ARK HOUSING ASSOCIATION LTD (ARK)

ETHICS

1.0   INTRODUCTION

1.1   ARK Housing Association recognises that we have an obligation to all those that we support and work with, both within and outside the organisation, to observe and maintain the highest ethical standards in everything that we do.

1.2   We define 'ethics' as: "A set of moral principles or moral values held by an individual or group."

Our values are a description of what is important to us as an organisation as we interpret our broader purpose and realise our specific mission. They are beliefs and behaviours that:

- set the culture of the organisation

- underpin the standard and quality of our services

- underpin the nature of our relationships

- guide the spirit in which we will operate.

1.3   We believe in:

- the worth of each person

- trusting relationships

- understanding difference

- challenging oppression

- personal and organisational accountability

- caring for our physical environment

- enjoyment.

1.4   This policy describes the general principles that will guide all Board of Management Members and members of staff as we seek to operate in accordance with our values and achieve our ethical standards. They embrace the 'Seven Principles of Public Life' (the Nolan Principles) of selflessness, integrity, objectivity, accountability, openness, honesty and leadership, as well as the Scottish Housing Regulator's Regulatory Standards of Governance and Financial Management (the 'Regulatory Standards').

1.5   The principles outlined in this policy are developed in greater detail in a range of other policies and codes of practice. These are listed in Appendix 1 to this document.

1.6   This policy complies with Regulatory Standards 2 and 5, which state:

> "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."

> And

"The RSL conducts its affairs with honesty and integrity"

2.0 GUIDING PRINCIPLES

2.1 Taken together with our values expressed in para. 1.3 above, the following principles provide the ethical framework we aspire to in all our activities.

2.2 Relationships with others

- Treat service users, their carers and relatives, colleagues, staff of other organisations we work with, suppliers, all other stakeholders and members of the public respectfully and professionally.
- Demonstrate by our speech, conduct and attitudes etc. that we value the worth of each individual we come into contact with.
- Ensure that all relevant information is treated confidentially, according to our current policies, and relevant legislation.
- Deal courteously with those who hold opinions that differ from ours.
- Respect cultural and all other types of differences.
- Have open and explicit relationships with national and local government, regulators, the public, the private sector and other funders.

2.3 In our work

- Operate with honesty and integrity.
- Seek to achieve the highest professional standards possible, as a minimum complying with all current statutory requirements and 'good practice' codes.
- Be open and transparent in making decisions and undertaking activities, and where that is not possible for specific reasons, explain why.
- Fulfil our responsibilities and be accountable for our decisions.
- Support colleagues in carrying out their tasks and responsibilities.
- Constructively challenge unacceptable behaviour or standards of performance.
- Deliver a prompt and quality service, providing 'value for money'.

3.0 IMPLEMENTATION AND REVIEW

3.1 The Chief Executive is responsible for ensuring that this policy is implemented by all staff and Board Members.

3.2 The Chief Executive will ensure that this policy is reviewed at least every three years.

Approved by the SLT in:	**September 2017**
Approved by the Board of Management in:	**October 2017**
Review of policy due by:	**October 2020**
Complies with:	**Regulatory Standards 2 and 5**

ETHICS POLICY - RELATED CODES & POLICES

Governance

Code of Governance for Board of Management Members

Code of Conduct for Board of Management Members

Staff Code of Conduct

SSSC Code of Conduct

Board of Management Standing Orders

Risk Management Policy

Quality Assurance Policy

Entitlements, Payments & Benefits Policy

Openness & Confidentiality Policy

Complaints Policy

Sustainability Policy

Computer System Security, Email & Internet Policy

Health & Safety Policy (and all supporting policies)

Finance

Financial Regulations

Procurement of Goods & Services Policy

Care and Support

Personal Planning Policy

Protection of Adults at Risk Policy

Supporting Positive Risk Taking Policy

Supporting Service Users in Managing Money Policy

Supporting Service Users in Managing Medication Policy

Restraint Policy

Behaviour of Concern Policy

Child Protection Policy

Intimate Personal Care Policy

ETHICS POLICY - RELATED CODES & POLICES (Cont'd)

Organisational Development

Equality & Diversity Policy

Recruitment & Selection Policy

Disciplinary Policy

Grievance Policy

Whistleblowing Policy

Personal Relationships at Work Policy

Dignity and Respect at Work Policy

Flexible Working Policy

Housing Management & Maintenance

Allocations Policy

Rent Charging and Rent Collection Policies

Service Charges Policy

Sustaining Tenancies Policy

Neighbour Disputes & Anti-Social Behaviour Policy

Tenant Consultation & Participation Policy

Maintenance Policy