

DECISION

Committee:

**Board of Management of Sanctuary
Scotland Housing Association Limited**



Date:

05/09/2023

Agenda Item:

6

Report from:

Director - Sanctuary Scotland

Title: Schedule of Actions and Decisions of Special Committees

Executive Summary: To consider the Schedule of Actions and Decisions of the most recent meetings of the Special Committees.

1. Introduction

1.1 The purpose of this report is to submit the schedules of actions and decisions of the meetings listed below and to highlight items for approval:

- the Central Area Committee (CAC) held on 16 August 2023; and
- the North East Area Committee (NEAC) held on 17 August 2023.

2. Items highlighted for approval

2.1 The Board of Management is recommended to approve the Customer Contacts, Complaints Handling and Compensation policy.. This policy has been reviewed in line with the normal cycle and only minor changes have been made.

3. Appraisal

3.1 Risk management

- 3.1.1 RM 1 Rental income and collection, RM 2 Maintenance long term investment, RM 9 Health and Safety and RM 10 Fraud; the role of special committees, in scrutinising various aspects of operational performance and in reviewing policy documents, contributes to the mitigation of a number of risks identified in the risk map.
- 3.2 Value for Money
 - 3.2.1 The regular and effective monitoring of performance will have a positive impact on ensuring the delivery of value for money services.
- 3.3 Corporate Strategy
 - 3.3.1 Ensuring effective governance of the organisation including special committees supports all three strategic priorities - putting our customers first, investing in our assets and growing our services.
- 3.4 Customer and/or Employee considerations
 - 3.4.1 Special committees carry out regular reviews of performance and service delivery matters of importance to customers. Any employee implications discussed will be noted in the minutes.

4 Recommendations

- 4.1 The Board of Management is asked to note the schedules of actions and decisions of the CAC and the NEAC and to approve the item recommended in Section 2.