

Competence and Conduct Standard - how we train and develop our team

At Wolverhampton Homes, we know that the quality of our services depends on the people who deliver them. This is how we make sure our staff are **skilled, professional and focused on residents' needs**.

Our commitment to residents

We are committed to making sure that everyone working for us has:

- The **right skills and knowledge** to do their job properly
- The **right behaviours and attitude** when working with residents
- The **right training and support** to keep improving

This helps us deliver services that are **safe, respectful, reliable and resident-focused**.

Clear standards for all team members

Every role at Wolverhampton Homes has clear expectations about:

- What people need to know
- What skills they need
- How they are expected to behave

These expectations are built into:

- Our Code of Conduct and Values Framework
- Job descriptions
- Induction and training
- Regular one-to-one meetings with managers

This means staff understand what good service looks like and what residents should expect from them.

Training that reflects real services and risks

Staff training is focused on what matters most to residents, including:

- Communicating clearly and respectfully
- Keeping people safe in their homes
- Responding properly to issues like damp, mould and repairs
- Understanding residents' rights and our responsibilities
- Treating everyone fairly and with dignity

Some roles need extra training because they involve higher risks or more contact with residents. We make sure this training is in place and kept up to date.

Ongoing learning – not once a year

We don't rely on a single annual review. Instead, staff and managers meet regularly throughout the year to:

- Talk about how things are going
- Identify training or support needs
- Learn from feedback, complaints and service improvements

This helps problems to be picked up early and dealt with quickly.

Qualifications for senior staff

Certain senior housing roles are required by law to hold, or be working towards, **recognised housing management qualifications**. This helps make sure that decisions about services, safety and residents are taken by people with the right professional knowledge.

For the purposes of these requirements, Senior housing executives are our Directors and Heads of Service, and Senior housing managers are managers reporting to Heads of Service who are responsible for delivering our frontline housing services to residents.

Supporting staff to improve

If a staff member is struggling, we focus first on:

- Extra training or coaching
- Clear guidance and support
- Time to improve

Formal action is only used when support hasn't worked, and standards still aren't met. This helps ensure fairness while protecting residents and service quality.

High expectations for contractors, too

Companies working on our behalf are expected to meet **the same standards** as our own staff. We include competence and behaviour requirements in contracts and check that these are being followed through our contractor performance and compliance monitoring processes. Where standards are not met, appropriate action will be taken in line with contractual terms.

Residents have a say

Residents help shape what good behaviour and good service look like. We:

- Work with residents to review our standards
- Use feedback, complaints and surveys to improve training
- Share learning from what residents tell us

Your experience helps us raise standards. If you have any feedback, observations, and suggestions on competence, conduct, and training, then let us know. You can do this either by using the [contact us form](#) or sharing your ideas with a [Customer Involvement Panellist](#).

Checking and improving

We keep evidence to show that staff are trained and competent, including training records, qualifications and supervision notes. This helps us give assurance to residents, our Board and the Regulator of Social Housing.

In short:

We train, support and develop our staff so that residents can feel confident they are dealing with people who are **competent, professional and committed to doing the right thing**.