

Contractor Code of Conduct Policy

Our Vision

Building better lives through social care and housing in local communities.

Our Mission

We co-design and deliver services that offer innovative social care solutions and support people to thrive.

Our Values

We are **caring** and **compassionate**



We are **inclusive** and **trusted**



We focus on **excellence** and **innovation**



We work in **partnership** and are **one-team**



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 **Look Ahead**
CARE, SUPPORT AND HOUSING

1. Introduction

- 1.1 We are committed to providing excellent quality services to our customers and working in partnership with our contractors and suppliers to uphold our vision and values.
- 1.2 This policy sets out the standards and behaviours we expect of contractors working on our behalf and how concerns can be raised where the standard of services fall short of what we expect.
- 1.3 Contractors must ensure that their employees read and understand this policy before doing any work for us and entering our customers' homes or our offices. A breach of any of the standards set out in this policy may be considered to be a breach of contract/Service Level Agreement ('SLA') and result in a suspension of work, the contractor no longer receiving work from us or grounds for termination of contract.
- 1.4 Contractors should raise any queries in relation to this policy with the designated contract or SLA lead appointed by us.
- 1.5 This policy applies to our contractors, suppliers and sub-contractors working on our behalf. For the purpose of this policy our contractors, suppliers and sub-contractors are referred to as 'contractors'.

2. General Contractor Standards

Contractors must maintain the following standards:

- 2.1 Ensure that their pricing is competitive and invoices are accurate in relation to works requested, authorised and completed in the agreed format.
- 2.2 Maintain adequate insurance – including adequate protection for the safety of our customers, employees and the general public – and indemnity against all injury and death to persons and damage to property. The minimum public and professional liability is set out in individual contracts and SLAs. When requested the contractor must provide copies of insurance policies or other such details.
- 2.3 Comply with our [Information Management](#) Policy and ensure that any information about our work including, but not limited to:
 - The nature of individual services
 - Addresses, personal and sensitive customer and staff information
 - Data which may be picked up during the course of their workmust be kept confidential.
- 2.4 Our employees are not permitted to employ contractors for private works and contractors must not enter into private contractor arrangements with our customers or tenants.
- 2.5 Must not accept gifts or additional payments from our customers under any circumstances.

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- 2.6 Ensure that their employees hold the appropriate qualifications to show that they are competent for the job and understand health and safety issues – for example the Construction Skills Certification Scheme ('CSCS').
- 2.7 Ensure that their operatives have relevant, up to date training to ensure that they are fully competent to deliver their work.
- 2.8 Should not gift an individual member of our staff or Board Member. Gifts to staff must be pooled in line with our [Gifts & Hospitality Policy](#).
- 2.9 Remain professional at all times and declare any potential conflict of interest, for example knowing a customer or tenant or being in a relationship or former relationship immediately or as soon as they become aware.
- 2.10 Promptly and fully co-operate with any investigation into a complaint, allegations of misconduct, serious incident or health and safety investigation.
- 2.11 Apply our policies on [inclusion and diversity harassment](#), [health and safety](#) and [confidentiality](#) in their dealings with our customers and our employees.
- 2.12 In the event of pandemics or public health outbreaks, contractors must follow government and public health guidance and regulation as well as measures put in place by us to protect customers, employees, contractors and the general public.

3. Contractor Standards – Customer Care

Contractors must maintain the following customer care standards:

- 3.1 Many of our contractors will be carrying out maintenance works on our premises, including:
 - Offices
 - Services
 - Customer homes or grounds

This work may range from minor repairs to major improvements and will usually take place while the properties are occupied. To ensure that disruption is kept to a minimum for our customers and employees, all work must be completed as efficiently as possible.

- 3.2 Contractors must co-operate with customers and employees, honour the agreed service standards and local protocols and treat each other and the property with care, courtesy and respect.
- 3.3 Ensuring all interactions with our employees are conducted in a professional manner.
- 3.4 Communicate with staff and customers about work in their home or place of work in a way that is clearly understood.
- 3.5 Smoking is not permitted on our premises or in customers' homes.
- 3.6 Contractors must not drink alcohol, take drugs or be under the influence of drugs or alcohol while carrying out works or in the course of their duties.

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- 3.7 Contractors must not take any unauthorised personnel on site.
- 3.8 Contractors must politely refuse any gift/s offered by a customer.
- 3.9 Contractors must be dressed appropriately, in branded clothing, where the contract dictates.

Our Customers' Homes

- 3.10 Contractors must remember – at all times – that they may be working in someone's home and must treat it as such. Interactions with our customers must be conducted in a polite, friendly, helpful, considerate, informative and professional manner at all times.
- 3.11 Contractors must carry their photographic identification card with them at all times along with a work order setting out the work order reference and specific work to be completed. The photo ID must identify the operative's name, company name, address and telephone number. This must be presented to customers or employees immediately on arrival.
- 3.12 Whilst in our customers' homes, contractors must not use the customers' utilities – such as telephones. Where the work requires the use of an electrical supply, the contract lead must be notified in advance and an alternative power supply or reimbursement must be agreed.
- 3.13 Customers and staff must be notified of appointments in advance and in the manner set out in the contract or SLA.
- 3.14 Contractors must advise all customers directly affected by the works of the nature of the work, its impact and a likely timescale.
- 3.15 Any photography or videos must only be taken for the purpose of diagnostics, pre or post inspection or quality assurance. Photographs must not capture the customer or their professional and sensitive information.

Maintenance Operatives

- 3.16 The customer or employee must be informed of the expected duration of works, work areas and the extent of any disruption.
- 3.17 The customer or service must be informed in advance if a kitchen or bathroom is likely to be needed for any washing or cleaning.
- 3.18 Contractors must post missed appointment cards through the customer's letterbox and take photographic evidence of this where they are unable to access a customer's home. Arrangements must be made to set up a further appointment and they must notify us of the no access. The new appointment date must be in line with contractual/SLA requirements and timescales.
- 3.19 Should a customer inform the contractor that they do not want them to enter their home/service, the contractor must contact our customer contact centre on 0333 010 4600 or their operational contract lead as soon as practically possible to make alternative arrangements.
- 3.20 Shoe coverings or lay sheets must be used. Care must be taken to protect customers' possessions and pets.

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- 3.21 Contractors must confine and protect the area to avoid disruption and obstruction and clean up and remove all debris, surplus materials and rubbish.
- 3.22 Contractors must leave the site clean, tidy and secure at the end of each working day.
- 3.23 Contractors must not leave entrance doors to properties open and unattended.
- 3.24 Contractors must ensure that ladders are removed after use, supervise their tools, heavy plant, power tools and toxic substances at all times and keep them out of reach of customers, children and pets.
- 3.25 Contractors must be respectful of shared areas – such as gardens, car parks and access ways.
- 3.26 Contractors must speak to customers before crossing or encroaching on their personal space or privacy – for example when using ladders to work on upper flats contractors must notify the customers or neighbours below that there will be an impact, explain the impact and any safety considerations.
- 3.27 If a customer or member of staff requests additional works to be carried out whilst the operative is on site, the contractor must contact the named operational contract lead for permission before proceeding. Works completed outside of agreed contractual protocols will be deemed unauthorised and not subject to payment by Look Ahead.
- 2.38 On completion of the works the local staff and customer must be advised. The environment must be left clean, tidy, secure and free of tools, hazards and waste materials.

Working in Voids (empty premises)

- 2.39 Contractors may only remove 'abandoned' belongings from void properties or rooms with our express permission. A full inventory – together with photographic evidence – must be taken of any items removed and given to our Voids Maintenance Manager.

3. On Site Health & Safety

- 3.1 Where required to do so contractors must co-operate with us in the assessment of their competency to manage health and safety. Where requested contractors must provide written evidence and/or a declaration of their arrangements.
- 3.2 Contractors must undertake risk assessments and ensure adequate precautions are taken, including first aid and welfare provision for their staff.
- 3.3 Contractors must ensure their employees and our employees and customers are provided with adequate information and instruction needed to ensure the safe delivery of their operations at all times.
- 3.4 Contractors must make sure that our employees and customers understand the work being undertaken, the related risks and preventative measures being deployed to ensure safety.

- 3.5 Any risks that may arise or be exacerbated by the customer's needs must be discussed prior to the commencement of works and included in risk planning.
- 3.6 Any risks created that may affect other persons but, in particular customers and staff onsite must be managed and adequate controls implemented, including barriers.
- 3.7 Contractors must halt any work immediately if they encounter any hazards which they are unqualified to address and notify our Contractor or Technical Lead immediately. At the instruction of our site-based staff, all works must stop and the site rendered safe if the work is deemed to create a health or safety risk.
- 3.8 Contractors must inform us of any accidents, incidents or near misses within 48 hours of the occurrence.

4. Safeguarding

- 4.1 Contractors must comply with our [Child](#) and [Adult](#) Safeguarding Policies and our [Disclosure & Barring Policy](#) and fully co-operate with annual safeguarding compliance audit reviews. Any actions identified in the review must be addressed within the timeframes stipulated by us.
- 4.2 Contractors must take all reasonable precautions to prevent injury to children by implementing the measures set out in The Children's Act 2004.
- 4.3 Contractors must not enter customers' homes where the occupant is – or is suspected to be – under 18 years old and alone in the home. They should immediately inform their contract lead or our customer contact centre to advise the reason for the aborted access. In Young People Services that are staffed by support staff, the contractor must check with the duty lead before entering a young person's room or flat.
- 4.4 Contractors must notify the contract lead of any serious incident involving customers or staff – including where the operative has been subject to racist or sexist remarks etc or where there is a suspicion of illegal drugs on the premises.
- 4.5 Contractors must notify the local service manager or the contract lead where there are safeguarding concerns – for example the customer's home is in poor repair, there are hazards that haven't been identified in the works order or there are signs of neglect or physical harm etc.

5. Inclusion & Diversity

- 5.1 Contractors must comply with our [Inclusion & Diversity Policy](#) which sets out our commitment to actively engaging with the diverse communities we serve and work in. We are specifically committed to ensuring that everyone has equal access to our services – this applies to our approach towards employing contractors. We expect our contractors to assist us in meeting these objectives.
- 5.2 All contractors are expected to comply fully with their legal obligations under the Equality Act 2010 and not to discriminate in any way in the provision of services to

the public or in the way that they interact, communicate and deliver services to our customers and staff.

- 5.3 Contractors must ensure that their employees are committed to equal opportunities and treat all staff and customers with equal respect.
- 5.4 Contractors must ensure that recruitment is carried out in a non-discriminatory way and that they are working towards employing staff who are representative of the communities in which they work.
- 5.5 Contractors must actively fulfil their social value obligations set out in their contracts and SLAs.

6. Look Ahead's Obligations

- 6.1 We will appoint a contract lead who will be responsible for managing the contract on our behalf and monitoring contractor performance. Contract meetings will be held monthly – unless other timeframes are considered appropriate – to manage the contract, review performance, health and safety and service improvements etc.
- 6.2 Whenever possible – and if known – we will advise contractors when unusual risks maybe present, for example potentially violent customers or notifiable diseases.
- 6.3 Any breaches of policy will be taken seriously, including harassment, verbal or physical abuse etc will be fully investigated and the contractor is expected to fully co-operate as part of the process.
- 6.4 Our designated contract management lead will ensure contractors are kept informed of policy changes and responsibilities.

7. Raising Concerns

- 7.1 Customers who feel that contractors have not abided by this policy should raise their concerns with their Support Worker or Housing Officer or raise a complaint through our [Complaints & Feedback Policy](#).
- 7.2 Our employees should raise their concerns through their line manager or directly with the designated contract or SLA lead.

Record Keeping and Confidentiality

We will comply with our Data Protection and Confidentiality Policy which can be found by clicking [Here](#) or visiting our website at www.lookahead.org.uk

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