

The background of the page is white with several colorful triangles of various sizes and colors (yellow, green, orange, pink, purple, blue, brown) scattered across it, some pointing towards the center and others pointing outwards.

# Contractors - Code of Conduct

**Author:** Nicole Njie – Director Housing  
& Customer Services

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King's Building  
16 Smith Square  
London SW1P 3HQ

The logo for Look Ahead consists of a stylized graphic of several parallel lines in various colors (green, yellow, orange, red, purple, blue) that fan out from the bottom left towards the top right, resembling a sunburst or a path.

**Look Ahead**  
CARE, SUPPORT AND HOUSING

## **Our mission**

**Working with people to make choices, achieve goals and take control of their lives through high quality care, support and housing.**

## **Our values**

**Excellence**

**Aspiration**

# Partnership

# Trust

**lookahead.org.uk**

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# Contractor Code of Conduct

## 1. Scope

- 1.1. Look Ahead is committed to providing excellent quality services to its customers and working in partnership with our contractors and supplier to uphold our organisational commitment, values and behaviours.
- 1.2. This policy applies to Look Ahead contractors, suppliers and subcontractors working on behalf of Look Ahead. Herein contractors, Suppliers and subcontractors are referred to generically as “Contractors”.

## 2. Policy Statement

- 2.1. The policy sets out the standards and behaviours expected of our contractors working on behalf of Look Ahead
- 2.2. The policy sets out how colleagues and staff can raise concerns should they experience services that fall short of the standards set out.
- 2.3. The policy should be read in conjunction with the following policy and procedures:

Complaints and Feedback  
Child Protection  
Confidentiality  
Data Protection

Adult Safeguarding  
Inclusion & Diversity  
Alerts  
Health & Safety

- 2.4. Contractors should ensure that their employees read and understand the information contained in this policy before doing any work for Look Ahead and entering our offices, services, or our customers' homes.
- 2.5. A breach of any of the standards set out may be considered a breach of contract/ Service Level Agreement (SLA) and result in a suspension of work; the contractor no longer receiving work from Look Ahead or grounds for termination of contract.
- 2.6. Contractors should raise any queries in relation to the code of conduct with the designated Contract or SLA lead appointed to by Look Ahead.

### **3. Contractor Standards - General**

- 3.1. **Contractors should maintain the following standards:**
- 3.2. Ensure that their pricing is competitive and Invoices must be accurate in relation to works requested, authorised and completed and in the agreed format.
- 3.3. Maintain adequate insurance, including adequate protection for the safety of Look Ahead Customers, staff and the general public, and indemnify 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 shall provide copies of insurance policies or other such details.
- 3.4. Comply with Look Ahead's Data Protection and Confidentiality policy and ensure that any information about Look Ahead's work, including, but not limited to: The nature of individual services; Addresses and personal and sensitive customer and staff information and Data, which may be picked up during the course of your work must be kept confidential.
- 3.5. Look Ahead staff are not permitted to employ contractors for private works and Contractors should not enter into private contractor arrangements with our customers or tenants.

- 3.6. Not accept gifts or additional payments from our customers under any circumstance.
- 3.7. Ensure that their employees hold the appropriate qualification to show that they are competent for the job and have an understanding of health and safety issues, for example the Construction Skills Certification Scheme (CSCS).
- 3.8. Ensure that their operatives have relevant up-to-date training to ensure that they are fully competent to deliver their work tasks.
- 3.9. Should not gift an individual member of Look Ahead staff or Board member. Gifts to staff must be pooled.
- 3.10. Remain professional at all times and declare any potential conflict of interest e.g. knowing a tenant or being in a relationship or former relationship immediately or as soon as know.
- 3.11. Promptly and fully co-operate with any investigation into a complaint, allegations of misconduct, serious incident or health and safety investigation.
- 3.12. Apply Look Ahead's policies on inclusion and Diversity, Harassment, Health & Safety and Confidentiality in their dealings with our staff as well as our customers.
- 3.13. 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 Look Ahead to protect staff, customers, contractors and the general public.

#### **4. Contractor Standards - Customer Care**

- 4.1. Contractors should maintain the following **customer care standards**:

- 4.2. Many of our contractors will be carrying out maintenance works on our premises: 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 we keep the disruption to a minimum for our customers and staff the work should be completed as efficiently as possible
- 4.3. Contractors should co-operate with staff and customers, honour agreed service standards and local protocols and treat each other, and the property, with care, courtesy and respect.
- 4.4. Ensure all interactions with Look Ahead staff are conducted in a professional manner
- 4.5. Communicate with staff and customers about work in their home or place of work, in a way that is clearly understood.
- 4.6. Smoking is not permitted on Look Ahead premises or in customers' homes.
- 4.7. Operatives should 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 on behalf of Look Ahead.
- 4.8. Operatives should not take any unauthorised personnel on site.
- 4.9. Contractors should politely refuse any gift(s) offered by a customer. Where a gift is received it must be reported promptly to the contract lead.
- 4.10. Contractors should be dressed appropriately and in branded clothing where the contract dictates.

### **Our customers' homes**

- 4.11. 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 friendly, helpful, considerate, informative and professional manner at all times.

- 4.12. Contractors must carry their company contractor's photographic identification card with them at all times along with a copy of any work order setting out the work order reference and specific work. The photo ID should identify the operative's name, company name, address and telephone number. This must be presented to the customer or member of staff immediately on arrival
- 4.13. Whilst in our customers' homes contractors should not use customers' utilities such as telephones. Where the work requires the use of electric supply the contract lead should be notified in advance and an alternative power supply or reimbursement should be agreed.
- 4.14. Customers and staff must be notified of the appointment in advance in the manner set out in the contract or Service level agreement.
- 4.15. Contractors must advise all directly affected customers of any works, their impact, and a likely timescale
- 4.16. Any photography or videos must only be taken for the purposes of diagnostics, pre/post inspection or quality assurance. They should not capture the customer or their personal and sensitive information.

### **Maintenance Operatives**

- 4.17. The customer or member of staff must be informed of the expected duration of works and work areas and any disruption.
- 4.18. The customer or service must be informed in advance if a kitchen or bathroom is likely to be needed for any washing or cleaning.
- 4.19. No access appointments- Maintenance contractors should post missed appointment cards through the customer's letter box and take photographic evidence. Arrangements should be made to set up a

further appointment and notify Look Ahead of the no access and the new appointment date in line with contractual/ SLA requirements and timescales.

- 4.20. Denied access -Should a customer inform the contractor that they do not want them to enter their home/ Service the contractor should contact our customer contact centre on 0333 010 4600 or their operational contract lead as soon as practically possible and make alternative arrangements.
- 4.21. Shoe coverings or lay sheets should be used. Care should be taken of customers' possessions and pets.
- 4.22. Operatives should confine and protect the area to avoid disruption and obstruction and regularly clean up all debris, surplus materials and rubbish.
- 4.23. Operatives should leave the site clean, tidy and secure at the end of each working day.
- 4.24. Operatives should not leave entrance doors to properties open and unattended.
- 4.25. Ensure ladders are removed after use, supervise tools, heavy plant, power tools and toxic substances at all times and kept out of the reach of vulnerable customers, children and pets.
- 4.26. Be respectful of shared areas such as gardens, car parks and access ways.
- 4.27. Speak to tenants before crossing or encroaching on a customer's personal space and or privacy. E.g. when using ladders to work on upper flats, contractors must notify the customers or neighbours below that they will be an impact and explain the impact and any safety considerations.
- 4.28. If a customer or member of staff requests additional works to be carried out whilst the operative is on site the contractor should contact

the named operational contract lead for permission before proceeding. Works carried outside of agreed contractual protocols will be deemed unauthorised and not subject to payment by Look Ahead.

4.29. On completion of the works - Local staff / Customer should be advised when the work is complete. The environment should be left clean, tidy, secure and free of tools, hazards and waste materials.

4.30. **Working in Voids (empty) premises** -Contractors may only remove abandoned belongings from void properties/ rooms with the express written permission of the Look Ahead. A full inventory together with photographic evidence must be taken of any items removed and given to Look Ahead's Voids Officer.

### **On site Health & safety**

4.31. Where required to do so, co-operate with Look Ahead in the assessment of their competency to manage health and safety. Providing, where requested, written evidence and/or a declaration of their arrangements.

4.32. Contractors must undertake risk assessments and ensure adequate precautions are taken; including first aid and welfare provision for their staff.

4.33. Ensure their employees and our staff and customers are provided with adequate information and instruction needed to ensure the safe delivery of their operations at all times.

4.34. Make sure Look Ahead staff and customers understand the work being undertaken, the related risks and preventative measures being deployed to ensure safety.

- 4.35. Any risks that may arise or be exacerbated by the customer needs in the site are discussed prior to the commencement of works and include in risk planning.
- 4.36. Ensure that any risks created which may affect other persons, but in particular customers and staff onsite are managed and adequate controls implemented, including barriers.
- 4.37. Halt any work immediately if they encounter any hazards which they are unqualified to address and notify the Look Ahead Contact or Technical lead immediately.
- 4.38. At the instruction of local Look Ahead site-based staff, cease all works and render the site safe, if the work is deemed to create a safety or health risk.
- 4.39. Inform the contractors Look Ahead contact of any accidents or incidents occurring within 48 hours of the occurrence.

## **5. Safeguarding**

- 5.1. Contractors are required to comply with Look Ahead Safeguarding, Child Protection and Disclosure and Barring policies and fully co-operate with annual safeguarding contractor compliance audit reviews. Any actions identified in the review must be addressed within the timeframes stipulated by Look Ahead.
- 5.2. Contractors should ensure their staff have received safeguarding and child protection training before working on Look Ahead sites and understand their responsibilities in recognising and reporting any safeguarding concerns or disclosures.
- 5.3. Contractors shall take all reasonable precautions to prevent injury to children by implementation of the measures set out In the Children's Act 2004.

- 5.4. Contractors must not enter customer's 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 call our customer contact centre of the reason for the aborted access. In young people services that are staffed by support staff, the contractor should check with the duty lead before entering a young persons room or flat.
- 5.5. The contractor should notify the contract lead of any serious incident involving customers or staff including where the operative has been subject to racist, sexist remarks etc. or where there is a suspicion of illegal drugs on the premises.
- 5.6. The contractor should notify the local service manager or the contract lead where there are safeguarding concerns e.g., the customers home in poor repair or living standards; hazards that haven't been identified in the works order; signs of neglect or physical harm or the victim of Anti-Social behaviour etc.

## **6. Inclusion & Diversity**

- 6.1. Look Ahead's Inclusion and Diversity Policy states that the organisation is committed to actively engaging with the diverse communities we serve and work within, and to promoting equality and diversity in all of our activities. Specifically, we are committed to ensuring that everyone has equal access to our services; and this applies to our approach towards employing contractors and suppliers. Look Ahead expects contractors to assist us in meeting these objectives.
- 6.2. All contractors are expected to fully comply with their legal obligations under the Equality Act 2010 and not to discriminate in any way in the provision of services to the public and in the way that they interact, communicate and deliver services with our customers and staff.
- 6.3. Contractors must ensure that their employees are committed to equal opportunities and treat all staff and customers with equal respect.

- 6.4. Contractors should 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.
- 6.5. Contractors should actively fulfil their social value obligations set out in their contracts and SLA agreements.

## 7. Look Ahead's Obligation

- 7.1. Look Ahead will appoint a contract lead who will be responsible for managing the contract on behalf of Look Ahead and monitoring contractor performance.
- 7.2. Contract meetings will be held, monthly, unless other timeframes are considered appropriate to manage the contract, to review performance, KPIs, health & safety, service improvement etc.
- 7.3. Whenever possible, and if known, Look Ahead will advise contractors of where unusual risks may be present, for example, potentially violent residents or notifiable diseases.
- 7.4. Any breaches of policy, either by the contractor or against you will be taken seriously, including harassment, verbal or physical abuse etc, will be fully investigated and the contractor is expected to fully cooperate as part of the process.
- 7.5. Look Ahead's designated contact management lead should ensure contractors are kept informed of policy changes and responsibilities

## 8. Raising Concerns

- 8.1. Customers who feel that Contractors have not abided by the code of conduct should raise their concerns with their Support Worker or Housing Officer or raise a complaint through Look Ahead Complaints and Feedback policy [feedback@lookahead.org.uk](mailto:feedback@lookahead.org.uk)
- 8.2. Look Ahead colleagues should raise their concerns through their line manager or directly with the designated contract or SLA lead.

## 9. Glossary

Term	Definition

## 10. Related documents

Document	Link
Connected Policies	
Forms and Letters	
Information Sheet	
Easy Read	
External Websites	
Legislation/Regulation	

## 11. Version Control

Version no.	1	Date effective:	October 2021
Brief summary of changes:			
Colleague consultation:		Exec Director Housing and property Head of Customer Service Head of Safeguarding & Quality Head of Health & Safety Senior Compliance Manager Operational Directors Head of Corporate Governance Asset Manager Facilities Manager	
Customers consulted:			
Results customer consultation:			
Other consultation:		Policy Group 5 <sup>th</sup> October 2021	
Signed off by:		Policy Group 5 <sup>th</sup> October 2021	



<b>Author:</b>	Nicole Njie - Director Housing & Customer Services
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