

**REPORT TO: BOARD OF MANAGEMENT OF SANCTUARY
SCOTLAND HOUSING ASSOCIATION LIMITED**

REPORT FROM: DIRECTOR - SANCTUARY SCOTLAND

DATE OF MEETING: 15 SEPTEMBER 2020

**SUBJECT: SCHEDULE OF ACTIONS AND DECISIONS OF 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 particular items:

- the Central Area Committee (CAC) held on 19 August 2020;
- the North East Area Committee (NEAC) held on 27 August 2020.

2. Item highlighted for approval

2.1 The Board of Management is recommended to approve the Customer Contact, Complaints Handling and Compensation Policy. This is an existing policy that has been reviewed. Changes include updates to the relevant legislation, making explicit reference to our commitment to equal access to services and an updated foreword as revised by the Scottish Public Services Ombudsman in January 2020.

3. Appraisal

3.1 Risk management

3.1.1 RM 1 Welfare Reform, RM 2 Maintenance long term investment, RM 10 Health and Safety and RM 11 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 Impact on diversity

3.2.1 Diversity impacts and implications are considered in the development of all new or updated policies. The performance information submitted includes diversity analysis where appropriate.

3.3 Value for Money

3.3.1 The regular and effective monitoring of performance will have a positive impact on ensuring the delivery of value for money services.

4. Recommendations

4.1 The Board of Management is asked:

- that the schedules of actions and decisions of the CAC and the NEAC be noted; and
- that the Customer Contact, Complaints Handling and Policy is approved.