

Welcome to 'Time to Talk'

Competency and Conduct Standard – our values and behaviours

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HELPING PEOPLE MAKE A HOME

Communicating in meetings

We're here to support customers and want to make sure everyone is treated with respect.

We commit to:

Being **welcoming** and **respectful**

Having **open and honest conversations** that take place in a respectful way

Showing kindness

....and we appreciate the same behaviour from our customers in return

We want colleagues and customers to:

- **Feel safe**
- **Consider language use** and **seek kindness** in conversations
- **Respect people** for who they are and **encourage others to respect each other too**

A graphic titled "Our communication contract with you" in white text on a dark blue background. It features the Leeds Federated logo and three icons: a group of people, a speech bubble, and a house. A blue box contains the text "We're here to support you and want to make sure everyone is treated with respect." Below this, a blue bar with a thumbs-up icon says "We agree to:". A list of three items follows, each with a green checkmark: "be welcoming and respectful", "have open and honest conversations that take place in a respectful way", and "show kindness". The final line of text, "...and we appreciate the same behaviour from you in return", is in blue.

Our communication contract with you

We're here to support you and want to make sure everyone is treated with respect.

We agree to:

- ✓ be welcoming and respectful
- ✓ have open and honest conversations that take place in a respectful way
- ✓ show kindness

...and we appreciate the same behaviour from you in return

Competence – 3 year transition from October 2026. This applies to colleagues 'in scope'.

Conduct – the behaviours and values that colleagues and Board should demonstrate. This applies to all colleagues and Board members from October 2026.

Company Wide Standards

Competence level	Definition
Working towards	I am developing my skills and behaviours in this area, as I do not yet consistently demonstrate the required level and need guidance to meet the expected standard.
Meets with Guidance	I sometimes demonstrate the required skills and behaviours, but still require guidance and support to apply them consistently and confidently.
Meets	I demonstrate the required knowledge, skills, and behaviours to perform my role effectively.
Exceeds	I regularly go beyond expectations, taking initiative and adding value to my work and the wider team.
Champions	I set a positive example, guiding and influencing others, support change while promoting best practice across my team or the organisation.

Competence Levels

These levels help colleagues understand the expected standard of knowledge, skills and behaviours for their role. They should how individual work contributes to team, organisational and resident outcomes, supporting our purpose helping people make a home.

Thrive: We get things done

Behaviours	Detail
Strives for Excellence	I deliver all services safely and to a high standard in line with the Association's policies and procedures, prioritising the needs of residents and the wider community
People Focused	I promote and deliver exceptional customer experiences that reflect the values and standards of Leeds Federated.
Impact	I understand how my decisions and behaviour affect customers, colleagues and the wider community and I make timely, proportionate, decisions escalating where appropriate and act to create positive outcomes
Trustworthy	I take ownership of work and can be relied on to deliver results independently.

We get things done.

This section focuses on behaviours that help us to deliver work efficiently, reliably, and to a high standard. It highlights the importance of being responsive, adaptable and trustworthy while keeping customers at the centre of what we do.

Engage: we work together

Behaviours	Detail
Teamwork	I work collaboratively with colleagues and external partners, sharing knowledge and contributing to a constructive, supportive team environment to achieve positive outcomes.
Clear Communication	I listen actively, communicate openly, give and receive constructive feedback and consider my Tone of Voice to build positive relationships with colleagues, residents, and partners.
Integrity	I act with integrity and apply ethical judgement in all my decisions, and I challenge behaviour that is inappropriate, offensive, or discriminatory.
Inclusion	I value diversity and create an environment where everyone can contribute and thrive.

We work together

This section highlights behaviours that help us collaborate effectively, communicate clearly, and build positive relationships. It focuses on acting with integrity, listening and supporting others and creating an inclusive environment where everyone can thrive.

Evolve: we learn and improve

Behaviours	Detail
Learning	I commit to continuous learning by reflecting on my decisions, proactively seeking innovative ways to improve processes and outcomes, and adapting effectively to change to improve future practice.
Curiosity	I am professionally curious, asking questions to understand better, challenge assumptions, and drive positive outcomes.
Resilience	I recognise and manage my own wellbeing and resilience in myself and support others to do the same and raise concerns where wellbeing may be at risk.
Take Ownership	I take ownership of my actions, follow through on commitments, learning from mistakes and resolving issues responsibly.

We learn and improve

This section highlights behaviours that support continuous learning, professional curiosity and innovation. It focuses on taking ownership of development, reflecting on experiences and using insight and creativity to improve services for customers, colleagues and the wider community.

- Do you agree with the behaviours and areas of conduct that have been outlined?
- Are there behaviours or areas of conduct that you think we have missed?
- How do you think we should share our code of conduct with customers?