HAWES STREET HOUSING

Staff Code of Conduct

🤝 Respect
We will be kind, polite & fair. We will listen to residents, value everyone's views, treat people equally and not accept discrimination or bullying.

⭐ Honesty & Integrity
We will be open & honest, make fair decisions, take responsibility for our actions and not misuse our position.

🏠 Residents First
We will provide good quality services, work in the best interest of residents, listen to concerns & complaints, and try to resolve problems quickly & fairly.

🛡️ Safety
We will help create safe homes & communities by taking safeguarding seriously, following health & safety rules, and acting if we see a risk to someone.

✅ Professional Standards
We will be reliable, responsible and behave professionally. We will work within our skills & knowledge and ask for help when needed. We will follow all relevant policies, procedures and regulations.

🔒 Protect Information
We will keep accurate records, follow data protection rules and keep personal information private. We will use information safely & securely.

🎯 Improve Resident Outcomes
We will work to a high standard, do our best to help residents and look for ways to improve services.

📚 Learn & Improve
We will take part in training and keep our skills up to date. We will listen to feedback and learn from mistakes & complaints.

📣 Speak Up
We will report risks to residents and concerns about poor practice. We will support a culture where people feel safe to raise concerns.

🌟 Trust & Confidence
We will act in line with HSH's values, treating people fairly and consistently. We will be accountable for our actions and work to earn residents' trust every day.

Residents can expect:
- ✅ We will be respectful & polite.
- ✅ We will listen to you.
- ✅ We will be honest and fair.
- ✅ We will help keep people safe.
- ✅ We will protect your information.
- ✅ We will learn and improve.
- ✅ We will provide the best service we can.
- ✅ We will communicate clearly & proactively.