

## **PROMOTING AND SUPPORTING CITIZENSHIP POLICY**

### **1.0 INTRODUCTION**

1.1 Citizenship has been described as the most important marker of a person's full and equal membership in a national society. Having national citizenship does not always mean that someone can or will actively engage within society as an equal or full citizen. Nor does it assure equal outcomes. This can be for a number of reasons and through the adoption of this policy and implementation of the accompanying procedures ARK will promote and support active citizenship.

1.2 This overarching policy relating to the promotion of citizenship acknowledges and embeds ARK's commitment to supporting our service users and tenants to enhance their roles as citizens. We will ensure that they are supported to create and sustain meaningful relationships and embrace opportunities to contribute to the organisation, their local, national and international community, should they choose to. We recognise that we have a responsibility to deliver the highest quality services that we can in order to meet the needs of our service users, and tenants and at the core of that is the promotion of citizenship.

We aim to ensure that service users and tenants are actively supported to gain confidence and have information and support that will aid them to make informed choices about how and when they contribute as active citizens.

1.3 ARK's policy is to provide this in accordance with:

- Our values, vision and mission
- John O'Brien's 5 accomplishments
- The ARK Charter

And specifically in terms of our regulators:

- the National Care Standards for care at home and housing support, as well as to promote the principles behind the National Care Standards, namely dignity, privacy, choice, safety, realising potential, and equality and diversity; (now based on Human Rights)
- The Scottish Social Services Council's Codes of Practice for Social Service Workers and Employers;
- The ARK Code of Conduct for Members of Staff, based on the model code developed by the Scottish Federation of Housing Associations in partnership with the Scottish Housing Regulator;
- The outcomes identified in the Scottish Social Housing Charter developed by the Scottish Housing Regulator.

1.4 We aim to ensure that all our service users and tenants can make individual informed choices and can be supported to achieve their potential, within person-centred values and using person-centred practices.

1.5 This policy describes how we will seek to support and monitor active citizenship within ARK

1.6 This policy complies with Scottish Social Housing Charter Standard 1 on equalities, Standard 2 on communication and Standard 3 on participation.

1.7 This policy should be read in conjunction with the following internal policies and external standards and guidelines:

- [The ARK Charter](#)
- [Quality Assurance Policy\(G19\)](#)
- [Ethics Policy\(G10\)](#)
- [Learning and Development Policy \(LD01\)](#)
- [Tenant Consultation and Participation Policy \(HM10\)](#)
- [Equality and Diversity Policy \(HR04\)](#)
- [Staff Code of Conduct \(G03\)](#)
- National Care Standards
- Scottish Social Housing Charter
- Scottish Social Services Council Code of Practice.
- The National Involvement Network Charter (NIN)

## 2.0 FRAMEWORK FOR PROMOTING AND SUPPORTING ACTIVE CITIZENSHIP

2.1 ARK will ensure that the ARK **Care and Support Outcomes Framework** is implemented throughout our services. ARK will also ensure that our engagement with our tenants specifically addresses the outcomes within the **Scottish Social Housing Charter**.

2.2 The Outcomes Framework ensures that each person receiving a service from ARK, has the opportunity to define what being an active citizen means to them and to work towards how they might achieve and act on that.

The Outcomes Framework has three key components and these inform the activities that in particular will be used to support active citizenship. These are:

- Person centred planning
- Community connecting
- The ARK tenancy and services participation model. (The logic model)

2.3 The **Scottish Social Housing Charter** is a “list of outcomes, or results, that landlords should achieve.” ARK will ensure that in meeting the outcomes of the charter it will support tenants to have the information they require and the opportunity to engage with, the organisation, their neighbourhood and their local community.

## 3.0 AUDIT

3.1 We recognise that we need to implement certain internal systems and processes to ensure that we monitor our performance in relation to successfully promoting and supporting active citizenship.

**Quality and Compliance Audits:** ARK’s Quality and Compliance Team will implement a regular programme of audits to ensure that this policy is being implemented successfully. The audit programme for each year will be agreed between the Head of Quality and Compliance, the Director of Care and Support services, the Head of Housing Services, the Head of Housing Maintenance and Development, the Head of Organisational Development and will be approved by ARK’s Audit Sub-Committee.

## 4.0 IMPLEMENTATION AND REVIEW

4.1 The Chief Executive is responsible for ensuring that all staff complies with this policy.

4.2 The Chief Executive will ensure that this policy is reviewed by the Board of Management at least every three years.

**Approved by the Senior Leadership Team in:**

**May 2016**

**Approved by the Board of Management in:**

**June 2016**

**Next review of policy due by:**

**June 2019**

**Complies with:**

**SSHC Standards 1, 2 and 3**