



Code of Conduct for Housing Staff

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Contents

1.0 Introduction	1
2.0 Implementation, monitoring and review	2
3.0 The Code	2
3.1 Act with integrity and respect.....	2
3.2 Maintain professional competence	4
3.3 Be respectful and accountable	4
4.0 Version control	5

1.0 Introduction

- 1.1 The Code of Conduct for Housing Staff (“the Code”) sets out the principles and standards expected of all individuals working in housing roles and functions. It is aligned with the Chartered Institute of Housing (CIH) Code of Conduct, a best practice example endorsed by the Regulator of Social Housing.
- 1.2 The Code is designed to encourage integrity, inclusiveness, and ethical decision making, while supporting the development of skills, and the promotion of knowledge and leadership among housing staff. By adhering to this Code, staff will contribute to a professional, accountable and respectful housing service.

2.0 Implementation, monitoring and review

- 2.1 This Code is supplementary to the Council’s Code of Conduct and applies to staff working within a housing function (50% or more of their standard working hours).
- 2.2 As part of a new staff member’s induction, we will ensure they have read and understood the principles of this Code and have an accessible copy. Likewise, we will also ensure that an accessible copy is available to tenants.
- 2.3 We may occasionally need to update the Code to reflect changes in legislation, regulations, or sector-wide best practices. If we propose any significant amendments, we will consult with staff and tenants to ensure their views are considered before finalising any changes.

3.0 The Code

3.1 Act with integrity and respect

Links to the [CIH professional standards](#): Integrity, Inclusive and Ethical

Staff must:

- Maintain honest, transparent, fair and lawful business activity with employees, employers, organisations, clients, tenants, other professionals and the public.
- Uphold an exemplary attitude based on professional integrity, respect, empathy and trust.
- Always promote professional principles and values across Housing, and the wider housing profession.
- Apply informed, impartial and professional judgement and ethical decision-making principles in each difficult but responsible decisions.
- Apply ethical business practices, ensuring that their professional duties and conduct are not compromised or influenced by their personal, political and financial interests, bias or the undue influence of others.
- Always conduct themselves in accordance with the Code, upholding the reputation of the profession, and disclosing any conflicts that arise to the appropriate authority.
- Ensure that all services provided by them are performed in line with this Code and the Council's code of conduct, and in the best interest of the individuals and wider communities they serve.
- Safeguard sensitive, confidential or privileged information entrusted to them as a result of their business activity.

- Role model practices that promote equality of opportunity, diversity, collaboration, inclusion and human rights across the Council and the wider housing profession.
- Demonstrate sensitivity for the customs, cultures, perspectives and beliefs of others, valuing, recognising and drawing on these in their professional activity.
- Challenge others if they suspect unlawful, inappropriate, offensive, discriminatory or unethical behaviours and attitudes that are inconsistent with the values and mission of the Council, the CIH, the Code, the housing profession and with their own professional values and integrity.
- Report any breaches of the code to the Council.

3.2 Maintain professional competence

Links to the [CIH professional standards](#): Knowledgeable and Skilled

Staff must:

- Maintain the highest level of professional competence, ensuring they and their colleagues have the appropriate skills and knowledge to undertake their duties both now and in the future.
- Seek guidance, advice and support as required and share expertise with others.
- Consistently self-assess their competence and development needs, commit to their reflective learning and professional growth, and comply with any CIH requirements and guidance on continuing professional development and professional practice.
- Pioneer customer service, demonstrate flexibility and adaptability, solve problems creatively and embrace the opportunities presented by change, to enhance the quality and effectiveness of the services provided.

- Hold the appropriate levels of insurance for the work and duties they undertake.

3.3 Be respectful and accountable

Links to [CIH professional standards](#): Advocate and Leadership

Staff must:

- Recognise and take ownership of their actions and mistakes, learning from them and striving to rectify them.
- Recognise the social and environmental impact of their work.
- Conduct themselves in a way that upholds the values and reputation of the profession and the Council by driving positive outcomes and maximising the impact they make on the individuals and communities they serve, actively supporting and influencing others to follow suit.
- Act as an ambassador for the wider profession by championing, role-modelling and promoting exemplary ethical conduct.
- Recognise and value the impact of their behaviour on the broader sector.
- Pursue opportunities to embrace innovation and vision.
- Enhance reputation, public pride and sense of community of the housing profession by modelling a clear set of values and social purpose that align with the code and the CIH professional standards.

4.0 Version control

Approval date	<i>TBC</i>
Approved by	Cabinet
Policy owner	Housing Services Property Assets (Housing)
Scheduled review	<i>TBC</i>

Document controls sheet		
Date	Summary of change	Author and approver
		Author: Approver(s):