

# **Code of Conduct**

## **1 Purpose**

Healthwatch Worcestershire recognises its obligation as a public service provider to meet the highest standards of integrity, conduct and accountability in line with public expectations. This Code is designed to ensure all staff understand what is expected.

The Code is intended to complement the Written Statement of Particulars of Employment, the Diversity and Inclusion Policy, the Disciplinary Policy and Procedure and the Dignity at Work Policy.

## **2 Confidentiality**

Healthwatch Worcestershire are committed to maintaining the highest degree of integrity in all business transactions. We will maintain confidentiality and the protection of all personal information and will not, without consent, disclose information given to us in confidence or information acquired in the course of our duties (except where required to do so by law).

## **3 Ethics**

We will conduct our services honestly and honourably and expect our clients and suppliers to do the same.

## **4 Duty of care**

We will be diligent in our duties and our actions and our advice will always conform to relevant law.

## **5 Conflict of interest**

We will not gain financial or other material benefit for ourselves, our families or our friends or place ourselves under any financial or other obligation to outside individuals or organisations that might seek to influence us in the performance of our duties.

## **6 Conduct**

We will ensure that our conduct both at work and outside work does not bring embarrassment to Healthwatch Worcestershire or its partners. This includes not identifying ourselves on Social Media as being representative of Healthwatch Worcestershire or expressing opinion or comment which could bring the organisation or its partners into disrepute.

**7 Gifts and Hospitality**

We will not accept any gift or hospitality which could be perceived as a bribe or inducement for preferential treatment or service. (This does not include gifts of minor value such as pens or calendars.)

**9 Intellectual property and moral rights**

We retain the moral rights in, and ownership of, all intellectual property that we create unless agreed otherwise in advance with our clients. In return we respect the moral and intellectual copyright vested in our clients' intellectual property.

**10 Quality assurance**

We maintain the quality of what we do through constant ongoing review with our clients, of all aims, activities, outcomes and the cost-effectiveness of every activity. We will encourage regular review meetings and provide regular progress reports.

**11 Professional conduct**

We will conduct all of our activities professionally and with integrity. We will take great care to be completely objective in our judgement and any recommendations that we give, so that issues are never influenced by anything other than the best and proper interests of our clients.

**12 Equality and discrimination**

We will always strive to be fair, objective and inclusive and to treat others with respect and without discrimination or prejudice. Our advice, actions, decisions and recommendations will comply with the Equality Act 2010, Healthwatch Worcestershire's Diversity and Inclusion policy and equal opportunity principles.