



Housing Service

Code of Conduct & Staff Protocol

Responsible Officer:	Executive Manager - Housing Service
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1. Code of Conduct

As Council employees, Officers should be familiar with the SIC Code of Conduct, which can be found on the [intranet](#).

All employees are there to support, carry out and deliver the services provided by the council. Some employees are required to give advice and information to councillors and senior managers. All employees should ensure that a professional relationship exists at all times in the working environment between themselves and the councillors or senior managers with whom they are in contact.

Employees should ensure they provide a courteous, efficient and impartial service to the community as defined by the policies of the Council.

The conduct of employees, and what the public believes about that conduct will affect the reputation of the Council. In common with elected members, who are governed by the National code of Local Government Conduct, employees should recognise that it is not enough to avoid actual impropriety. It is necessary, at all times, to avoid any occasion for suspicion and any appearance of improper conduct.

If Officers are unsure about any aspect of the Code of Conduct, they should seek guidance from their line manager.

2. Staff Protocol

The management and in particular the allocation of Council housing is very often an emotive subject, given the numbers seeking re-housing and the lack of affordable housing in Shetland.

The council is bound by certain legal requirements and its own policy when managing and allocating housing. It is important the Council follow these requirements and also ensures that the process is fair and transparent.

In order to avoid the appearance of impropriety, Officers should not be involved in any way in the application or allocation process of a relative or close friend.

Similarly Officers should not be involved in dealing with any tenancy issue or complaint from a relative or close friend.

For the avoidance of doubt, relative includes foster or step children, children of a partner, in-laws, half sister or brother.

Officers are advised to bring any potential conflict of interest to the attention of their line manager.

The line manager will write to the applicant or tenant, advising them that the Officer can't be involved in dealing with their application, allocation or tenancy issue.

In the event that the applicant or tenant requires support to provide any information needed, a member of staff who is unrelated to the applicant should be assigned to assist them.

In the event that the family member provides any information to Housing, then this should be via the line manager and the information provided must be verified independently by Housing.

Officers should not provide any housing advice, especially out of office hours, to a relative or close friend.

If asked for housing advice or information, they should advise the person that they are unable to discuss this with them and refer them to another member of Housing staff.

This protocol has been developed to ensure that the reputations of the Officers and the processes within Housing can be safe guarded, and in no way implies that Officers of the Housing Service act, or have acted inappropriately in this respect.

3. Housing Service – Protection Roles

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