



unsung heroes

The Queen's Award for
Voluntary Service
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60 Newmarket Street, Grimsby, North East Lincolnshire, DN32 7SF
Telephone 01472 269666 FAX 01472 240699



STAFF CODE OF CONDUCT POLICY



The purpose and aim of the Code of Conduct is to raise awareness and provide guidance regarding the standards of conduct and behaviour that Foresight expects from its staff.



All staff should ensure that they act at all times in such a manner as to justify public trust and confidence. All staff are to uphold and enhance the good standing and reputation of Foresight, in the provision of services to the local community and to safeguard the interests of service users and act in accordance with their relevant professional code of conduct.



The Code of Conduct applies to all employees of Foresight.



Implementation of the Code will be supported through a variety of communication mechanisms including team briefing and departmental communications.



All new employees will receive a copy of the Code of Conduct within Induction information and further advice will be provided by line managers.



Employees who have questions regarding the Code or require more detailed guidance are advised to contact their line manager or the Operations Manager. Failure to meet the standards and requirements of the Code may result in disciplinary action.

Principles

The following principles provide guidance on the standards of conduct expected of staff:-



- Act always in such a manner as to promote and safeguard the interests and wellbeing of service users.
- Ensure that no action or omission on your part or within your sphere of work is detrimental to the interests, condition or safety of service users.
- Decline any duties or responsibilities unless able to perform them in a safe manner.
- Adopt a pro-active, responsible and co-operative attitude towards Health and Safety and take every reasonable precaution to avoid personal injury and injury to service users, colleagues and members of the public. (Health & Safety Policy)
- Work in a collaborative and co-operative manner with senior staff and colleagues, recognising and respecting their particular skills, supporting the right of all people to be treated with dignity and respect at work



- Ensure that no employee or member of the public receives less

favourable treatment or is victimised or harassed on the grounds of race, creed, colour, ethnic origin, gender, disability, marital status, sexual orientation, age, religion or any other unjustifiable grounds.

- Be aware of and respect the customs, values and spiritual beliefs of service user's and colleagues.
- Avoid any abuse of the privileged relationship which exists with service users and of the privileged access allowed to their person, property or residence.
- Refuse politely to accept any gift, favour or hospitality from service users or carers which might be interpreted as seeking to exert undue influence to obtain preferential consideration.
- Respect confidential information obtained in the course of practice and refrain from disclosing such information without the consent of the service user or a person entitled to act on his/her behalf, except where a disclosure is required under the terms of the relevant safeguarding procedures or by law or by the order of a court or is a qualifying disclosure made in accordance with the Public Interest Disclosure Act 1998.
- Dress in a manner that is consistent with the requirements of your job utilising uniforms and/or protective clothing when provided, ensuring safety for service users and other staff and presenting a good public image of yourself and Foresight
- Employees may through agreed procedures and without fear of recrimination bring to the attention of the appropriate level of management any deficiency in the provision of service, impropriety or breach of procedure.
- Be aware of, and adhere to, current Foresight policies and procedures relevant to your sphere of work.

This information is also available in other formats, languages and picture format upon request.