You said, we did – Competence and Conduct Standard

This document sets out the actions we took following feedback from residents around our approach to the introduction of the Competence and Conduct Standard.

You said

We should take responsibility and put things right.

We did

Introduced stronger expectations around accountability, responding to concerns, learning from complaints and keeping accurate records.

You said

Our communication should be clear, timely and accessible.

We did

Included specific expectations regarding clear communication, accessible information and consideration of individual communication needs.

You said

We should treat you fairly and with respect.

We did

Strengthened requirements relating to dignity, respect, equality, fairness and reasonable adjustments.

You said

The contractors who carry out work on our behalf should be held to the same standards as council staff.

We did

Added expectations relating to contractor management, service quality and appropriate conduct when working in residents' homes.

You said

We should welcome complaints and act upon them.

We did

Included requirements to record concerns, learn from complaints and use resident feedback to improve services.

You said

Residents should continue to influence housing services.

We did

Embedded commitments to resident engagement, scrutiny and consideration of resident feedback during future reviews.

You said

Staff should have the right skills and knowledge.

We did

Developed a supporting Workforce Development Policy focused on learning, development and professional competence.

You said

Resident safety should be a priority.

We did

Strengthened expectations relating to health and safety, safeguarding, vulnerability and escalation of risks.