



Resident Involvement Code of Practice

The aim of the code of practice is to ensure involved residents are given the opportunity to engage effectively with Clarion. It ensures they are provided with the right training and tools to protect the privacy of residents, Clarion colleagues and contractors, when working with organisational data in compliance with GDPR (data protection) regulations.

1. Purpose

1.1 The Resident Involvement Code of Practice is a summary of the principles and standards of behaviour expected of all involved residents

1.2 The term 'Resident' applies to customers from all property tenures and the term 'Service User' relates to all customers buying a service from Clarion Housing Group

1.3 All Involvement activities should be carried out in a professional manner and with integrity. All parties should be shown respect be they residents, service users, staff, suppliers, funders, regulators and stakeholders. It is also critical that we avoid any suggestion of being influenced by biased or unethical motives

1.4 This Code is not intended to describe every law, policy or process which is relevant to your involvement or how you should deal with every situation which may arise. Clarion Housing Group will provide training to support your involvement; you are responsible for escalating any issues you are not sure how to deal with and for identifying any gaps in your training, knowledge and understanding to a Clarion Housing Group Officer. It is always better to seek advice when you're unsure

2. Guidance

2.1 The Resident Involvement Officer or another member of staff will be able to discuss any concerns you may have and provide advice and support as required

3. Breaches

3.1 Anyone who thinks there has been a breach of the Code should report this immediately to a member of staff. Clarion Housing Group are committed to investigating concerns raised and will support those who report issues in good faith and confidence

3.2 Failure to comply with the Code may result in me being asked to step down from current involvement activity and restrict further application to become involved, following a procedure and appeals process



Standards of Involvement for you to sign up to:

1. I will ensure that I am aware of and follow all law, regulation, policy and procedure relating to my involvement and the training I have received

1.1 There will be times when a range of laws and regulations will apply to my involvement activity. Policies and procedures must be applied and adhered to, data protection law including the Data Protection Act 2018 and the General Data Protection Regulations (GDPR). I agree to undertake any training required to support my understanding

1.2 Some policies and procedures apply to everyone, regardless of the area they are involved in. With the support of Clarion Housing Group Officers, I will make sure I understand these and know how to apply them

2. I will be responsible for creating an inclusive, open and professional environment

2.1 I will conduct myself in a way appropriate to my involvement and act in a transparent and honest manner

2.2 I will act in an inclusive and non-discriminatory manner at all times including when working with other involved customers, staff, volunteers, stakeholders, suppliers and partners

2.3 I will listen to others and value their input, making sure alternative points of view are put forward in a constructive way

3. I will take care of and use responsibly all documents and materials in my care

3.1 I will be aware of the requirements for safeguarding communication by email

3.2 I will take care and exercise responsibility of all printed materials and other paperwork relating to my involvement with Clarion Housing Group, returning all paperwork to a member of staff who will ensure secure disposal in accordance with local office procedures. I understand it is not acceptable to treat Clarion Housing Group paperwork as 'general household waste or recycling'

4. I will treat all stakeholders with respect at all times

4.1 I will be required to treat all stakeholders with due consideration and respect at all times in compliance with the Diversity and Inclusion Policy



4.2 Working to the benefit of all residents and service users regardless of diverse characteristics, I will actively promote and provide respect and equality when working with each other and all stakeholders

4.3 I will not speak to the media on behalf of Clarion Housing Group. Any communication or correspondence with external Groups will require Officer Approval in writing

4.4 All internal communication and or correspondence sent on behalf of an involved activity must be approved and agreed by residents involved in that activity prior to circulation

4.5 I will consult with non-involved residents where appropriate to support my involvement regarding the services provided. This will be supported by Clarion Housing Group Officers

5. I will not use Clarion Housing Group's reputation, time, property or equipment to carry out or support any personal political activities

5.1 My personal political views and opinions will not be discussed or imparted during my involvement unless relevant to discussion relating to a change in law or regulation.

5.2 I will always make clear that my views and actions are my own and not Clarion Housing Group's view

5.3 Any political activity or support by Clarion Housing Group will damage its reputation and can jeopardise its charitable status and grant income

6. I will abide by my duties and responsibilities under the Data Protection Act 2018 and the General Data Protection Regulations (GDPR)

6.1 Clarion Housing Group will ensure that involved residents who may, by exception (and where lawful), have access to any personal data held by or on behalf of the Group, are fully aware of and abide by their duties and responsibilities under the Data Protection Act 2018 and the General Data Protection Regulations (GDPR). Appropriate training will be provided to help you manage your responsibilities in this regard

6.2 I understand that the 'default' approach for me to adopt in respect of all information disclosed to me during the course of my involvement is for this to be treated 'confidentially'. I therefore commit to managing information securely and in particular, not onward sharing with others



6.3 I must not use any information obtained in the course of my involvement when working with Clarion Housing Group, for personal gain or benefit, nor will I share it with others who might use it in such a way

7. I will not offer, give, request or accept bribes or inducements under any circumstances

7.1 I will not use Clarion Housing Group suppliers for personal use and will act to the good of all residents

I will not:

- Take free or discounted services or goods
- Insist on a better level or quality of service

7.2 I will disclose any interest whether personal or on behalf of any involved activity I represent, that may affect or influence my approach to the matter under discussion

7.3 I will use the normal Housing Management procedures for reporting repairs and complaints and maintain the agenda and objectives of each involvement meeting/activity

7.4 In any situation which could present a conflict of interest, please seek advice from a member of staff

8. I will keep the best interests of all residents and Clarion Housing Group at heart. I will avoid any situation which could be seen to potentially damage Clarion Housing Group's reputation

8.1 I will abstain from involvement activity and hold any information I have regarding the transaction as confidential where:

- A personal relationship between a member of staff, resident, director, contractor or supplier could be seen to reasonably threaten the objectivity of any transaction
- Directly present a conflict of interest

8.2 As an Involved Resident I will not be in breach of my tenancy/lease agreement (or have been in breach in the preceding 12 months) or be in legal dispute with Clarion Housing Group.(Individual situations will be reviewed and handled on a case by case basis)



8.3 Any involved resident who has an unspent criminal record or is subject to criminal proceedings and/or potentially presents risk to others will not be eligible to become involved in activities

8.4 Members from the same household cannot be represented in the same formal activity in an official capacity i.e. Chair, Vice Chair, Secretary etc. as this may present a conflict of interest. A formal involvement activity operates to a Terms of Reference or Constitution