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Housing



## Case study

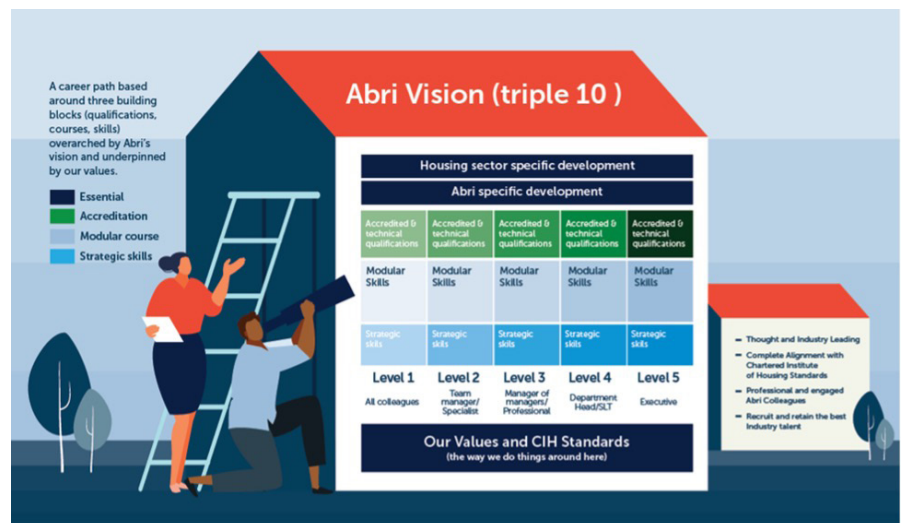
# Why and how we are using the CIH Professional Standards at Abri

With our triple 10 ambitions the launch of the CIH Professional Standards is perfect timing for us.



We have recently developed a framework to provide our colleagues with career direction and a wide variety of development routes, all intended to create Housing Professionals of the Future in every discipline.

This framework supports every colleague to develop expertise of their own areas whilst ensuring the context of our sector is front and foremost for us all.



With many new entrants to the sector joining us we needed a way to help them become Housing Professionals first.



These standards also align to our own values which underpin everything we do. We have mapped them so that colleagues can see how well they fit.



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## Integrity

A housing professional has a clear understanding of their values and acts in accordance with them – they will do the right thing, for the right reasons regardless of the context in which those decisions are being made.



Links to: Be the difference

## Inclusive

A housing professional acts transparently and fairly; builds good relationships; and works collaboratively with partners, customers, and communities to achieve better outcomes.



Links to: Achieving together

## Knowledgeable

A housing professional has relevant and up-to-date practical and specialist knowledge as required by their job role; understands the bigger picture and has a passion for and a commitment to continuous learning.



Links to: Always curious

## Ethical

A housing professional acts fairly and makes choices and decisions by applying principles and values consistently. They understand the impact that poor decisions can have both on people's lives and the reputation of their organisation; and they challenge unethical practice in a fair and considered way.



Links to: Own it openly

## Advocate

A housing professional acts as an ambassador for the wider housing sector and an advocate for the housing profession.



Links to: Be the difference

## Leadership

A housing professional equips themselves with the relevant skills to deliver effective services to customers, colleagues, and partners.



Links to: Embrace possibility

## Skilled

A housing professional equips themselves with the relevant skills to deliver effective services to customers, colleagues, and partners.



Links to: Always curious

By applying the standards into our daily roles, we're able to have a greater impact on our purpose to create a future in which everyone has a place to call home.

We are also introducing a new Learning and Performance management System (LEAP) and we will use the CIH self-assessment tool as the first point of reference to help all colleagues build development plans to support our shared ambitions.