



*Offering our community more than a home"*

## Ethical Standards

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### Relevant Scottish Social Housing Charter Outcomes

Making sure that all customers' needs are met and that people are treated fairly

### Relevant Clydebank HA Objectives

- To provide quality, affordable housing that meets the changing needs of our customers and to ensure fair access to housing within our area.
- To manage the houses provided, in a professional and cost effective manner, for the benefit of our local community and the environment.
- To provide a first class maintenance service which offers value for money and ensures the comfort and safety of our residents while achieving high levels of satisfaction
- To work in partnership with others, supporting our tenants and other customers, to maximise opportunities for physical and socio-economic regeneration in Clydebank.
- To ensure local decision making and community control, we will encourage our tenants and other customers to influence our policy and participate in decisions, which may affect them.
- To ensure that our resources are adequate to deliver our objectives by investing in our people, increasing digitalisation, demonstrating value for money and through robust procurement practices.
- To promote social inclusion by applying principles of equality and diversity to everything we do.

### Relevant Scottish Housing Regulator's Standards of Governance and Financial Management

- Standard 1** The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
- Standard 2** The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.
- Standard 3** The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay.
- Standard 4** The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
- Standard 5** The RSL conducts its affairs with honesty and integrity.

This policy can be made available on request in a variety of different formats, such as on CD, in large print and translated into other languages.

***“We aim to implement a code of ethical practice, which meets the expectations of our customers, our funders and other stakeholders.”***

- Our work will be carried out in an open and sensitive manner, taking the needs of all stakeholders into account.
- We will treat our staff, our customers and our associates with courtesy and respect, maintaining confidentiality where appropriate.
- We will vigorously defend the good name of the Association when necessary. We will not tolerate or condone abusive, threatening or anti-social behaviour of any kind towards our committee members, our employees, our associates or our customers and will ensure that even seemingly minor complaints are investigated and acted upon.
- We will encourage diversity. We will not discriminate on any such basis as Age, Disability, Gender Reassignment, Marriage, and Civil Partnership, Pregnancy & Maternity, Race, Religion or Belief, Sex, and Sexual Orientation.
- We will ensure that equal access to all of our services is enjoyed by everyone.
- We will invest in our people, encouraging development on both professional and personal levels, in line with the “Investors in People” and “Investors in Young People” standards.
- We will also consider ethical investing and corporate social responsibility in our treasury management functions with approved institutions who share similar customer-led values and commitment to ethics wherever possible.
- We are committed to reducing our carbon footprint and following environmental best practice in all of our activities and the provision of all services. To this end, we adopted our own Environmental Policy and 5- Year Carbon Management Strategy in November 2017 and regularly monitor progress via the Housing Services Sub-Committee.
- In all developments, where practicable, we will adopt the design requirements of the “Secured by Design” accreditation from Strathclyde Police and the Scottish Government’s “Housing for Varying Needs” standard.
- We aim to procure goods and services from those who share similar values and aim to include community benefit clauses in the procurement of contracts.
- We will encourage the development of the social economy in Clydebank. Specifically, we will provide affordable, quality accommodation for third sector businesses, which aim to deliver services in the town.
- We will ensure that the community we serve is at the heart of decision-making and has the opportunity to contribute to all aspects of service planning and delivery in a rational, constructive and co-operative manner.
- We will strive to provide fully inclusive facilities, services and activities to the residents of Clydebank to enhance quality of life, economic and social inclusion, reduce inequalities, address deprivation, develop individual social capital and act as a catalyst to progress the wider regeneration of the area.

- We will ensure through regular training that our staff understand and effectively deliver on these ethical standards during the course of their work.