

*STATUS - for decision*

1. OMBUDSMAN SERVICE - REVISED COMPLAINTS HANDLING PROCEDURE (CHP)

The Scottish Public Services Ombudsman has reviewed their model CHP and issued the revised procedure. All organisations covered by the SPSO have to introduce the revised model by 1 April 2021 - i.e. within the next 13 months. We have not had a chance to study this in detail but we understand it is minor adjustments to the existing CHP. There is some very useful updated guidance and material produced on this by the SPSO.

2. AGMs

- (a) ARCHIE - Wednesday 25 March at lunchtime. Our Chairperson is invited.
- (b) Employers in Voluntary Housing (EVH) - Monday 6 April in Glasgow.
- (c) Edinburgh & Lothians Regional Equality Council - Wed 25 March 6.30 Council Chambers

3. PORT OF LEITH HA - FINANCE PERSONNEL

Due to the promotion of Heather Kiteley to CEO, the following internal interim appointments have been made - Ngeme Ntuli - to Interim Director of Finance & Corporate Services; Alan Ross, to Interim Finance Manager.

4. GARDENER RECRUITMENT

The advert closing date is Thursday 27 February. It is recommended that the same interview panel be used - the Employment Sub Group and J McCuaig.

5. REIMBURSEMENT OF PROFESSIONAL FEE

I am claiming my professional subscription as per my contract. I am a Fellow of the Chartered Institute of Housing and claim the fee of £310, net of tax relief (20% = £62.00) equals £248.00.

Alistair Cant  
DIRECTOR  
Date: 18 February 2020  
Ref: cag