



Effective Workers Voice – Osprey Housing

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

This group have a formal remit (attached as **Evidence Appendix 1**) and have an elected Chairperson and a nominated representative from each department. All our team members have numerous options to voice their views and ideas through this forum. Meetings are minuted and are circulated to all Staff. The minutes are shared with our Board which ensures transparency and meaningfulness of any topics raised or discussed. This approach ensures our Staff team feel both heard and informed.

Osprey Housing has a strong culture of openness and transparency. Our Chief Executive and Senior Leadership Team have an open door policy that enables any member of Staff to speak to any of them at any time, on any matter of concern. We have bimonthly Staff meetings, where Chief Executive and other members of our Senior Leadership Team update Staff on current organisational matters. We attach as **Evidence Appendix 2** a record of the suggestions and actions/response from the most recent all staff session held in October 2024 which evidences that we fully consult, engage and listen to our staff team valuing their input into our commitment to continual improvement.

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

We have an Ideas Lab, a process which considers all new ideas, improvements or concepts from our team and allow this to be captured, reviewed and fed back in a 360 approach. An online form has been created and shared on our internal intranet which is accessible by both staff and Board members – link to online Ideas form - [New Ideas Form](#) (**Evidence 3**)

We carry out regular staff wellbeing surveys and have a rolling program of wellbeing courses to support our staff and promote a healthy working environment for all our people.

Osprey Housing has clear policies and procedures in place to ensure any grievances and are recorded and dealt with effectively.

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

Signed (CEO)

A handwritten signature in black ink, appearing to be "S. Madder", written over a horizontal line.

Signed (Chair of Colleague Council)

A handwritten signature in blue ink, appearing to be "E. Madder", written over a horizontal line.

Effective Workers Voice – Evidence Appendix 1

Colleague Council remit (Reviewed and approved April 2024) and copy of most recent Colleague Council minutes

Colleague Council Remit & Constitution

1. Purpose

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

2. Scope

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

3. Colleague Council Remit

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

It is overall intended to:

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

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

- Operational and Financial performance
- Business Strategy
- Staffing Policies and Procedures
- Jobs and employment

- Major organisational/workplace changes
- Health and Wellbeing at Work including Social and Charitable Activities

If the circumstances arise at any time in the future which require it, the Colleague Council may, upon agreement with Osprey as the employer, act as the standing body to be consulted in the event of a collective redundancy situation, or in the case of a transfer of undertakings, where staff affected (either directly or indirectly) are not represented by a recognised independent trade union.

4. Membership and Composition

The Colleague Council shall as far as possible comprise of:

Senior Management Team Representatives:

Chief Executive (CEO)

Director of Corporate Services (DCS)

Staff Representatives:

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

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

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

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

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

5. Nomination and Election Arrangements

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

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

Colleague Council members will then vote for the person to take up the Chair. Roles

of Secretary, Vice Chair and others deemed appropriate will be decided within the Colleague Council.

Elected representatives will serve for a period of 2 years and may offer themselves for re-election.

6. Operational Arrangements

6.1 Frequency of Meetings

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

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

6.2 Agenda

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

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

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

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

6.3 Notes of meetings

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

6.4 Confidentiality

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

NOTES OF COLLEAGUE COUNCIL
Thursday 21 November 2024
TEAMS MEETING

Present: Irene Madden (Chair) (IM)
Stacy Angus (SA)
Clare Ruxton (CR)
Jamie Brown (JB)
Beth Halbert (BH)
Marie Holmes (MH)
Emma Scott (ES)

Apologies: There were no apologies

Item	Subject	Owner
1.	Welcome and Apologies Chair welcomed all attendees.	IM
2.	Notes of Last Meeting All attendees agreed the notes of the previous meeting.	IM
3.	Staff Retirements It was raised in one of the breakout sessions at the last full staff meeting that Osprey had been poor at organising staff events for retirements. It was felt that this this negative feedback was disappointing as Osprey always rewards retirees with a gift and presentation. Teams are encouraged to do something for their team members as well. Obviously there has to be a balance to take into account the individual's preference. The colleague council members will raise it at their team meeting for any ideas of what could be further considered going forward. To be on the agenda for the next meeting to follow up.	SA
4.	Policies and Communication Again, it was raised at one of the breakout sessions at the full staff meeting that some elements of communication could be improved, particularly regarding policy updates and how staff engage in these updates. SA shared that we are open to constructive feedback. CR regularly sends out policy updates and everything is readily available for staff to view on SharePoint. There is a personal responsibility to read anything sent out. The Colleague Council will raise at team meetings for any ideas for further improvement going forward.	SA

	To be on the agenda for the next meeting to follow up.	
5.	<p>Volunteering Opportunities</p> <p>There are a couple of volunteering opportunities coming up, one with Magpie and the other Cash for Kids. A reminder that work time will be given to anyone that wants to volunteer at these events. Also if anyone has any ideas of volunteering opportunities coming up for next year to advise CR. It would be good to get some dates in advance in the diaries.</p>	CR
6.	<p>Training/Staff Development Opportunities</p> <p>i) Staff Training Day – 11 December Last fit like session with Seamus, plus Christmas get together, secret Santa, annual quiz and everyone welcome to wear Christmas jumpers.</p> <p>ii) Any Other Issues Nothing else was raised.</p>	CR
7.	<p>Digital/IT Issues</p> <p>John has set up an IT working group and any issues can be raised there. John has/is attending individual team meetings where issues can also be raised.</p> <p>IT are beginning the process of tendering for the IT support contract and hoping to have a decision by Feb with a transitional period through to July.</p> <p>SharePoint project is also currently being rolled out to ensure that our data is stored in the best possible way.</p>	CR
8.	<p>Review of Flexi-time Policy</p> <p>Related to the roll out of Breathe HR system. Target is to use Breathe for timesheets and annual leave by 1 April 2025. It is proposed that we move from a 4 week flexi period to a monthly period and so it would mean that rather than 13 possible flexi days a year, a full time member of staff would get a possible 12 per year.</p> <p>The Colleague Council will raise this at their team meetings and feedback for the next Colleague Council meeting. The policy will be reviewed for inclusion in the next governance cycle.</p> <p>To be on the agenda for the next meeting to follow up.</p>	CR
9.	Health and Safety	ALL

	<p>It was raised if a risk assessment needs to be carried out every time a member of staff uses the step ladders in the office when a risk assessment is not needed when the stool is used. It was pointed out that this was a recommendation from the H&S audit and it is required. Questions were asked about the ladders in the vans and it was decided that this will be taken to the H&S Committee.</p> <p>No issues with PeopleSafe system have been raised.</p>	
10.	<p>AOB</p> <p>i. Kitchen/tidying/cleaning up</p> <p>At the last staff session a number of staff had just dumped their plates, cups or cutlery in the sink or on the side which is not acceptable. It is a collective responsibility for all staff to ensure they clear away their own items and the kitchen is not left in a mess at any time.</p>	ALL
11.	<p>Date and Time of Next Meeting</p> <p>Thursday 16 January 2025 at 14:00</p>	

Effective Workers Voice - Evidence Appendix 2

Outcome/Feedback note from all staff session – October 2024

Fit Like – Resilience Training 17 October 2024 Session Feedback

Personal Motivation

Suggestion	Action
Meeting job role	Ensure all team members aware of their roles and responsibilities. JDs assigned to everyone in Breathe system
Motivation is strong at the moment	Continue doing our best for customers
Some individuals do not take responsibility	Team members should deal with their own problems using their skills with confidence without involving their manager
All should be aware of standards and expectations of Osprey	Continue to make standards, expectations and values explicit to everyone

Improving Motivation in the Workplace

Suggestion	Action
We need to protect the positive environment we have just now. Speak about any issues to get them resolved.	No direct action – continue positive work
We need to improve on sticking to the procedures to ensure we are all working the same. Some notice that things are getting done differently by team members	Staff team encouraged to get involved in the development of processes and SLT to ensure all team members are using the same processes.
Not sure if we all realise the impact individual departments have on each other and how they effect overall performance – would be good to possibly have a regular inter-departmental meetings. We could discuss the effect we all have i.e. cost, time voids take, impact on delays with things and not updating each other.	Getting to know how the other departments work would help us understand the effects the departments have on each other. Include each team giving a presentation at future staff training again for 2024.
Encourage open feedback to improve services	More 1 to 1s where this could be included
More self awareness. Less ego, less personal agendas	We should all chose to help each other not criticise
Should consider a performance bonus for staff if performance is better than expected	Has been discussed but is not possible within the Osprey financial model – tenant money
Guard against stagnation and complacency	Ensure culture embraces continual improvement
There is a no blame culture so people feel able to solve their own issues but make sure guidance is available when required.	No direct action – continue positive work

What are We Responsible for

Suggestion
Our selves and the things we have control over. Cannot be responsible for others.
Dealing with the issue or passing to someone more appropriate
Keeping up to date with new and reviewed policies and procedures
Ensuring we are getting value for money
Osprey's reputation
Ensuring a safe, healthy workplace for all
Tenant satisfaction and managing expectation
Osprey's overall performance
Not taking offence or being overly sensitive
Challenge in an appropriate manner

Embedding Positive Responsibility in the Workplace

Suggestion	Action
Share positive stories throughout the team to embed knowledge	New HR system includes 'kudos' for sharing positive feedback between colleagues. Share compliments that are sent in to boost morale
Give individuals tasks outwith their normal role to work across teams and broaden Osprey's overall knowledge base	Already in place to assist with personal development – staff encouraged to be prepared for their appraisals so that SLT can support effectively
Include team members when we review processes so we get buy in	Working groups already in place – continue to promote this
Openly praise team members following instances where they have taken responsibility	New HR system includes Kudos for sharing positive feedback
Give open, constructive feedback and view any mistakes as a learning opportunity on a consistent basis – no blame	Continue positive practices.