



# Cloch Housing Association Board Member's Recruitment Pack 2024



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# Letter from our CEO

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Cloch is the oldest housing association in Inverclyde, we turned 55 in January 2023. We have a proud and successful history based on our charitable foundations and have a set of business objectives focused on improving access to affordable, quality homes, making a positive contribution to people's lives, and delivering excellence in all that we do.

With over 1400 customers including tenants and factored owners, a turnover in excess of £6m and 35 staff, Cloch has many stakeholders, including the Scottish Government, Scottish Housing Regulator and OSCR. It is therefore crucial that the organisation is well engaged, financially sound and well-governed.

This is where you may come in.

Cloch is governed by a voluntary Board of Management consisting of tenants, owners and others who have an interest in the strategic management and governance of the Association. We currently have one vacancy and are seeking applications from interested parties. This role could be perfect for a tenant or local resident; someone looking to learn more and improve their own skills and knowledge, or someone with certain skills, knowledge, and experience who is keen to put that to some use in a voluntary capacity. We are particularly keen to hear from anyone with social media or financial management skills.

Training and Development will be offered as part of this voluntary role to ensure members have the appropriate level of skills, knowledge, and experience.

If you are interested, please contact Kristina Thrush, Depute CEO on 01475 783637.



Alana Durnin

# HOW TO APPLY

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You should complete the Board Application Form as fully as you can. Again, it is short and simply tells us why you would like to join the Board. If you want assistance, please contact Kristina Thrush, Depute CEO and she will be happy to help explain what is required for each question.

You can fill in the form and send them to us for the attention of Kristina Thrush, Depute CEO, Cloch Housing Association, 19 Bogle Street, Greenock PA15 1ER

/ or

Scan and attach to an e-mail and send them to:

[office@clochhousing.org.uk](mailto:office@clochhousing.org.uk) and put in subject line: Private and Confidential: FAO Kristina Thrush.

Once we receive the forms, we will be in touch to organise a meeting in the office with our CEO. This meeting allows you to chat about your reasons for joining and for the CEO to explain what is involved.

# Company Information

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Cloch Housing Association is a registered social landlord operating in Inverclyde, Scotland. In 2018, the Association celebrated its 50<sup>th</sup> year in operation having been originally formed on the 16th January 1968 as a charitable non-profit making organisation under the name of Christian Action (Greenock) Housing Association Ltd. The focus of the Association back then was –

*To provide suitable and affordable housing for rent to stem the flow of young families leaving the area.*

More than 50 years on, we are still a social housing landlord, but have widened our activity and the scope of who we house and where we operate. Currently owning just under 1400 units in Greenock, Port Glasgow, and Inverkip, Cloch also provides factoring services to owners in the area. With a focus on communities and people, the Association prides itself on achieving high customer standards alongside a range of housing and community services.

## **Current Work**

Cloch have been involved in a range of activities in recent years, with our FACE Project being high on the agenda – which is a **F**ocus on **A**chieving **C**ustomer **E**xcellence. In 2018, the Association were awarded the Customer Service Excellence Accreditation, alongside awards in Healthy Working Lives and Investors in Young People. Since 2019, one of our key areas of work is Young People. We are committed to engaging with young people in our community, whether that is through our Modern Apprenticeship Scheme directly with Cloch, or with our contractors, or working with schools through learning sessions or work placements. In 2021 we gained independence from our parent Oak Tree Housing Association. However, we continue to share Finance and IT services with Oak Tree Housing Association where efficiencies are delivered by working together (eg our Finance and IT teams work for both organisations).

## **Factoring**

Another arm of the business is Factoring. We factor and offer landscape maintenance services to over 400 properties; mainly in closes where we already own

flats. This service includes a responsive repairs service for common repairs and a common Building Insurance Policy offering huge discounts to owners.

## **Our Stock**

Cloch's stock situated in East Greenock, Port Glasgow and Inverkip village.

Our stock caters mainly for general needs housing from single person accommodation to larger family homes, however, we also have Houses of Multiple Occupation and a sheltered housing complex.

Some of our stock is renovated victorian tenements and some is newer build from the 1990's and 00's. The Planned Maintenance Programme is currently renewing kitchens, bathrooms and boilers.

The Reactive Maintenance Contract is with James Frew Reactive, George Cooke, KMS, GD Chalmers, Allwork, and White & Christie. Our main gas contractor is James Frew (Gassure) alongside a few local specialist contractors.

We have recently taken on 57 newly built properties in Kings Glen, Greenock.

# Our Vision & Values

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## Vision:

Homes & Services which exceed customer expectations delivered by a strong and resilient organisation.

## Values:

**Be Positive** in attitude.

**Be Better** and always look to improve everything you do.

**Be Kind** to yourself, to others and in your approach to our services.

**Be Responsible** for yourself, your customers, and your community.

# Board Job Role Description

## 1. Introduction

*“The Governing Body leads and directs the RSL to achieve good outcomes for its tenants and other service users.”* Regulatory Standards of Governance and Financial Management, Standard 1<sup>1</sup>

- 1.1 This role description has been prepared to set out the responsibilities that are associated with being a governing body member (GBM) of **Cloch Housing Association (CHA)**. It should be read in conjunction with Rules and Standing Orders.
- 1.2 is 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).
- 1.3 Cloch Housing Association encourages people who are interested in the Association’s work to consider seeking election as a GBM and is committed to ensuring broad representation from the communities that it serves. GBMs do not require ‘qualifications’ but, from time to time, we will seek to recruit people with specific skills and experience to add to or expand the existing range of skills and experience available to ensure that the governing body is able to fulfil its purpose. We have developed a profile for the GBM that describes the skills, qualities and experience that we consider we need to lead and direct Cloch Housing Association and carry out an annual review of the skills that we have and those that we need to inform our recruitment activities.
- 1.4 This role description applies to all members of the governing body, whether elected or co-opted or appointed, new or experienced. It is subject to periodic review.

## 2. Primary Responsibilities

- 2.1 As a GBM your primary responsibilities are, with the other members of the governing body, to
  - Lead and direct Cloch Housing Association’s work.
  - Promote and uphold Cloch Housing Association’s values.
  - Set and monitor standards for service delivery and performance.

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<sup>1</sup> Scottish Housing Regulator (February 2020) *Regulation of Social Housing in Scotland: Our Framework* available [here](#)



- Control Cloch Housing Association's affairs and ensure compliance.
  - Uphold Cloch Housing Association's Code of Conduct and promote good governance.
- 2.2 Responsibility for the operational implementation of Cloch Housing Association's strategies and policies is delegated to the Chief Officer.

### **3. Key Expectations**

- 3.1 Cloch Housing Association has agreed a Code of Conduct for Governing Body Members which every member is required to sign on an annual basis and uphold throughout their membership of the governing body.
- 3.2 Each GBM must accept and share collective responsibility for the decisions properly taken by the governing body. Each GBM is expected to contribute actively and constructively to the work of Cloch Housing Association. All members are equally responsible in law for the decisions made.
- 3.3 Each member must always act only in the best interests of Cloch Housing Association and its customers, and not on behalf of any interest group, constituency, or other organisation. GBMs cannot act in a personal capacity to benefit themselves or someone they know.

### **4. Main Tasks**

- To contribute to formulating and regularly reviewing Cloch Housing Association's values, strategic aims, business objectives and performance standards.
- To monitor Cloch Housing Association's performance.
- To be informed about and ensure Cloch Housing Association's plans take account of the views of tenants and other customers.
- To ensure that Cloch Housing Association operates within and be assured that Cloch Housing Association is compliant with the relevant legal requirements and regulatory frameworks.
- To ensure that risks are realistically assessed and appropriately monitored and managed.
- To ensure that Cloch Housing Association is adequately resourced to achieve its objectives and meet its obligations.

- To oversee and ensure Cloch Housing Association's financial viability and business sustainability whilst maintaining rents at levels that are affordable to tenants.
- To act, along with the other members of the governing body, as the employer of Cloch Housing Association's staff.
- To ensure that Cloch Housing Association is open and accountable to tenants, regulators, funders, and partners.

## **5. Duties**

- Act at all times in the best interests of Cloch Housing Association.
- Accept collective responsibility for decisions, policies, and strategies.
- Attend and be well prepared for meetings of the governing body and sub-committees.
- Contribute effectively to discussions and decision making.
- Exercise objectivity, care and attention in fulfilling your role.
- Take part in ongoing training and other learning opportunities.
- Take part in an annual review of the effectiveness of Cloch Housing Association's governance and of your individual contribution to Cloch Housing Association's governance.
- Maintain and develop your personal knowledge of relevant issues and the wider housing sector.
- Represent Cloch Housing Association positively and effectively at all times, including when attending meetings and other events.
- Respect and maintain the confidentiality of information.
- Treat colleagues with respect and foster effective working relationships within the governing body and between the governing body 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 Cloch Housing Association's policy on managing conflicts of interest.

## 6. Commitment

6.1 An estimate of the annual time commitment that is expected from GBMs is:

Activity	Time
Attendance at up to 8 regular meetings of the Board	16 hrs
Reading and preparation for Board meetings	16 hrs
Attendance at up to 4 sub-committee meetings	8 hrs
Reading and preparation for sub-committee meetings	8 hrs
Attendance at annual planning and review events (including individual review meeting)	10 hrs
Attendance at openings and site visits	varies
Attendance at internal briefing and training events	8 hrs
External Training and conference attendance (may include overnight stay or weekend)	2 – 3 days
<b>Total</b>	<b>80+hours</b>

## 7. What Cloch Housing Association Offers GBMs

7.1 All GBMs are volunteers and receive no payment for their contribution. Cloch Housing Association has adopted an Entitlements, Payments and Benefits Policy which prevents you or someone close to you from inappropriately benefiting personally from your involvement with Cloch Housing Association. This and related policies also seek to ensure that you are not unfairly disadvantaged by your involvement with Cloch Housing Association. All out-of-pocket expenses associated with your role as a GBM will be fully met and promptly reimbursed.

7.2 In return for your commitment, Cloch Housing Association offers:

- A welcome and introduction when you first join the governing body.
- A mentor or buddy from the governing body and a named staff contact for the first six months, with ongoing support.
- Clear guidance, information, and advice on your responsibilities and on Cloch Housing Association's work.
- Formal induction training to assist settling in.
- Papers that 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.

## **8. Review**

- 8.1 This role description was approved by the governing body. It will be reviewed by the governing body every year after the AGM.

# Person Specification

<b>Commitment to:</b>
<ul style="list-style-type: none"><li>• Cloch's aims, objectives and activities.</li><li>• Communities served by Cloch.</li><li>• Public, not for profit or voluntary sector.</li></ul>
<b>Knowledge or Experience (one or more of the following):</b>
<ul style="list-style-type: none"><li>• Business planning</li><li>• Asset Management</li><li>• Responsibilities to tenants, owners and other service users</li><li>• Supporting tenants on low income</li><li>• Financial planning and control</li><li>• Current housing policy and legislation</li><li>• Role of the Scottish Housing Regulator</li><li>• Local Knowledge</li></ul>
<b>Skills</b>
<ul style="list-style-type: none"><li>• Ability to work as a member of a team with other Board members and with staff.</li><li>• Ability to contribute to discussions about strategy and policy.</li><li>• Ability to interpret and question information received.</li><li>• Ability to identify what is important for Cloch's success as a business.</li><li>• Ability to communicate effectively, contribute to decision-making and to challenge constructively.</li></ul>
<b>Other Attributes</b>
<ul style="list-style-type: none"><li>• Willing to contribute ideas and new perspectives.</li><li>• Able to keep one's own knowledge up-to date.</li><li>• Able to accept collective responsibility for decisions.</li></ul>

# Board & Staff

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## Current Cloch Board Members

K Ferns (Chair)	K Robertson (Vice Chair)	TBC (Secretary)	E Robertson
D Brown	J Smith	H Tarpanova	D McIndoe
N McLachlan	L Quinn		

## Former Board Members (last 12 months)

H Thomson	V Weir	E Tamburrini	

## Current Cloch Staff

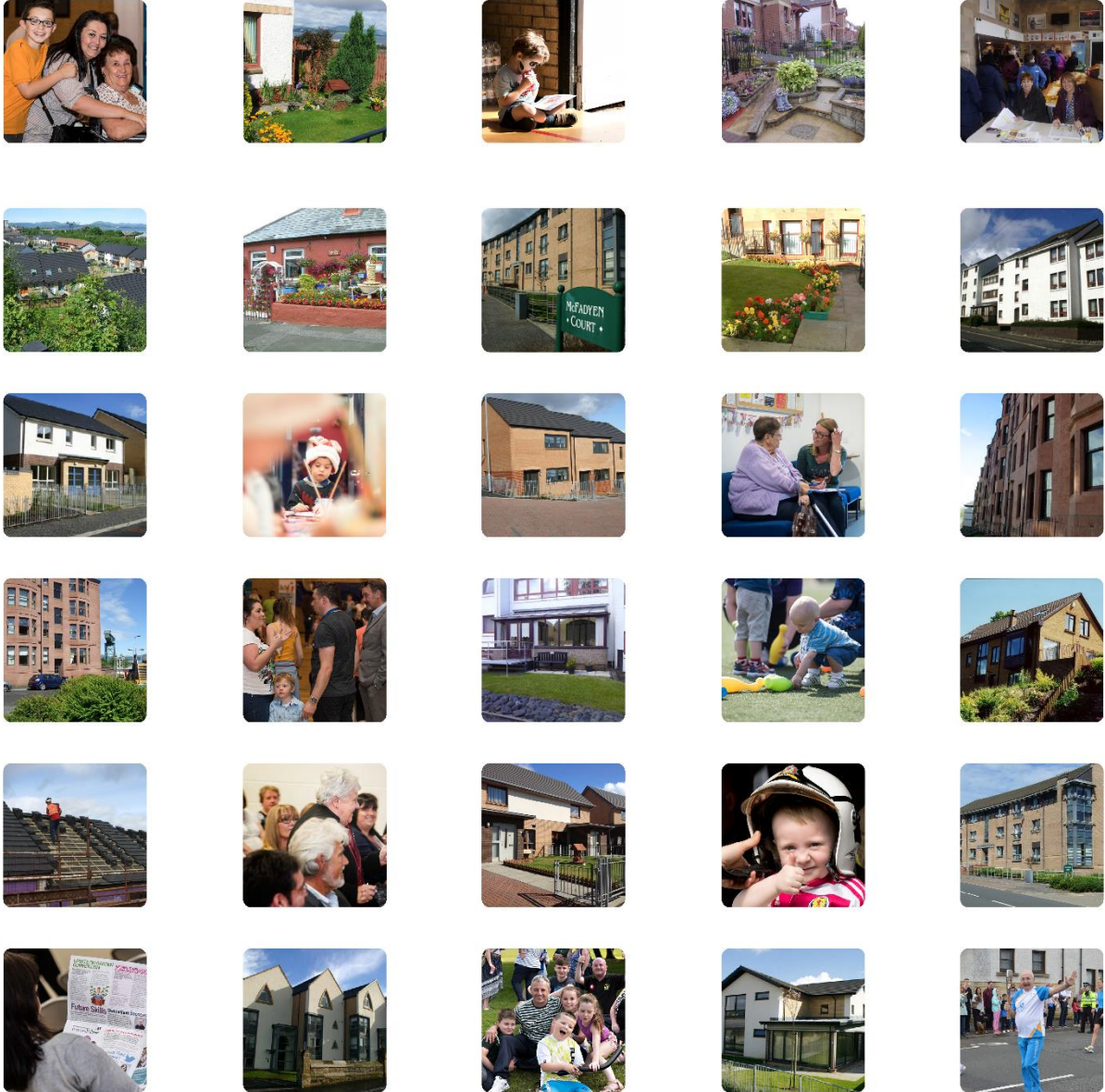
Barr, Ewan	Kane, Katie #	Musgrove, Shonaid
Broom, Patricia	Keating, Thomas	Orr, Caroline
Browning, Richard	Kennedy, Ashleigh	Pollock, Karen #
Burrows, David	Leith, Andrew #	Quinn, David
Devine, Thomas	MacKinnon, Michele #	Stewart, Julie
Durnin, Alana	McBride, Liam *	Swinney, Carolyne
Durning, Maria	McColgan, Paul	Thrush, Kristina
Findlay, Nicola	McConnachie, Lynn	Young, Laura
Fullerton, Jennifer	McCreadie, Kim	
Garner, Josh *	McKay, Gillian	
Gray, Lorraine	Millar, Sandra	
Higgins, Pamela	Miller, Natascha	
Hopkins, Julie	Milloy, Nicola	
Jamieson, Anne	Mills, Gwen	
Joyce, Lynne	Monaghan, Michael	

\* Graduate/Modern Apprentice

# Agency/temporary staff

## Former Cloch Staff (within last 12 months)

Liz Bowden	James Stevenson	Colin Robertson	Stuart Mason
Amy Tannock	Louise Carlin	Mary MacDonald	Valerie Wilson



Cloch Housing Association

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