



Competence and Conduct Standard Policy





1.0 Introduction

- 1.1 This policy statement sets out our overarching commitment to meeting the Regulator of Social Housing (RSH) Competence and Conduct Standard (the 'Standard'). It sets out how we will ensure that relevant staff have the skills, knowledge, experience and behaviours required to deliver good quality landlord services.

2.0 Policy Statement

- 2.1 We will comply with the Standard, including the required outcomes and specific expectations applying to registered providers, and with all applicable requirements set out in Chapters 1 to 6 of the Government's Policy Statement on Qualifications Requirements for Social Housing.
- 2.2 This policy statement sets out our approach to managing, developing, maintaining, demonstrating, appraising and reviewing the skills, knowledge, experience and behaviours of relevant staff.
- 2.3 Our approach will ensure that relevant staff are recruited, inducted, trained, developed, appraised and supported in a way that reflects their role, responsibilities and level of contact with tenants. We will also take appropriate steps to satisfy ourselves that service providers delivering landlord services on our behalf have suitable arrangements in place for their relevant staff.

3.0 Policy Scope

- 3.1 This statement applies to all relevant staff involved in the provision of landlord services, including employees, managers, senior housing managers and senior housing executives. It also applies to the arrangements we put in place with service providers where their staff are involved in delivering landlord services on our behalf.

4.0 Governance, Policies and Assurance Framework

- 4.1 The Board and Executive Team will maintain oversight of compliance with the Standard. Directors and managers will ensure that the relevant policies are implemented, monitored and reviewed. All relevant staff are responsible for maintaining the skills, knowledge, experience and behaviours needed for their roles and for acting in line with the adopted code of conduct.

5.0 Supporting Policies and Procedures

- 5.1 Compliance with the Standard will be delivered through, and evidenced by, the following policies and related arrangements, which together support the written policy required by the Standard:

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- Complaints and Feedback Policy;
 - Confidentiality and Data Protection Policy;
 - Customer Engagement Strategy;
 - Equality, Diversity and Inclusion (EDI) Strategy;
 - Housing Qualifications Policy;
 - HPG Core Behaviours;
 - Induction Process;
 - NHF Code of Conduct 2026;
 - People Development Policy;
 - People Strategy;
 - Performance Management Policy;
 - Procurement Strategy;
 - Recruitment and Selection Policy;
 - Safeguarding Policy.

6.0 Review, Accessibility and Tenant Influence

- 6.1 This statement, the supporting written policy framework and the adopted code of conduct will be kept up to date, fit for purpose and accessible to tenants. Tenants will be given meaningful opportunities to influence and scrutinise the development of this policy statement, the policies that support it and decisions relating to the adoption, development and review of the code of conduct.

7.0 Compliance with the Standard

- 7.1 A self-assessment against the Standard will be completed annually each year and reported to the Service Performance and Customer Experience (SPaCE) Committee and the Group Board.



	Policy Control Sheet Competence and Conduct Policy Policy reference number - 2026/
Policy Author	Emma Gibbons Head of People Development and Culture
Direct Lead	Sophie Jones Director of People
Version	1.0 - September 2026
Target audience	HPG Staff
Consultation	Wrekin Voices Customer Partnership Panel (CPP)
Date of Equality Impact Assessment	No individuals or groups of people are disadvantaged by the adoption of this policy
Date of Data Privacy Impact Assessment	Not required
Approving Body	Executive Management Team
Date of final approval	
Implementation date	1 st October 2026
Monitoring arrangements	People Services Team Executive Team
Reporting	Annual Self-Assessment : SPaCE Committee and Group Board
Review date	October 2027
Expiry date	October 2029
Review cycle	Three year review cycle as standard however the policy will be reviewed in 12 months
Policy category	People Services
Associated policies and procedures	See Section 5.1
Policy location	SharePoint HPG Hub Housing Plus Group website

Summary of changes table

Revision history			
Author	Summary of changes	Version	Authorised by & date
	New Policy, ensuring compliance with the Competence and Conduct Standard	1.0- September 2026	Executive Management Team – XX/XX/2026

