



## **Torbay Parent Carer Forum (PCF)**

### **Code of Ethics and Conduct Policy**

Amended Date: April 2018

Ratified:

#### **Purpose**

To clarify standards of behaviour expected by all Torbay Parents Carer Forum staff and volunteers in furtherance of our mission, vision and values and to create a positive public identity leading to an increased level of confidence and trust in the service among service users, professionals and partner establishments, agencies and organisations. Staff and volunteers should at all times conduct themselves in such a way as to enhance the reputation of Torbay Parents Carer Forum.

#### **Standards**

##### **Under Common Law the staff duties include:**

- to be ready and willing to work;
- to offer their services personally (e.g must not subcontract the work for which they are employed)
- in general, to be of good faith and do nothing to destroy the necessary trust and confidence of service users in relation to the services we provide or wilfully disrupt the service ;
- to account for all benefits (monetary or in kind) received in the course of employment and not give or receive bribes or otherwise act corruptly;
- to indemnify the employer for loss caused by the employee.
- to consider their own behaviour and their behaviour towards other members of staff.

**We expect all members of staff and volunteers to:**

- Conduct themselves appropriately for the duty or activity that they are carrying out or attending, which includes treating all of those you come into contact with with courteousness, dignity and respect.
- Respect equality and diversity including different cultures, values and needs, linguistic or otherwise.
- Be honest and trustworthy;
- Communicate in an appropriate, open, accurate and straightforward way;
- Respect confidentiality and privacy, confidential information and do not share any information that is confidential without first obtaining the relevant permission to do so.
- To act in good faith and do nothing to destroy the necessary trust and confidence of service users in relation to the services we provide or wilfully disrupt the service
- Adhere to requirements for data protection
- Be reliable and dependable, or provide clear information to your steering group chair if you are experiencing challenges that may prevent you from being so.
- Honour commitments, agreements and arrangements, by talking to your steering group chair and explaining why when it is not possible for you to do so.
- Ensure that the wishes, views and concerns of service users are fully and accurately represented.
- Be impartial and objective (e.g. assist service users to make their own decisions free from undue influence or your personal judgement)
- Be mindful of safeguarding issues
- Declare any and all issues that might create conflicts of interest

- Wear or carry your identity badge at all times when working or carrying out volunteering activities on behalf of Torbay Parent Carer Forum.
- Behave in a way, in work or outside work, which would not call into question your suitability to be a representative of other parent carers
- Respect others property at all times
- Concerns to be dealt with thoroughly and the right to complain without fear of retribution

**Further clarification for staff and volunteers to assist them in following these standards:**

### **Confidentiality**

Confidentiality must be maintained. Where staff have access to confidential information service users they must not reveal such information unless they have the relevant permission to do so or due to a safeguarding issue.

### **Ethics**

You must maintain high standards of honesty and integrity in your work.

**Integrity**– not merely straightforward and honest, but fair dealing and truthfulness.

**Objectivity**– shall not allow bias, conflicts of interest or the undue influence of others to compromise their judgement.

**You must comply with the Bribery Act 2010.** (A person may be guilty of an offence of bribery under this act if they offer, promise or give financial advantage or other advantage to someone; or if they request, agree or accept, or receive a bribe from another person.)

‘Behave with courtesy and consideration’ towards all with whom they come into contact. We take great care to be completely objective in our judgement and any recommendations that we give, so that issues are never influenced by anything other than the best and proper interests of our clients.

### **Duty of care**

Exercise competence and due care—have a continuing duty ‘to maintain professional knowledge and skill at a level required to ensure that clients or employers receive competent professional service’. Members shall ‘act diligently in accordance with applicable technical and professional standards when providing professional services’. Our actions and advice will always conform to relevant law, and we believe that all organizations should avoid causing any adverse effect on the human rights of people in the organizations we deal with, the local and wider environments, and the well-being of society at large.

### **Equality and discrimination**

We always strive to be fair and objective in our advice and actions, and we are never influenced in our decisions, actions or recommendations by issues of gender, race, creed, colour, age or personal disability.

### **Conflicts of Interest**

Conflict of Interests may occur where a service interest and a personal, business other Voluntary Sector interest occurs over the same matter and includes Duality of Interests, where the circumstances could potentially bring about some personal or business gain. Here are some examples:

### **Hospitality**

You are allowed to accept modest hospitality (e.g a cup of tea and a biscuit but not alcohol or a 3 course meal) and it is never appropriate for you to solicit hospitality.

### **Gifts and gratuities**

You must declare any gifts received, with the exception of “one off” small, low value token gifts of appreciation (e.g. chocolates or flowers). You should politely refuse all other gifts offered and never give service users gifts as this could be misinterpreted.



### **Personal activities outside of work/volunteering activities**

You must not engage in conduct outside work/volunteering activities which could seriously damage the reputation and standing of the Torbay Parents Carer Forum. In particular, criminal offences that involve violence or possession or use of illegal drugs or sexual misconduct are likely to be regarded as unacceptable. You must also exercise caution when using information technology and be aware of the associated risks to themselves and others (e.g. when using social media)

### **Personal Relationships with another member of staff or volunteer**

You should inform your Steering Group Chair if you are if you have or develop an intimate relationship with another member of staff or volunteer of the service to confirm that there is no conflict of interest, nor will a conflict of interest arise.

### **Disclosure of Financial Interests**

You must always disclose outside financial interests. Outside interests include directorships, ownership, part ownership or material shareholdings in companies, business that aim to profit from working with or for Torbay Parents Carer Forum and includes the interests of a spouse / partner or close relative.

### **Political and civic activities**

It is not our intention to dissuade you from participating actively in public duties. However, it is important that by doing so there is no suggestion to a third party that you are acting on behalf of, or with the support of Torbay Parents Carer Forum. To avoid any misunderstanding you should not permit your affiliation to be noted in any outside materials or activities without the express written approval.

### **Quality assurance**

We maintain the quality of what we do through constant on-going review with our clients, of all aims, activities, and outcomes. We encourage regular review meetings and provide regular reports.



### **ACTION arising from breach of the contents of this policy**

Torbay Parent Carer Forum will support staff or volunteers who become aware of and are willing to report breaches of this policy or who genuinely believe that a breach is occurring, has occurred or is likely to occur, please report this directly with your Steering Group Chair or during individual supervision. If your concern is about the chair you should report directly to the treasurer. Staff who fail to comply with the guidance detailed in this Policy could be subject, following full investigation, to disciplinary action up to and including dismissal. Volunteers need to recognise that failure to meet these standards of behaviour and conduct may result in disallowing you to continue volunteering with us.

**Carole Brierley, Chair – 0778 0704277 or [carolebrierleynas@hotmail.co.uk](mailto:carolebrierleynas@hotmail.co.uk)**

**Tamzen Pugh, Treasurer – 0771 2233768 or [tazpughpcf@gmail.com](mailto:tazpughpcf@gmail.com)**

**If you have a concern about the steering group and don't feel able to speak to the chair or treasurer please contact:**

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