



Craigdale
HOUSING ASSOCIATION

BOARD INDUCTION POLICY

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Craigdale Housing Association can provide this document on request, in different languages and formats, including Braille and audio formats.

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1.0 INTRODUCTION

- 1.1 Craigdale Housing Association is a voluntary organisation which builds, improves and manages houses, mainly for rent, in the Castlemilk West area of Glasgow. Houses are provided for people with a variety of needs: general family accommodation, houses for elderly, disabled or disadvantaged people. The Mission Statement and Aims are stated within our Business Plan.
- 1.2 The Association's history dates back to the 1980's when Castlemilk was an economically deprived peripheral estate, with poor quality housing.
- 1.3 A local residents group was established which led to a housing solution in the form of a stock transfer from the Council to Craigdale Housing Association Ltd. This is a community based Housing Association which registered with the Registrar of Friendly Societies in December 1988, and so operates under an approved set of rules; and with Scottish Homes in April 1989, and so is subject to monitoring and supervisory controls by this government agency who are now known as the Scottish Housing Regulator.
- 1.4 The Association differs from private landlords and developers as it does not trade for profit. It is also different from local authorities in that Craigdale is controlled by a voluntary Board - elected from the local membership at the Annual General Meeting; Board members are not paid for the work they do – seven professional full-time staff and various part-time service agencies are employed to look after the day to day running of the business.
- 1.5 Craigdale has focused on improving the physical appearance and the appeal of the area. Nine phases of development have been completed and each phase has been developed with the needs and aspirations of tenants and the community in mind.
- 1.6 Craigdale allocates its housing based on housing need; sets its own rents and carries out its own repairs. The Association receives grant from the Scottish Government which covers part of the cost of providing houses in each development. The rest of the costs is covered by private finance. Craigdale repays the loan and finances its running costs from the rents paid by its tenants.

- 1.7 The Association operates in a developing performance and regulatory culture and needs to demonstrate accountability in the way it operates, ensure policy and practice protects investment, delivers comprehensive and cost effective services and that standards are achieved.

2.0 REGULATION & BEST PRACTICE

- 2.1 This Policy has been developed taking into account: the ‘Scottish Housing Regulator’s Standards of Governance and Financial Management’; the ‘Scottish Social Housing Charter’; and sector best practice.

3.0 AIMS & OBJECTIVES OF THIS POLICY

- 3.1 This Policy aims to detail Craigdale’s approach to Board induction. It is important the new Board members are given appropriate information to allow them to commence their role.

4.0 STRATEGIC & OPERATIONAL STRUCTURE

- 4.1 The Association has a structure that is designed to ensure that it is managed in the most effective strategic and operational manner. The organisation structure is attached.

5.0 CODE OF CONDUCT FOR BOARD MEMBERS

- 5.1 The purpose of the Code of Conduct for Board Members is to ensure the highest standards of integrity in the management of the Association and the Scottish social housing sector as a whole, by helping attain the highest standards of governance.
- 5.2 The Code is presented in two parts: the first deals with the conduct and responsibilities of each individual governing body member, while the second deals with the primary responsibilities and activities of the governing body collectively.
- 5.3 A copy of the Code of Conduct is attached. All Board Members are required to sign this Code. Our Code of Conduct is based on the model code as approved by the Scottish Housing Regulator.

6.0 BOARD MENTOR

- 6.1 All new members will be assigned a mentor (fellow Board member) for a period of six months. The mentor will make themselves available to answer any questions or concerns the new member may have, as well as giving advice as required.

- 6.2 If a new member feels the need to have a mentor for longer than the initial six months period, this can be discussed with the Chair.

7.0 INDUCTION CHECKLIST

- 7.1 New Board members will discuss and be given the Board Members Handbook, which will include the following relevant documents/information:

- COMMITMENT REQUIRED
- BUSINESS PLAN
- RULES & STANDING ORDERS
- BOARD STRUCTURE
- STAFF STRUCTURE
- BOARD MEMBER'S ROLE
- CONFLICTS OF INTEREST & CODE OF CONDUCT
- SCOTTISH HOUSING REGULATOR'S STANDARDS OF GOVERNANCE & FINANCIAL MANAGEMENT
- SCOTTISH SOCIAL HOUSING CHARTER
- TRAINING POLICY
- BOARD EXPENSES POLICY
- BOARD SKILLS ASSESSMENT & NINE YEARS APPRAISALS POLICY
- WHISTLEBLOWING POLICY
- POLICY LIST & ACCESS TO POLICIES AS REQUIRED
- BOARD PAPERS (last three meetings) AND ACCOUNTS (last set of audited accounts)
- RECENT/ON-GOING ISSUES
- MENTORING PARTNER

- **EVH GREAT EXPECTATIONS PUBLICATION**

7.2 The induction process will be undertaken by the Chair and Chief Executive Officer (CEO). Induction will commence once a new Board member (or Co-optee) has been appointed. It is anticipated that the induction process will be completed within three months of appointment. (Please refer to induction checklist attached at Appendix A).

7.3 The induction process format will take the form of face to face meetings, or in extreme circumstances by a virtual platform i.e. Microsoft Teams, Zoom. New members will also be encouraged to attend an estate walk-about, so that new member can familiarise themselves with the Association's stock.

8.0 WHAT TO DO IF YOU WISH TO COMPLAIN ABOUT OUR APPROACH TO BOARD INDUCTION

8.1 If tenants and/or residents wish to complain about our approach to Board Induction, they should refer to the Association's Complaints Policy.

9.0 EQUAL OPPORTUNITES

9.1 We aim to ensure that all services, including the delivery of this policy, provide equality of opportunity.

9.2 We will respond to the different needs and service requirements of individuals. We will not discriminate against any individual for any reason, including age, disability, gender re-assignment, marriage, civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, or other status.

10.0 REVIEW CYCLE

10.1 This policy will be reviewed on a three-yearly cycle.

APPENDIX A

Induction Checklist

Documents/Information	Tick to confirm receipt
Commitment Required	
Business Plan	
Rules	
Standing Orders	
Board Structure	
Committee Structure	
Staff Structure	
Board Member’s Role	
Conflicts of Interest	
Code of Conduct	
SHR Standards of Governance & Financial Management	
Scottish Social Housing Charter	
Training Policy	
Board Expenses Policy	
Board Skills Assessment & Nine Years Appraisals Policy	
Whistleblowing Policy	
Policy List & Key Policies	
Board Papers (last 3 meetings)	
Last Set of Audited Accounts	
Recent / On-Going Issues	
Mentoring Partner	
EVH ‘Great Expectations’	

Board Member’s Signature: _____

Staff Member’s Signature: _____

Date: _____