

Living Well Bromley

Code of Conduct for Staff and Volunteers

1. Introduction

- 1.1 The following code of conduct is a reflection of Living Well Bromley's ethos, values and aims. It is a commitment to all guests and partner agencies of the organisation's commitment to high professional standards and the empowerment and achievement of the positive outcomes for guests. It is applicable to all involved in both the strategic and operational delivery of services and activities, including staff, volunteers and Trustees.

2. Working or Volunteering at Living Well Bromley

- 2.1 All staff members, volunteers and advisors shall in their role and dealings with guests conduct themselves in a manner befitting the good name of the organisation and with the aim of providing a quality assured service to service users.
- 2.2 In particular individuals are asked to act to:
- a. avoid any action or situation which may bring Living Well Bromley into disrepute
 - b. avoid doubt being cast upon his/her own professional integrity
 - c. assist in the impartial administration and access of services
 - d. recognise that the interests of guests are paramount to those of all others, except where there is a statutory obligation to disclose or there is the threat of injury or serious harm to another
 - e. act in accordance with Living Well Bromley's equality of opportunity and diversity policy, and ensure their practice is free from discrimination on the basis of gender, race, age, disability, ethnicity, sexual orientation, religion, political persuasion, marital status, language/linguistic group, literacy skills, disability and/or caring responsibilities.
 - f. uphold the highest standards of professionalism by acting courteously, in a non-judgemental manner, and with respect to guests and colleagues
 - g. undertake a commitment to training to meet the requirements of both the organisation and their own personal and professional development
 - h. ensure that all reasonable steps are taken to ensure client confidentiality.

2.3 Staff and Volunteers must not:

- i. misuse the trust placed in them nor reveal confidential information other than to those entitled to receive it
- j. act in a manner where there is a personal gain for either him /herself or his/her family, or take advantage of information gained in the course of their professional dealings
- k. drink alcohol or leave alcohol in plain sight whilst at Living Well sessions and activities involving guests.

3. In relation to guests

3.1 Staff and volunteers must ensure:

- a. that all guests are treated with respect
- b. guests' needs and wishes are taken into consideration
- c. that guests are provided with the appropriate information to enable them to make informed choices and decisions
- d. if a guest is confused or anxious, they must be dealt with patiently and are kept informed of the progress of their case
- e. procedures must be made transparent
- f. all reasonable steps are taken to protect guests' confidentiality

4. In relation to colleagues

- a. Whilst at Living Well and when representing the organisation and/or guests externally, all Trustees, staff and volunteers are required to behave in a professional responsible manner, that avoids the organisation being brought into disrepute
- b. An environment conducive to work must be maintained
- c. Colleagues regardless of length of service, or employment status must be treated with respect

5. In relation to partner agencies

- a. Representatives of Living Well Bromley must seek to act in accordance with the good name of the organisation
- b. Representatives should not seek to associate themselves with any practice that may bring the organisation or its services into disrepute

- c. Representatives should respect the confidentiality of the organisation.

6. Guidance for upholding Living Well Bromley's code of conduct

- a. Be mindful of your body language, and intonation, and the pitch of your voice in your physical communication with colleagues and guests
- b. Be concise and follow the house style in all written communications
- c. Act at all times with courtesy and respect, even when in dispute with partner agencies on behalf of a guest
- d. Make a written record of any contentious issues involving discussions and communications with third parties
- e. Ensure that any official complaint made by the organisation on behalf of a guest is initially discussed with the appropriate team leader
- f. Guests must not be given the personal contact details (including mobile phone numbers) of Trustees, staff or volunteers. This includes disclosing your own contact details to a guest.
- g. Office systems and procedures must be observed

7. Personal safety and probity

- 7.1 This section applies to all trustees, volunteers and staff at all times.
- 7.2 You must never visit a guest alone at their home or any other place which is not public and well-frequented. This includes taking a guest as a passenger in your car, or being a passenger in a guest's or someone else's car. You must always have another colleague with you who is a volunteer, Trustee or staff member for Living Well Bromley or from a known partner organisation to Living Well Bromley, or from a known and reputable organisation such as a government or local authority officer, a GP, a housing officer, social worker etc.
- 7.3 It is, however, permissible to meet a guest at a place where they have an appointment connected with their advocacy needs and to accompany them to that appointment, provided the appointment is with a reputable organisation such as a government office, local authority, GP surgery, bank, housing association etc. If the appointment is with a less known organisation or person, such as a private landlord, you should be accompanied by a colleague.

- 7.4 It is acceptable before or after an appointment to meet in a neutral place, such as a café or library (not a pub) to discuss the appointment and/or their case with the guest.
- 7.5 It is acceptable to accompany a guest alone on public transport, though an assessment of risks should be done first, ensuring you will be accompanied if there is thought to be a risk.
- 7.6 You must be accompanied by another volunteer, staff member or Trustee during any work that involves access, or the potential for access, to a guest's finances (such as setting up a bank account).
- 7.7 These rules are for your personal physical safety and also to prevent providing an opportunity for anyone to accuse you of improper behaviour without witnesses.
- 7.8 If in doubt, please consult a team leader or a trustee in advance.
- 7.9 If trustees, volunteers or staff break this rule, the matter will be considered and further action may be taken, including disciplinary proceedings for staff.

8. Conflicts of interest

- 8.1 We have a register of interests in which all interests are recorded if they could have a bearing on a Trustee, volunteer or staff member's relationship with Living Well Bromley.
- 8.2 You should speak with the Administrator if you think you ought to declare an interest, such as:
 - Being part of another organisation that might have an effect on Living Well (e.g. a body that funds, sponsors or regulates Living Well, a supplier or potential supplier)
 - You or a member of your family are a guest, or care for a guest of Living Well, or if you are personally connected with a guest such as being their landlord
 - You or a member of your family have a contractual relationship with Living Well
- 8.3 Please see the *Conflicts of Interest Policy* for full details.

9. Confidentiality

- 9.1 The following is a short summary of the *Confidentiality Policy* and is included here to highlight key points. Please read the full *Confidentiality Policy* for full details.

- 9.2 Information about a guest is generally only shared with someone else on a need-to-know basis and with the guest's clear consent.
- 9.3 The exceptions include life and limb situations, safeguarding and where there is a legal requirement. Please seek advice from a team leader.
- 9.4 Personal data held about guests will only be accessible to volunteers and staff on a need-to-know basis.
- 9.5 All guests have the right to request access to all information stored about them and have a right to see a copy of the *Confidentiality Policy* on request. Please refer requests to the Administrator.

10. Data Protection and Privacy

- 10.1 When we collect a guests' personal data, we give them a copy of our *Data Privacy Notice for Guests* which is a summary version of our *Data Protection Statement* as it applies to guests, with some reference to our *Confidentiality Policy*. Copies of this can be provided by the Assessment or Advocacy Teams, and the full *Data Protection Statement* is in our *Policy Handbook*.
- 10.2 We will always explain the rights of guests regarding their data if asked to do so.

11. Safeguarding

- 11.1 Safeguarding relates to abuse or neglect of vulnerable adults and children.
- 11.2 At Living Well, we are committed to trying our best to ensure that safeguarding risks are avoided and that action is taken when we suspect abuse or neglect.
- 11.3 Abuse can include physical, psychological, sexual, emotional or financial abuse.
- 11.4 Where needed, our staff and volunteers are subject to enhanced DBS (Disclosure and Barring Service) checks.
- 11.5 Our team leaders are trained to know how to respond to safeguarding issues and all volunteers and staff have a duty to alert their team leader to any worries they might have about safeguarding issues.
- 11.6 If the team leader is themselves part of the concern, you should speak the person nominated as the Safeguarding Officer by the Board of Trustees.
- 11.7 The full Safeguarding Policy is in the *Policy Handbook*.

12. Review of Code of Conduct

12.1 This policy will be reviewed by the Advocacy Team Leader twelve months after it is initially adopted. Thereafter the Advocacy Team Leader will review it annually, and the Board of Trustees will review it every three years.

12.2 We will review this policy and procedure to address legislative, regulatory, best practice or operational issues.

Date policy approved: 27 September 2019

Date policy reviewed: 27 September 2019

Date of next review: March 2020