



Code of Conduct

For Housing Staff

Purpose

This Code of Conduct sets out the standards of behaviour expected of all staff delivering council housing services. It outlines the core principles that guide how we work and interact with residents, colleagues, and partners.

All staff are required to maintain the knowledge, skills, and competence necessary for their role, and to comply with relevant policies, as well as legal and regulatory requirements. Equally important are the behaviours we demonstrate in our day-to-day work.

Housing services have a direct impact on people's homes, safety, and wellbeing. As housing professionals, we have a responsibility to challenge negative stereotypes and stigma associated with social housing, and to promote respect, fairness, and a positive understanding of council housing and the people who live in it.

This Code is designed to ensure that all staff act with integrity, respect, and accountability, delivering services that residents can trust and rely upon.

This Code does not replace or supersede the council's Employee Code of Conduct or related employment policies. Instead, it supplements them by setting out the behaviours and standards expected in the delivery of housing services.

It is grounded in the council's corporate values:

In Lewisham Council, we are **AMBITIOUS** for the future of our borough. We are **INCLUSIVE** in working with our residents, partners and colleagues, and **COLLABORATIVE** in how we work with them. We are **ACCOUNTABLE** for our actions, and **TRUSTWORTHY** in all we do.

The following slide shows how the values and behaviours informed by Housing residents sit within and bring this council-wide framework to life in Housing services.

How our values connect

The **council's corporate values and behaviours** apply to everyone working for Lewisham Council.

Ambitious	Inclusive	Collaborative	Accountable	Trustworthy
• We're here for the people of Lewisham. • We actively seek and adopt innovative solutions, working together with them in partnership to improve the services we provide. • We put ourselves in their shoes, remembering that every individual is different, and every interaction is an opportunity to make a difference.	• We create an inclusive environment, where everyone feels safe to contribute their own unique perspective and outlook and fulfil their potential. • We treat people fairly and equitably, nurturing a respectful, listening culture where people feel they belong, can challenge the status quo, share their ideas, and together identify new ways of doing things.	• We work together across disciplines, roles and communities to tap into everyone's insights, skills and experience. • We look to unlock the problem-solving power of diverse thinking and approaches, wherever they come from, co producing solutions and ideas. We are flexible and ready to adapt, to improve the services we provide	• We are willing to stand up and be counted, every day. • We use our initiative and take responsibility for getting things done as efficiently and effectively as possible. • We take ownership for our individual performance and contribute to continuous improvement. • We have the determination and persistence to ensure we deliver, through thick and thin, to consistent high standards.	• We demonstrate integrity and do the right thing, even when we find it difficult. • We are transparent and straightforward, taking responsibility for our actions. • We are open about our motivations and clear about the rationale and evidence for our decisions, demonstrating understanding, compassion and care

The **resident-informed Housing values and behaviours** set out what these values mean in practice when delivering Housing services.



Respect, Empathy and Compassion	Clear, Honest and Timely Communication	Accountability and Ownership	Integrity, Honesty and Transparency	Resident Care and Support
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Scope

This Code applies to all staff delivering housing services on behalf of the council. This includes permanent council employees, agency and interim staff as well as those staff providing services on behalf of the council (such as contractors)

All housing staff are expected to:

- Follow this Code in all interactions with residents, colleagues and partners
- Demonstrate the same standard of conduct consistently throughout all interactions

Code of Conduct

The sections that follow describe the behaviours expected of all housing staff.

They reflect both professional obligations and the council's corporate values in practice.

Respect, Empathy and Compassion

Staff must treat all residents with dignity, fairness and understanding, recognising individual circumstances and applying a trauma-informed approach.

Expected conduct:

- Listen actively and show empathy and compassion
- Treat residents with courtesy and respect at all times
- Adapt your approach to individual needs and vulnerabilities
- Show care when working in residents' homes
- Remain calm, professional and non-judgemental

Unacceptable conduct:

- Dismissive, defensive or insensitive behaviour
- Ending interactions abruptly or failing to listen
- Using a blaming, punitive or disrespectful tone
- Ignoring, minimising or invalidating residents' concerns or lived experiences
- Any form of bias, discrimination or stigmatising behaviour

Linked Corporate Values

AMBITIOUS

We put ourselves in their shoes, remembering that every individual is different, and every interaction is an opportunity to make a difference.

INCLUSIVE

We treat people fairly and equitably, nurturing a respectful, listening culture where people feel they belong, can challenge the status quo, share their ideas, and together identify new ways of doing things.

TRUSTWORTHY

We are open about our motivations and clear about the rationale and evidence for our decisions, demonstrating understanding, compassion and care.

Clear, Honest and Timely Communication

Staff must communicate in a way that is open, responsive and builds trust.

Expected conduct:

- Provide accurate, clear and consistent information
- Respond in a timely manner and keep residents updated
- Explain decisions, actions and timescales
- Be open about delays, constraints or mistakes
- Ensure communication across teams is joined up

Unacceptable conduct:

- Providing misleading, incomplete or inconsistent information
- Failing to respond or follow up
- Avoiding transparency or withholding information
- Giving conflicting messages between services

Linked Corporate Values

ACCOUNTABLE

We use our initiative and take responsibility for getting things done as efficiently and effectively as possible..

COLLABORATIVE

We work together across disciplines, roles and communities to tap into everyone's insights, skills and experience..

TRUSTWORTHY

We are transparent and straightforward, taking responsibility for our actions.

Accountability and Ownership

Linked Corporate
Value

Staff must take responsibility for delivering outcomes and resolving issues.

Expected conduct:

- Take ownership of issues and follow them through
- Aim to resolve problems at the first point of contact
- Escalate appropriately where required
- Deliver on commitments and meet deadlines
- Acknowledge mistakes and take action to put things right

Unacceptable conduct:

- Passing issues between teams without resolution
- Failing to follow through on commitments
- Avoiding responsibility or blaming others
- Leaving residents without updates or outcomes

ACCOUNTABLE

We use our initiative and take responsibility for getting things done as efficiently and effectively as possible.

We take ownership for our individual performance and contribute to continuous improvement.

We have the determination and persistence to ensure we deliver, through thick and thin, to consistent high standards..

Integrity, Honesty and Transparency

Linked Corporate
Value

Staff must act with honesty and integrity in all aspects of their work.

Expected conduct:

- Be truthful and transparent in all interactions
- Act fairly and consistently
- Clearly explain decisions and limitations
- Set realistic expectations
- Act in the best interests of residents

Unacceptable conduct:

- Making promises that cannot be delivered
- Withholding information or avoiding explanation
- Acting inconsistently or unfairly
- Undermining trust through dishonesty or poor conduct

TRUSTWORTHY

We demonstrate integrity and do the right thing, even when we find it difficult.

We are transparent and straightforward, taking responsibility for our actions.

We are open about our motivations and clear about the rationale and evidence for our decisions, demonstrating understanding, compassion and care.

Resident Care and Support

Staff must place residents at the centre of services and work to improve outcomes.

Expected conduct:

- Engage residents in decisions that affect them
- Provide supportive, solution-focused responses
- Consider the impact of decisions on residents' lives
- Learn from resident scrutiny, feedback and complaints to improve services
- Prioritise resident safety and wellbeing
- Use professional curiosity to understand residents' circumstances and concerns

Unacceptable conduct:

- Ignoring or dismissing resident feedback
- Focusing on process over people
- Creating an 'us and them' culture between staff and residents
- Failing to provide appropriate support
- Delivering services without meaningful engagement

Linked Corporate Values

AMBITIOUS

We're here for the people of Lewisham.

We put ourselves in their shoes, remembering that every individual is different, and every interaction is an opportunity to make a difference.

INCLUSIVE

We treat people fairly and equitably, nurturing a respectful, listening culture where people feel they belong, can challenge the status quo, share their ideas, and together identify new ways of doing things.

COLLABORATIVE

We look to unlock the problem-solving power of diverse thinking and approaches, wherever they come from, co-producing solutions and ideas.

Accountability and Consequences

Adherence to this Code is mandatory.

Failure to meet these standards may result in:

- Performance management action
- Impact on appraisal outcomes
- Disciplinary procedures

Managers are responsible for:

- Role modelling this Code
- Providing feedback and support
- Addressing poor conduct promptly
- Ensuring staff understand and apply this Code from induction through to everyday practice

Upholding the Code

All staff are expected to:

- Apply this Code consistently in their work
- Reflect on and improve their behaviour
- Speak up where standards are not met

This Code supports a culture where services are delivered with respect, honesty, care and accountability, and where residents can have confidence in the council.

Reporting Concerns and Complaints

Residents have the right to expect that all housing staff will adhere to this Code of Conduct.

If a resident believes that a member of staff has not met the standards set out in this Code, they can raise their concerns through the council's housing complaints process. The council takes all concerns about staff conduct seriously and will ensure that complaints are considered fairly, impartially and in line with the relevant policies and procedures.

As set out in our Complaints Policy, a complaint does not need to be made in writing and can be made to us in several ways which include:

- <https://lewisham.gov.uk/myservices/housing/council-homes/complaints>
- By telephone to 0800 028 2028, and select the option for the team your complaint is about
- Face-to-face with a member of staff
- By email to: HousingComplaintsandFeedback@lewisham.gov.uk
- By letter to: Housing Complaints and Feedback, Lewisham Council, Laurence House, 1 Catford Road, London SE6 4RU
- By social media

Residents will not be treated unfavourably for raising a concern or making a complaint in good faith. Feedback and complaints help us to learn, improve services and ensure that the standards within this Code are upheld.

