

Contractor Code of Conduct

We aim to deliver all repairs, maintenance and improvements to a high standard and in a way, residents feel comfortable with all our staff, contractors and sub contractors.

This Code of Conduct sets out the standards expected by all contractors when delivering services on behalf of Bolsover District Council.

Where standards are not met, residents should report concerns to us. We will investigate and look at how we can make improvements where relevant. All staff employed by the council follow a specific Employee Code of Conduct.

The term 'contractor' means any supplier, contractor, or sub-contractor who delivers services on behalf of the Council. The term 'resident' means any tenant, leaseholder, or any household member, or visitor.

Residents should expect the same standards of integrity, honesty, impartiality, and objectivity from contractors as they should from employees of the council

Principles

Contractors working on our behalf treat all residents with fairness and respect, without bias and with equality. They must maintain professional relationships with vulnerable adults or children who are service users. They must not develop personal friendships and/or inappropriate relationships

Selflessness

Contractors working on our behalf:

- must take reasonable action to keep themselves and others safe
- owe a duty of loyalty to the council
- must not work against the best interests of the council
- must behave in a way which is incompatible with their role

Honesty and Integrity

Contractors working on our behalf:

- must not engage in, or otherwise be involved in, any bribery or corrupt activities or practices
- must avoid any reasonable suspicion of bribery and/or corruption
- must make sure they comply with any legal requirements
- must not use any assets, equipment, or other facilities of the council for personal use, or for any other use than that that they have been provided for

Objectivity

Contractors working on our behalf:

- must follow all policies, procedures, and rules of the council that have been provided by the council
- must not express their political opinions during the course of their work. They mustn't allow their personal and/or political opinions and/or interests to interfere with their work on behalf of the council

Accountability

Contractors are accountable to the Council for their conduct, decisions and actions when working on its behalf. Contractors working on our behalf:

- are accountable to the council for their actions and decisions whilst working on behalf of the council
- must cooperate fully with any council investigations into their behaviour or conduct

Representing the council

When working on behalf of the Council, Contractors must remember that they are representing the Council and should:

- seek permission from the council before talking to the media about any activity that is undertaken on behalf of the council
- not post inappropriate content on social media which is a breach of their loyalty to the council

Specific standards

Parking

Contractors working on our behalf:

- must park legally, and courteously. They should avoid parking on grass verges, footpaths, disabled access, or designated spaces providing access for emergency services/refuse collections

Identification and dress/appearance

Contractors working on our behalf:

- must wear and display identification badges. Badges should include a contact number for residents to call and confirm the person's identity
- must wear uniform/branded clothing

- must maintain standards of dress and appearance appropriate to the type of work/visit to ensure safe and respectful working
- must attend work in a fit condition to undertake their duties in a safe manner. The use of recreational drugs and alcohol is not permitted, this includes working in homes, council spaces, or in vehicles

Access for visits

Contractors working on our behalf:

- must take reasonable steps to communicate with residents before any visits. Cold calling is not permitted, unless specifically authorised by the Council.
- must arrive at the agreed time and day. Where delays occur, they must tell residents at the earliest opportunity, and give them the chance to rearrange the visit
- must follow any information about residents' individual needs. Take reasonable steps to tailor services to meet these needs
- always allow enough time for residents to answer the door before aborting a visit 'no access'
- always leave a card if there is no access, explaining the purpose of the visit and how to rearrange it
- must not proceed with any visits inside tenanted homes unless there is a responsible person present
- must provide notification to households if work may impact neighbours or residents such as prolonged drilling on a neighbour's party wall or erecting a scaffold outside a neighbour's window. Notification should be proportionate and allow the person to make alternative arrangements

Inside the home

Contractors working on our behalf:

- must introduce themselves and explain who they are, why they are there, and how long they expect the visit to last
- must treat residents and their homes with respect and dignity
- must obtain the resident's permission before starting work, explain the work being carried out in a clear and respectful way
- must not move resident's possessions without their permission
- must respect residents' privacy and cultures and pay attention to their needs and requests.
- Contractors must not undertake private work for residents while working on behalf of the Council,

Care and protection of homes and tenants' possessions

Contractors working on our behalf:

- must take reasonable care to make sure that no damage happens to tenant's possessions, and minimise mess and disruption
- must wear shoe covers, and/or use protective floor coverings to protect carpets and other floor coverings
- should take reasonable steps to assist residents who are unable to move furniture and white goods themselves, where this is safe to do so
- must avoid excessive dust, fumes, and noise by adhering to safe working practice
- must always clean up and leave the home/area as tidy as it was before the work started. If they have caused excess mess or damage to resident's possessions, they must discuss this with the resident. They must also report this to their supervisor or manager

After the visit

Contractors working on our behalf:

- must explain to the resident what work they've done, any outstanding actions, and any instructions (including a demonstration) on how to use or maintain any new equipment
- must agree any further visits needed with the resident or explain the next steps to arrange this. They shouldn't tell the resident to contact the council themselves

General standards

Contractors working on our behalf:

- must not smoke or vape inside any home or building (including empty homes)
- must not use offensive or inappropriate language
- must not discriminate, induce, or attempt to induce others to discriminate
- must not harass, abuse, or intimidate any person
- must only use residents own facilities (including electricity, gas, toilets, sinks, and kitchens) with their permission
- must dispose of any waste if they consume food and drink on any site
- should only play music and/or radio inside homes with the resident's permission. Must not play inappropriate, offensive, or loud music under any circumstances (inside or outside)
- must not view, or share, inappropriate content on mobile phones or other devices, whether these are personal devices, or provided for work purposes

Safety, security and waste

Contractors working on our behalf:

- must take all reasonable steps to make sure that homes/work areas are secure. Must keep doors and windows closed/locked (including communal doors)
- never prop fire doors, or communal doors open, or block emergency routes
- never store materials in communal areas without prior permission from the council
- never leave hazards unattended, particularly when leaving a home temporarily or where there are young children present. Must take temporary measures to isolate hazards if necessary and not rely on asking residents not to go into certain areas of their home
- must leave temporary facilities/measures in place if work isn't completed at the end of the day. Must not leave residents without essential services such as power, heating, cooking, toilet, or bathing facilities
- must not dispose of any waste in refuse chutes or residents own dustbins

Communication

Contractors working on our behalf:

- must avoid sharing personal opinions with residents about the appropriateness of work ordered or any other topics which are likely to cause conflict between residents and the council. Should raise any concerns with supervisors/managers
- must make sure that the resident understands the purpose of the visit and can ask questions and understand the responses. If language, or other communication needs are a barrier, they must arrange access to translation or interpretation services
- must avoid confrontation with residents. Must report any disputes to their supervisor/manager so that they can be resolved without escalation and risk to safety. Where appropriate, they should pause visits until they can agree a resolution
- must get approval from the council for any letter templates or communications before sending

Photographing and filming inside homes

Contractors working on our behalf:

- must not identify any personal data, the resident, or third parties in any photographs taken to record work (before, during, or after). They must not share these photographs for anything other than legitimate work reasons

- can only object to filming if they feel that it is compromising their health and safety. Residents can, by law, photograph and/or film inside or within the curtilage of their homes. This includes anyone working in there, if they don't share the images without consent of the person in the images

Complaints

If your contractor fails to meet the expectations in this code of conduct, you can make a complaint via any of the following methods:

- Online via our [Self Service](#) portal
- Tel: 01246 242424
- [Email](#)
- In writing to Bolsover District Council, The Arc, High Street, Clowne, S43 4JY.
- In person at our [contact centres](#)
- Complaint leaflet available from our contact centres