

Healthwatch Hillingdon

Employee Code of Conduct Policy

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CONTENTS

1 SCOPE	3
2 THE CODE OF CONDUCT FOR EMPLOYEES	3
APPENDIX 1 - THE NOLAN PRINCIPLES OF PUBLIC LIFE	5

1.0 SCOPE

- 1.1 This code has been drawn up to set standards of personal and professional conduct which will establish and sustain the highest reputation of Healthwatch Hillingdon (HWH) at national and local levels.
- 1.2 The code of conduct applies to all employees and forms part of the contractual relationship between HWH and its employees.

2.0 THE CODE OF CONDUCT FOR EMPLOYEES

- 2.1 Employees will deal fairly and honestly with employers, colleagues, volunteers, stakeholders and members of the general public.
- 2.2 Employees will be loyal to and positively promote the reputation, integrity and aims of HWH, avoiding any act which may bring the organisation into disrepute.
- 2.3 Employees will act within the law and within any statutory or regulatory codes relevant to HWH work practices, where applicable.
- 2.4 Employees will act in accordance within HWH's policies, procedures and guidance.
- 2.5 Employees will declare any personal interest which might conflict with or be seen by others to affect their ability to perform their duties fairly and impartially.
- 2.6 Employees will not accept any money or gift which has been proffered as a result of their position at HWH, unless they are donations to the organisation. They will not knowingly enter into financial transactions or be a signatory or beneficiary of a will or legal document (including cheques) for people using services of HWH (save for instances where the person is a close family member or partner, in which case the employees involvement will be declared to the Chief Executive Officer (CEO)).
- 2.7 All information relating to service users, staff, volunteers, trustees and the organisation should be treated as strictly private and confidential.
- 2.8 Employees will respect the privacy and personal choice of lifestyles, customs, values and spiritual beliefs of those to whom HWH provides a service.
- 2.9 Employees will ensure that all health and safety rules are adopted and will take reasonable care to ensure the health and safety at work of both themselves and those with whom they are working. Employees will be required to have read and understood all the relevant Healthwatch Hillingdon Policies and Procedures. For example, employees will adhere to

the Safeguarding Children Policy (HWH016) and the Guidance for Safe Working Practice for Adults who work with Children or Young People (HWH017) where appropriate.

- 2.10 Employees will be committed to the principle of equal opportunity regardless of race, gender, marital status/civil partnership, sexual orientation, gender re-assignment, age, ethnic origin, disability, religion or belief, status as a carer or offending background both in the provision of our services and in employment practices. See the HWH Equality, Diversity and Human Rights Policy (HWH002)
- 2.11 HWH will endeavour to understand the potential effect of its policies and practices on employees, particularly those from 'protected' characteristics under the Equality Act 2010 section 149.
- 2.12 Employees will perform their duties as directed by the appropriate manager, undertaking such training as may be required.
- 2.13 Employees will not undertake any task or duty that they do not feel competent to perform.
- 2.14 Employees should be aware that any conduct contrary to the code of conduct will be dealt with in accordance with the Disciplinary Policy and Procedure (HWH001).

Appendix 1

The Nolan Principles of Public Life

Employees should have regard to the 10 Principles of Public Life which define the standards of conduct which employees are expected to uphold. The principles do not create a statutory obligation for employees but you should be aware that a failure to act in accordance with these general principles may also amount to a breach of the HWH Employee Agreement.

Selflessness

Employees should serve on the public interest and should never improperly confer an advantage or disadvantage on any person.

Honesty & Integrity

Employees should not place themselves in situations where their honesty and integrity may be questioned, should not behave improperly, and should on all occasions avoid the appearance of such behaviour.

Objectivity

Employees should make decisions on merit, including when making appointments, awarding contracts, or recommending individuals for rewards or benefits.

Accountability

Employees should be accountable to the public for their actions and the manner in which they carry out their responsibilities, and should co-operate fully and honestly with any scrutiny appropriate to their particular office.

Openness

Employees should be as open as possible about their actions and those of their authority, and should be prepared to give reasons for those actions.

Personal Judgement

Employees may take account of the views of others, including their political groups, but should reach their own conclusions on the issues before them and act in accordance with those conclusions.

Respect for Others

Employees should promote equality by not discriminating unlawfully against any person, and by treating people with respect, regardless of their race, age, religion, gender, sexual orientation or disability. They should respect the impartiality and integrity of the authority's statutory officers and its other employees.

Duty to Uphold the Law

Employees should uphold the law and, on all occasions, act in accordance with the trust that the public is entitled to place in them.

Stewardship

Employees should do whatever they are able to do to ensure that their authorities use their resources prudently, and in accordance with the law.

Leadership

Employees should promote and support these principles by leadership, and by example, and should act in a way that secures or preserves public confidence.