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Code of Conduct Policy

Policy Statement

Purpose

This Policy and Procedure is based on the National Housing Federation Code of Conduct 2026.

This code defines the conduct required of all individuals directly involved in delivering Orwell's business activities and those of its subsidiaries. Except where otherwise indicated the code applies equally to board members, colleagues, volunteers and involved customers.

The code provides guidance on how to ensure our actions and behaviours are consistent with our values and the high standards of conduct required to maintain confidence in Orwell and its activities.

The code is for use by individual colleagues, Board Members and involved residents.

Legal Obligations

There are no legal obligations, but the code is based on the assumption that those using it will comply with all legal and regulatory requirements relevant to this code and with all Orwell policies, procedures and employment contracts.

Orwell's Commitment

Orwell is committed to following the National Housing Federation Code of Conduct 2026 and to ensuring that the conduct of all individuals directly involved in delivering Orwell's business activities and those of its subsidiaries is of the highest standard and at no point brings Orwell into disrepute.

Orwell is committed to following the Skills for Care Code of Conduct within the Care and Support business functions.

It will be ensured that all colleagues align with the requirements outlined under the Competence and Conduct Standards.

Colleagues will adhere to best practice in the area of complaint handling and are expected to take a collaborative and co-operative approach towards resolving complaints, working across teams to take collective responsibility for any shortfalls identified through complaints and to act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing. The standards are based on seven characteristics: integrity, inclusive, ethical, knowledgeable, skilled, advocate and leadership.

Conduct expected of colleagues, board members, volunteers and involved customers is clearly outlined within induction, through engagement with the organisation and in the procedure that follows this policy.

Understanding of what constitutes appropriate conduct will be supported and emphasised through all communications, support and supervisions, strategy content, policy and procedure content and information about Orwell's PACE values.

Action will be taken where appropriate conduct has not been upheld. This action will depend upon the nature of the conduct and could range from informal discussion to disciplinary action and dismissal.

The procedure follows this Policy Statement.