



# **Code of Conduct for Staff**

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## Contents

<b>Introduction</b>	<b>p2-3</b>
Who the Code applies to	p2
How the Code is structured	p3
<b>The Code of Conduct</b>	<b>p4-11</b>
<b>A. Honesty and Integrity</b>	<b>p4-6</b>
Gifts and hospitality	p4
Prevention of bribery	p4
Personal benefit	p4
Resources, facilities and premises	p5
Funds and expenses	p5
Tenants/service users and money	p5
General responsibilities	p6
<b>B. Openness and Accountability</b>	<b>p7-8</b>
Declaring interests	p7
Handling information	p7
Respecting confidentiality	p7-8
Using social media	p8
Reporting concerns	p8
<b>C. Selflessness, Objectivity, Leadership</b>	<b>p9-11</b>
Fulfilling your role	p9-10
Working with tenants and other service users	p10
Upholding our reputation	p10
Showing respect for others	p10-11
<b>Breach of the Code</b>	<b>p12</b>
<b>Statement of acceptance</b>	<b>p12</b>

## Introduction

*There are references throughout this Code of Conduct (the Code) to 'you' and 'your' which means the member of staff of New Gorbals Housing Association (NGHA) who has signed this Code. References to 'we', 'us' and 'our' mean NGHA group, which encompasses the Association and our subsidiary company New Gorbals Property Services Ltd.*

1. NGHA attaches the greatest importance to ensuring that high standards of behaviour are demonstrated by all of our people and in all of our activities.
2. This Code of Conduct sets out the standards of conduct required of you as a member of our staff.
3. As a Registered Social Landlord (RSL), we are required to adopt and comply with an appropriate Code of Conduct<sup>1</sup>. This Code is based on the Model Code of Conduct produced by the Scottish Federation of Housing Associations and EVH<sup>2</sup> – Supporting Social Employers. The Scottish Housing Regulator (SHR) has confirmed that this Code fully complies with its Regulatory Standards and their input during the production of this code is acknowledged
4. You must make yourself familiar with the terms of this Code and act in accordance with its requirements at all times. You are required to sign the Code (in the 'Statement of the Acceptance' at the end) to confirm that you have read and understood the terms of the Code and you have a personal responsibility to uphold the requirements of this Code.
5. You must also ensure you are familiar with, and comply with all of our policies.
6. If there are any aspects of this Code, or of any of the related policies, on which you are unclear, you must seek guidance from your line manager. Your line manager will also be able to give guidance where you are unsure how the Code or related policies apply in a particular situation.

## Who the Code applies to

7. This Code of Conduct applies to everyone who works for us whether employed directly or otherwise.
8. A copy of this Code will be given to every person that it applies to.

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<sup>1</sup> Scottish Housing Regulator, April 2012, [Standards of Governance and Financial Management](#): Standard 5 and guidance 5.24.

<sup>2</sup> Employers in Voluntary Housing

### How the Code is structured

9. The Code is based on the Nolan Principles on Standards in Public Life<sup>3</sup> which are recognised as defining good conduct for those who work for the public using public money.
10. We have defined three groups of principles as the basis for the Code:
  - A Honesty and Integrity p4-6
  - B Openness and Accountability p7-8
  - C Selflessness, Objectivity, Leadership p9-11
11. Each of the three sections begins with a statement of principle. This is followed by a number of provisions which set out the requirements of the Code in more detail.

**The Code is not exhaustive and it should be remembered that all staff members of RSLs are responsible for ensuring that their conduct at all times meets the high standards that the RSL sector is recognised for upholding. As well as observing the detail of the Code, you should apply its intention and spirit to all situations in employment.**

**You are required to sign the Statement of Acceptance at the conclusion of this code on page 12 which also outlines the implications for any breach of the code.**

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<sup>3</sup> Committee for Standards in Public Life 1994, [Nolan Principles on Standards in Public Life](#)

## The Code of Conduct

- A. Honesty and Integrity:** You must act at all times with honesty and integrity. You must not use, or seek to use, your position to gain financial or other benefit for yourself, your family or friends.

### Gifts and hospitality

- A.1 You must act, and be seen to act, wholly in the interests of our organisation, our residents and other service users. You should not benefit improperly from your position.
- A.2 You must not accept any offers of gifts or hospitality from individuals or organisations which might reasonably create – or be capable of creating – an impression of impropriety, influence or place you under an obligation to these individuals or organisations. You must comply with our policy on the matter.

### Prevention of bribery

- A.3 We must comply with anti-bribery legislation. We must adopt, and comply with, anti-bribery and corruption policies.
- A.4 We forbid all forms of bribery - meaning a financial or other advantage or inducement intended to persuade someone to perform improperly any function or activity. You must not offer, seek or accept bribes and must comply with our **Policy on Bribery**. Offering, seeking or accepting bribes will result in disciplinary action and may also result in criminal prosecution.
- A.5 You must report to your line manager any instances of suspected bribery within the organisation or any external organisation with which we have dealings.

### Personal benefit

- A.6 You, or someone closely connected to you, cannot as a result of your role with us receive preferential treatment relating to any services provided by the organisation or its contractors/suppliers, and you should be able to demonstrate this
- A.7 You must not use, or seek to use, your position to promote your personal interests or those of any person with whom you are closely connected or the interests of any business or other organisation with which you have a connection. See our **Declaration of Interest Policy** for the definition of “closely connected”.

## Resources, facilities and premises

A.8 You must use our resources, facilities and premises only for the purposes intended and in a responsible and lawful manner. This includes office premises, telephone, computer and other IT facilities, equipment, stationery, transport and staff.

Reasonable personal use of office telephones and computers and company mobile telephones is permitted but must be kept to a minimum. Our **Policy on Acceptable Use of Communication Tools** gives further information including what is meant by 'reasonable personal use'.

A.9 You must comply with all of our relevant policies, including (but not exclusively) usage of internet & email social media, health & safety, equal opportunities and dignity at work.

A.10 You must not undertake work for another organisation - or for any personal business - on NGHA's premises nor use our resources or facilities for such a purpose, unless you have specific permission from your line manager.

## Funds and expenses

A.11 Our funds must be safeguarded from abuse, theft or waste. You must at all times apply and observe all of our financial regulations and internal controls.

A.12 You must comply with our relevant policies when procuring goods/services or claiming expenses.

## Tenants/service users and money

A.13 As a general rule, in relation to tenants and service users you must not:

- Give or loan them money
- Receive a gift or loan of money from them
- Invite or influence them to make a will or trust under which you are named as executor, trustee or beneficiary.

A14 In circumstances where you have a declared family connection to a tenant/service user, common sense will be applied and the organisation would not seek to impose restrictions on the private exchange of money between you and that individual.

## General responsibilities

A.15 You must not act in a way that unjustifiably favours or discriminates against particular individuals, groups or interests.

You should be aware that under the Equality Act 2010, the following nine characteristics are specifically protected: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

A.16 In presenting information you must set out the facts and relevant issues truthfully.

A.17 You must avoid any situation that could give rise to suspicion or suggest improper conduct.

- B. Openness and Accountability:** You must declare all relevant personal interests. You must handle information in accordance with our policies and procedures. You must report to the appropriate senior person within NGHA any reasonable and honest suspicions you may have about possible wrongdoing.

### Declaring interests

- B.1 We must ensure that no conflict arises, or could reasonably be perceived to arise, between your duties and your personal interests, financial or otherwise. You must declare, and manage openly and appropriately, any actual or potential interests or conflicts.
- B.2 Where you have a personal, business or financial interest in any matter that is relevant to our activities or is being considered (or is likely to be considered), or you know that someone to whom you are closely connected has such an interest, you must declare it promptly and record it in our Register of Interests.
- B.3 You must keep your entry in the Register of Interests complete, accurate and up to date.

### Handling information

- B.4 You must observe and uphold the legal requirements and our policies in respect of the storage and handling of information, including personal and financial information.
- B.5 You must respond to requests for information positively and must not prevent people or bodies from being provided with information that they are entitled to receive.
- B.6 You must not use confidential information acquired through your work as one of our employees for your private interests or any other purpose for which it is not intended.

### Respecting confidentiality

- B.7 You must respect confidentiality and ensure that you do not disclose information to anyone who is not entitled to receive it, both whilst you are a member of staff and after you have left our employment.
- B.8 Unless specifically authorised to do so, you must not make comments or statements in public or to the media, or pass any documents or other information to the press or media about us or our activities. If you are approached by the press or other media you must quickly pass the enquiry to either the Director or the Depute Director.
- B.9 You must not publish any material or deliver any lecture or address any



issues relating specifically to us or our activities without prior approval.

### Using social media

B.10 We respect your right to a private life, and that includes joining any social media sites that you wish. However, as information posted on such sites is classed as public and not private, you must not disclose any private or confidential information relating to us, our customers, partners, suppliers, board members, or employees on any social networking sites, bulletin boards, blogs or similar. (See also C11 under “Upholding our reputation”). This applies whether you are posting under your own name or a pseudonym.

### Reporting concerns

B.11 If you become aware of any actual or potential fraud, corruption or wrongdoing, or breaches of this Code, you must report this to your line manager. Our **Policy on Whistleblowing** gives further information.

B.12 You must not victimise any person who has used - or intends to use, or is suspected of having used - our confidential reporting or whistleblowing procedures to report any actual or alleged fraud, corruption or wrongdoing by others.

- C. Selflessness, Objectivity and Leadership:** You must act in the best interests of NGHA at all times within the framework set by the organisation, working to promote our aims and objectives, upholding our values and setting a good example by your own conduct.

### Fulfilling your role

- C.1 You must comply with your terms of appointment and our policies and procedures relating to your role.
- C.2 You must fulfil your duties responsibly, exercising reasonable skill and care and acting at all times in our best interests and that of our tenants and other service users.

As an organisation, we always aim to put the needs of our tenants and service users first, and we expect all of our staff to do the same in their day to day work, within the framework of our policies and procedures.

- C.3 You must work to promote our aims and objectives and in accordance with the relevant legal and regulatory requirements (including those, as applicable, of the Scottish Housing Regulator, the Office of the Scottish Charity Regulator, the Financial Conduct Authority and the Care Inspectorate).

If you are in doubt as to the legal and regulatory requirements that are relevant to your role, you must seek guidance from your line manager.

- C.4 You must work at all times in accordance with our policies and procedures and not allow your own personal or political opinions to affect the way in which you carry out your duties. This does not impinge on your right to be an active citizen or, for example, to be an active trade unionist.
- C.5 You must take direction from your line manager, other senior managers and the governing body, and exercise responsibly any authority that comes with your role as a staff member.
- C.6 You must not seek to use informal channels to influence the governing body regarding decisions to be made about the conduct of our business.
- C.7 You must consult your line manager before taking on any outside work or any position (paid or unpaid) that will in any way impact on your role with us. Any such work or position must not interfere with your existing job or conflict with our interests. Our **Declaration of Interest Policy** gives more details.
- C.8 You must participate in any necessary training, and play an active part in

our performance appraisal process. You will contribute to the identification of any personal training needs you may have in order to keep your professional skills and knowledge up to date.

### Working with tenants and other service users

- C.9 You must maintain high standards of professionalism, fairness and courtesy in all your dealings with tenants and other service users.
- C.10 You must not allow any personal relationship with a tenant or other service user to conflict with the conduct of your role and responsibilities.
- C.11 You must use the appropriate channels for handling tenancy and service provision issues. You must not act outside our established procedures in any matter concerning any tenant or other service user.

### Upholding our reputation

- C.12 You must not act in a way that could reasonably be regarded as bringing us into disrepute. This would include publicly making any derogatory comments about the organisation, its staff, governing body members, service users, partners and anyone that we are doing business with.

If you have a grievance or concern relating to a member of staff or of the governing body or have any concern about potential wrongdoing you should discuss it with your line manager.

- C.13 You must always be a positive ambassador for us and our work, especially when attending events as a member of our staff or in dealing with outside bodies.

### Showing respect for others

- C.14 You must treat others with respect at all times. This includes considering the views of others and being tolerant of differences.
- C.15 You must adhere to both the letter and the spirit of our **Equality and Diversity Policy**. See also A.18 above about the need to avoid discrimination of any kind.
- C.16 You must always conduct yourself in a courteous and professional manner. You must not, by your actions or behaviour, cause distress, alarm or offence.
- C.17 You must not harass, bully or attempt to intimidate any person.
- C.18 You must take care when displaying materials in the office, and ensure that these would not reasonably cause offence to your colleagues. If in doubt,

consult your line manager before displaying any materials.

- C.19 When attending meetings, you must be courteous to all attendees and respect the position of the meeting chair or convenor. You must also ensure that mobile phones are switched off/on silent other than in very exceptional circumstances where it is necessary to take an urgent call.

## Breach of the Code

As a member of staff you have a responsibility to promote and uphold the requirements of this Code. If you consider that you may have breached the Code, or have witnessed or become aware of a potential breach by another staff member, you should immediately bring the matter to the attention of your line manager.

Any material breach of the Code will be considered under our disciplinary procedures and may result in a disciplinary action being taken, which may include dismissal.

As a member of staff you have a duty to co-operate with and contribute to any investigation relating to a potential breach of the Code or an associated matter

You must sign the below statement of acceptance once you have read and understood this Code and its requirements.

## Statement of Acceptance

I \_\_\_\_\_ have read and understood the terms of this Code of Conduct and I agree to uphold its requirements in all my activities as a staff member of New Gorbals Housing Association.

I confirm that I am aware that I must declare and manage any personal interests in accordance with our policy. I agree to review all relevant Registers regularly to ensure that all entries relating to me are accurate.

I understand that, if I am found to have breached any points mentioned in this Code of Conduct or acted against its spirit, action will be taken in accordance with New Gorbals Housing Association's disciplinary procedures and could ultimately result in my dismissal.

Signed \_\_\_\_\_

Date \_\_\_\_\_

This Code of Conduct was adopted by the Governing Body in June 2022

