



Code of Conduct

This code of conduct shall have effect subject to any statutory provision which may be submitted to this section. It sets out how Healthwatch Hackney's members are expected to behave to each other and those they come into contact with a representative of Healthwatch Hackney. Code of conduct applies to Board members, staff and volunteers.

1. General note: Respect & Dignity

The organisation aims to provide an environment which is free from discrimination. It is the organisation's expectation that all employees, volunteers etc. act in such a way to respect each other and the organisation's users/clients. All individuals should be treated with dignity and respect.

2. Scope

This code of conduct applies to all members of Healthwatch Hackney including staff, trustees and volunteers. Any breach of this code of conduct shall be dealt with under either the disciplinary or grievance procedures, as appropriate. Because of their different status within the organisation, different procedures apply to trustees, to employees and to volunteers, and this is reflected throughout this Code.

3. Organisational Policies and Procedures

Healthwatch Hackney members must:

- Treat others with respect and act in a non-threatening manner
- Respect equal opportunities, diversity and cultural differences
- Respect confidentiality Act in the best interests of Healthwatch Hackney and in accordance with organisation's policies and procedures
- Have regard to relevant professional advice
- Be clear on views they are representing and make explicit any bias in what they say
- To be accountable for their actions to the Healthwatch Hackney Board
- Prepared to represent divergent and conflicting views in a balanced manner
- To be an ambassador for Healthwatch Hackney
- To share information between each other as widely as possible
- Ensure reasonable attendance at meetings
- Act in accordance with legal and contractual requirements
- All staff, trustees and volunteers should act in accordance with the agreed policies and procedures of the organisation.

4. You are required to report punctually for work at the time stated in your terms and conditions of volunteering

- It is a requirement that you inform reception of your movements during stated working times
- Your attending times can only be varied with the authority of your immediate supervisor and yourself

5. Respect

You are required to respect fellow employees and other volunteers as well as be aware of, support and implement HWH' Equal Opportunities Policy. Staff, trustees and volunteers must:

- Not denigrate colleagues in the presence of third parties, nor adversely criticise a colleague in the presence of others save in the context of the appropriate procedures.
- Not harass, discriminate against or oppress any group or individual by reference their religion, race, gender, sexuality, disability, age, health, political beliefs, or any other grounds.
- Staff, trustees and volunteers should be committed to providing services to its members that do not discriminate on the above grounds, and to providing services that will positively contribute to the elimination of discrimination.
- Not intimidate, threaten or coerce anyone by using physical violence, improper language or other disorderly conduct
- Maintain sanitary conditions in washrooms and keep your workplace tidy
- Not distribute unauthorized pamphlets and literature
- Not place unauthorized documents on the company notice-board or within its electronic systems or remove or deface those notices placed with the authority of the management
- Not gamble on company premises
- Follow all reasonable instructions of managers and related staff.

5.1. You are required to respect both the property of the company and your fellow staff, trustees and volunteers and must:

- Not abuse, deface or wilfully damage company property
- Limit the use of company phones and computers for personal use to

emergency personal calls only Use company property only for company activities and not take it for personal use either on or off the company premises

- Use your work time only for company responsibilities and not for personal projects or activities

5.2. You are required to protect personally and company facilities by:

- Not smoke within the building
- Not carry any form of weapon, explosive or inflammable substances onto the company premises
- Follow safe and normal work procedures and using only the equipment which you are authorized to use
- In the event of a fire or other alarms, follow standing instructions and the orders given by your supervisor or manager, immediately and in an orderly manner
- Understand and adhere to your obligations under HWH Health and Safety policy
- **You are required to be free from the influence of alcohol or drugs and must not:**
 - Not bring alcohol onto company premises or consume alcohol except in the case of organized occasions authorized by HWH
 - Not use, or be under the influence of, or bring onto company premises any form of narcotic other than those prescribed for your personal use by a registered physician

5.3. You are required to be truthful and accurate when completing company documents and records including all personnel forms, medical records leave requests and other company forms.

- It is contrary to company rules under all circumstances to falsify time or attendance records of a fellow employee and volunteers or encourage a fellow employee and volunteers to take such action on your behalf.

5.4. You must comply with such written procedures concerning, volunteer which are circulated on a personal basis, and it is the responsibility of each person to be aware of the contents of such procedures which might affect his or her working conditions or relationship with HWH.

5.5. Trustees, staff and volunteers should not seek to undermine constitutional procedures

6. Confidentiality

6.1. All staff, trustees and volunteers should observe confidentiality in respect of any discussions with other individual staff or trustees about their professional and personal problems and difficulties, except where there is an overriding concern and responsibility for clients or the organisation.

Trustees, staff and volunteers must NOT

- Convey to any person not in the company's employment any document relating to the business of the company except those published for distributions to the general public
- Disclose information concerning HWH products and services, produce and service development or plans except that which is published for circulation to the general public
- Discuss or disclose any matters concerning financial operations to any unauthorised person within the company or to persons outside the company.

7. Volunteer dissatisfaction

7.1. If a volunteer experiences any concern or dissatisfaction regarding a co-volunteer's work or standards of work, the volunteer should make use of the organisation's grievance procedures. In cases of harassment, or where the volunteer has a reason to believe that they may be at personal risk, they may use the organisation's harassment and bullying procedure.

7.2. If a volunteer experiences any concern or dissatisfaction regarding a trustee and staff, this should be raised within the confines of the grievance procedure.

8. Trustee concerns

8.1. If a trustee experiences any concern or dissatisfaction with a volunteer, then this should be raised through the member of the HWH Board with responsibility for staff management, who will deal with the matter through normal management and supervisory procedures and lines of responsibility. Under no circumstances should the trustee raise these concerns elsewhere, with a staff member, with another

trustee or with any other unauthorized person.

8.2.If a trustee experiences any concern or dissatisfaction with another trustee, this should be raised following existing procedures for dealing with grievances/disputes between trustees.

8.3.Should no such procedure exist the issue should in the first instance be raised informally with the member concerned. If the issue cannot be resolved informally, then the issue should be raised formally with the Chair of the Board (or if the concern is regarding the Chair then with the Vice Chair), after informing the other member of the action they are taking.

9. Breaches of Code

9.1.In the event of any proven breach of this code of practice by a trustee, the Management Committee reserves their right under clause 34 of the Articles of Association to not recommend their reappointment to the members. Any such accused member will have the right to a hearing from the Management Committee before any decision is taken.

Where there are evidenced and unreasonable breaches of the Code of Conduct this will be investigated by the Healthwatch Board. Following the investigation the following sanctions might be applied:

- A member is asked to stand down from their role
- A member is issued with a warning
- No action will be taken

The process above will be carried out as quickly as reasonably possible.

9.2.Any breach of this code of practice by a volunteer will be dealt with under the disciplinary procedure.