

## **CODE OF CONDUCT AND NOLAN PRINCIPLES**

1. This code of conduct sets out how Healthwatch Kingston Upon Hull members are expected to behave to each other and those they come into contact with as a representative of Healthwatch. It applies to ISAB members, staff and volunteers.
  
2. Healthwatch representatives must:
  - Treat others with respect and act in a non-threatening manner
  - Respect equal opportunities, diversity and cultural differences
  - Respect confidentiality
  - Act in the best interests of Healthwatch and in accordance with Healthwatch policies and procedures
  - Have regard to relevant professional advice
  - Be clear on views they are representing and make explicit any bias in what they say
  - To be accountable for their actions
  - Prepared to represent divergent and conflicting views in a balanced manner
  - To be an ambassador for Healthwatch
  - To share information as widely as possible
  - Ensure reasonable attendance at meetings
  - Act in accordance with legal and contractual requirements
  - Follow the Nolan Principles of Public Life

### **Breaches of the Code of Conduct**

3. Where there are evidenced and unreasonable breaches of the Code of Conduct this will be investigated by the Healthwatch Delivery Manager and Chief Officer. Following the investigation the following sanctions might be applied:
  - A representative is asked to stand down from their role

- A representative is issued with a warning
- No action will be taken

The process above will be carried out as quickly as reasonably possible.

## **Nolan Principles of Public Life**

ISAB members will be expected to abide fully with Healthwatch Kingston Upon Hull code of conduct and the Nolan Seven Principles of Public Life thus maintaining high standards of probity. They must also present a positive image of the Board and Healthwatch Kingston Upon Hull at external events.

The Principles of Public Life are a template for conduct in the public domain. Healthwatch ISAB Members will follow these principles.

### **Selflessness**

Holders of public office should take decisions solely in terms of the public interest. They should not do so in order to gain financial or other material benefit for themselves, their families or their friends.

### **Integrity**

Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their official duties.

### **Objectivity**

In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

### **Accountability**

Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.

### **Openness**

Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for

their decisions and restrict information only when the wider public interest demands.

### **Honesty**

Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

### **Leadership**

Holders of public office should promote and support these principles by leadership and example.

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