

Staff Competence and Professional Conduct Policy

Consultation Feedback, Consideration and Action Log

Item	Detail
Original Policy Name	Staff Competence and Professional Conduct Policy
Final Policy Name	No changes
Feedback source	Resident workshops, resident consultation responses, staff consultation responses, written comments and survey feedback received during the consultation period.
Survey feedback	Survey findings from online/paper form
Purpose	To record feedback, themes, response/action and status for this policy.
Consultation period	22 July 2026 - 17 August 2026
Number of responses received	5
Resident responses	5
Staff responses	0
Main themes raised	Contractor standards, Implementation and consistency, Training and accountability, Mutual respect, Complaints and conduct concerns, Policy clarity
Changes made following consultation	4
Feedback noted but no policy change required	1

1. Key themes from current feedback

Theme	No. of comments
Contractors	1
Implementation	1
Training / Accountability	2
Mutual Respect / Complaints	1
Policy Clarity	1

2. Resident Focus Group - Feedback log

Ref	Feedback source	Theme	Resident feedback	Response	Status
1	Resident meeting / Word document	Contractors / clarity	Under section contractors and others working on our behalf take reasonable steps, what are these?	We reviewed the wording and added examples to explain the reasonable steps we take to make sure contractors and others working on our behalf understand and follow the standards set out in the policy.	Policy updated

3. All Survey feedback

Ref	Feedback source	Theme	Survey feedback	Response	Status
S1	Survey	General feedback	You felt the policy was clear and easy to understand and that its purpose and responsibilities were clearly explained. You also identified some repeated points.	We reviewed the policy for duplication and retained some related information where it supports understanding in different sections of the policy.	Noted - change required

Ref	Feedback source	Theme	Survey feedback	Response	Status
S2	Survey	Implementation	You confirmed the policy was clear and easy to understand but commented that it may be difficult to implement all aspects of the policy consistently in practice.	We strengthened the policy by adding clearer information about monitoring, assurance, supervision, performance management and how we assess staff competence and professional conduct.	Policy updated
S3	Survey	Training / Accountability	You felt the policy was generally clear but was not reassured that all staff would always behave in line with the policy. You suggested making it clearer how staff will receive training and asked how staff will be held accountable if standards are not met. You also raised concerns that behaviours described in the policy are not always experienced in practice.	We expanded the policy to explain how staff receive training, supervision and support, how competence is monitored and assessed, and how concerns about conduct or professionalism can be raised and managed.	Policy updated
S4	Survey	Definitions / Mutual Respect	You suggested that it should be clearer that residents are also expected to treat staff with respect. You also suggested clarifying expectations regarding compliance with the policy and accountability where standards are not met. A reference was made to human rights legislation. You commented that complaints should be dealt with appropriately when staff do not follow the policy.	We updated the policy to make it clearer that respectful behaviour is expected from everyone, including residents, staff and contractors. We also expanded information about accountability, raising concerns and how complaints or conduct concerns are managed.	Policy updated

4. Draft You Said / We Did summary

You said	We did
You asked what reasonable steps means for contractors and others working on our behalf.	We added examples of the steps we take to make sure contractors and others working on our behalf meet appropriate competence and conduct standards.
You said the policy was clear and easy to understand, but there were a few repeated points.	We reviewed the policy for duplication and retained related information where it supports understanding in different sections of the policy.
You said the policy may be difficult to apply consistently in practice.	We strengthened information about monitoring, assurance, supervision and quality checks to show how standards will be applied consistently across services.
You said you were not fully reassured that all staff would always behave in line with the policy and asked how staff will receive training and be held accountable if standards are not met.	We expanded information about training, supervision, competence assessments, accountability and how concerns are investigated and managed.
You said it should be clearer that residents are also expected to treat staff with respect, and that complaints should be dealt with appropriately when staff do not follow the policy. You wanted reassurance that concerns or complaints about staff conduct will be dealt with appropriately.	We added clearer wording about mutual respect and expanded the section explaining how concerns, complaints and conduct issues can be raised and managed.
"You said, We did" - Summary for Communications Team	
You said: You wanted clearer information about the standards expected of staff and contractors, how those standards are monitored and applied consistently, what happens when standards are not met, and how concerns can be raised. You also wanted it to be clear that respectful behaviour is expected from everyone.	We did: We added clearer information about contractor standards, training, supervision, monitoring and accountability arrangements. We also strengthened information about raising concerns and complaints and clarified that residents, staff and contractors are all expected to treat each other with respect.

4. Cabinet Report

How consultation was undertaken

Portsmouth Homes has a duty to consult residents and take account of resident views when developing housing policies. The draft Staff Competence and Professional Conduct Policy was made available for consultation between 22 July 2026 and 14 August 2026. Residents were invited to provide feedback through consultation workshops, written comments and consultation survey responses. The consultation sought views on the clarity of the policy, the standards expected of staff and contractors, and whether residents felt the policy provided sufficient assurance regarding staff competence, professionalism and accountability.

Who responded

Feedback was received from residents through consultation meetings, written comments and survey responses. Residents were generally supportive of the policy and confirmed that it was clear and easy to understand. Feedback focused primarily on contractor standards, staff competence, accountability, training, implementation of the policy in practice and how concerns about staff conduct would be managed.

What the key themes were

The main themes raised during consultation were:

- Understanding what reasonable steps Portsmouth Homes takes to ensure contractors meet appropriate standards.
- How the policy will be applied consistently in practice.
- Staff training, competence and accountability.
- How residents can raise concerns about staff conduct and professionalism.
- The importance of mutual respect between residents, staff and contractors.
- General positive feedback regarding the clarity and purpose of the policy.

Residents generally supported the overall purpose of the policy but requested additional reassurance regarding how standards will be monitored, how concerns will be managed and how Portsmouth Homes will ensure staff and contractors consistently meet the standards set out within the policy.

How feedback influenced the final policy

Resident feedback directly informed the final version of the policy.

Following consultation, the policy was amended to:

- Add examples of the reasonable steps Portsmouth Homes takes to ensure contractors and others working on its behalf meet appropriate competence and conduct standards.
- Strengthen information about training, learning and development, supervision and competence assessment arrangements.
- Expand information regarding quality assurance, monitoring and assurance arrangements.

- Clarify how concerns relating to competence, conduct and professionalism can be raised and managed.
- Strengthen information on accountability and how learning from complaints, feedback and service reviews is used to improve services.
- Introduce clearer wording regarding mutual respect and the expectation that residents, staff, contractors and others treat one another with courtesy and respect.
- Review the policy to reduce duplication where appropriate while retaining supporting information where it assists understanding.

The final policy attached at Appendix A reflects the amendments made following resident consultation

Where feedback was considered but did not lead to policy changes and why

All feedback received during consultation was reviewed and considered. Most consultation feedback resulted in policy amendments, additional explanation or strengthened wording within the final document. Where comments related to wider organisational culture, individual behaviours or service experience rather than the content of the policy itself, these were considered as part of the overall review but did not require specific policy changes. Instead, the policy was strengthened to provide greater clarity on training, monitoring, accountability and how concerns can be raised and managed.

Portsmouth Homes is committed to meaningful resident engagement. Consultation feedback has been considered in line with the Transparency, Influence and Accountability Standard, and residents have been informed how their views have influenced the final policy and decision-making process.