

## **CODE OF CONDUCT**

## **APPENDIX 2**

1. Greenwich LINK aims to conduct itself and its activities to the highest possible standard, to be open and accountable, fair and non-judgmental and to represent the interests of the people of Greenwich to the best of its ability.
2. This Code of Conduct applies to members of the Greenwich LINK Executive Committee, its Task Groups and Enter and View Panel and any Participants working, representing or acting on its behalf
3. This Code of Conduct is based on the Seven Nolan Principles of Public Life, which should apply to all public services.

## **THE NOLAN PRINCIPLES**

### **3.1 Selflessness**

Holders of public office should act solely in terms of the public interest. They should not do so in order to gain financial or other benefits for themselves, their family or their friends.

### **3.2 Integrity**

Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.

### **3.3 Objectivity**

In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

### **3.4 Accountability**

Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.

### **3.5 Openness**

Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.

### **3.6 Honesty**

Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

### **3.7 Leadership**

Holders of public office should promote and support these principles by leadership and example.

### **4. This Code of Conduct aims to:**

- 4.1 Ensure the safe and effective operation of the LINK
- 4.2 Ensure that members and participants are supported in gaining awareness of their rights and obligations
- 4.3 Ensure that any actions taken in response to the Code are fairly and consistently applied
- 4.4 Promote and maintain standards of conduct and commitment to public service values (as described above in the Nolan Principles)
- 4.5 Ensure that Members of the Executive Committee and Participants act in accordance with the Governance Framework and all policies and procedures of the Greenwich LINK

### **5. Principles and Behaviour – LINK Executive Members and Participants agree to:**

- 5.1 Speak and behave in a reasonable and responsible way in relation to any staff or volunteers or members of the public met or worked with or employees or representatives of providers of health and social care services
- 5.2 Act in the public interest, and not seek to gain any personal advantage
- 5.3 Act in a way that is fair and unbiased
- 5.4 Never disclose confidential and sensitive information unless there is a legal duty to do so for example in the interests of patient safety
- 5.5 Declare any conflict of interest, or anything that might be seen by other people as a conflict of interest, as soon as it arises, to the Host who will keep the Register of Interests up to date
- 5.6 Not accept gifts or hospitality, which could be seen as trying to influence the decisions, independence or activities of the Greenwich LINK
- 5.7 Comply with relevant legislation including equal, anti-discrimination, human rights, data protection and freedom of information
- 5.8 Treat all people with respect and act in a way, which does not discriminate against or exclude anyone
- 5.9 Allow everyone to take part and treat everyone equally
- 5.10 Be open and honest about any actions and decisions, and give reasons for them

- 5.11 Be clear and honest about whether personal views are being given or those of an organisation represented
- 5.12 Declare any private interests relevant to involvement with the LINK and seek to resolve any conflict in the public interest
- 5.13 Promote equality and diversity by not discriminating unlawfully against any person
- 5.14 Only use the resources of the LINK in accordance with its requirements, policies and procedures
- 5.15 Be accountable for decisions and actions and submit to whatever scrutiny is appropriate to the LINK role or activity
- 5.16 Inform the Chair or Vice-Chair if there is reason to believe that another member has transgressed the LINK Code of Conduct
- 5.17 Promote and support the principles of the LINK and this Code by leadership and example.

**6. LINK members and Participants undertake not to:**

- 6.1 Act or speak in a way that may be perceived as bullying, offensive, intimidating, malicious, insulting or humiliating, towards any person including other members of the Executive Committee, Task Groups, Panel, LINK Participants, staff or representatives of the Host or members of the public, or staff and officers of providers and other stakeholders
- 6.2 Use personal attacks or attempt to undermine another person
- 6.3 Compromise or attempt to compromise the impartiality of anyone who works for, or on behalf of, the LINK or Host
- 6.4 Disclose confidential information without valid consent
- 6.5 Prevent anyone getting information that they are entitled to
- 6.6 Bring the position or the LINK into disrepute at any time
- 6.7 Use the position improperly to the advantage or disadvantage of themselves or others
- 6.8 Be placed under any obligation or risk of obligation, financial or otherwise, to outside organisations or individuals that may seek to influence the carrying out of the role
- 6.9 Speak or claim to speak on behalf of the LINK unless authorised to do so

## **7. Members of the Executive Committee will ensure they:**

- 7.1 Commit to playing an active role in the Greenwich LINK, contributing to meetings and being involved with working groups and other projects
- 7.2 Prepare for meetings and events and send apologies when they cannot attend or will be late
- 7.3 Ensure that when they are unavailable to undertake work or meetings associated with the Greenwich LINK that they let the Host know as soon as possible
- 7.4 Listen to and respect the views and experiences of other Greenwich LINK members and participants, and support fellow members to contribute to the work of the LINK
- 7.5 Present and promote other relevant views, which may not always be the same as their own
- 7.6 Seek out and listen to the views of patients, carers and the public, especially those individuals and groups whose voices are not usually heard
- 7.7 Raise issues for consideration by the Greenwich LINK, which are based on evidence from patients or the public which demonstrate that this is a matter of wider concern
- 7.8 Make sure that people are aware of who can deal with complaints about personal or individual treatment, such as Patient Advice and Liaison Service (PALS), Independent Complaints and Advocacy Service (ICAS), Greenwich Health and Social Care Directorate and the Care Quality Commission (CQC)
- 7.9 Be proactive about following up on complaints and issues brought to the LINK's attention consistently as well as national concern
- 7.10 Aim to attend training and other opportunities to develop understanding of the Greenwich LINK and health and social care structures
- 7.11 Let the Host or Chair know of any changes to employment or personal circumstances which could affect membership of the Greenwich LINK
- 7.12 Work for the majority view of the Greenwich LINK once a decision has been democratically taken. Differing viewpoints will be recorded
- 7.13 Only carry out work and undertake visits in line with the action plan and protocols agreed by the Greenwich LINK and only once relevant training has been satisfactorily undertaken
- 7.14 Have the general agreement of the Greenwich LINK before speaking, writing or attending meetings on behalf of the LINK and ensure that when attending meetings or events on behalf of Greenwich LINK that the LINK and not personal views are expressed
- 7.15 Report back to other Members of the Greenwich LINK in writing within two weeks of the meeting or event

## **8. Personal Interests**

- 8.1 Members and participants of the Executive Committee, Task Groups and Panel should be aware that they have a responsibility to complete the Register of Interest form and to declare any interests at any meeting prior to the meeting

commencing

8.2 Please refer to the Conflict of Interest Policy and Register of Interests

**9. Declaration**

Please sign the Declaration below to show that you have read and accept the contents of the Code of Conduct for membership of the Executive Committee and Participation in the Greenwich LINK.

I,....., accept the conditions set out above for the purpose of carrying out my duties and responsibilities in the manner agreed.

Signature: .....

Date: .....

The Greenwich LINK Host Team will hold a copy of this Declaration.

If it has been considered that the Code has been breached, please see complaints procedure (Appendix 8).