

# Code of conduct policy



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# Introduction

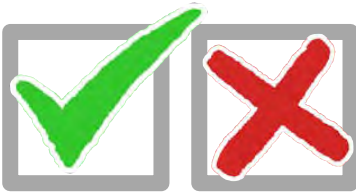


Healthwatch helps people to speak up about health and social care services in England.



This is our **code of conduct policy**.

A **code of conduct policy** is a set of rules to tell our staff and volunteers how they must behave at work.



It tells you what is OK and what is not OK.



It helps to keep everyone safe and work well together.

# Our values



**Values** are the things we think are important. They help us to know how to behave and work.



Each local Healthwatch has a set of values.

# The law



You must follow any laws that affect your work.



You must always be honest when working for us.



If you see someone breaking the law you must tell your **Chair** or **lead officer**.



The **Chair** runs the local Healthwatch meetings.



The **lead officer** is the most senior worker in each local Healthwatch.

# Conflict of interest



A **Conflict of interest** is when you or someone you know is involved in something that could affect your work with Healthwatch.

For example, you may know someone who:

- works for a company that provides services to local people, or
- gives us our **funding**.



**Funding** is the money we are given to run our services.



It's OK to have a conflict of interest, but you must tell us.

# Working for the public



When you work for the public you must:

- work to a very high standard



- be polite and treat the public with **dignity**

**Dignity** means valuing someone and treating them with respect.



- treat people as individuals



- be honest and treat everyone the same



- help everyone to join in.

# Using public money



**Public money** is money we are given by the council to run our services.



You must:

- keep our money and property safe



- not waste our money.



# Respect in the workplace



**Respect** is accepting people for who they are and what they believe.



**Workplace** is wherever you work and includes **virtual** meetings.



A **virtual** meeting is one that takes place on a computer or phone.



You must not treat anyone badly for being different to you.

# Representing Healthwatch



**Representing** means working on behalf of an organisation.

When you work for us you work for the public.



You must:

- behave in the best way possible
- treat everyone with respect.

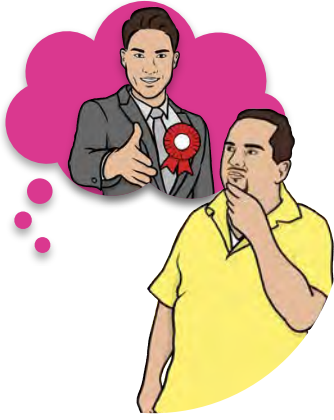


You must not:

- say things that are unhelpful to the public, Healthwatch and the work we are doing
- give any information to the **media** unless the Chair says it's OK



**Media** are different ways we can tell people things like newspapers, radio and the internet.



- share how you feel about a **political party**.



A **political party** is a group of people who think the same way about how to run the country.

# Going to a meeting



When you go to a meeting you must:

- arrive on time



- be ready for the meeting



- say sorry if you can't make it



- listen to others



- not talk when somebody else is talking



- be clear about what you are saying and don't use **jargon**

**Jargon** is difficult or special words used by professionals.



- speak up if you don't understand something



- speak up on behalf of Healthwatch when it would be useful to something that is being talked about



- work well with others

- respect the Chair or **meeting facilitator**



A **meeting facilitator** is someone who helps people to talk through things and work together.



- respect a decision that is agreed by the most people.

# Confidentiality



**Confidentiality** means not telling anyone something they don't need to know.



You must always get someone to agree before you share their information.

# Treating people fairly



Everyone has things they do well.

Everyone should be given the same chances in life.



People must not be treated differently or badly because of things like disability, age, race or religion.



You must treat everyone:

- with respect and dignity
- the same, even if they are different to you.

# Gifts



If someone from another organisation offers you a gift, you must tell your manager, volunteer supporter or Chair.



They will tell you what you need to do.



# Alcohol and smoking



You must not:

- smoke in or near any of our buildings



- drink alcohol in work hours.



If you can't work because of drinking alcohol or taking drugs, you will need to speak to a senior member of staff about putting things right.

# Dress Code



A **dress code** is what you can and cannot wear at work.

You should always dress smartly and look professional.

# Breaking these rules



It is important that everybody follows the rules.

If you break the rules, you will need to speak to a senior member of staff and it could affect your job.



You must speak up if you think someone is breaking the rules.



Tell your line manager, lead officer, volunteer supporter, board member or Chair and they will know what to do.



The public can talk to the Chair or lead officer if they are worried about someone breaking these rules.

# Personal Information



**Personal Information** is anything that can be used to identify you.

This can include your name, your address and your phone number.



We will follow the rules to keep your personal information safe.

# Changing this policy



We will look at the rules in this policy every 1, 2 or 3 years.



Before we can change anything the board members will need to say if it's OK or not.



We will put the new policy on our website.