



Recruitment Pack

Board Member

Teign Housing

February 2020



Teign Housing
Millwood House
Collett Way
Newton Abbot
Devon
TQ12 4PH

Contents

1. Letter from the Chair.....	1
2. About Teign Housing	2
3. About the Board	4
4. Terms and Conditions	6
5. Dates of Meetings 2019/20.....	6
6. Role Profile	8
7. Recruitment Timetable	11
8. Further Information	12
9. How to Apply.....	12
Appendix One – Extract from Teign Housing’s Code of Conduct – Board Members.....	13
Appendix Two - Declaration of Interests Form	20
Appendix Three – Advert	24

1. | Letter from the Chair

Dear Applicant,

Thank you for showing an interest in a non-executive position at Teign Housing.

Teign Housing is a high performing Housing Association, confirmed by the regulator as having the highest rating for governance and financial viability in 2018. This is an important time for Teign Housing and a particularly challenging one for the sector as a whole – the removal of grant and reductions in rent driving us to be more efficient and more diverse, the return to rent increases allowing us to seek to develop more homes to meet local needs. For further information about Teign please see our Annual Report and Corporate Plan on our website at <http://www.teignhousing.co.uk/about-us/resources/>.

Due to a forthcoming retirement we are looking for a **Board Member** who can provide constructive challenge as we make the tough decisions that will help us to continue providing good quality homes and services for our local community in an ever-changing operating environment. Recruiting an excellent, well rounded Board Member is our priority for this role. We are seeking candidates with management experience, strategic leadership and vision, as well as a passion for the sector and a commitment to Teign Housing. Preferably, candidates will have previous experience of non-executive Board level work and some understanding of the social housing sector.

I think this is a really exciting time to be joining Teign Housing and wish you every success in your application.

Yours sincerely

A handwritten signature in black ink, appearing to read 'AJ', with a large, stylized flourish extending downwards from the end of the signature.

Andy Jones
Chair, Teign Housing

2. | About Teign Housing

Introduction

Teign Housing manages over 3,600 homes across South Devon, from Dartmoor National Park to the urban centres of Newton Abbot, Teignmouth and Dawlish. We employ over 80 members of staff and we are a registered charity governed by our Board of Management. We are dedicated to providing high quality customer services and making the local area a better place to live by creating sustainable communities and working in partnership.

Teign Housing has a lot to celebrate. When we were last assessed by the Regulator for Social Housing we were awarded the top V1/G1 ratings for financial viability and governance. We continue to develop new homes and pride ourselves on the successful delivery of unusual schemes such as a traveller site, a PassivHaus scheme believed to be the first in the country in a National Park as well as projects with community land trusts. In 2018 we were awarded Investors In People Platinum status, one of only 5 housing associations in the country to achieve this highest grading. The award demonstrates how enthusiastic and motivated our teams are and how well we approach the creation and delivery of our corporate strategy in every area of the business.

The rent reduction and welfare reform changes mean that we have worked hard to reduce our operating costs. We viewed the changes positively and challenged our organisation to change the way we work, to become more efficient and commercially-minded without losing our strong social ethic. We created our own subsidiary company for repairs and development, invested in new software to manage our homes and tenancies and streamlined our staffing structure.

The return to a rent increase sees us looking to provide more homes and even better services, now and in the future. We are committed to maintaining our position as a good quality local landlord, able to respond to the needs of our customers and stakeholders.

Our Vision

We dedicate ourselves to providing good quality homes and tailored housing support. Working with our diverse customers and trusted partners we provide effective services that bring long term benefits to all. We are sustainable in a fast-changing environment and reinvest our surpluses to grow our communities.

Our Values

Respectful

We treat people with empathy, respect diversity and provide quality customer service. We appreciate the relationships we build and, with our customers, contractors and partners, we are proud to be Team Teign.

Resourceful

We maximise our resources through innovation and by using our money in efficient ways. We look for opportunities to expand our business by building new homes and creating and growing valuable services. We recognise our role in supporting the local economy.

Ethical

We value our responsibility as a charity providing homes and services for those who need them and as an employer. We are an organisation with heart and strive to offer an empowering workplace and the personal service our communities want.

Strategic aims

We've focussed on the core of our business with our strategic aims. What is important to our customers - providing excellent services and quality homes - and what is important to our continued viability - growing our sustainable business. By working smarter we want to do more and do better.

Excellent services

We will deliver high quality services to all of our customers and partners. We will provide considerate customer services, empowering housing services and effective repairs.

Quality homes

We will invest in new and existing homes by maintaining high standards of repairs and improvements to our current homes and developing new homes to meet the needs of local people.

Sustainable business

We will strengthen our business by continually improving our governance, increasing the value of our work, seeking ways of joint working with our partners and investing in our staff.

3. | About the Board

We have eight Board Members.



Andy Jones *Chair of the Board*

Andy worked in financial services for 41 years, the best 15 years covering Wales and The South West funding Social Housing clients, which included the Teign transfer of housing stock from the council in February 2004. Andy is keen to work with a strong board, talented Chief Executive and talented staff to deliver excellent services to existing and potential new customers, including the delivery of much needed new affordable homes in our area of operation.



Alan Soper *Chair of Audit Committee (Retiring Sept 2020)*

Alan's background is in business management and leadership in facilities and building management companies. With this Alan brings a background in financial control, marketing and people management. Alan is very keen to use his experience and skills for the benefit of Teign Housing now and in the future and is a personal sponsor of the housing charity Shelter.



Angie Edward-Jones

Angie offers a broad range of skills and experience gained over a considerable number of years working as a Senior Manager in social services and housing. Angie is currently the Head of Customer Experience and Assurance for another Housing Association with specific expertise in business continuity, audit, quality, risk management and customer service. Angie sits on Teign Housing's Board as it gives her an opportunity to contribute to the community and accomplish new goals.



James O'Dwyer

James brings a wealth of experience from various Housing Association and Board positions and contributes a broad knowledge of development and maintenance to the Board. James joined the Board to use his knowledge and skills locally, and is keen to help Teign Housing develop as a company and contribute to development of new homes for the local community.



Jo Reece *Chief Executive*

Jo is a Certified Accountant who has worked in the housing sector for 15 years. Prior to this she had a varied career in the public and commercial sectors, working in the energy industry, facilities management and healthcare.

She has been a Board Member of 2 other housing associations and is currently a Business Mentor for the Princes Trust supporting young people in setting up their own business. Jo believes that a viable housing association can deliver good services to residents, build new homes for the future and contribute to the local community.



Mary Bennell

Mary has worked in the housing sector for over 30 years and specialises in property and procurement. She now has her own consultancy business delivering projects and services in her areas of expertise. She is a chartered building surveyor and is working towards becoming a member of the Chartered Institute of Purchasing and Supply. As a director of property/consultant for a number of organisations, she had overall responsibility for ensuring compliance with statutory requirements for properties. She brings this experience and knowledge to Teign Housing to ensure that all resident's homes are safe, of high quality and meet residents needs now and in the future.



Maureen Robinson *Chair of Templer HomeBuild (subsidiary)*

Maureen brings extensive Board experience in the NHS and social housing, as well as local government, to Teign. She has considerable professional knowledge about the process of ageing and hopes to be able to encourage greater joint working between housing, adult services and the NHS for the benefit of residents. Maureen strongly believes that everyone has a right to a decent home and that this should be achieved through a co-operative relationship between landlord and residents.



Stephen Cook

Stephen is a Fellow of the Chartered Institute of Housing and a freelance housing consultant. Previously he was Chief Executive of a stock-transfer housing association. His housing career started in the early 1980s working in Bristol; then Sussex, Wiltshire, Gloucestershire, Wolverhampton and Wales. Stephen is also chair of the Chartered Institute of Housing's Professional Standards Committee. His eye for detail, varied experience and passion for social housing makes a positive contribution to the success of Teign Housing.

4. | Terms and Conditions

- The term of office is three years (and may be extended to a maximum of nine years).
- There are currently six Board meetings a year which start at 2pm. Board Members are also expected to serve on one or more committees or the subsidiary Board. The committees are Audit (five meetings per year) and Remuneration (two meetings per year). The subsidiary Board meets four times per year. There are also two strategy days for the full Board and we provide in-house training or strategy sessions before most of the Board meetings.
- The average time commitment involved for meetings, training, events and preparation is estimated to be 8 hours per month.
- Following a successful 6 months as a volunteer co-optee on the Board, we will pay a fee to the post holder. The fee will be £3,210 per annum.

5. | Dates of Meetings 2020

MEETING	MEETING DATE	TIME
Templer HomeBuild Board	Tues 25 Feb	11:30 - 13:00
Remuneration	Tues 25 Feb	13:30 - 14:00
Audit	Tues 25 Feb	14:00 – 16:00
Board Training/Meeting	Thurs 26 March	10.00/14:00
Templer HomeBuild Board	Tues 5 May	11:30 - 13:00
Remuneration	Tues 5 May	13:30 - 14:00
Audit	Tues 5 May	14:00 – 16:00
Board	Wed 20 May	-
Board Away Days	Wed 20/Thurs 21	-
Audit Annual Accounts	Thurs 25 June	13:00
THB Annual Accounts		14:00
Board Annual Accounts		15:00
Templer HomeBuild Board	Tues 4 Aug	11:30 - 13:00
Audit	Tues 4 Aug	14:00 – 16:00
Board Training/Meeting	Thurs 3 Sept	10:00/13:30
Templer HomeBuild Board	Tues 3 Nov	11:30 - 13:00
Audit	Tues 3 Nov	14:00 – 16:00
Board Training/Meeting	Thurs 26 Nov	10:00/13:30

6. | Role Profile

Job Description – Board Member

Whole Board responsibilities

Support the Chair and the rest of the Board in delivering its core responsibilities:

- Setting and ensuring compliance with the values, vision, and strategic objectives of the organisation, ensuring its long term success
- The appointment and if necessary the dismissal of the Chief Executive and approval of his or her salary, benefits and terms of employment
- Satisfying itself as to the integrity of financial information, approving each year's budget and business plan and annual accounts prior to publication
- Establishing, overseeing and reviewing annually a framework of delegation and systems of internal control
- Establishing and overseeing a risk management framework in order to safeguard the assets of the organisation

Individual responsibilities

- Prepare for and regularly attend Board meetings, committee meetings and relevant training events
- Represent the Board if necessary on internal matters such as complaints, grievance or disciplinary panels
- Represent Teign Housing externally as appropriate
- Respect the confidentiality of information, including information about individual residents in Teign Housing property
- To declare any relevant interests as required by legislation and/or Standing Orders / Financial Regulations
- Adhere to Code of Conduct and adopted Code of Governance
- To undertake an annual appraisal with the Chair of the Board
- Establish strong working relationships with other Board Members, the Chief Executive and other senior staff
- Keep up to date with changes in the sector
- Behave in a manner that is appropriate to the role of a Board Member

Person Specification - Board Member

Qualities	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Working as part of a group to manage a project or organisation • Several years senior management expertise 	<ul style="list-style-type: none"> • Managing a complex organisation requiring the co-ordination of several professional disciplines • Providing strategic direction to Executive Directors • Corporate governance and public sector accountability • Commercial business transactions
Knowledge		<ul style="list-style-type: none"> • Social housing and related issues • Community development • Partnership working • Strategic asset management • Health and safety legislation • Marketing and public relations • Business law • Business development • Corporate or charity finance • Risk management • Human resource strategy • Housing development • Change management • Digital strategy
Skills	<ul style="list-style-type: none"> • Prepare for, attend and participate appropriately in meetings • Demonstrate learning, keep up to date with relevant issues • Develop relationships, champion appropriate behaviour • Offer ideas, spot opportunities, innovate, understand implications and risks • Determine key issues, understand information presented, offer original perspective • Respect others, challenge constructively, compromise • Persuasive, willing to express opinions that contradict those of others, support Board decisions 	
Commitment	<ul style="list-style-type: none"> • Commitment to social housing and empathy with the vision, values and strategic aims of Teign Housing • Commitment to act in the best interests of the organisation 	

	<ul style="list-style-type: none"> • Commitment to equal opportunities 	
Special Conditions		<ul style="list-style-type: none"> • Ability to represent Teign Housing publicly, at conferences, events and in the media • Availability to provide consultation and direction to the Chief Executive at short notice as required

7. | Recruitment Timetable

Date	Activity
W/c 3 February 2020	Advert out
Monday 2 March 2020	Closing date (9am)
Tuesday 3 March 2020	Shortlisting
Thursday 6 March 2020	Successful candidates invited to interview
Tuesday 10 March 2020	Informal meetings for candidates with Chief Executive and formal interview with Board panel. Successful candidate(s) from interview invited to attend next Board training, lunch and meetings on Thursday 26 March
Thursday 26 March 2020	Attendance from 10am at training, 1pm lunch and 2pm Board meeting. Last item on the agenda for Board only to discuss appointment.
Friday 27 March 2020	Candidate(s) advised of appointment as volunteer Co-optee
April 2020	Induction begins (dates to be agreed)
3 September 2020	Board Member candidate formally appointed to the Board following successful induction and probation period. Payment of fee begins.

8. | Further Information

For an informal and confidential discussion about this opportunity to join Teign Housing, please contact Lisa Maunder, Company Secretary, on 01626 322714 or email lisa.maunder@teignhousing.co.uk

9. | How to Apply

To apply for this position at Teign please complete the following and email to lisa.maunder@teignhousing.co.uk:

1. A detailed CV including details of positions held (and dates), size of budgets and teams managed and key achievements, as well as your qualifications
2. A supporting statement explaining your motivation as well as addressing the person specification (summarising how you feel that your knowledge and experience make you a suitable candidate). Please give examples of specific achievements in the last five years which demonstrate your competence for this role.
3. Full contact details (name, job title, organisation, phone and email) for two referees (including your current employer if applicable). Please note we will not take up references without your prior permission.
4. Completed "Declaration of Interests Form" as attached at Appendix Two of this recruitment pack. Word version available on request.

Your application will be acknowledged and treated with strictest confidence.

The closing date is: **9am Monday 2 March 2020**

Appendix One – Extract from Teign Housing’s Code of Conduct – Board Members

CODE OF CONDUCT

Why is a code of conduct needed?

Teign Housing is a registered charity with the responsibility for providing housing for those in need. It has responsibility for large sums of public and private money. As such it is vital that those working with Teign Housing – Board Members or staff– should give our customers and stakeholders confidence in our integrity and at all times avoid suggestion of improper influence. This Code of Conduct makes clear the boundaries of conduct that must be adhered to in order to uphold that public confidence in Teign Housing’s probity.

As a member of the National Housing Federation, Teign Housing is expected to comply with the NHF Code of Conduct 2012. Teign Housing’s own Code of Conduct follows the model code suggested in the NHF Code and clearly sets out the high standards of conduct that Teign Housing expects.

The term "you" has been used throughout to include Board members and staff. Involved tenants and contractors have their own codes of conduct with which they must comply.

Breaches of the code of conduct

Board members and staff should be aware that failure to follow this code of conduct will be viewed as a serious disciplinary matter and will therefore be dealt with under the disciplinary procedure (staff) or Directors Panel Policy (Board members).

Board members or employees who become aware that other board members or members of staff are not following the code should advise a member of the senior management team. This disclosure will be treated confidentially. The Fraud and Whistleblowing Policies contain further information.

SECTION A: GENERAL RESPONSIBILITIES

You must fulfil your duties and obligations responsibly, acting at all times in good faith and in the best interests of Teign Housing and its tenants.

- You must comply with the law, your terms of appointment and Teign Housing’s policies and procedures relating to your role.
- You must not conduct yourself in a manner which could reasonably be regarded as bringing Teign Housing into disrepute. This includes membership of, or participation in, activities organised by groups or organisations whose values are inconsistent with Teign Housing’s (for example, racist organisations) which could create reasonable doubt in your ability to comply with Teign Housing’s values and this code.
- You must not bring Teign Housing’s name into disrepute or affect its integrity by your actions or words, either within the organisation or outside. This includes the use of, or entries on, social networking sites (such as Facebook, Twitter and others).

This includes making derogatory comments about Teign Housing or its tenants or other service users either in person or in writing or via any web-based media such as a personal blog or other site. This also applies if you do not name Teign Housing but where its identity can reasonably be inferred, or where you use a pseudonym, but your identity can reasonably be inferred.

If you have a genuine concern about possible wrongdoing, you must report it to the appropriate senior person within the organisation (see section M).

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

- You must respect the appropriate channels for handling tenancy and service provision issues. You must not act outside Teign Housing's established procedures in any matter concerning any resident or other service user.
- You must not misuse your position, for example, by using information acquired in the course of your duties for your private interests or those of others.
- You must respect the principle of collective decision-making and corporate responsibility. This means that once the board has made a decision you must support that decision.
- You must not engage in any political or campaigning activity that might compromise the position of Teign Housing. Board members or involved residents intending to stand for political office must discuss the matter with the chair; members of staff with their line manager.

BOARD MEMBERS

- If you take up new employment or appointments during your term of office on the board, you must make any necessary declaration of interest. Any such work or position must not interfere with your role as a board member.

SECTION B: CONFLICTS OF INTEREST

You must take all reasonable steps to ensure that no undeclared conflict arises, or could reasonably be perceived to arise, between your duties and your personal interests, financial or otherwise.

- Teign Housing requires you to declare any private interests which may, or may be perceived to, conflict with the duties of your role. This interest may be financial or non-financial, direct or indirect and may include:
 - An interest in any property, or any company selling or being an agent for any property, being purchased by Teign Housing
 - A business or personal relationship with any person or firm earning fees from work placed by Teign Housing or entering into a contract to carry out work for Teign Housing
 - Serving as a Board member/staff member of another Housing Association
- You must ensure that your entry in Teign Housing's register of interests is complete, accurate and up-to-date. Advice on issues relating to disclosures should be sought from the Company Secretary. If in doubt an entry should always be put in the register.
- In cases where an applicant for housing has close connections to a Board member or member of staff, Teign Housing requires that:
 - there is a disclosure of the individual's connection
 - consideration of the application follows Teign Housing's allocations policy
 - No persona, as far as is practicable, having any personal knowledge of the applicant plays any part in the assessment or decision
- In cases where an applicant for employment has close connections to a Board member or member of staff, Teign Housing requires that;
 - there is a disclosure of the individual's connection
 - consideration of the applicant is based solely on merit and suitability in relation to the requirements of the post; and
 - no person, as far as is practicable, having any personal knowledge of the applicant plays any part in the assessment or decision.
- You must not be involved in decisions relating to discipline, promotion, pay or benefits for any member of staff to whom you are related or closely connected.
- You must not be involved in the appointment of a contractor or supplier where you are related, or closely connected, to an organisation or individual applying or tendering for a contract. You must declare any such relationship to the Company Secretary. You must not be involved in establishing the terms of a contract, or its on-going monitoring and management, where you are related, or closely connected, to the contractor or supplier.

- Except where specifically permitted, you must normally avoid using Teign Housing’s contractors and suppliers for private purposes. Where this is unavoidable, you must not receive a favourable service as a result of your connection with Teign Housing. Prior approval must be sought from the Company Secretary before using the supplier or contractor and a written declaration made confirming that no financial or other advantage has been secured as a result of the relationship with Teign Housing.
- Any member of staff or Board member should only knowingly approach a tenant of Teign Housing for private employment purposes with the written permission of the Company Secretary. This would not be unreasonably withheld.
- Teign Housing Board members may not be employed by Teign Housing, except in their capacity as a Board member. Should a Board member be successful in gaining other employment at Teign Housing they will be required to immediately step down from the Board.
- You must not use, or attempt to use, your position to promote your personal interests or those of any connected person, business or other organisation.

SECTION C: BRIBERY, GIFTS AND HOSPITALITY

You must not offer, seek or accept bribes or inducements to act improperly or corruptly. You must not seek or accept gifts, hospitality or other benefits from individuals or organisations that might reasonably be seen to compromise your judgement or integrity or place you under an obligation to those individuals or organisations.

- You must comply with the law and Teign Housing’s policies and procedures in relation to:
 - Bribery and corruption; and
 - the giving, receipt, approval and recording of gifts and hospitality.
- You must not canvass or seek gifts or hospitality or other benefits.
- If you are offered gifts, only small personal gifts may be accepted. All gifts must be logged with the Company Secretary. Teign Housing’s Staff Handbook gives further details on what gifts may be accepted.
- No hospitality can be accepted if it is likely to affect the impartiality of the business carried out by Teign Housing. Receipt of occasional and modest hospitality will be allowed with the prior approval of a member of the senior management team. All hospitality received must be logged with the Company Secretary.
- No hospitality can be offered if it could be interpreted as an attempt to exert improper influence over others. Offers of occasional and modest hospitality will be allowed with the prior approval of a member of the senior management team. Meals or drinks at working lunches or conferences will be deemed routine hospitality and costs per head should not exceed £25. All hospitality given must be logged with the Company Secretary.

SECTION D: FUNDS AND RESOURCES

You must not misuse Teign Housing’s funds or resources.

- You must comply with Teign Housing’s policies and procedures regarding the use of its funds and resources. Resources include staff, information, telephone, computer and other IT facilities, equipment, stationery and transport.
- You must ensure that Teign Housing’s funds and resources entrusted to you are used efficiently, economically and effectively.
- You must comply with Teign Housing’s policies and procedures regarding procurement, ensuring value for money and fairness in decision making.

- You must take reasonable measures to protect Teign Housing's funds, resources, property and assets from theft, damage and misuse.
- You must comply with Teign Housing's policies and procedures relating to the acceptable or unacceptable use of email, intranet and internet services.
- You must claim reimbursement only for expenditure that was properly and reasonably incurred in carrying out Teign Housing's business. You must ensure that any expenses claim you make is accurate and complies with Teign Housing's policies and procedures.

SECTION E: CONFIDENTIALITY

You must handle information in accordance with the law and Teign Housing's policies and procedures.

- You must comply with the provisions of the Data Protection Act 1998 which governs the protection of personal data. All personal data held about residents and other service users, employees and others, whether on paper or electronically is subject to the provisions of the Act. Teign Housing's IT Manager acts as its Data Controller and can give further guidance.
- You must not disclose without authority any confidential business information. This duty continues to apply after you have left Teign Housing or relinquished your position.
- You must not, without permission, pass or distribute to the press or media or any other external recipient(s) information or materials relating to Teign Housing.
- In your capacity as a board or staff member or involved resident, you must not, without prior authority:
 - appear to represent the views or position of Teign Housing;
 - write letters to the press or other recipients(s);
 - write media articles, blog posts or tweets etc., about Teign Housing and its activities;
 - make comments or statements to the media – if approached you must pass the enquiry to the appropriate person.
- You must not prevent another person from gaining access to information to which they are entitled by law.

SECTION F: RESPECT FOR OTHERS

You must treat others with respect at all times.

- You must comply with the law and with Teign Housing's policies and procedures relating to equality and diversity. Equality laws prohibit discrimination on grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation and impose positive duties to eliminate unlawful discrimination and promote equality. Teign Housing's policies give further guidance.
- You must not harass, bully or attempt to intimidate any person. Teign Housing's policies give further guidance.
- You must not display materials in the workplace which other people might reasonably find offensive or use language which board or work colleagues or customers might reasonably find offensive.

SECTION G: RELATIONSHIP BETWEEN BOARD MEMBERS, STAFF AND INVOLVED RESIDENTS

Board members and staff must maintain a constructive, professional relationship based on a sound understanding of their respective roles.

BOARD MEMBERS

- You have a duty of loyalty and support towards Teign Housing and this must be reflected in a constructive, professional relationship with its staff.
- You must not go beyond your role as a board member and become inappropriately involved in operational matters.
- In your dealings with staff, formally and informally, you must set an example by demonstrating the highest standards of integrity and ethics and your alignment with the values, policies and objectives of Teign Housing.
- Where it is necessary to raise issues of poor staff performance at a formal meeting, these must be raised in a constructive way, aimed at getting things right in future, and not at criticising individuals. Any concerns about the performance of individuals must be discussed in confidence with the chair of the board, committee or panel, or with the chief executive.
- You must not appear to undermine the authority of a senior officer in his or her dealings with a more junior member of staff.
- You must avoid inappropriate personal familiarity with members of staff.
- You must not encourage a member of staff to act in a way which would conflict with compliance with this code or Teign Housing's policies and procedures

SECTION H: RELATIONSHIP WITH RESIDENTS AND OTHER SERVICES USERS

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

- You must treat all residents and other service users with courtesy and respect.
- You must not allow any personal relationship with a resident or other service user to conflict with your role and responsibilities.
- You must not give gifts or loans of money to, or receive loans or gifts of money from, residents or other service users.
- You must take great care in handling residents' and other service users' money, ensuring that a receipt is completed for every transaction. You must not handle residents or other service users' money in ways which do not constitute part of your job role, for example collecting their pension or paying bills on their behalf. Residents or service users' money must only be handled as part of normal rent and service charge collection procedures.
- You must not invite or influence a resident or other service user to make a will or trust under which you are named as executor, trustee or beneficiary.
- When handling information relating to residents and other service users, you must comply with the law and Teign Housing's policies and procedures relating to the protection of personal data.

SECTION I: HEALTH, SAFETY AND SECURITY

Your conduct must not endanger the health, safety or security of yourself or others.

- You must comply with Teign Housing's health and safety policies and procedures and bring to the attention of the appropriate person any risks to yourself or others. In particular;
 - Where you are provided with protective clothing this must be worn; and
 - For your own safety, you must comply with Teign Housing's policy and procedures relating to lone working.
- You must comply with the law and Teign Housing's policies on smoking and on the use of alcohol,

illegal drugs and other substances.

- You must take reasonable responsibility for the security of Teign Housing premises

SECTION J: CONDUCT AT MEETINGS

Your conduct at meetings must show respect for all, and comply with Teign Housing's standards

- You must be courteous to all other attendees, and respect the position of the meeting chair.
- You must not use threatening or aggressive behaviour, or act in a disruptive way.
- You must not attend meetings while intoxicated or under the influence of drugs.
- Once a board, committee or panel meeting has properly reached a decision, you must share responsibility for that decision, even where you had not supported it.

SECTION K: REPRESENTING TEIGN HOUSING

In representing Teign Housing at external events and in dealings with outside bodies, you are an ambassador for Teign Housing and must uphold and promote its values, objectives and policies

- You must not become involved in, or be seen to endorse, any activity that may bring Teign Housing into disrepute. This includes but is not limited to illegal, immoral, racist or other discriminatory activity.
- In engaging in activities which promote the work of Teign Housing to the outside world, you must demonstrate commitment to Teign Housing and support for its values, policies and goals.
- In representing Teign Housing at formal or informal events, you must be appropriately dressed for the occasion.

SECTION L: LEARNING AND DEVELOPMENT

In partnership with Teign Housing, you must take responsibility for your own learning and development, regularly updating and refreshing your skills and knowledge.

- You must play an active part in Teign Housing's supervision and performance appraisal processes and welcome constructive feedback.
- At the appropriate induction, appraisal or supervision meeting, you must make clear your personal training and development needs, so they can be taken into account in Teign Housing's forward budgeting and planning.
- Unless there are exceptional reasons, you must attend all learning and development events that have been arranged, either for you alone or as part of a group.

BOARD MEMBERS

- You must take responsibility for keeping your knowledge up to date in those areas in which you are a specialist.

SECTION M: REPORTING CONCERNS

You must report to the appropriate senior person within Teign Housing any reasonable and honest suspicions you may have about possible wrongdoing.

- If you are aware of potentially dishonest or fraudulent activity, or material breaches of this code – by board members, staff or others – you must report it to the appropriate senior person within

Teign Housing. The association's policies and procedures give further guidance.

- If you believe that you are being required to act in a way which conflicts with this code, you must report it to the appropriate senior person within Teign Housing.
- You must not victimise any person who has used – or intends to use, or is suspected of having used – Teign Housing's confidential reporting procedures to report the misconduct, or alleged misconduct, of others.

Appendix Two - Declaration of Interests Form

DECLARATIONS OF INTEREST

Applicants are required to declare any interests where it could be construed by others that an individual may personally benefit from either contacts, contracts or information that has been obtained as a consequence of Teign Housing's activities. This interest may be financial or non-financial, direct or indirect and may include:

- An interest in any property being purchased by the Company
- An interest in any company selling or being an agent for any property being purchased by Teign Housing
- A business or personal relationship with any person or firm earning fees from work placed by Teign Housing or entering into a contract to carry out work for Teign Housing
- A business or personal relationship with any current or former Board member or staff member of Teign Housing
- Serving as a Board Member/Staff Member of another Housing Association

Name	
Role	
Date	

1. Relatives

2. Business Interests

3. Interests in Land & Buildings

4. Interest in Companies and Securities

5. Other Social Interests

6. Other Interests

7. Employment, Trade or Vocation

8: Company Directorship

DECLARATION

I understand and accept the requirement placed upon me by Teign Housing to declare any and all private and personal interest that might conflict with my application for Board membership. I declare the information as set out above to be true and correct to the best of my knowledge.

SIGNED:

DATED:

.....

Section 1: Relatives

Are you a “*close relative*” of an employee or Board Member of Teign Housing?
If yes please give details including the name of the Board Member or employee and the nature of the relationship.

Definition of “*close relative*” –a close relative is defined as a relative by blood or marriage who is so close to the Board Member or employee that there is a real risk that any decision of the Company to grant him/her a benefit could be influenced by that relationship.

It will normally include a person’s spouse, parent, grandparent, child, grandchild (including illegitimate children and grandchildren), brother, sister and anyone living in the same household as the employee.

Section 2: Business Interests

Please list any businesses (sole traders, partnerships, public or private companies) which are engaged in or are likely to become engaged in dealings or trade with Teign Housing in which you or a close relative has a financial interest. Financial interest includes employment within the business.

Section 3: Interests in Land & Buildings

Please detail any land or building within the operating area of Teign Housing in which you have a beneficial interest. Please list the land and property concerned and the nature of the interest (owner, lessee or tenant). Include any property from which you receive rent or where you are the mortgagee. Are any of your close relatives a tenant or leaseholder of Teign Housing?

Section 4: Interest in Companies and Securities

Please list the names and activities of any company, industrial societies or other bodies corporate in which you or a close relative have a substantial financial interest. For this purpose “substantial” is defined as owning more than £25,000 of the nominal or market value (whichever is the less) of the Company’s shares or more than 1% of the issued shares or securities. Please note that you are not required to disclose the extent of any interest.

Section 5: Other Social Interests

Please give details of any club or society (including secret societies) of which you are a member. The NHF definition of a “*secret society*” – a secret society is any lodge, chapter, society, trust or regular meeting or gathering which:

- is not open to members of the public who are not members of that lodge, chapter, society or trust
- includes in the grant of membership an obligation or requirement on the part of the member to make a commitment (whether by oath or otherwise) of allegiance to the lodge, chapter, society, gathering or meeting and
- includes, whether initially or subsequently, a commitment (whether by oath or otherwise) of secrecy about the rules, membership or conduct of the lodge, chapter, society, trust, gathering or meeting

A lodge, chapter, society, trust, gathering or meeting as defined above should not be regarded as a secret society if it forms part of the activity of a generally recognised religion. Nor should a chapter or branch of a trades union.

Section 6: Other Interests

Please give details of any other Registered Provider or any other organisation of which you are a Board or Committee Member.

Section 7: Employment, Trade or Vocation

Please detail your current employer and give a brief description of the activity undertaken. Where you are retired, or have no current employer, please detail your profession and main employer whilst you were working. Any additional private/professional/voluntary work that might impact upon your role at Teign Housing should also be declared.

Section 8: Company Director

Are you aware of any restriction that will prevent you from acting as a Director of the Company?

Detail any conflict of interests that you feel may prohibit you from doing the role. Have you ever been declared bankrupt?

Appendix Three – Advert

**Board Member
Teign Housing
Newton Abbot, Devon
£3,210 per annum**

Teign Housing is an ambitious housing association which manages over 3,600 homes across South Devon, from Dartmoor National Park to the urban centres of Newton Abbot, Teignmouth and Dawlish. We employ over 80 members of staff and we are a registered charity governed by our Board of Management. We are dedicated to providing high quality customer services and making the local area a better place to live by creating sustainable communities and working in partnership.

Due to a forthcoming retirement we are looking for a Board Member who can provide support and challenge as we make the tough decisions that will help us to continue providing good quality homes and services for our local community in an ever-changing operating environment. While recruiting an excellent, well rounded Board Member is our priority for this role. We are seeking candidates with management experience, strategic leadership and vision, as well a passion for the sector and a commitment to Teign Housing. Preferably, candidates will have previous experience of Board level work and an understanding of the social housing sector. The time commitment for the role is approximately 12 days per year with training during mornings and meetings generally held in the early afternoon.

For a recruitment pack visit our website www.teignhousing.co.uk.

For a confidential discussion after reading the recruitment pack, please contact Lisa Maunder, Company Secretary on 01626 322714 or email lisa.maunder@teignhousing.co.uk

The closing date is: The closing date is: **9am Monday 2 March 2020**

Teign Housing is committed to equality of opportunity in employment and in service.