

Victory Respect Framework

Victory's Respect Framework represents Victory's aims and objectives to ensure all people are treated fairly with due respect for the standards set with regard to how services are delivered.

Victory's Values are:

Our ethos - We believe everyone deserves to live in a good, affordable home. Homes that meet people's needs give stability to their lives and help communities flourish.

Our way of working - We put people first: we keep people at the heart of everything we do and value their differences. We say what we mean and mean what we say: we are clear and consistent in what we do. We love what we do and why we do it: we enjoy and take pride in our work. We are positive: we make things happen and achieve results.

Our approach - We are local people providing a local service. We are big enough to make a difference, yet small enough to care. We show the 'Victory spirit': we are positive, supportive and caring. We are bold, looking for new ways of working and taking difficult decisions where necessary. We use our resources efficiently to provide value for money.

Our priorities - Build more affordable homes. Support our residents to help them thrive in their homes and communities. Improve and look after our homes.

Victory has a duty to ensure that it meets the Homes & Communities Agency Regulatory Framework Standards, specifically in the context of this Respect Framework regard to application of the Consumer standards. Victory expects all people working for Victory, including directly employed staff, contactor and consultant staff, to actively meet both regulatory and internal policies in the course of service delivery.

The Victory Respect Framework consists of the following:

- A Code of Conduct for Service Providers.
- A Customer Care Policy including with particular reference to this framework: 'Putting Things Right – Complaints; Unacceptable Actions and Behaviours; Equality and Diversity; Safeguarding.
- Governance and Financial Viability Policy: Data Protection (including Confidentiality Agreement and Data Sharing Protocols), Health and Safety, Victory's Safety Management System, Anti-fraud and Corruption.

Legal and Regulatory context

The following legal references are also relevant: Equality Act 2010; Data Protection Act 1998; Human Rights Act 1998; Freedom of Information Act 2000; Health and Safety at Work Act 1974; Bribery Act 2010; Fraud Act 2006; Proceeds of Crime Act 2002; Terrorism Act 2006; Money Laundering Regulations 2007; The Homes & Communities Agency Regulatory Framework for Social Housing in England 2012.

Nothing in the Victory framework will override the law and any person or organisation implementing the framework in the course of delivery of services must be accountable in respect of its legal obligations.

Framework application

Victory will:

- Ensure clear framework documentation is provided at the outset of any service provision and at such time as major changes are made to framework documentation during the term of the service provision.
- Where appropriate to the service provision, develop training programmes to include representatives of any outsourced organisation.
- Where appropriate carry out Equality Impact Assessments to ensure that any particular service delivery does not discriminate against any disadvantaged or vulnerable people.

In return Victory expects:

- Where necessary, a commitment to change service delivery practices to meet its Respect objectives and attend Victory training courses.
- A focus on the information provision to embed all necessary principles and protocols in the particular service delivery.
- Where other staff will be involved in the service delivery, representatives to roll out suitable induction and further training sessions specific to the service provision.

Framework monitoring

Victory requires:

- Compliance with the Framework to form an agenda item at all project management meetings.
- Upon becoming aware of any breach of the Framework standards **immediately** inform the appropriate Victory manager.