



Code of Conduct



This Code of Conduct applies to Healthwatch Rutland
members and people conducting activities on behalf of
Healthwatch Rutland - Revised May 2017



This guide has been produced to enable members to follow the standards of conduct and commitment to public service values as described in the Nolan Principles.

This means that a member will:

- value people as individuals
- respect the different cultures & beliefs of others
- always behave courteously towards all people

This will include:

- listening politely to others
- accepting that others may hold different views
- being prepared to consider others' points of view

Duties and Responsibilities

As a member of Healthwatch Rutland you should:

- find out what the people of Rutland think and want
- always present the views of Healthwatch Rutland, even when different to your own
- have the agreement of Healthwatch Rutland before speaking, writing or attending meetings on behalf of Healthwatch Rutland
- refuse to disclose confidential information without permission
- not give advice or guidance to an individual or organisation unless qualified to do so
- never accept anything, such as money or gifts, that would affect how you think or act
- not use your membership of Healthwatch Rutland to gain rewards for yourself (or anyone else)
- inform Healthwatch Rutland if you know that another member is behaving in an incorrect manner



Members must respect:

1. CONFIDENTIALITY

Members must remember that:

- all information must be disposed of in a safe manner
- personal details of other members or the public should be stored safely and, when no longer required, be shredded or given to Healthwatch Rutland for safe disposal
- information gained whilst representing Healthwatch Rutland should be shared only with those who need to know it.

2. CONFLICTS OF INTEREST

Members must always declare if they have any personal or business connection with any matter with which Healthwatch Rutland is dealing.

Leaving Healthwatch Rutland

If you wish to leave Healthwatch Rutland you should:

- inform a Healthwatch Rutland member of staff
- continue to keep in confidence all Healthwatch Rutland related information
- dispose of all Healthwatch Rutland related papers

Breaking This Code of Conduct

Breaching the code of conduct may result in informal/ formal warning or suspension/removal from all membership of Healthwatch.



THE NOLAN PRINCIPLES

Healthwatch Rutland has adopted the seven principles of public life, referred to as the 'Nolan Principles.' Members of Healthwatch Rutland consider them to be the fundamental values that underpin all Healthwatch Rutland activity

- 1 SELFLESSNESS**
- 2 INTEGRITY**
- 3 OBJECTIVITY**
- 4 ACCOUNTABILITY**
- 5 OPENNESS**
- 6 HONESTY**
- 7 LEADERSHIP**