

# CODE OF CONDUCT



All reference to personnel includes both paid employees and volunteers.

This Code of Conduct is designed to cover the main areas of the required standard of behaviour and performance expected by Anglia Care Trust of its personnel. The Code includes Anglia Care Trust's company rules, which all personnel are required to comply with. A breach of the Code of Conduct will render personnel liable to disciplinary action in accordance with the Disciplinary Procedure. An instance of Gross Misconduct will render personnel liable to dismissal without notice.

The following rules and examples are not exhaustive. Personnel are under a duty to comply with the standards of behaviour and performance required by Anglia Care Trust and are required to behave in a reasonable manner at all times.

## **Personnel are required to:**

- Comply with the rules relating to notification of absence, which are set out in the Absence Policy and Procedure
- Work reasonable additional hours at short notice, as the needs of the business require.
- Solely be responsible for their own time recording for commencing and finishing work. Any errors or omissions must be cleared by the member of personnel line-manager who will authorise or endorse any amendment
- Maintain high standards of performance at work.
- Keep confidential, both during their employment and at any time after its termination, all information gained in the course of their employment about Anglia Care Trust's business and that of its Service Users, except in circumstances in which they are required to disclose information by law or in the course of the performance of their duties with Anglia Care Trust and in accordance with our Confidentiality Policy
- Advise their line manager and the Director of Business Support if they wish to undertake other employment concurrently with their employment at Anglia Care Trust
- Not engage in any activity outside of their employment with Anglia Care Trust which could reasonably be interpreted as competing with Anglia Care Trust
- Disclose any internal or external conflicts of interest
- Co-operate fully with their colleagues and with management and to ensure the maintenance of acceptable standards of courtesy and politeness
- Take all necessary steps required to safeguard Anglia Care Trust's public reputation and preserve positive relationships with its Service Users, the community, partner organisations and the public

- Take all safeguards to protect Anglia Care Trust's property
- Comply with Anglia Care Trust's Policies and Procedures
- Ensure that Anglia Care Trust's policies concerning equality issues are complied with, both in the letter and spirit. Equality issues affect every area of our work: in the provision of services, purchasing decisions and as an employer. All members of the local community, Service Users, suppliers and fellow personnel have a right to be treated with fairness and equity
- Dress in a manner appropriate to the function in which they are engaged
- Adhere to Anglia Care Trust's no smoking policy within its own premises
- Refer any queries received from the media immediately to management and not attempt to deal with queries themselves
- Comply with all reasonable management instructions
- Report all accidents, incidents and near misses, however small, to management as soon as possible and the correct incident reporting procedure followed.
- When using Social Media, ensure profiles and exchanges are subject to the appropriate privacy settings i.e. so that members of the public/Service Users are unable to read them or trace personnel through such sites.

## **Flexibility**

Personnel may be required, from time to time, to:

- Undertake duties outside their normal job remit
- Work at locations other than their normal place of work.

## **Changes in Personal Details**

Employees must notify Anglia Care Trust of any change in personal details, including change of name, address, telephone number or next of kin. This will help the organisation to maintain accurate personal details in compliance with the Data Protection Act 1998 and ensure it is able to contact the employee or another designated person in case of an emergency.

## **With respect to Anglia Care Trust's property:**

1. Property and equipment belonging or leased to Anglia Care Trust must not be taken from Anglia Care Trust's premises unless for use on authorised business. If taken away from Anglia Care Trust's premises it must be kept safely and securely and not kept unattended in a vehicle at anytime.
2. Anglia Care Trust may request to search personnel's clothing, personal baggage, and vehicles. Any such search must be conducted by an authorised member of management in the presence of an independent witness. Should personnel refuse such a request, the appropriate authorities will be requested to conduct the search on behalf of Anglia Care Trust. Failure to co-operate may be treated as gross misconduct.

3. Personnel are solely responsible for the safety of their personal possessions while in Anglia Care Trust's premises and must ensure that their possessions are at all times kept in a safe place.
4. Personnel who have a mobile phone, set of keys or alarm fob for the premises (including off site premises) are responsible for the safekeeping of these at all times and must report any loss immediately to their Line Manager. Personnel will be asked to pay the cost to replace this equipment.

## **Office Environment**

Anglia Care Trust strives to provide a comfortable working environment and encourage all employees to enjoy and make use of the common areas provided. The contribution of all personnel to help maintain their personal work area and general office areas, including staff rooms, will ensure an attractive and safe work environment. Employees are expected to treat common areas with respect and ensure that they are left in an appropriate state.

All personnel should keep their desks tidy throughout the day to ensure their space is safe for use and to maintain a professional image. Only files currently being worked on should be on a desk; all other files or papers should be returned to the proper filing area.

At the end of the working day, desks should be left clear of papers and tidy. This will ensure that confidential data is treated appropriately. Please refer to the Data Protection and Storage Policy for further guidelines.

Personnel are collectively responsible for maintaining the cleanliness of common office areas. When using any common space (i.e. kitchens and toilets) all personnel are expected to clean anything that they use and leave all items in the condition in which they were found. Should anything need repair or replacement, please notify Business Support immediately.

### **With respect to off-site working:**

Anglia Care Trust's disciplinary rules and code of conduct apply equally when an employee works off site or attends Service Users' premises.

Personnel working off site or at Service Users' premises are also required to comply with all lawful workplace rules or procedures specified by the site or Service User.

### **Professional Relationships between personnel and service users:**

Anglia Care Trust expects its personnel to maintain a professional working relationship at all times when engaging with Service Users. A good professional relationship between a member of personnel and a Service User should be based on mutual respect: this can only be achieved if both parties have a clear understanding of the boundaries and a clear understanding of each other's role and responsibilities.

In order to achieve this, the following guidelines should be followed:

- Explain roles and responsibilities from the onset and continue to reinforce this information throughout the period of support
- Ensure Service Users are aware as to what they can expect from Anglia Care Trust and its personnel, that they understand the nature of the service they should receive and how to make a complaint if they are unhappy with the service
- Keep line management informed of any inappropriate comments or gestures or disclosures about third parties
- Personnel should not talk or confide to Service Users about personal circumstances, family or friends nor engage with Service Users in their personal/social life
- Never give Service Users personal phone numbers, email or postal addresses
- Never encourage or accept “friend requests” or contact from Service Users on social networking sites – always inform your line manager if such an incident occurs
- Avoid being tactile. Advise Service Users that this crosses the boundaries of your professional relationship
- Do not arrange to meet a Service User outside normal working hours, unless this has been discussed with agreed by line management
- Personnel should not attempt to undertake a task they are not qualified to complete
- With respect to finances, never agree to lend a Service User money nor agree to look after their finances
- Do not give Service User any gifts, such as unwanted clothes, furniture or equipment without the approval of line management
- Personnel must not give Service Users lifts in their own or any other person’s vehicle unless first discussed with their line manager.

### **Professional Relationships between members of personnel:**

When romantic/sexual relationships occur between members of personnel, it is the responsibility of both individuals to deal appropriately with any potential conflicts of interest. It may be necessary to review the relevant reporting structure of the relationship is between a line manager and a member of personnel. Any personnel member needing advice should approach either their own line manager, Director of Business Support or Director of Operations.

Personnel should take care that financial, familial or personal relationships entered into on a consensual basis do not advantage or unfairly disadvantage any member of personnel or other individuals e.g. applicants for jobs, suppliers or Service Users.

The following guidelines should be observed:

- Should such relationships occur the members of personnel affected are expected

to inform either their line manager, the Director of Business Support or Director of Operations as soon as any actual, perceived or potential conflict of interest arises to ensure that it can be minimised

- The line manager, Director of Business Support or Director of Operations will treat these matters in confidence at all times and will, in consultation with the member(s) of personnel, find ways in which conflicts of interest might be avoided
- If members of personnel are working in the same department or project or are in a supervisory relationship and the actual or perceived conflict of interest cannot be resolved by other means and is interfering with the effectiveness of work, it may be necessary to explore the possibility of one party being moved to another area of work or work location
- If a member of personnel has a close personal or familial relationship with an applicant for employment, it would normally be necessary for the member of staff to avoid any involvement in the appointment process e.g. membership of interview panel or acting as referee
- External and internal applicants for posts are asked to declare relevant personal relationships on the application form for the post
- A member of personnel who is, or who has been, involved in a romantic/sexual relationship with another member of personnel, and who does not consider their involvement to be truly consensual will have the right of complaint under Anglia Care Trust's Unlawful Discrimination, Harassment and Bullying Policy.

### **Gifts for personnel:**

Personnel must not accept gifts from Service Users, their friends or their families nor any other organisation that has a working relationship with Anglia Care Trust.

With respect to private internal collections, it is not the policy of Anglia Care Trust to fund the purchasing of gifts for personnel from the organisation's funds. If personnel wish to contribute towards a gift for a member of personnel they should first consult with their line manager as to the appropriateness of starting a collection.

All money collected should be given to the Business Support Team for safekeeping.

The purchase of a gift will be the responsibility of the team in which the member of personnel receiving the gift works.

### **Tendering and Purchasing:**

All personnel must exercise fairness and impartiality when dealing with all consultants, suppliers, contractors and sub-contractors. All orders and contracts must be awarded on merit, by fair competition. Quotations for works to Anglia Care Trust properties must be obtained from reputable suppliers and at least 2 quotations obtained for works in excess of £250 unless a prior arrangement has been agreed with a supplier and authorised by the Director of Business Support.

No special favour should be shown to any business with which a member of personnel

or their family has some personal or professional connection. The same applies to any business connected with current or recent former employees or their partners, close relatives or associates.

### **Gross Misconduct:**

Set out below are examples of behaviour that Anglia Care Trust treats as gross misconduct. This list is not exhaustive. Such behaviour may result in dismissal without notice. This list is not exhaustive:

- Theft, dishonesty or fraud
- Deliberate recording of incorrect working hours
- Assault, acts of violence or aggression
- Unacceptable use of obscene or abusive language
- Possession or use of or being under the influence of illegal drugs, “legal highs” or alcohol on Anglia Care Trust premises or during working hours
- Serious insubordination
- Unauthorised accessing or use or copying of computer data
- Failure to adhere to Anglia Care Trust policies or procedures
- Bringing Anglia Care Trust into disrepute
- Engaging in activities or other employment which could reasonably be interpreted as competing with Anglia Care Trust
- Falsification of records or other Anglia Care Trust documents, including those relating to obtaining employments
- Breach of confidentiality, including the unauthorised disclosure of Anglia Care Trust business to the media or any other party
- Unlawful discrimination, including acts of indecency, sexual harassment, harassment or bullying
- Refusal to carry out reasonable management instructions
- Gambling on the premises, bribery or corruption
- Serious breach of Health and Safety policies and procedures
- Accepting gifts from Service Users.
- Inappropriate relationships with Service Users.

Date of next review – October 2019