



# Phoenix Community Care Ltd Policy & Procedure

## 0147 Code of Conduct Policy

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## 1. Overview

*We come to work each day to perform our duties, receive remuneration, socialise with colleagues and hopefully learn new skills and develop our careers.*

*We encourage all employees to be open and frank, flexible, fair and just, to earn the trust of our clients, be honest and maintain integrity, have respect and value diversity and to participate in the adventure of working with PCC. The Code of Conduct sets some ground rules for workplace behaviour.*

*We should all aspire to these goals and standards and I would urge you to familiarise yourself with them. It is important that we maintain and promote standards of service delivery and professional behaviour that will sustain confidence and trust of both our placed clients and the Social Service Departments that work with us.*

## 2. Our Commitment

To support the goals set out in our Policies & Procedures and exercise good work practice at all times towards staff & clients.

To support these goals PCC encourage all employees to be:

### **Open and frank**

- listening openly without judgment, speaking clearly and truthfully about feelings and attitudes
- acting as a facilitator to enhance channels of communications
- being ready to discuss issues unreservedly

### **Flexible**

- adapting readily to changes in the workplace and community
- being receptive to the exchange of ideas and to other points of view

### **Fair and just**

- providing quality service for all
- respecting the rights and contributions of all participants in the health care system
- providing equitable opportunities to all members of the health care system

### **Earning public trust**

- honouring the confidence placed by the customer in the health care staff and health care system
- honouring the customer's confidentiality and privacy
- being honest and accountable for resources

### **Honest and having integrity**

- being truthful with self and others
- being prepared to voice opinions, take actions and be accountable for these actions and opinions
- being truthful and accurate in recording and reporting information

### **Respecting and valuing diversity**

- delivering services that recognize the value and needs of people of diverse cultural, economic and social backgrounds



- respecting and behaving sensitively to differing beliefs and values
- being willing to accept instruction from others

### **Participating in adventure**

- Working together to achieve shared goals
- Developing self, personally and professionally
- Exploring and pursuing new opportunities with courage to meet evolving needs at all times, we should aspire to uphold these values and allow them to guide our activities and interactions in the workplace.

The above commitments asked of our employees should be viewed as underpinning our prescriptive Code of Conduct and encouraging the application of ethical, legal and cooperative principles and practices in the workplace.

## **3. Code of Conduct Summary**

**PCC** is responsible for the efficient and effective delivery of a wide range of care based services which include care for UAM's, Leaving Care young people, vulnerable young adults and of course Looked after Children and their foster carers. We have an obligation to maintain and promote standards of service delivery and professional behaviour that will sustain public confidence and trust. This Code of Conduct specifies minimum standards of behaviour and applies to all employees.

### **Personal Behaviour**

You must refrain from causing offence or embarrassment to members of the public or other employees.

### **Lawful Orders**

You must comply, at all times, with a lawful instruction given by your line manager or a person who has the authority to make or give the request. If you disagree with a request you can discuss the matter with senior management.

### **Standards of Honesty and Integrity**

You will observe the highest standards of honesty and integrity at all times, including a duty to bring to notice dishonesty on the part of another employee.

### **Fairness and Equity**

Issues will be dealt with consistently, promptly and fairly in an impartial, non-discriminatory manner and in line with the principles of administrative good conduct.

### **Performance of Duties**

Your work should be carried out efficiently and effectively and the standard of work must reflect favourably on the organisation.

### **Conflict of Interest**

There is a potential for a conflict of interest when it is likely you could be influenced or be seen to be influenced by a personal interest when carrying out your public duty. It is your responsibility to report this in writing to your Line Manager.

### **Acceptance of Gifts or Benefits**

You may accept gifts or benefits from appreciative service users, foster carers, looked after children, relatives and/or friends e.g. (flowers etc - **declare all gifts**). However, if the gift or benefit is intended to influence decisions about how work is done (or it could reasonably be perceived as such) it should not be accepted. Where you are unsure on these issues, you should seek advice from senior management.

### **Other Employment**



If you are part time you are required to advise the Line Manager of any real or potential conflict of interest.

### **Party Participation**

If you participate in political activities you are to ensure that your views and actions are not presented or interpreted as official comment on behalf of the organisation.

### **Voluntary Work**

You are free to fully participate in voluntary community organisations and charities and in professional associations provided it does not conflict with organisational commitments.

### **Public Comment**

Individuals have the right to make public comment and publicly debate political and social issues as members of the community.

### **Use of Facilities and Equipment**

You should ensure that resources (eg: funds, staff, equipment or buildings) that are your responsibility, are used effectively and economically.

### **Intellectual Property/Copyright**

PCC is the owner of Intellectual Property created by employees in the course of employment unless a specific \ prior agreement has been made with the Area.

### **Bullying, Harassment & Discrimination**

You are not permitted to bully, harass or discriminate against another employee, student, volunteer, consultant, contractor or client, job applicant or ex-employee, or any other visitor to our workplace. You are not permitted to victimise an employee who lodges a complaint or attempts to prevent an instance of bullying / harassment / discrimination. Victimisation of any employee required to give evidence during an investigation is also prohibited. All bullying, harassment and discrimination complaints are treated seriously, sympathetically, quickly and confidentially.

### **Security of Official Information**

You have an obligation to keep confidential information secure.

## **4. Criminal Record Checking and Disclosure of Criminal Charges, Convictions and Misconduct Findings**

DBS Checks are conducted on all applicants and staff. Criminal convictions relating to the last ten years are advised to us before interview or employment. Convictions of a sexual nature are deemed never to be "spent" and remain indefinitely on an individual's criminal record. If you are charged with having committed, or are convicted of a serious sex or violence offence, you must notify the Line Manager in writing within seven (7) days.

## **5. Corrupt Conduct, Maladministration and Serious and Substantial Waste of Public Resources**

Corrupt conduct involves behaviour which advantages one person/group over another. For example, official misconduct, bribery and blackmail, unauthorised use of confidential information, fraud and theft. Maladministration involves action or inaction that is illegal, unreasonable, unjust, oppressive or improperly discriminatory. Serious and substantial waste refers to any uneconomical, inefficient or ineffective use of resources. Corrupt conduct should be reported immediately to the Line Manager. The Protected Disclosures Act 1994 provides certain protection against reprisals.

## **6. Occupational Health and Safety**



Managers are responsible for ensuring that premises adequately provide for the health, welfare and safety of their employees and members of the public who use them. You are required to act in accordance with the occupational health and safety legislation, regulations and policies and use the security and safety equipment provided.

## **7. Conduct of Current / Former Employees**

Your work should not be influenced by plans for, or offers of external employment. Former employees should not use, or take advantage of confidential information obtained in the course of their official duties that may lead to gain or profit, until it has become publicly available.

## **8. Breaches of the Code of Conduct**

Employees who do not adhere to the Code of Conduct will face disciplinary action.