

## **D1: CODE OF CONDUCT**

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1. The following principles of our behaviour and actions are to be adopted by Board, managers and employees:

#### **Board and Management**

- The Board has responsibility for determining, monitoring and keeping under review the broad policies, plans and procedures within which the company operates;
- The Managing Director and management team are responsible for the implementation of policy, day-to-day management of the company;
- The Board and management have a duty to act fairly and without prejudice, and fulfil all that is reasonably expected of a good employer;
- We all encourage open decision making, and should be seen to be doing so;
- We will be politically neutral in our communications, actions and decisions
- We all consider carefully how our decisions and actions may affect colleagues, customers and the company as a whole.

#### **Commitment and Team Working**

- We acknowledge that our work involves the commitment of significant amounts of time and energy, and a willingness to do what is right for our customers and the company;
- We will each involve ourselves actively in the work of the company, guiding and delivering high quality services, and accept our fair share of responsibilities, including service supporting ad hoc projects or working groups;
- We will get to know the company and all our services well and respond to opportunities to involve ourselves in developing services and growing our business;
- We will consider seriously our individual and collective needs for training and development;
- We will strive to work as a team. We will seek to develop effective working relationships with managers, staff, customers, the Local Authority and other relevant agencies and the community.

#### **Safeguarding and Confidentiality**

- We are fully committed to providing a safe environment for customers, staff and visitors. We actively assure and support the Safeguarding policy and practices in place within the company;
- All managers and staff are DBS checked upon appointment where appropriate;
- We will observe complete confidentiality when required or asked to do, especially regarding matters concerning individual staff or customers;
- As a matter of trust we will not discuss the views or comments of individual colleagues with members of the public;

## **Conduct**

- We will hold ourselves and each other to the highest standards of professional behaviour in all that we do
  - We will encourage the open expression of views at meetings and in discussions, but accept collective responsibility for all decisions made;
  - We will treat each other with respect and equally in all that we do;
  - We will only speak or act on behalf of the company when we have been specifically authorised to do so;
  - In undertaking our work, and in particular when managing issues relating to personnel, safeguarding, health and safety and customer complaints, we will follow the policies and procedures established by the Board and management team;
  - We will avoid conflicts of interest between work and our personal lives, and where needed share any potential conflicts which might need to be managed;
  - In discharging our duties we will always be mindful of our responsibility to maintain and develop the ethos and reputation of the company.
2. Where a member of staff has a concern about the conduct of a colleague, they should raise the matter with their line manager in the first instance. If the issue relates to this manager, then it should be raised to the next senior manager or to the Managing Director.
  3. Concerns about the conduct of any Board member, including the Managing Director, should be raised to the Audit Committee. We recognise that individuals may have

uncertainty about doing this; alternatively they can raise an issue to the HR service, or via a staff representative or union official.

4. All concerns raised should be properly investigated and resolved by the manager to whom it is reported. However, the reporting individual has recourse to the Whistle-Blowing policy and to the Grievance Policy, should they feel that any issues are not being fairly addressed and resolved.