

Summary of resident feedback on the Housing Competence and Conduct Policy and Housing Competence and Conduct Standard

1. Consultation feedback and actions tracker

Total number of document changes recorded: 37

Breakdown:

Document	Number of changes made following resident feedback
Policy	20
Standard (Code of Conduct)	17
Total	37

Changes are defined as: any distinct amendment, addition, replacement or strengthened wording.

Theme	What residents told us	Action taken
Communication and responsiveness	Residents wanted timely responses, updates on progress, plain English and clear points of contact.	Strengthened expectations around communication, updates, service standards and accessible information. Added communication and customer service topics to learning and development requirements.
Accountability and ownership	Residents wanted staff to take responsibility for issues, follow through on commitments and avoid passing residents between teams.	Added accountability, ownership and problem-solving to competence expectations. Strengthened monitoring, record keeping and oversight arrangements.
Respect, empathy and fairness	Residents wanted staff to listen, take concerns seriously and treat residents with empathy, dignity and respect.	Added expectations around empathy, courtesy, compassion, fair decision-making and reasonable adjustments. Expanded learning requirements.
Knowledge, skills and training	Residents wanted confidence that staff have the right knowledge, training and professional judgement.	Expanded role competence requirements and learning and development topics, including safeguarding, complaints handling and customer service.
Resident influence and continuous improvement	Residents wanted assurance that feedback leads to change and that	Strengthened use of resident feedback, complaints, service performance information and Ombudsman learning within

	implementation would be monitored and reviewed.	competence reviews, workforce development and monitoring arrangements.
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2. What we learned

Residents consistently told us that competence is not just about qualifications and training. It is also about communication, accountability, professionalism, fairness and the day-to-day experience of receiving housing services.

Residents want:

- Better communication and fewer delays.
- Clear ownership of enquiries and complaints.
- Respectful and empathetic treatment.
- Staff who are knowledgeable and able to apply learning in practice.
- Evidence that feedback is listened to and acted upon.

3. What happened next

The updated Housing Competence and Conduct Policy and Housing Competence and Conduct Standard were reviewed by HR, Legal and Trade Unions. Staff were also given the opportunity to comment on the documents. They were then sent for approval by the Corporate Director of Residents Services and the Chief Executive.

4. Our promise to residents

We will:

- Use resident feedback, complaints and service performance information to identify learning and improvement needs.
- Monitor implementation through existing governance and assurance arrangements.
- Continue to involve residents in future reviews.
- Share future updates on how resident feedback has informed improvements.

Thank you

Thank you to all residents who took the time to share their views. Their feedback has helped strengthen the Housing Competence and Conduct Policy and Housing Competence and Conduct Standard and will continue to inform how Housing Services develop and improve in the future.