

## **CODE OF CONDUCT**

### **FOR HEALTHWATCH CROYDON LOCAL LEADERSHIP BOARD MEMBERS**

#### **Introduction**

This code applies to members of the Local Leadership Board (LLB) of Healthwatch Croydon.

#### **PURPOSE OF THE CODE**

To set out the relevant standards expected by Members of Healthwatch Croydon LLB in order to maintain the highest standards of integrity and stewardship; to ensure that the organisation is effective, open and accountable; and to ensure a good working relationship the staff team.

#### **THE CODE**

##### **General**

1. Members must act with probity, due prudence and should take and consider professional advice on anything in which the Members do not have expertise themselves.
2. Members should hold themselves accountable to Healthwatch Croydon's stakeholders including the public for the Board's decisions and the performance of the Board.
3. Except where legally authorised, Members must not gain financial or other material benefit for themselves, their families or their friends. Nor must a Member attempt to use his/her status as Member to gain customer advantage within Healthwatch Croydon e.g. queue jump. The Board should ensure that there are clear written policies on claiming of expenses by Members.
4. A Member must not place him/herself under any financial or other obligation to outside individual organisations that might influence him/her in the performance of his/her official duties.
5. Members should conduct themselves in a manner which does not damage or undermine the reputation of Healthwatch Croydon, or its staff individually or collectively and should not take part in any activity which is in conflict with the objects or which might damage the reputation of Healthwatch Croydon.
6. Members must make decisions together and take joint responsibility for them. The extent to which any one Member or a small group of Members is empowered to speak for or take action on behalf of Healthwatch Croydon or the Board must (subject to the Terms of Reference) be a matter for all Members to decide together. Such decisions must be recorded.

##### **Responsibilities**

7. Members must, with the help of any officer, formulate and review regularly

Healthwatch Croydon's vision, values and long-term strategy.

8. In order to develop a working knowledge of Healthwatch Croydon and to give themselves credibility, Members should endeavour to maintain links and keep in touch with Healthwatch Croydon by regular visits and where practicable to front line services. Unless there is a good reason to believe that any officer or sub contractor's actions are threatening the probity of Healthwatch Croydon, all such visits should be made by arrangement with them.
9. Members must aim to foresee and avoid any conflict of interest. Where one arises, a Member must at once declare the interest and absent him/herself from any discussion or vote taken on the matter by the other Members.
10. Members will ensure a local voice on the key issues that affect people who use health and care services. They will use evidence based on real experiences to highlight issues and trends and raise these at the highest levels. They will ensure that Healthwatch Croydon will actively seek views from all sections of the community – not just from those who shout the loudest, but especially from those who sometimes struggle to be heard.

### **Meetings of the Board of Members**

11. Members must strive to attend all meetings regularly, ensuring they prepare for and contribute appropriately and effectively.
12. Members should bring a fair and open minded view to all discussions of the Board and should ensure that all decisions are made in the organisation's best interests.
13. Confidential information or material (relating to users, beneficiaries, members, staff, commercial business, etc.) provided to, or discussed at a Board meeting must remain confidential and within the confines of the Board and must not be discussed outside the Member body.

### **Staff**

14. Members must understand, accept and respect the difference in roles between the Board and Healthwatch Croydon Officers, and work effectively and cohesively for the benefit of the organisation, and develop a mutually supportive and loyal relationship.

### **Acceptance of this Code**

15. All Members shall sign this Code of Conduct at the point that it is adopted by the Board, or on appointment in the case of new Members, and on any occasion that revisions to the Code are approved by the Board.

*Adopted by the Board of Healthwatch Croydon*

*Date*