

**CHANGE TO ARGYLL COMMUNITY HOUSING ASSOCIATION GOVERNANCE
STRUCTURE**

1.0 INTRODUCTION

- 1.1 The Council's housing stock was transferred to Argyll Community Housing Association (ACHA) in 2006. The Stock Transfer agreement between the Council and ACHA requires that ACHA obtains prior written consent of the Council before any reduction in the Council's involvement in the Board of Management or Area Committees is made.

2.0 RECOMMENDATIONS

- 2.1 It is recommended that Policy and Resources Committee notes the changes to the governance structure as set out within the report.

3.0 DETAIL

- 3.1 The Council has been advised by ACHA that they have undertaken a review of their Governance Rules. In terms of the Stock Transfer Agreement, ACHA has an obligation to consult with the Council when any changes are proposed to the Governance structures. The amended Rules will bring ACHA in line with other similar organisations and will ensure that they meet the SFHA Charitable Model Rules (Scotland) 2020.
- 3.2 The ACHA Board of Management at the meeting on 17th November 2022 agreed to remove the four Area Committees from the Association's governance structure. The decision was taken following a review of the Association's governance structure and against a background of the Area Committees not having met since they were placed on hold at the start of the pandemic in March 2020. The Council Area Committee members were subsequently made aware of the decision. Details on the consultation process are also provided in the report which was considered by the ACHA Board. A copy of the report is provided at **Appendix 1**.
- 3.3 ACHA has now provided the Council with a copy of their proposed Draft Rules for comment and have advised that they intend to put these rules to a Special meeting of the Board in September 2023. The main change to the Rules is the removal of the 4 ACHA Area Committees, however there is still provision within

the rules for these to be re-established if required.

- 3.4 Officers have reviewed the draft Rules and are content that the Council will still be represented on the Board by the 2 Elected Member appointees.

4.0 CONCLUSION

- 4.1 ACHA are required to consult with the Council in terms of any change to their Governance Structures, therefore the Committee is asked to note the updated Rules as outlined at **Appendix 2**.

5.0 IMPLICATIONS

- | | | |
|-------|--|-------|
| 5.1 | Policy: | None. |
| 5.2 | Financial: | None. |
| 5.3 | Legal: | None. |
| 5.4 | HR: | None. |
| 5.5 | Equalities(Fairer Scotland Duty): | None. |
| 5.5.1 | Equalities – protected characteristics: | None. |
| 5.5.2 | Socio-economic Duty: | None. |
| 5.5.3 | Islands: | None. |
| 5.6 | Risk: | None. |
| 5.7 | Climate Change: | None. |
| 5.8 | Customer Service: | None. |

Kirsty Flanagan

Executive Director with Responsibility for Development and Economic Growth

Councillor Robin Currie, Policy Lead for Strategic Development

June 2023

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APPENDICES

Appendix 1 – Management Board Meeting – 17th November 2022
Appendix 2 – Rules

Appendix 1



Item

Date: 17 November 2022

Argyll Community Housing Association

Management Board Meeting

Report presented by Colette Benham

Non-Confidential

TITLE: ACHA Review of Area Committees

PURPOSE OF REPORT: for consideration and approval

RECOMMENDATIONS:

The Board of Management is asked to agree: -

1. That the four ACHA Area Committees should be removed as part of ACHA's governance structure;
2. That local membership on the Board of Management is retained from all areas previously covered by the Area Committees, to ensure all areas are represented on the Board of Management;
3. That going forward, tenant participation is a key area of focus for ACHA as part of the transformation review being carried out;
4. That a review of the Rules, Scheme of Delegated Authority, Code of Conduct and relevant policies is carried out as part of a wider review of ACHA's governance arrangements in terms of the dissolution of Area Committees and a future report is brought back to the Board of Management in this regard.

Name of officer preparing report:

Careen Hendry

Job Title:

Governance and Compliance Manager

Telephone No:

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REPORT:

1. BACKGROUND

- 1.1. At the Board of Management meeting on 19 August 2021, the Board were advised that the Association intended to carry out a review of the role of Area Committees due to them being placed on hold since the start of the pandemic in March 2020. In February 2021, the Scottish Housing Regulator had indicated that it would be good practice to review the role and remit of the Area Committees to determine if they add value to the organisation. At the Strategic Planning event in February 2022, the Board of Management reviewed the position and agreed that review should take place by 31 October 2022.
- 1.2. A sub-committee group was set up to carry out the review and to make recommendations to the Board of Management. The sub-group comprised of the three Area Committee Chairs from Mid Argyll and Kintyre (MAK), Cowal & Bute and Oban, Lorn and the Isles (OLI) Area Committees, with a representative from the Lomond and Helensburgh Area Committee, Bobby Beggs, joining the group, given that the Lomond and Helensburgh Area Committee does not currently have a Chair. The group was assisted from an external perspective by Trudi Tokarczyk, Service Improvement Manager, Scotland's Housing Network. Yvonne Angus, Regional Manager, HNS, Karen Hickey, PA to the Chief Executive and Careen Hendry, Governance Manager also formed part of the review group.
- 1.3. The review group met on 4 occasions between August and October 2022 and considered the following questions: -
 1. *Do the area committees add value to the organisation? Are there issues covered by the area committees that are not considered elsewhere? In the absence of area committees, would the organisation be exposed to governance risk?*
 2. *Are area committees actively involved in making decisions that couldn't be considered elsewhere? Specifically, what decisions are solely within the remit of the area committees and what role do the area committees have in terms of scrutiny and assurance? Is the scrutiny/ assurance function carried out elsewhere, and if not, could this role be carried out elsewhere in the governance structure?*
 3. *How does the organisation ensure effective local engagement and scrutiny with tenants?*
 4. *Given that area committees were originally set up to improve tenant participation, is our performance in terms of tenant participation better than those organisations who do not have an area committee function in place?*
 5. *Are the area committees likely to be able to operate effectively in the post-pandemic environment? Are there likely to be issues attracting area committee members if the current structure was maintained? Are there likely to be issues in terms of member participation in light of the*

introduction of the Board Portal and the fact that more meetings are held virtually?

6. *What are the resource implications in terms of supporting the area committees? Could this be supported through any other means?*

2. THE REVIEW

2.1 Governance Structures

The review looked at the 12 peer group organisations that ACHA used for performance benchmarking (Appendix 1) and found that, in respect of the group, ACHA was the only organisation which retained area committees as part of their governance structure. All other associations have a Board of Management made up of members with relevant skills, knowledge and experience, including tenant members. Six associations have sub-committees in place which are similar to our own governance structure and consider specific areas of the business, such as audit and policy. Like ACHA, the associations examined engaged with tenants via tenant scrutiny groups, registered tenant organisations and tenant feedback forums.

- 2.2 In terms of the national picture, Trudi Tokarczyk confirmed that the large majority of RSLs no longer have area committees as part of their formal governance structure, aside from 2 very large organisations and that tenant scrutiny groups were seen as best practice in terms of participation and engagement. It was noted that one organisation had local housing committees in place but that these were not part of the organisation's governance structure and that they had a similar remit to ACHA's Your Voice group. Board members will note that, while the association's peer group has recently been amended from the 12 organisations whose governance structures were reviewed to a new peer group of 9, this does not change the position that it is unusual for RSLs to retain area committees as part of their governance structures, therefore a review of the new peer group was not considered necessary.

2.3 Consultation

The review group carried out a consultation with existing Area Committee members and a summary of responses is attached (Appendix 2). Members were asked for their views on retaining Area Committees, their reasons for this, whether they would continue to be a member if the area committees reconvened, what support they would need to participate in meetings, whether they were interested in joining the Board of Management or, if they were an ACHA tenant, a tenant participation group. Members were also asked if they had any further comments to make. Of the 24 surveys that were sent out, 9 responses were received which was a response rate of 37.5%. Six of the respondents were in favour of retaining area committees and would remain members if the area committees were reconvened. These comprised of 2 tenant members (from Bute & Cowal and Lomond), 1 independent member (MAK), 2 councillors and a member who remained anonymous. Some members felt that area committees remained relevant and should be retained

while others felt they had served their purpose and were no longer useful. It was noted that some Area Committees, for example, Lomond and Helensburgh, had historically been stronger in terms of interest than others and that in the past some committees, for example OLI, had struggled to recruit new members, however, based on the responses to the consultation, none of the area committees would have sufficient members to be quorate at the current time.

2.4 Tenant Participation

It was clear from the start that tenant participation is a key issue for all RSLs and, while a review of tenant participation was not within the remit of the review group, it was considered helpful for the group to consider how other organisations have improved participation. Max Scotto, Tenant Participation Officer, Kingdom Housing Association, attended a meeting and gave a presentation on the variety of methods used by them to increase participation which the group found very helpful. The group also considered ACHA's tenant participation groups which are as follows: -

- **The Feedb@ck forum** - comprising tenants who have indicated that they would like to take part in surveys or consultation about our services and policies.
- **Registered Tenant Organisations (RTO's)** - ACHA supports a number of groups who have formally set themselves up as an RTO or as more commonly known, a Tenant & Resident Association. ACHA can provide funding to groups and will help organisers set up new groups in local areas. We currently have two RTOs – one in Cardross and one in Campbeltown.
- **Your Voice (Tenant Scrutiny Group)** - Our newest participation forum which tests our policies and procedures to make sure they are fit for purpose. The Your Voice group make formal recommendations to the Board of Management.

2.5 Next Steps Programme

The group also considered ACHA's participation in the Next Steps programme which was aimed at housing organisations to help landlords and their tenants review, improve and develop their current tenant participation and scrutiny arrangements. The programme was delivered to ACHA by the Tenant Information Service (TIS) based on a series of workshops for tenants, staff and governing body members. It was designed to build on current good practice and to support us to meet our legislative obligation on tenant participation and to improve our performance against the Scottish Social Housing Charter outcomes and standards. The group heard that, in 2019, TIS carried out a desktop assessment on all of ACHA's current activities and a series of participation workshops were held, facilitated by TIS, for staff and councillors/governing body members and our tenants. An action plan was developed and while some actions were progressed, due to the pandemic and resource issues this has not been taken forward in any great detail.

2.6 Recommendations

The group were in favour of dissolving area committees, noting that they are no longer quorate having not met since March 2020 and that recruiting new members would be challenging. This decision was not one that was taken lightly and it was unanimously agreed that retaining local representation on the Board of Management would be important going forward. The group also felt that tenant participation should be a key area of focus going forward. Returning to the questions posed at the beginning of the review, the group considered each in turn.

1. *Do the area committees add value to the organisation? Are there issues covered by the area committees that are not considered elsewhere? In the absence of area committees, would the organisation be exposed to governance risk?*

The group felt that the Board of Management has effectively fulfilled the remit of Area Committees since the start of the pandemic without any significant impact on the work of the Board, but that each of the areas that the Area Committees represent need to continue to be represented on the Board to ensure that all areas of Argyll and Bute are represented and that feedback from tenant groups needs to be effectively conveyed to the Board of Management in the absence of Area Committees.

2. *Are area committees actively involved in making decisions that couldn't be considered elsewhere? Specifically, what decisions are solely within the remit of the area committees and what role do the area committees have in terms of scrutiny and assurance? Is the scrutiny/ assurance function carried out elsewhere, and if not, could this role be carried out elsewhere in the governance structure?*

The group felt that local scrutiny could continue by having local representation on the Board of Management and an effective feedback mechanism from the tenant participation groups.

3. *How does the organisation ensure effective local engagement and scrutiny with tenants?*

The group agreed that the tenant participation groups provide the most effective method of local engagement and scrutiny. As noted above, there are currently two RTOs in the area, plus the Your Voice group and the Feedb@ck Forum.

4. *Given that area committees were originally set up to improve tenant participation, is our performance in terms of tenant participation better than those organisations who do not have an area committee function in place?* The 2021 Tenant Satisfaction survey showed that 83.8% of tenants were satisfied with the overall service provided by ACHA compared with a Scottish average of 88.8%. 81.3% of those who responded were happy with opportunities to participate in decision making compared with a Scottish average of 88.3%. In terms of keeping tenants informed 85.8% felt that we were good at keeping them informed about our services and decisions and that this figure was a decrease from the

previous survey, and was below the Scottish average of 92.3%, therefore having an area committee structure in place does not, in itself, lead to increased tenant participation.

5. *Are the area committees likely to be able to operate effectively in the post-pandemic environment? Are there likely to be issues attracting area committee members if the current structure was maintained? Are there likely to be issues in terms of member participation in light of the introduction of the Board Portal and the fact that more meetings are held virtually?*

In terms of membership, Area Committees are not currently sufficiently quorate to operate and a recruitment drive would be needed before meetings could be held, therefore they are not currently viable due to lack of members. Three area committee members who responded to the survey indicated that they would need direct support to participate in meetings with the increased use of technology.

6. *What are the resource implications in terms of supporting the area committees? Could this be supported through any other means?*

The annual cost of supporting Area Committees prior to the pandemic was approximately £11,000, around 75% of which was staff costs. These costs could be reduced slightly if more meetings were held virtually. ACHA currently supports the Registered Tenant Organisations (RTOs), in Cardross and Dalintober with expenses such as printing and meeting room hire. RTOs create their own constitution and ACHA only provide support if requested. In terms of the Your Voice group, ACHA provide a budget, attend all meetings and pay for the Tenant Advisory Service (TIS) to independently support the group.

2.7 Further Actions

If the Board of Management is in agreement with the recommendations, the Rules and key governance documents, such as the Scheme of Delegation, Code of Conduct and policies pertaining to the Area Committees will require to be reviewed and the change of Rules will require to be notified to Argyll & Bute Council, the Scottish Housing Regulator, OSCR and the Financial Conduct Authority. Due to a change in legislation, it is no longer necessary to obtain consent from the Council and the Regulator to change the Rules, however, both would be notified of the change.

A summary of the process is noted below: -

- Notify decision to remove area committees to Argyll and Bute Council;
- Review and amend draft rules and other documents;
- Board of Management to approve terms of new draft rules;
- Special General Meeting of the Board of Management is held at which members approve the new rules;

- Signed rules and relevant FCA forms are sent to FCA for registration of the new rules;
- Notification made to SHR sending registered rules (together a copy of the report and minute of the governing body agreeing to adopt the rules) via the SHR portal;
- Notification made to OSCR with completed OSCR Notification Form and a copy of registered rules.

3. POLICY AND RESOURCE IMPLICATIONS:

3.1. Resource Implications:

Financial:

- Potential saving, based on pre-pandemic costs, of up to £11,000 per annum.

Legal:

- Complying with the notification requirements noted at paragraph 2.7 above will ensure that our legal obligations are met.

Personnel:

- There are no personnel implications from this report although staff time in supporting and servicing area committees will be reduced.

Procurement:

- There are no procurement implications arising from this report.

3.2. Equality and Socio-Economic Impacts:

- We require to safeguard and promote of the interests of tenants and to ensure that *tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.*

3.3. Privacy and Data Protection Impacts:

- There are no privacy and data protection impacts from this report.

3.4. Risk Assessment:

Key Risk 2 – Providing quality customer care and equality across all of our services; Key risk 4 - Delivering progressive and sustainable business performance and service delivery.

5. ATTACHMENTS

- Appendix 2 - Peer Groups Review of Governance Structures
- Appendix 3 – Summary of Area Committee Consultation Responses

Appendix 2

Overview of Governance Structures within Peer Organisations*

Association		Structure
Albyn Housing Group	Rural	<p>Governed by a Board of Management with 5 committees sitting below, made up of Board and tenant members for the following areas;</p> <ul style="list-style-type: none"> • <u>Performance</u>: responsible for reporting to and advising the Board on business performance against agreed targets, driving continuous improvement, and for promoting efficiency and effectiveness. • <u>Staffing, Health, Safety and Environment</u>: responsible for advising the Board on the effective discharge of employer responsibilities, ensuring compliance with statutory requirements and for implementing terms and conditions and employment practice, policies and procedures • <u>Audit and Risk Management</u>: responsible for implementing and monitoring policy, reporting to and advising the Board on financial management and business performance, monitoring effectiveness of internal controls, overseeing the conduct of the annual financial statements audit and advising on the appointment of external and internal auditors • <u>Transformation</u>: the committee has strategic oversight of the overall business transformation programme, and its components. • <u>Remuneration</u>: the committee's primary aim is to approve the appropriate remuneration and terms of service for the Chief Executive, Senior Management, and Board as determined by the Society Board. <p>https://www.albynhousing.org.uk/about-us-2019/board-and-management/</p> <p>The group also engage with tenant forums for customer feedback and contribution. Some of the groups are registered with Albyn but they are not part of the governance structure and the Board does not delegate any decision making to them.</p> <p>https://www.albynhousing.org.uk/get-involved/</p>

<p>Berwickshire Housing Association Ltd</p>	<p>LSVT</p>	<p>Governed by a Board of Directors, with 2 committees sitting below, made up of Board members whose authority includes:</p> <ul style="list-style-type: none"> • Audit and Finance: <ul style="list-style-type: none"> ○ Receive management reporting and highlight key data for Board ○ Monitor business plans for all entities to ensure that changes to plans are evaluated from a financial perspective ○ Input to the long term planning for the Association, including rent policy, asset management, development aspirations, cash flow and funding, pension arrangements and treasury management etc ○ Consider and make treasury management decisions for The Association under the delegated authority from the Board ○ Approve all financial and accounting policies ○ Monitor business plans for all entities to ensure that changes to plans are evaluated from a financial perspective ○ Oversee the financial reporting and disclosure process ○ Monitor choice of accounting policies and principles ○ Oversee the hire, monitor performance and independence of the internal and external auditors ○ Oversee regulatory compliance, ethics and whistleblower procedures ○ Monitor the internal control process ○ Oversee the performance of the audit function ○ Monitor existing projects highlighting key risks and changes to risk ○ Monitor the risk management framework of the Association and its subsidiary ○ Approve all of the internal control and fraud prevention policies • Operations: <ul style="list-style-type: none"> ○ Oversee the operational plans for asset management including major refurbishment and cyclical repairs ○ Monitor new developments and feed in views and ideas about the specifications of the properties or the estates ○ Monitor the development of EESSH (Energy Efficiency Standard in Social Housing) within the timescale ○ Be consulted on key changes in any customer service that will directly affect tenants ○ Review the outcomes from the Group's Health and Safety Committees and monitor compliance with relevant legislation
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		<ul style="list-style-type: none"> ○ Review the Key Performance Indicators for Customer Services and ensure performance is actively managed for improvements ○ Review and approve contract awards <p>The committees meet regularly throughout the year and work on delegated authority from the Board. The Committees are made up of Board members with interests and skills relevant to the subject areas.</p> <p>https://www.berwickshirehousing.org.uk/about-us/how-we-are-governed/</p>
Hebridean Housing Partnership	LSVT	<p>Governed by a Board of Directors. The Board is supported by two Committees:</p> <ul style="list-style-type: none"> • Audit & Risk Committee, ensures that: <ul style="list-style-type: none"> ○ Effective internal controls operate to ensure the Partnership complies with relevant laws, regulations and external reporting requirements ○ The system of controls, financial and otherwise, promotes effective and efficient operations ○ There is an independent review of internal and external audit activity • Joint Consultative Committee, ensures that: <ul style="list-style-type: none"> ○ Provides a workable and effective arrangement for good industrial relations, for the promotion of joint participation in all matters of common interest and concern on a genuine consultative and negotiating basis at Organisation level <p>and also four Workgroups with remits as listed below:</p> <ul style="list-style-type: none"> • Asset Management; <ul style="list-style-type: none"> ○ consider potential sites for acquisition; ○ assess and review project and site plans; ○ review HHP's 5 Year Development Plan; ○ represent the Partnership at openings of developments; ○ consider in depth any issues that might arise whilst developments are underway; ○ prepare responses for consultations relating to local and national development issues; ○ consider any additional matters requested by the Board in respect of the Partnership's development service; ○ contribute to and review the Asset Management Strategy; ○ contribute to and review the Affordable Warmth Strategy and matters pertaining to fuel poverty; ○ review updates to the Investment Programme prior to Board approval being requested;

		<ul style="list-style-type: none"> ○ consider the Procurement Framework & procurement matters pertaining to investment work prior to Board approval being requested; ○ consider and review any major updates to the Repairs & Maintenance Policy, Asbestos Policy, Estate Management Policy and Gas Safety Management Policy; ○ review the Grounds Maintenance & Garden Assistance Scheme prior to Board approval being requested; ○ monitor progress against Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard for Social Housing (EESH); ○ consider any additional matters requested by the Board in respect of investment in the Partnership's housing stock; ○ feed back to the Board in respect of achieving the best asset management service for tenants and the Partnership alike. <ul style="list-style-type: none"> • Finance; <ul style="list-style-type: none"> ○ To review the Budget Strategy and rent setting process, including consultation with tenants; ○ To review Draft Financial Statements; • To stress test the long term and short term financial plans which support the Business Plan; ○ To contribute to and review the Value for Money Strategy (VFM); ○ To consider any additional matters requested by the Board in respect of finance; and ○ To give views based on achieving the best financial services for tenants in accordance with the requirements of the Partnership • Remuneration; <ul style="list-style-type: none"> ○ To recommend to the Board how the Annual Pay Award will be carried out; ○ To consider recommendations from the Chief Executive for the Annual Pay Review for all staff with the exception of the Chief Executive; ○ To recommend to the Board an Annual Pay Award for the Chief Executive on condition the % awarded does not exceed the % offered to the staff; ○ To review on a regular basis the grading and salary framework to enable a robust review of the grading of all approved posts; ○ To manage the grading appeals mechanism to deal with grading appeals; and ○ To review when consultancy support is required and to select appropriate consultants within approved budgets.
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		<ul style="list-style-type: none"> • Housing Management <ul style="list-style-type: none"> ○ To review legislation in relation to housing management and implement the requirements and recommendations of, for example, the Housing Scotland Act 2014; ○ To oversee the review of the Allocations Policy, to include any consultation required; ○ To investigate and consider how the Partnership might address difficult to let properties; ○ To liaise with the Tenant Participation Officer where required; ○ To consider rent structure along with the Finance Working Group; ○ To consider any additional matters requested by the Board in respect the management of the Partnership’s housing service; and ○ To give views based on achieving the best housing management service for tenants and the Partnership alike. • Working groups are made up of Board members plus the Chief Executive and Senior Officers <p>The association engage with tenants on key decisions through membership of tenants on the Board and also working closely with the Western Isles Housing Associations Communities Forum and the Tenant Participation Advisory Service (Scotland).</p> <p>http://www.hebrideanhousing.co.uk/about/</p>
River Clyde Homes Ltd	LSVT	<p>Governed by a Board of Directors with 3 sub committees for:</p> <ul style="list-style-type: none"> • Audit and Risk, established to consider the work and outputs of the external and internal audit functions and the overall risk environment of the RCH Group of companies. The Committee oversees auditing responsibilities, financial management and ensures effective risk monitoring and management. It provides the RCH and HFS Boards with assurance that there is a systematic review of internal controls and financial reporting and that key risks are being identified and managed. • Remuneration and Nominations The Committee has been established to advise the RCH Board and HFS Board on the succession, recruitment, induction and training of Board and Committee Members and to manage the Boards’ recruitment process. The Committee also acts as a staffing committee with delegated authority to consider appeals and grievances

		<p>and take appropriate action.</p> <ul style="list-style-type: none"> • Social Landlord Operations. established to agree any customer facing strategy and policy. The Committee oversees performance and service standards for customers and provides assurance to the RCH Board of legislative and regulatory compliance in respect of housing, property and tenancy matters. <p>Sub committees are made up of Board members and have delegated authority for some decisions.</p> <p>The group engages with tenants via a Customer Senate, who's role is to scrutinise performance of the Group. The group also consult with Registered Tenants and Residents Associations https://www.riverclydehomes.org.uk/page/about-us</p>
Scottish Borders Housing Association	LSVT	<p>Governed by a Board of Management. There are two main Sub-Committees for:</p> <ul style="list-style-type: none"> • Audit & Compliance Sub Committee who provide detailed assurance on compliance and risk, • The Customer Board who review customer experience, service development and policy. <p>A Chair's Group is available for urgent decisions and the Remuneration and Nominations Sub Committee meets a minimum of once a year. Office bearer posts of the Chair of the Board and Convenor of the Audit & Compliance Sub-Committee are remunerated.</p> <p>The group engages with tenants via the Scottish Borders Tenants Organisation (SBTO) and as 3 Registered Tenant Organisations. Tenants can also become a representative on Planned Maintenance Schemes in their own area https://www.sbha.org.uk/about-sbha/whos-who/sbha-board-of-management/</p>
Lochaber	Rural	<p>Governed by a Board of Management. The Board also has three sub committees who meet quarterly:</p> <ul style="list-style-type: none"> • Audit Sub • Governance • Health and Safety <p>Sub committees are made up of Board Members.</p> <p>The association consults with tenants via their own tenant forum 'Your Voice'. The group are consulted about policies</p>

		<p>and procedures.</p> <p>https://lochaberhousing.org.uk/your-lha/get-involved/join-board-management/</p>
Dumfries and Galloway Housing Partnership	LSVT	<p>Part of the Wheatley Group. DHHP is governed by a Board of Directors. There are no sub committees.</p> <p>The association consults with tenants via Registered Tenant Organisations (RTOs). They also engage with a scrutiny panel made up of customers from across the Wheatley Group which looks at performance across DGHP and the Wheatley Group.</p> <p>https://www.dghp.org.uk/about-us/governance</p>
West Highland Housing Association	Rural	<p>Governed by a Board of Management. There are no sub committees.</p> <p>The group engages with tenants via a Tenant Scrutiny Panel; an independent tenant led group which monitors performance in service provision and governance. Tenants can also take part in focus groups to contribute to the development of policies or scrutinise specific service issues.</p>
Dunbritton Housing Association	Rural	<p>Governed by a Board of Management, there are no sub committees.</p> <p>The group engage with tenants via a Tenant Scrutiny Panel whose purpose is to look at how the Association works and advise on ways to improve service delivery and provide value for money for tenants.</p> <p>https://www.dunbritton.org.uk/our-board-/</p>
Fyne Homes	Rural	<p>Governed by a Management Committee, there are no sub committees.</p> <p>https://fynehomes.org.uk/get-involved/management-committee/</p> <p>The group engages with tenants via a Scrutiny panel to look at areas of performance and carries out consultations</p>
Lochalsh and Skye	Rural	<p>Governed by a Board of Management, there are no sub committees.</p> <p>https://www.lsha.co.uk/join</p> <p>The association engages with tenants via the Tenants Voice Group, who are not part of the governing structure but are involved in the development of policy and procedure. The group also consult with tenants using a variety of consultations.</p>

* Peer Group amended October 2022 to the following: -

1. ACHA
2. Albyn HA
3. Kingdom HA
4. Grampian HA
5. Trust HA
6. Scottish Borders HA
7. Caledonia HA
8. Hebridean Housing Partnership
9. Eildon HA

Appendix 3

Summary of Area Committee Member Consultation Responses

24 surveys sent out: 9 responses (37.5%)

4 tenant members, 3 independent members, 2 Councillors

2 respondents from Bute & Cowal; 2 MAK; 3 Lomond; 1 OLI; 1 anonymous (?tenant)

In favour of retaining Area Committees: 6

comprising 1 independent member (MAK), 1 independent (Lomond), 2 Councillors, 2 tenant members (Lomond and Bute & Cowal)

In favour of not retaining ACs: 2

1 independent (Bute & Cowal), 1 tenant (MAK)

Unclear/ Not answered: 1

Number who would remain AC members: 6

2 councillors; 1 anonymous (? tenant); 2 tenants; 1 independent

Number in favour of retaining who are ACHA tenants: 2, possibly 3

Need support to participate online: 3

Number of tenants who would consider joining Board: 1

Number of tenants who would consider joining a tenant participation group: 3

Additional Comments:

I am a member of the Cowal & Bute Area Committee and have been a committee member off and on for the past 15 years. I am not a tenant. I'm afraid I feel the ACs are becoming less relevant as time passes and the interest from tenants is minimal. (Independent member, Bute & Cowal)

The AC gives local tenant reps a say in their local community. Review should consider distance and persuading tenant members to take part. New tenant members need to be encouraged. (Independent member, MAK)

ACs were good and very representative of tenant's views and kept both tenants and residents informed of what was happening their local area. (Councillor, Lomond)

I understand if decision is made to get rid of committees. At one time they were quite useful but latterly felt we weren't given enough to decide on. (Tenant member, MAK)

You really do need area committees. You cover far too much an area to not have them. The issues that affect Campbeltown are very different from those affecting Helensburgh or Dunoon. Areas have different problems and therefore different solutions. (Independent member, Lomond)

Let's see what they come up with (anonymous)

How to achieve greater tenant participation is the main issue I feel that needs to be considered. The area committee's meet during the working day, which is fine for the ACHA staff attending, but precludes the vast majority of working tenants. This means that those that do attend the area committee meetings are drawn mainly from the retired population – who may indeed do sterling work but are not representative of the vast majority of tenants. (Tenant member, Bute & Cowal)