



**Muirhouse
Housing
Association**

MUIRHOUSE HOUSING ASSOCIATION



**Muirhouse
Homes Ltd**

MUIRHOUSE HOMES

Title of Policy: Records Management Policy

Date of Adoption or Last Review: Revised

Lead Officer: Chief Executive

Approval date: December 2023

Date of Next Review: December 2026

If you have difficulty with reading this policy, including any difficulties with sight or hearing, or if you require this document translated into another language, please contact us and we will be happy to provide this information in a format that suits your needs.

Policy: Records Management Policy

Our Vision, Our Mission, Our Values

Our Vision is an engaged, thriving, desirable and eco-friendly Muirhouse with high quality, truly affordable and greener homes.

Our Mission - We will provide high quality, truly affordable homes and services for residents and strengthen our engagement and partnerships to enrich the community and safeguard our environment.

Our Values - In upholding our central value of providing high quality, affordable homes and services, our behaviours and decisions will demonstrate our commitment to

Excellence: Ensuring the highest standards in all that we do and innovating to continually improve. Across the MHA Group, we are committed to providing a high quality, customer focused service that demonstrates value for money.

Caring: Being compassionate about and responding appropriately to the needs of our residents, staff, and Board.

Mutual Respect: Valuing the views, knowledge, expertise, and skills of others and collaborating to achieve good outcomes for residents, staff and the Association. We will continue to be a leading member of the local community, working with our customers and statutory, voluntary, and private sector partners.

This policy applies to

This Policy applies to all employees and board members at Muirhouse Housing Association (MHA) and Muirhouse Homes Ltd (MH4).

Policy Summary

This policy details our commitment to equality, diversity and human rights and to ensuring a consistent approach in promoting these throughout the organisation in all aspects of our work in compliance with legal, regulatory and best practice requirements.

Equalities

This policy provides the guiding framework for our approach to equality, diversity and human rights in the application of our policies and practice. It addresses the nine protected characteristics in the Equality Act 2010, the provisions of the Human Rights Act 1998 and the Scotland Act 1998.

Privacy

This policy has been developed and will be applied in compliance with General Data Protection Regulations (2018).

Compliance

SHR Regulatory Standards

Standard 2 The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.

Standard 5 The RSL conducts its affairs with honesty and integrity.

Relevant legislation and regulations

The Equality Act 2010
Human Right Act 1998
The Scotland Act 1998
The Housing (Scotland) Act 2010
The Scottish Commission for Human Rights Act 2006
The Scottish Social Housing Charter Outcome Number 1
Section 3 of Regulation of Social Housing Scotland

Related Policies

The Equality, Diversity and Human Right Policy spans every Association policy and activity.

1 Policy Statement

- 1.1 We create, handle and use records of information to support our functions and operations as a registered social landlord in Scotland. These records contain information that is an invaluable resource and a significant operational asset to support such functions and operations. We will adopt a systematic approach to records management. This is necessary to protect and preserve records to support our functions and operations and provide evidence of events, activities and transactions.
- 1.2 Detailed guidance on the appropriate records management approach is detailed in our Records Management Procedure.
- 1.3 Managing records appropriately reduces the costs and risks associated with retaining unnecessary information and is core to complying with legal and regulatory requirements, including:
 - 1.3.1 UK General Data Protection Regulation;
 - 1.3.2 Data Protection Act 2018;
 - 1.3.3 Freedom of Information (Scotland) Act 2002;
 - 1.3.4 Environmental Information (Scotland) Regulations 2004; and
 - 1.3.5 Human Rights Act 1998.
- 1.4 We will also comply with the Scottish Ministers' Code of Practice on Records Management issued under Section 61 of the Freedom of Information (Scotland) Act 2002. The Code recommends that we have a records management policy and organisational arrangements in place that support records management.
- 1.5 This Policy is an organisational commitment to effective records management.
- 1.6 We take compliance with this Policy very seriously. Failure to comply puts both staff and our organisation at risk.
- 1.7 Due to the importance of this Policy, failure to comply with any requirement of it may lead to disciplinary action for a member of staff, and this action may result in dismissal for gross misconduct.
- 1.8 Any questions or concerns about this Policy should be directed to the Data Protection Officer (DPO).

2 Review and updates to this Policy

We will review and update this Policy in accordance with legal obligations and may amend, update or supplement it from time to time and at least every 3

years or earlier, if required by changes in legislation or technology underlying our document management systems.