Enfield Housing Services– A code of conduct for staff and contractors

This Code of Conduct sets out how Housing Services will work in partnership with residents as part of the wider competence and conduct standard. It explains the standard residents should expect from Enfield Council. In this code, references to 'Housing Services' or 'we' mean Enfield Council in its role as landlord. This includes all staff and contractors working on behalf of Housing Services, who are expected to meet the standards set out in this code.

Core Standards

Housing Services will work in line with the following standards: clear communication, transparency, respect, professionalism, accountability, and consistency.

1. Clear and useful communication

Housing Services will communicate clearly, in good time and in plain language. We will give residents the information they need (tailored to their tenure) - to understand what is happening, what decisions have been made and when their enquiry will be resolved, with regular updates. We will recognise diverse needs and vulnerabilities and adapt our services to ensure all residents are treated fairly and can access services on an equal basis (where needed we will offer translation and alternative formats to keep communication accessible)

2. Transparency and openness

We will listen to residents' concerns and feedback, take them seriously and respond clearly. We will work with residents to understand issues fully before deciding what action is needed. If we cannot do what has been asked, we will explain why. We will manage confidential information in line with safeguarding and legal requirements. Residents will be supported to influence, challenge, and scrutinise our services and decisions, and we will respond openly to that challenge. We will be open about service standards, responsibilities, and limits. We will give clear local information, including signposting to helpful information and performance data showing how money is being spent.

3. Trust and respect

We will treat residents fairly, consistently and with respect. We will take resident safety seriously, act on concerns quickly, and always follow safeguarding responsibilities. We will be honest when things go wrong. We will explain clearly who is responsible for what, including whether this sits with the council, residents, contractors, or other partners to help expectations.

4. Professionalism and continuous learning

We will always act with honesty, integrity, and professionalism. Decisions will be made fairly, consistently and based on the right information. We will maintain high standards, take responsibility for our actions and work in a way that builds trust in the service. The service will support staff to develop the skills, knowledge and training they need to do their jobs effectively. We will learn from complaints, feedback, mistake, and good practice to improve services.

5. Accountability and ownership

We will take ownership of issues and work to a clear outcome. We will keep good records and work well across teams so residents do not have to repeat information and can get joined-up responses.

6. Consistency of service delivery

Housing Services will deliver a consistent standard across all areas in line with policy requirements. Work should be completed properly with time scale expectations set and managed. If further work is required, we will explain what is outstanding, why, and when it will happen. When this has not been met, we will make it easy for residents to raise complaints, we will manage them fairly and promptly and use the outcomes to improve services and strengthen practices.

Implementation

The code reflects both what residents want to see and supports the councils' core behaviours. The tenant scrutiny panel will review the code annually to ensure it continues to reflect what residents need and expect.