13,272 This is explained, mainly due to 17-19, Newhills Road being for the period. It is anticipated there will be a lease from a tenant commencing 1 September 2022.

Factoring income (3b) – adverse variance of £1290 from a budget of £4,647 Although, all standard monthly charges continued to be invoiced during the lockdown period, no planned rechargeable repairs were carried out.

Stage 3 Medical Adaptations Grant Income (5a) –. adverse variance of £11,000. This is due to the Q1 claim not being submitted but this will be brought up to date in the coming weeks

Grants released from Deferred Income (4) – the budget figure was calculated on a projected figure based on the 2021/22 outturn; however, the actual charge is based on the final 2021/22 position. A bit more (£14,992) due to disposal of components which have now been replaced.

Expenditure

Management & Maintenance Admin - £6,063 under-spend against budget. The following make up this favourable variance: -

- Salaries (6) (£12,762 under-spend) – mainly due to replacement staff being recruited at a lower pay scale. Not all staff are members of the pension but budgets are prepared on the basis of all staff joining. There are several vacancies at present that are taking longer than anticipated to fill.
- Overheads (7) – an overspend of £6,699 against budget. The attached overheads schedule shows a more detailed analysis of all variances.

Repairs & Maintenance – an underspend of £22,901 against budget over all areas of maintenance, from a total budget of almost £259,756 for the quarter. A more detailed explanation of some of the over- and under-spends as follows: -

- Reactive maintenance (9)– an over spend of £25,524 (Budget £121,025 actual £146,549 Voids maintenance overspend of £11,124 as there were less voids but the conditions of the voids are worse than previous years.
- Cyclical maintenance (10) – Under-spend of £41,441 actual £37,699 against budget £79,140. Most works are now being carried out as planned and a detailed program of works is being worked through
- Major repairs/planned renewals (11) – under-spend of £24,381- actual £200,986 against budget £225,367. The window and door replacement program is almost complete and the Kitchen, bathroom and boiler replacement program is ongoing

Housing Property Depreciation (12) – adverse variance of £27,896. The budget figure was calculated on a projected figure based on the 2021/22 outturn; however, the actual charge is based on the final 2021/22 position updated to include any replacement components. Replacement components this year much lower than budget so far, also contributing to the lower depreciation charge.

Bad Debts (13) – this is actually the charge to income and expenditure, which will increase the provision rather than the actual amount of bad debts written off. We will be processing a charge each month and rather than being based on a notional budget figure, this is now calculated using the same formula as at the year-end – based on band levels of arrears.

5.2 **Statement of Financial Position-**

The Statement of Financial Position shows the actual position at 30 June 2022 and also the position at 31 March 2022 and the resulting movement in this financial year.

Housing Properties (18) has decreased by £61,657. A few individual kitchen, bathroom and boiler replacements and windows and doors has amounted to £200,986 with depreciation of £255,220 being charged.

Cash (19) has decreased by £386,945 to £2,739,830

Payables < 1 Year (20)

- Misc. creditors have reduced by almost £64,529 since 31 March 2022.–This is mainly due to the reduction in purchase ledger control A/C.
- Due to the new accounting treatment for pensions, we no longer show the element of pension deficit payable within one year separately.

Payables > 1 Year

- Loans (21) – have reduced by £63,055 due to the monthly contributions being paid towards this liability.
- Pension deficit (21) – The pension deficit reflects the revaluation of multi-employer DB scheme, due to the new accounting treatment for pensions. The scheme is presently being revalued and the actual liability will be adjusted within the final accounts.
- Deferred income (22) – similarly, the monthly release of deferred grant to Statement of Comprehensive Income of £133,789 has reduced these balances to just over £13.2 million.
- Reserves (23) – has increased by just over £134k to over £7.9 million, in line with the surplus made for the period.

5.3 **Cash-flow Report**

This report shows the transactions for the year-to date using the receipts and payments method as opposed to the accrual's method. The cashflow report shows a cash outflow (deficit) of £386,949 as opposed to a surplus of £141,049 in SOCI.

Generally, a broad-brush method of reconciling these two figures is as follows: -

- Start with SOCI surplus;
- Add back depreciation;
- Deduct grants released from Deferred income;
- Deduct capital spend; and
- Deduct loan capital repayments.
- Adjust for movement in debtors and creditors (accruals and prepayments).

5.4 **Covenant Compliance**

There are no covenant compliance issues with the following results being achieved at 30 June 2022: -

- Interest cover - Target > 110%, Result = 157.02%
- Gearing - Target < 30%, Result = 18.07%

Both lenders – Royal Bank of Scotland and Clydesdale Bank - have used the same financial covenants, calculated the same way with the same target result.

6. **DISCUSSION**

Committee is invited to discuss any of the points reported on above.

7. REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

- 7.1 As laid out in Scottish Housing Regulator: Regulatory Standards of Governance and Financial Management (particularly standards 3 and 4) there is a regulatory requirement for Wellhouse to report regularly to Management Committee and for Management Committee to approve these financial reports.
- 7.2 It is also considered Good Practice for Wellhouse to prepare quarterly Management Accounts in order to demonstrate financial viability and to allow for the decision-making process to achieve corporate objectives.

8. FINANCIAL IMPLICATIONS

- 8.1 Any material points are noted at section 5 above.

9. KEY RISKS

9.1

(a) Strategic Risks	(b) Operational Risks	(c) Project Level Risks
Failure to provide up to date and accurate financial reports and budget monitoring would result in the Association being unaware of its actual financial position. This could lead to decisions being taken on incorrect information and could result in financial and reputational damage		
Mitigation	Mitigation	Mitigation
Quarterly Management Accounts, and other financial reports, are presented to Management Committee for discussion and approval."		

10. EQUALITY, DIVERSITY & HUMAN RIGHTS IMPLICATIONS

- 10.1 None apparent.

11. SUSTAINABILITY

- 11.1 Not applicable.

12. SWOT ANALYSIS

- 12.1 Not required as no new business activity proposed.

13. CONCLUSION

- 13.1 Some over- and under-spends against budget in the Statement of Comprehensive Income, overall, the actual surplus position is lower than the budget surplus for the quarter to 30 June 2022.

Cash position has reduced and is in a reasonably healthy position finishing the period at over £2.7 million. The reduction in cash has funded the investment in the replacement windows and doors.

Overall, a reasonable performance for the first quarter of 2022/23 maintaining a healthy financial position.

Management Committee	24 August 2022
Agenda Item	13
Title of Paper	Operational Update Report
Author	Management Team
Appendices:	n/a

FOR INFORMATION AND DECISION

EXECUTIVE SUMMARY:

1. Director – Main Issues

The Interim Director reported in closed session.

2. Housing & Customer Services Manager – Main Issues

- The Housing Team are continuing to prioritise arrear management and estate management. Specialised roles are continuing during Homemaster implementation and the holiday period.
- Policies are being reviewed and particular emphasis is being given to the Allocations Policy as well as the Tenant Participation Strategy.
- There has been an increase in tenants giving notice to end their tenancy as well as an increase in abandoned properties. It is unclear why the properties have been abandoned and the common reason given for those ending their tenancy correctly is affordability issues, two tenancies ended due to deaths and one family moved internally.
- Officers have reported increased Anti-social and estate management complaints.
- There an increase in applications for housing from private sector tenants because of landlords selling their properties.
- The Income Advice Officer (IAO) continues to support tenants by providing benefit advice and crisis support as well as supporting the Housing Officer with arrears cases and providing Universal Credit early intervention support for new claims.
- The UK government has announced several cost-of-living payments that will be automatically paid to those who are eligible. Those receiving certain means tested benefits on the 25th of May 2022 will receive £650, the payment will be made in two lumps sums. The first payment is due to be made in July 2022 with a second payment in Autumn. Those receiving certain disability benefits on the 25th of May 2022 will receive an additional £150 in September 2022. There has been an increase of £300 to Winter Fuel payments for Pensioners. All payments are automatically paid to qualifying claimants, there is no application process. There is now

Trust Honesty Integrity Excellence Accountability Sustainability

an online facility for claimants to query a missing cost of living payment. DWP have announced that payments made to ineligible claimants in error will have to be paid back.

- Personal Independence Payment (PIP) is due to be replaced by the Adult Disability payment around 29th August 2022, the Scottish Government will be responsible for administering the adult disability payment. Scottish Claimants will claim the Adult Disability Payment instead of PIP, as the responsibility for the benefit has been devolved to the Scottish Government. Existing PIP claims will be transferred to the Scottish Government in the coming months and will not affect a claimants existing award. The IAO will be assisting tenants to navigate the new claims process.
- The Glasgow City Council Housing Benefit review team are currently carrying out HB claim reviews at random, Housing Officers may notice a higher number of suspended HB claims while reviews are taking place. The HB review team need to verify the claimants' full circumstances directly with them as they will carry out a full case review. The HB review team will write to claimants selected for review and they will arrange a telephone interview to verify their circumstances. If contact fails, claimants without online access can contact GCC on the GCC priority helpline to contact the review team. If a claimant fails to make contact the claim could be terminated. The IAO will assist tenants who have been selected for review.

3. Assets & Maintenance Manager – Main Issues

- Window and door contract , Contractor is off site no issues to report
- Voids currently sitting with 10 voids in repairs (08/08/22) meters are still an issue with needing to be reset. Looking at using Utility Aid for resets.
- All smoke detector upgrades completed and ECIR testing underway, water testing and remedial works on site.
- 1st qtr. adaptations 3 to be completed need joint visits 9 other completed at a cost of £21k
- Town House decant major works due to long term water leak costs are being looked at as they are higher than we expected by a considerable amount

4. Finance & Corporate Services Manager – Main Issues

- External audit currently ongoing with no significant issues being raised
- This is first quarter of using the new Homemaster system to draw the financial records for the reports. No major issues obtaining the information was experienced but we will continue to work with Homemaster to try and build the reporting module within the system rather than having to extract to excel.
- Due to sickness within the internal audit team the reports we not available for the Audit and risk committee. It is likely that these two reports will be brought to the additional committee meeting to be held on 1st September 2022.
- A monthly working group for the Homemaster system has been established for each department to discuss ongoing teething issues with the system and to enable us to work with Homemaster on any adjustments or improvements that may be required.
- The treasury management report should have been presented at this committee meeting as a separate paper. Due to the changing interest rates, I had reached out to each of the lenders to get a breakdown of the impact that the changes would have and some options such as making additional capital payments. Despite chasing them on several occasions I was unable

to receive the requested information on time for this committee meeting and therefore propose having this available for the October meeting. The main lender RBS is on a fixed rate but Virgin Money is variable and at present the increase in the rate could add an additional £6000 to costs this financial year.

Management Committee	24 August 2022
Agenda Item	14
Title of Paper	AGM/Election arrangements
Author	Linda Logan, Corporate & Governance Officer
Attachment	Nomination Form

FOR INFORMATION

1 PURPOSE

To outline our AGM arrangements and to note the members who will stand down and seek re-election at the Annual General Meeting on 21st September 2022.

2 RECOMMENDATIONS

- 2.1 That committee note the update and to confirm those members who will seek election and re-election to the committee.

3 BUSINESS PLAN, VISION AND VALUES

- 3.1 The production of the AGM arrangements report is consistent with:

- strategic objective 5: to maintain good governance

4. BACKGROUND

- 4.1 WHA's Rules state that "At the end of the first annual general meeting after the total membership of the Association has risen to seven or more, all committee members must retire. From then on at the end of every annual general meeting, at least one-third of the Committee Members or the nearest who number thereto, must retire. Any appointed as a co-optee under Rule 41.1 or to fill a casual vacancy under Rule 40 and who retires for that reason, shall not count toward the one third provision. The retiring Committee Members should be selected in accordance with Rule 38.2"

5. MAIN ISSUES

- 5.1 Under Rule 38.2 of the Association's Rules, at least one third of the Committee or the nearest whole number thereto, and who have served the longest on the Committee since the date of their last election, must retire.

Under Rule 38 the following members will stand down and are asked to confirm that they will be seeking re-election, they do not require nomination.

These members are: Maureen Morris, Jane Heppenstall and Shona McKenna.

- 5.2 Under Rule 41.1 members appointed as co-optee's in the course of the preceding year are required to seek election at this AGM.

These members are: Gordon Kerr and Helen Lafferty.

There are up to 12 places on the Management Committee. No new Nominations for Election to the Committee have been received. We have 3 vacancies.

- 5.3 The Association must have a Secretary, a Chairperson and any other Office Bearers the Committee considers necessary. The Office Bearers, except for the Secretary, must be elected Committee members and cannot be co-optees. An employee may hold the office of Secretary although not be a committee member. The committee will appoint these Office Bearers. If the secretary cannot carry out his/her duties, the Committee, or in an emergency the Chairperson, can ask another Officer Bearer or employee to carry out the Secretary's duties until the Secretary returns.

The Secretary does not require election and it is proposed that the Director continue in this role.

Election of Office Bearers:

A nomination form has been included at appendix 1 should members which to nominate an elected member, other than those standing for re-election. Although the form does not require to be returned before 1st September 2022 please inform the Corporate & Governance Officer before the meeting on 24 August 2022 if you intend to stand or nominate another elected member.

Under Rule 58.10 the Chairperson can be re-elected but must not hold office continuously for more than five years. Maureen Morris has indicated that she is willing to stand for re-election as Chair. If there are no further nominations, she is asked to confirm this.

The current Vice-Chair, Clare Monteith, has indicated that she willing to stand for re-election. If there are no further nominations, she is asked to confirm this.

Committee had indicated that they consider the office bearers role of Treasurer as necessary. As the current role is vacant, committee are asked to submit nominations for the role and/or submit an interest/volunteer for the role of Treasurer.

- 5.4 The Audit and Risk committee members are asked to confirm that they are willing to continue their appointment to the Audit & Risk Committee. These are Clare Monteith, Maureen Morris, Sarah Morris, Michelle Harrow and Jane Heppenstall. Members are asked to consider their willingness for stand as Chair of the Audit & Risk Committee.
- 5.5 Staffing Committee members are asked to confirm that they are willing to continue their appointment to the Staffing Committee. These are Clare Monteith, Michelle Harrow and Sarah Morris.

6. REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

- 6.1 These are dealt with in the body of the report.

7. FINANCIAL IMPLICATIONS

7.1 None

8. KEY RISKS

8.1 Failure to manage the constitutional obligations of WHA in this area in accordance with their requirements would be a clear failure of governance effectiveness and could also lead to challenges from existing members and potential new members. This would risk regulatory action and other regulatory consequences, possible undermining of previous decisions made by committee as being unconstitutional.

9. EQUALITY AND DIVERSITY IMPLICATIONS

9.1 The leaflets advertising committee vacancies identified that we are seeking people to increase the diversity on the board. However, all those elected, are white, ethnic British. The committee may want to take account of this in deciding whether to advertise for further members.

WELLHOUSE HOUSING ASSOCIATION LIMITED**ANNUAL GENERAL MEETING 2022****NOMINATION FOR MEMBERSHIP OF THE MANAGEMENT COMMITTEE**

PART A**To be completed by the member standing for election to the Management Committee.**

I confirm my willingness to stand for election and serve on the Management Committee of Wellhouse Housing Association.

Name

Address

Occupation

Signed Date of Birth

PART B**To be completed by the member making the nomination**

As a member of Wellhouse Housing Association I wish to nominate the person named in Part A above for election to the Management Committee

Signed

Name

Address

Return of nomination (please read carefully)

The completed form **must** be returned to the Association by **Friday 2nd September 2022** at the latest.

WELLHOUSE HOUSING ASSOCIATION LIMITED
THE HUB, 49 WELLHOUSE CRESCENT
WELLHOUSE, GLASGOW
G33 4LA

FAO: Linda Logan, Corporate & Governance Officer

* Any forms not returned by the closing date are not valid*

Management Committee	24 August 2022
Agenda Item	15
Title of Paper	Membership of Wellhouse Housing Association
Author	Corporate & Governance Officer
Attachment(s)	

FOR Approval

1 PURPOSE

- 1.1 The purpose of this report is to bring to the attention of Committee, new membership applications to be recorded in the Register of Members.

2 RECOMMENDATIONS

- 2.1 That committee approves the new Membership Application in accordance with Rule 7.2.

3 BACKGROUND

- 3.1 WHA's Rules state that "The members of the Association shall be those persons or organisations who hold a share in the Association and whose names are registered in the Register of Members". The only route to becoming a member is to submit an application for consideration by the management committee, which has "absolute discretion in deciding on applications for membership".

Business Plan and values

The production of a Membership Applications report is consistent with:

- strategic objective 5: to maintain good governance

4 MAIN ISSUES

- 4.1 There is the following application for membership in accordance with Rule 7.2:

Calum Campbell, Flat 1/1 154 Bartiebeith Road G33 4EU

5. REGULATORY, LEGAL AND CONSTITUTIONAL ISSUES

- 5.1 None

6. FINANCIAL IMPLICATIONS

- 6.1 None

7. KEY RISKS

- 7.1 Failure to manage the constitutional obligations of WHA in this area in accordance with their requirements would be a clear failure of governance effectiveness, and could also lead to challenges from existing members and potential new members. This would risk regulatory action and other regulatory consequences, possible undermining of previous decisions made by committee as being unconstitutional.

8. EQUALITY AND DIVERSITY IMPLICATIONS

- 8.1 The Membership policy says that membership is open to all regardless of their personal characteristics or circumstances, and that WHA “will strive to ensure our membership reflects the communities we serve. We will put in place arrangements for monitoring the composition of our membership to enable periodic assessment of the extent to which it is representative”.