

Your Responsibilities— Code of Conduct

You will carry out your duties to the highest professional standards in line with DISCs values.

You will be:

Trustworthy – behaving in a manner that is reliable, responsible, truthful and honest.

Safe – act in a manner that keeps people free from harm or risks.

Respectful – respond to all people in a courteous, friendly and polite manner, giving full attention to their needs.

Responsible – accountable for your actions

You will not:

Request, take, accept, remove or borrow any items from a tenant or service user.

Provide or offer money, gifts or presents to a tenant or service user.

Be a friend or have a personal or sexual relationship with a tenant or service user.

Socialise with a tenant or service user.

Behave in an aggressive, threatening, intimidating manner.

Force anyone to do things they do not want to do.

Inappropriate, demeaning or discriminatory attitudes, comments or assumptions about a persons individuality, including their age, race, sex, disability, sexual orientation, gender or culture will not be tolerated.

Before any contractor undertakes work on behalf of DISC Housing, they must agree to comply with the following procedures:

Safeguarding
Code of Conduct
Equality & Diversity
Confidentiality and Data Protection
Health & Safety

These documents can be found on the DISC Housing website or they can be emailed or provided as a hard copy. It is important that all contractors read and comply with the above procedures. Failure to do so will prevent them from working with us.

Registered Office

DISC Housing, Sapphire House, IES Centre
Horndale Avenue, Aycliffe Business Park
Newton Aycliffe, County Durham, DL5 6DS
01325 731 160

Normal office hours Mon-Fri 8.45am-4.45pm
Emergency Out of Hours
0771476692

www.dischousing.co.uk



**Information for
Contractors**

Welcome to DISC Housing

DISC Housing provide accommodation to many vulnerable tenants. Because of this all contractors must prioritise the safety and wellbeing of themselves, the tenant and others.

All contractors undertaking work on behalf of DISC Housing should have completed the **Contractor Approval Questionnaire** before undertaking work for us. This is to ensure they are professionally qualified, appropriately insured and have the necessary awareness of safeguarding and professional conduct responsibilities (Only in extreme emergencies will a 'non-approved' contractor be permitted to undertake any repairs on our behalf).

It is important that you are aware and comply with DISCs' Code of Conduct and our policies and procedures, particularly those around safeguarding, confidentiality and health & safety. Failure to comply with these will result in you being prevented from undertaking work for us. This leaflet provides a brief overview of the requirements contractors should follow, however, you are requested to view the full documents so that you are clear of your responsibilities whilst working for DISC Housing. These documents can be viewed on our website or we can email them to you or provide you with hard copies. Please discuss your preference with a member of DISC staff.

Your Responsibilities—Safeguarding

DISC has a zero tolerance to any form of abuse however it is experienced, even if it is not intended.

We all have a duty of care to ensure appropriate action is taken to protect the safety of a vulnerable person wherever a safeguarding concern has been identified.

You must report all safeguarding concerns.

Your first priority must be to ensure the safety of the vulnerable person.

If it is not an emergency the incident must be passed on to an appropriate member of DISC staff at the earliest opportunity. If the incident occurs outside of normal working hours the incident should be reported via the DISC Housing Emergency telephone number on:
07714766692.

Where a person is placed at serious risk of harm the emergency services must be contacted immediately on 999.

Confidentiality is very important and should be respected. However, there may be times where this must be broken if a person is at serious risk.

Information must only be shared with people who need to know.

Your Responsibilities—Equality Diversity

You will not discriminate against any group or individual.

You will treat all people fairly and with respect.

You must report any incidents relating to abuse or discrimination to a member of DISC staff as soon as possible.

Your Responsibilities— Confidentiality

Confidentiality is 'ensuring that information is accessible only to those authorised to have access to it'. You will only share or divulge personal information on a 'need to know basis' where a significant risk to an individual has been identified.

Your Responsibilities— Data Protection

Data Protection is 'the implementation of administrative, technical or physical measures to guard against the unauthorised access to data'. You will ensure that all information relating to your work with DISC Housing is kept secure at all times.

Your Responsibilities— Health & Safety

You will ensure that all work undertaken on behalf of DISC Housing is completed safely in line with all legislative requirements. You will work in a safe and secure environment and not place yourself or others at risk.

