Staff Competence and Professional Conduct Policy - Quick Guide (V1.0).

What this policy is about

This policy explains the standards of competence and professional conduct expected from people delivering Portsmouth Homes services. It helps make sure residents receive safe, respectful, fair and high-quality services.

Who it applies to

It applies to Portsmouth Homes employees and others working on our behalf, including agency workers, contractors, consultants, partner organisations and volunteers where applicable.

What you can expect from us *(See policy: Our professional standards and code of conduct p4-6)*

People delivering housing services should:

- Treat people fairly, with respect and without discrimination
- Communicate clearly, honestly and professionally
- Listen to residents and take concerns seriously
- Act responsibly and be accountable for decisions
- Keep their knowledge and skills up to date
- Keep accurate records and protect confidential information
- **Recognise safeguarding concerns and raise concerns about anything unsafe, unfair, unlawful or inappropriate**

Resident-focused decisions *(See policy: Make resident-focused decisions p6)*

Staff should make fair, evidence-based decisions, listen to residents, consider individual circumstances and impacts, explain decisions and next steps, and consider communication, accessibility and reasonable adjustment needs.

How we support staff competence *(See policy: How we Support, Assess and Maintain Staff Competence p6-8)*

We support staff competence through recruitment, induction, training, supervision, appraisal and quality assurance. Where required, senior housing managers and leaders must hold or work towards relevant professional housing qualifications.

Learning and improvement *(See policy: Continuous Learning and Improvement p8)*

We use resident feedback, complaints, audits, inspections and performance information to identify learning and improve services. Where needed, staff may receive further training, coaching, supervision or development support.

Contractors and others working on our behalf *(See policy: Contractors and Others working on our behalf p9)*

People working on our behalf must meet appropriate competence and conduct standards. We remain responsible for service quality and monitor their performance.

Raising a concern *(See policy: Raising and Managing Concerns p9)*

You can raise concerns if someone working for or on behalf of Portsmouth Homes does not meet these standards. We will consider concerns fairly and proportionately and, where appropriate, through our complaints process.

Further information

This is a summary only. For full details, please read the Staff Competence and Professional Conduct Policy or contact Portsmouth Homes.
Information is available in alternative formats on request.

Link- Staff competence and professional conduct policy