



STAFF CODE OF CONDUCT	
Policy Number	GCS 2.9 Version 1.1
Prepared by	Sofia Redford, Corporate Services Officer
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Contents

1.	Introduction	3
1.2	Who the Code applies to	3
1.3	How the Code is structured	3
2.	The Code	4
2.1	Honesty and Integrity	4
2.2	Openness and Accountability	6
2.3	Selflessness, Objectivity, and Leadership	7
3.	Breach of this Code	9
4.	Review	9
5.	Statement of Acceptance	10

List of Appendices

1.	Declaring and Managing Personal Interests	11
2.	Equality Impact Assessment	15

Introduction

There are references throughout this Code of Conduct (the Code) to 'you' and 'your' which means the member of staff of Osprey Housing who has signed this Code. References to 'we', 'us' and 'our' mean Osprey Housing.

Osprey Housing attaches the greatest importance to ensuring that high standards of behaviour are demonstrated by all of our people and in all of our activities. This Code of Conduct sets out the standards of conduct required of you as a member of our staff.

As a Registered Social Landlord (RSL), we are required to adopt and comply with an appropriate Code of Conduct¹. This Code is based on the Model Code of Conduct produced by the Scottish Federation of Housing Associations and Employers in Voluntary Housing. 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.

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' on p12) 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.

You must also ensure you are familiar with and comply with all of our policies.

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 manager. Your manager, or [title of relevant other post such as Human Resources Officer], will also be able to give guidance where you are unsure how the Code or related policies apply in a particular situation.

1.2 Who the Code applies to

This Code of Conduct applies to everyone who works for us whether employed directly or otherwise.

A copy of this Code will be given to every person that it applies to.

1.3 How the Code is structured

The Code is based on the Nolan Principles on Standards in Public Life² which are recognised as defining good conduct for those who work for the public using public money.

We have defined three groups of principles as the basis for the Code:

- Honesty and Integrity
- Openness and Accountability
- Selflessness, Objectivity, Leadership

Scottish Housing Regulator (2019) Regulatory Framework, [Regulatory Standard 5.2](#)

² Committee for Standards in Public Life 1994, [Nolan Principles on Standards in Public Life](#)

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 which also outlines the implications for any breach of the code.

2. The Code of Conduct

2.1 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.

2.1.1 Gifts and hospitality

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.

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.

2.1.2 Prevention of bribery

We must comply with anti-bribery legislation. We must adopt, and comply with, anti-bribery and corruption policies.

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.

You must report to your line manager or a Senior staff member any instances of suspected bribery within the organisation or any external organisation with which we have dealings.

2.1.3 Personal benefit

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.

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.

Section 3 of Appendix 1 defines what is meant by 'closely connected'.

2.1.4 Resources, facilities and premises

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.

You must comply with all of our relevant policies, including (but not exclusively) usage of internet & email social media, health & safety, equalities, human rights, diversity, and dignity at work.

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

2.1.5 Funds and expenses

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.

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

2.1.6 Tenants/service users and money

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.

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.

2.1.7 General responsibilities

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.

In presenting information you must take all reasonable steps to ensure that you set out the facts and relevant issues truthfully.

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

You must inform your line manager if you are notified of any action by a professional body that is relevant to your role with Osprey and/or which could impact on Osprey's reputation that you may be party to.

2.2 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 Osprey any reasonable and honest suspicions you may have about possible wrongdoing.

2.2.1 Declaring interests

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.

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.

You must keep your entry in the Register of Interests complete, accurate and up to date.

2.2.2 Handling information

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. Our Data Protection Policy gives further guidance.

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.

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

2.2.3 Respecting confidentiality

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.

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 your manager.

You must not publish any material or deliver any lecture or address any issues relating specifically to us or our activities without prior approval. This includes invitations to speak at conferences or external events.

2.2.4 Using social media

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.

2.2.5 Reporting concerns

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 or to a member of the Senior Management Team. You may do so on a confidential basis. Our policy on whistleblowing gives further information.

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.

2.3 Selflessness, Objectivity and Leadership: You must act in the best interests of Osprey 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

2.3.1 Fulfilling your role

You must comply with your terms of appointment and our policies and procedures relating to your role.

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.

You must work to promote our values, 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 manager.

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.

You must take direction from your line manager, other senior managers and the Board and exercise responsibly any authority that comes with your role as a staff member.

You must not seek to use informal channels to influence the governing body regarding decisions to be made about the conduct of our business. This does not affect your rights under the Osprey Whistleblowing Policy.

You must consult your 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. Appendix 1 gives more details on declaring interests.

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.

2.3.2 Working with tenants and other service users

You must maintain high standards of professionalism, fairness and courtesy in all your dealings with tenants and other service users.

You must not allow any personal relationship with a tenant or other service user to conflict with the conduct of your role and responsibilities.

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.

2.3.3 Upholding our reputation

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, Board 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 or with [title of relevant post].

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.

2.3.4 Showing respect for others

You must treat others with courtesy and respect. This includes considering the views of others and being tolerant of differences.

You must adhere to both the letter and the spirit of our equality and diversity policy. See also A.14 about the need to avoid discrimination of any kind.

You must always conduct yourself in a courteous and professional manner. You must not, by your actions or behaviour, cause distress, alarm or offence.

You must not harass, bully or attempt to intimidate any person.

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.

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.

3. Breach of the Code

As a member of staff you have a responsibility to promote and uphold the requirements of this Code and any other Code that your membership of a relevant professional body imposes. 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 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.

4. Review

This policy will be reviewed every 3 years unless the following criteria dictate that it would be best practise to review sooner:

- applicable legislation, rules, regulations and guidance, both those which affect the Group directly and those which affect the resources available to significant numbers of our customers to enable them to sustain tenancies
- changes in the organisation
- continued best practice

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 Osprey Housing.

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 Osprey's disciplinary procedures and could ultimately result in my dismissal.

Signed _____

Date _____

This Code of Conduct was adopted by the Board on XXX.
It will be reviewed not later than October 2027.

Appendix 1

Declaring and Managing Personal Interests

1. Introduction

Being a member of Osprey's staff is of course only one part of your life. Other aspects of your life - such as family, friends and neighbours, voluntary work, causes you support, possibly business or financial interests, possibly your own housing arrangements - may have the potential to cross over into your role as a staff member. However, as we are an organisation that works for the community [and uses public funds], it is essential that there is no conflict - and that there can be no reasonable perception of conflict - between your duties as a member of staff and your personal (or personal business or financial) interests.

Any potential conflict between your position as a member of our staff and your other interests must be openly declared and effectively managed so as to protect the good reputation of The Group and the RSL sector.

As stated in the Code 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 the Register of Interests.

This Appendix gives further guidance on how to declare and manage any personal (including personal business or financial) interests.

2. Examples of interests that must be declared

The following are examples of the kind of interest that you must declare. Please note that this list is not exhaustive, and there may be other interests that you should also declare.

- Tenancy of a property (by you or someone to whom you are closely connected) of which we are the landlord.
- Occupancy or ownership of a property (by you or someone to whom you are closely connected) which is factored or receives property related services from us.
- Receipt of care or support services from us.
- Membership of a community or other voluntary organisation that is active in the area(s) we serve.
- Voluntary work with another RSL or with an organisation that does, or is likely to do, business with us.
- Membership of the board of another RSL.
- Being an elected member of any local authority where we are active.
- If you purchase goods or services from us.

- If you purchase goods or services from one of our contractor or suppliers.
- Significant shareholding in a company that we do business with.
- Membership of a political, campaigning or other body whose interests and/or activities may affect our work or activities.
- Ownership of land or property in our areas of operation excluding for the purpose of your own residential use (i.e. there is no requirement for you to declare any house in which you currently live).
- Unresolved dispute relating to the provision of services in connection with a tenancy or occupancy agreement or a contractual dispute over the provision of goods or services with us.

If you are not sure whether a certain matter needs to be declared, you must seek guidance from your manager or Corporate Services Officer. If doubt remains, the advice would always to declare the matter.

You should note that in some circumstances, declaration of an interest may not be sufficient, and that it may be necessary for the organisation to take additional measures to deal satisfactorily with the situation so as to protect the probity and reputations of both yourself and the organisation.

3. Definition of 'close connection'

Someone 'closely connected' to you includes family members and persons who might reasonably be regarded as similar to family members even where there is no relationship by birth or law.

As well as considering your own actions, you must be aware of the potential risk created by the actions of people to whom you are closely connected. Who you should consider, and our expectations of you to identify and declare such actions are outlined in Table A below:

Table A

Group	Required Response
<p>1. Members of your household</p> <p>This includes:</p> <ul style="list-style-type: none"> • Anyone who normally lives as part of your household (whether related to you or otherwise) • Those who are part of your household but work or study away from home 	<p>We expect you to be aware of and declare any relevant actions of all people in your household. You must take steps to identify, declare and manage these.</p>
<p>2. Partner, Relatives and friends</p> <p>This includes:</p> <ul style="list-style-type: none"> • Your partner (if not part of household) • Your relatives and their partners • Your partner’s close relatives (i.e. parent, child, brother or sister) • Your close friends • Anyone you are dependent upon or who is dependent upon you • Acquaintances (such as neighbours, someone you know socially or business contacts/associates) 	<p>Where you have a close connection and are in regular contact with anyone within this group, we expect you to be aware of and declare any relevant actions. Under these circumstances, you must take steps to identify, declare and manage these actions.</p> <p>Where you do not have a close connection and regular contact with someone in this group, we do not expect you to be aware of or to go to unreasonable lengths to identify any relevant actions. However, if you happen to become aware of relevant actions by such individuals, then these should be declared and managed as soon as possible.</p>

3. What You Need To Consider

The following are the relevant actions /involvement by those to whom you are closely connected that you should consider, declare and manage as per our expectations outlined in Table A:

- A significant interest in a company or supplier that we do business with. A significant interest means ownership (whole or part) or a substantial shareholding in a business that distributes profits but does not include where an individual has shares in large companies such as banks, utility companies or national corporations, i.e. where owning shares would not give the individual any significant influence over the activities of that organisation.
- Where the individual may benefit financially from a company with which we do business
- Involvement in the management of any company or supplier with which we do business
- Involvement in tendering for or the management of any contract for the provision of goods or services to us.
- Application for employment with us.
- Application to join our Board or any of its subsidiaries
- Application to be a tenant or service user of the organisation
- If they are an existing tenant or service user of the organisation

4. Declaring personal interests

A member of staff would be required, on appointment, to complete a form to register any personal interests that could potentially conflict with their role. Thereafter to complete a new form (or amend the existing form) whenever there is a material change or change to policy.

As stated in the Code (provision B2), you must keep your entry in the Register of Interests up to date, add any new interests as soon as they arise, and amend existing interests as soon as any change takes effect.

A situation may arise where you are invited to be present at a meeting where a matter in which you have a personal (or a personal business or financial) interest is discussed. In such cases you must inform the meeting chair at the start of the meeting, or as soon as you become aware that this is the case. You would then be required to leave the meeting for the duration of the particular item. If in any doubt, you should ask the meeting chair or another senior person present for guidance. This applies to all meetings that you attend as a member of our staff – both internal and external.

Any failure to make a complete, accurate and prompt declaration - whether deliberately or through taking insufficient care - will be regarded as a breach of this Code.

Appendix 2

<h3 style="margin: 0;">Osprey Housing Equality Impact Assessment Tool</h3> <p style="margin: 0; color: purple;">PLEASE READ THE GUIDANCE FOR COMPLETION: Equality Impact Assessment Guidance.doc</p>	
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Name of the policy / project proposal to be assessed	Staff Code of Conduct GCS-2.9 Version 1.0	Is this a new policy / proposal or a revision?	Revision
Person(s) responsible for the assessment			
1. Briefly describe the aims, objectives and purpose of the policy / proposal	This Code of Conduct sets out the standards of conduct required as a member of our staff.		
2. Who is intended to benefit from the policy / proposal? <i>(e.g. applicants, tenants, staff, contractors)</i>	Staff and tenants		
3. What outcomes are wanted from this policy / proposal? <i>(e.g. the benefits to customers)</i>	Staff behave in a professional manner and are aware of the standards expected of them		

4. Which **protected characteristics** could be **affected** by the proposal? (*tick all that apply*)

- Age Disability Marriage & civil partnership Pregnancy/maternity Race
 Religion or belief Sex Gender reassignment Sexual orientation

5. If the policy / proposal is not relevant to any of the **protected characteristics** listed in part 4, state why and end the process here.

This policy is given to all staff at induction and every member is required to review and sign again on an annual basis. Do not feel that possession of any of the protected characteristics will mean a member of staff is affected either adversely or positively by this policy

	Positive impact(s)	Negative impact(s)
<p>6. Describe the likely positive or negative impact(s) the policy / proposal could have on the groups identified in part 4</p>		
<p>7. What actions are required to address the impacts arising from this assessment? (<i>This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts</i>).</p>		

Signed: Sofia Redford (Job title): Corporate Services Officer

Date the Equality Impact Assessment was completed: 23 October 2024