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**Welcome**

We would like to thank you for expressing an interest in getting involved with West Whitlawburn Housing Co-operative. Our future success depends on having a committed, knowledgeable Management Committee.

We offer an exciting opportunity for someone to be involved with high-level policy-setting and playing a part in strategic discussions at an important local Registered Social Landlord based in the heart of the community we serve.

With budgetary pressures due to inflation and the cost of living for our tenants, we need to work more efficiently to make best use of the money available to us. This makes for a challenging time to be involved with us, but also hugely interesting and rewarding.

Our Management Committee are at the heart of discussions and policy-setting and making decisions that inform our future direction.

If you think you might like to be part of this, please read on.

This information pack explains more about West Whitlawburn Housing Co-operative and the role of our Committee Members. You will find further information about the Co-operative on our website – www.wwhc.org.uk or, if you wish to ask any specific questions about this role or how to apply, please contact our Director Grant Clayton, or email enquiries@wwhc.org.uk

We look forward to receiving your application which should be returned to:

The Director

West Whitlawburn Housing Co-operative

57 Belmont Road

Cambuslang

G72 8PG

Or by email to **recruitment@wwhc.org.uk**

**Closing date Monday 22nd July 2024**

**Background Information**

West Whitlawburn Housing Co-operative (WWHC) was formed in 1989 through large-scale voluntary transfer with the main aim at the time being the rehabilitation of the housing stock and to address the social problems in the area.

WWHC is a fully mutual housing co-operative, registered under the Co-operative and Community Benefit Societies Act 2014, a Registered Scottish Charity and a Registered Social Landlord (RSL), registered with the Scottish Housing Regulator. We are VAT registered and our turnover for the year ended 31st March 2023 was £4.8million.

We now own and manage 704 homes in Cambuslang, South Lanarkshire.

432 are multi storey flats, 112 are low-rise flats and we have 160 properties, which are a mix of flats, terraced and semi-detached houses and cottage flats.

From its formation, the Co-operative has been unique in its high proportion of multi storey stock with particular management and maintenance challenges. Although this has decreased from 80% in 1989 to 61% at present, it is the highest for an RSL in Scotland.

All the multi storey and low-rise properties are late 1960s systems build design and have undergone major refurbishment and improvement work over the years.

WWHC has no new build development plans at present. Although the Co-operative would hope to take advantage of any opportunities that arise in the future, it will carefully assess the risks of any new projects before committing to them in accordance with the agreed Development Strategy principles.

We have built a solid track record of driving positive change in the community through housing led regeneration and high quality service provision and we enjoy an excellent reputation.

The Co-operative has a Management Committee of up to 15 members, who have experience in managing the organisation combining the skills and experience of its tenants with the staff employed to deliver WWHC’s objectives. Committee members have strong local insight into the needs of our members and local community with relevant experience gained from working, volunteering and lived experience. WWHC prides itself on tenant control with high quality service delivery.

We employ a dedicated and experienced staff team, 13 of whom provide our 24/7 Concierge Service which has been in place since 1996. This service has been integral in transforming our housing stock into safe and desirable homes for our tenants. Community safety is at the heart of the service providing various community supports such as support for vulnerable tenants, dealing with anti-social behaviour and providing an immediate response to smoke detector activations in the multi storey blocks.

In order to address fuel poverty, reduce carbon emissions and improve the energy efficiency of our properties, a biomass district heating system was retrofitted to 539 properties and has been operating since 2014.

The Management Committee carried out an extensive review of its business plan during 2023. This informed the Co-operative’s vision and values:

**Vision**

By putting our members at the centre of everything we do, we will maintain a safe, popular area where people are happy to live.

**Values**

**Excellence** We are committed to providing high quality, customer focused services that demonstrate value for money, delivered by an experienced staff team.

**Integrity** Openness, honesty, transparency and trust are at the core of all that we do.

**Inclusion** We believe all people should be treated with equal respect, irrespective of age, gender, physical ability, race, ethnic background or sexual orientation. We will ensure that all our actions, policies and procedures support equality for all.

**Accountability** We hold ourselves accountable to the community we serve, the partners we work with and the agencies that support us, by providing the appropriate information all stakeholders and partners need, in order to assess our performance and to be able to contribute effectively to its development and improvement.

**Community** We are proud to be a fully mutual housing Co-operative controlled by our members on the Management Committee, serving the community in which we work.

The Business Plan and financial projections demonstrate that the Co-operative continues to be a viable independent community-controlled organisation with sufficient funds to meet the demands of its asset management strategy.

We have worked to invest in our homes over the years, but we also place great importance on wider community regeneration as we commit to making West Whitlawburn a safe and secure place to live now and in the future.

**Becoming a Management Committee Member**

Before committing to becoming a member of our Management Committee there are a few matters to set out for your consideration:

This role description has been prepared to set out the responsibilities that are associated with being a member of the governing body of WWHC

As a Registered Social Landlord and a Scottish Charity, the role description reflects the principles of good governance and takes account of (and is compliant with) the expectations of the Regulatory Standards of Governance and Financial Management for Scottish RSLs and relevant guidance produced by the Office of the Scottish Charity Regulator (OSCR).

WWHC encourages people who are interested in the Co-operative’s work to consider seeking election as a member of the Management Committee.

Whilst Committee Members do not require ‘qualifications’, from time to time, we will seek to recruit people with specific skills and experience to add to or expand the range of skills and experience available to ensure that the Management Committee is able to fulfil its purpose. We carry out an annual review of the skills that we have and those that we need to inform our recruitment activities.

The role description applies to all members of the Committee, whether elected or co-opted, new or experienced. It is subject to periodic review.

We are looking for individuals to serve as Committee members who can

demonstrate the following:

* A commitment to supporting the community that WWHC serves
* Experience of receiving, providing or developing high quality housing and related services and / or of being involved in community regeneration and sustainability
* A willingness to work as a member of a team with a responsibility for leading and directing WWHC’s work.

In addition, prospective members should have knowledge, skills and experience of in

at least one of the three areas listed below.

* Local knowledge: awareness of the housing and wider community needs, awareness of concerns facing WWHC’s customers, knowledge of local issues in the housing sector and the needs and priorities of the people who live in the area
* Business skills and knowledge: previous Committee experience, strategic and business planning, personnel issues, financial planning and control, monitoring and control of performance, public relations, information technology, management/ administration or legal experience.
* Specialist housing and related knowledge: for example, knowledge of housing management, maintenance, building construction, housing-related legislation, regulatory framework for Scottish RSLs, OSCR’s requirements, housing finance, procurement, sustainability, fuel poverty, regeneration, partnership working, equal opportunities, voluntary sector experience, experience as a carer or in raising a family.

**Management Committee Structure**

**Primary Responsibilities**

Our Management Committee’s main responsibilities are to:

* Lead and direct WWHC’s work
* Promote and uphold WWHC’s values
* Set and monitor standards for service delivery and performance
* Control West Whitlawburn Housing Co-operative’s affairs and ensure compliance with statutory bodies and contractual requirements

Responsibility for the operational implementation of WWHC’s strategies and policies

is delegated to the Director.

**Key Expectations**

* WWHC has agreed a Code of Conduct for Committee Members which every member is required to sign up to on an annual basis.
* Each Committee Member must accept and share collective responsibility for the decisions properly taken by the Committee. Each Committee Member is expected to contribute actively and constructively to the work of WWHC. All members are equally responsible in law for the decisions made.
* Each member must always act only in the best interests of WWHC and its Members and not on behalf of any interest group, constituency or other organisation. Committee Members cannot act in a personal capacity to benefit themselves or someone they know.

**Main Tasks**

* To contribute to formulating and regularly reviewing WWHC’s values, strategic aims and performance standards
* To monitor WWHC’s performance
* To ensure that WWHC operates within and is compliant with the relevant legal and regulatory frameworks
* To ensure that risks are realistically assessed and appropriately monitored and managed
* To ensure that WWHC is adequately resourced to achieve its objectives and meet its obligations
* To act, along with the other members of the Committee, as the employer of WWHC’s staff

**Duties**

* Act at all times in the best interests of WWHC
* Accept collective responsibility for decisions, policies and strategies
* Declare any relevant interests as soon as they arise in accordance with the Co-operative’s policies
* Comply with the Co-operative’s policy of payments, entitlements and benefits
* Attend and be well prepared for meetings of the Committee and sub-committees
* Contribute effectively to discussions and decision making
* Take part in training and other learning opportunities
* Take part in an annual review of the effectiveness of WWHC’s governance and of your individual contribution
* Maintain and develop your personal knowledge of relevant issues and the wider housing sector and any changes in WWHC’s operating environment
* Represent WWHC positively and effectively at all times when attending meetings and other events
* Respect and maintain confidentiality of information
* Treat colleagues with respect and foster effective working relationships within the Committee and between the Management Committee and staff
* Be aware of and comply with our policy on the restrictions on payments and benefits
* Register any relevant interests as soon as they arise and comply with WWHC’s policy on managing conflicts of interest
* Make sure decisions are based on facts rather than on subjective opinions

**Commitment**

An estimate of the annual commitment that is expected from Committee Members is:

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| Activity |
| Attendance at up to 11 West Whitlawburn Housing Co-operative meetings of the Management Committee |
| Reading and preparation for meetings of the Management Committee |
| Attendance at West Whitlawburn Housing Co-operative’s sub-committee meetings if a sub-committee member |
| Reading and preparation for sub-committee meetings |
| Attendance at annual planning and review events (including individual review meeting) |
| Attendance at events such as estate tours, tenant / customer conferences, openings and site visits, Annual General Meetings, Members’ Meetings |
| Attendance at internal briefing and training events |
| External Training and conference attendance (may include overnight stay or weekend) |

**What WWHC Offers Committee Members**

All Committee members are volunteers and receive no payment for their contribution. WWHC has policies which prevent you or someone close to you from benefiting personally from your involvement with WWHC, although these policies also seek to ensure that you are not unfairly disadvantaged by your involvement with WWHC. All out of pocket expenses associated with your role as a Committee Member are fully met and promptly reimbursed.

In return for your commitment, WWHC offers:

* A welcome and introduction when you first join the Management Committee;
* A mentor from the Management Committee and a named staff contact for the first six months, with ongoing support
* Clear guidance, information and advice on your responsibilities and on WWHC’s work
* Formal induction training to assist settling in
* Papers which are clearly written and presented, and circulated in advance of meetings
* The opportunity to put your experience, skills and knowledge to constructive use
* The opportunity to develop your own knowledge, experience and personal skills
* The chance to network with others with shared commitment and ideals

**Committee Member Profile**

**1. Knowledge, experience and understanding**

We are looking for people with some of the following:

* Understanding of the needs, aspirations and concerns of WWHC tenants, members and the local community
* Working as a member of a committee or team –in a voluntary or paid capacity
* Strategy and policy
* Business planning
* Personnel / Human Resources
* Service delivery
* Engagement with tenants/ community development
* Asset management
* Maintenance, development and/or building construction
* Procurement and contract management
* Economic development / regeneration
* Supporting tenants on low income including welfare rights, financial inclusion
* Fuel poverty, energy efficiency and/or sustainability
* Digital inclusion
* Financial planning and control
* Risk management
* Housing finance
* Current housing practice, policy and legislation
* Role of Regulators
* Care, support and the needs of vulnerable people
* Equality, diversity and human rights
* Legal issues
* Health and safety
* Marketing & media
* Information technology

**2. Skills**

We are looking for people with some of the following:

* Ability to work as a member of a team – with other Committee members and with staff
* Ability to interpret and question information received
* Ability to communicate effectively, contribute to discussions and decision making and to challenge constructively
* Ability to be impartial, objective and strategic
* Ability to identify what is important for WWHC’s success as a business

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**3. Qualities**

We are looking for people with some of the following:

* Upholding the values, objectives and policies of the Co-operatives
* Contributing ideas and new perspectives
* Respecting confidentiality
* Making sure that personal relationships or agendas do not influence
* Willingness to keep knowledge up to date including by attending relevant learning and development events
* Contributing to and accepting collective responsibility for decisions
* Representing the organisation positively
* Commitment to the co-operative’s values
* Willingness to devote time to carry out responsibilities.
* Willingness to ask for support if needed.
* Have a desire to see the community of West Whitlawburn thrive.

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**Fair Processing Notice**

(How we use Volunteer and Committee Member information)

This notice applies to all Volunteers and Management Committee Members.

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

1. West Whitlawburn Housing Co-operative (WWHC) (“we” or “us”) is committed to a policy of protecting the rights of individuals with respect to the processing of their personal data and adhere to guidelines published in the UK GDPR and Data Protection Act of 2018 (the 2018 Act), together with any domestic laws subsequently enacted. We collect and use personal data for a variety of reasons.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number **Z5990754** and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is WWHC’s Director.

Any questions relating to this notice and our privacy practices should be sent to the Data Protection Officer.

1. We collect the following information from you through a variety of resources (i) directly from you; or (ii) third parties:
2. Name
3. Date of Birth
4. Address
5. Telephone Number
6. E-mail address
7. Personal characteristics such as gender and ethnic group
8. Qualifications
9. Attendance information
10. Next of kin / emergency contact information
11. Signature
12. Declarations/conflicts of interest
13. Membership of other voluntary organisations
14. Equality monitoring information
15. CCTV images and photographs
16. Training records
17. Codes of Conduct

We collect and use the above information and personal data for:

1. Decisions on committee recruitment and appointment
2. Processing expenses
3. Training and development
4. Monitoring compliance with equalities requirements
5. Contacting you
6. Managing attendance at meetings and in the office
7. Health and safety
8. Compliance with Code of Conduct, Standing Orders and the Co-operative’s rules
9. Statutory reports
10. Inform your contacts in the event of sickness, accident or other emergency
11. We may disclose to and share information about you with third parties for the purposes set out in this notice, or for purposes approved by you, including the following:

* To process expenses
* Health and Safety Executive to satisfy legislative or regulatory requirements
* To our financial auditors
* To our internal auditors
* Legal advisers
* If we enter into a joint venture with or is sold to or merged with another business entity, your information may be disclosed to our new business partners or owners;
* To obtain advice from our professional advisors and regulators;
* To our service providers including IT and telecoms
* Other third parties necessary to comply with the law

We do not envisage taking any decisions about you based solely on automated processing which have a legal or similarly significant effect on you.

1. When you give us information we take steps to make sure that your personal information is kept secure and safe:

* Paper copies are kept in a secure locked filing cabinet with access restricted to senior staff members
* Restricted computer access
* Suppliers and service providers are required to comply with General Data Protection Regulation requirements

Our information is presently stored within the UK/EEA. We do not intend to transfer your personal information to any country outside of the EEA or to any international organisation. Where information is transferred outside the UK we ensure that there are adequate safeguards in place to protect your information in accordance with this notice, including a decision by the Information Commissioner’s Office that the third country has adequate safeguards or details of appropriate security provisions that are in place.

1. We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by legal, accounting or reporting requirements, or as set out in any relevant contract we have with you.

We will retain all of your personal information during your engagement and fora minimum period of 10 years after termination to allow us to establish, exercise or defend legal claims with the exception of the following:

* We will delete out of date contact, emergency contact, and other details whenever you provide us with updated details

Data retention guidelines on the information we hold is provided in the data retention schedule included in our Privacy Policy (Appendix 5).

1. You have the right at any time to:

* Ask for a copy of the information about you held by us in our records
* Request that we restrict your data processing
* Ask us to correct any inaccuracies of fact in your information
* Data portability
* Rights related to automated decision making including profiling
* Make a request to us to delete what personal data of your we hold and
* Object to receiving any marketing communications from us

These rights are qualified and are not absolute.

7. If you would like to find out more about how we use your personal data or want to see a copy of information about you that we hold or wish to exercise any of your above rights, please contact WWHC’s Data Protection Officer.

8. If you have any complaints about the way your data is processed or handled by us, please contact the Director.

If you remain unsatisfied after your complaint has been processed by us, you also have the right to complain to the Information Commissioner’s Office (ICO) in relation to our use of your information.

ICO Contact Details

The Information Commissioner’s Office – Scotland

45 Melville Street, Edinburgh, EH3 7HL

Telephone: 0303 123 1115 Email: [Scotland@ico.org.uk](mailto:Scotland@ico.org.uk)

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| **The accuracy of your information is important to us – please help us keep our records updated by informing us of any changes to your personal contact details**. |