



Code of conduct for Cumbria Local Involvement Network Participants

September 2008

Cumbria CVS would like to thank you for volunteering as a Cumbria LINK participant

We value and respect your knowledge and skills and hope that you will have an enjoyable and rewarding time.

This Code of Conduct sets out what you can expect from Cumbria LINK and what is expected from you as a Cumbria LINK Participant.

If Cumbria LINK does not meet your expectations please speak to us about your concerns. You can also use our Complaints policy.

The Cumbria LINK has a Standards of Conduct policy which sets out what will happen if a Forum member does not meet the appropriate standards.

Signing this Code of Conduct is a condition of Cumbria LINK Participation and serious breaches of it could lead to action under the Standards of Conduct policy. However, signing it does not tie you to a legal relationship.

Other documents you should read:

Cumbria CVS Complaints Policy

Nolan Principles of Public Life (Appendix 1)

I understand that as a Cumbria LINK Participant I will:

Personal Conduct

- seek out and listen to the views of people who use health and social care services and members of the local community, especially those individuals and groups whose voices are not usually heard
- raise issues for consideration by the Cumbria LINK which are based on evidence from health and care service users, or the public, which demonstrate this is a matter of wider concern
- not deal with complaints about individual treatment but make sure that people are aware of who can deal with them
- never disclose confidential and sensitive information unless there is a legal duty to do so e.g. in the interests of patient safety
- attend induction training and other opportunities to develop my understanding of the Cumbria LINK work
- make sure that I have read and understood the policies and procedures of the Cumbria LINK and follow the guidance that I am given
- let the LINK Support Team know of any changes to my employment or personal circumstances which could affect my participation in the Cumbria LINK
- declare any conflict of interest, or anything that might be seen by other people as a conflict of interest, as soon as it arises and keep the Register of Interests up to date. A conflict of interest is defined as 'A situation in which a public official's decision are or could be influenced by the official's personal interests'
- not accept gifts or hospitality which could be seen as trying to influence the decisions, independence or activities of the Cumbria LINK
- comply with the laws of England. Those most relevant to the LINK relate to equal opportunities, discrimination, human rights, data protection and freedom of information

Valuing Diversity

- treat all people with respect and act in a way which does not discriminate against or exclude anyone
- act in a fair and responsible way to any staff or volunteers I work with or meet as a Cumbria LINK Participant

Working in the Cumbria LINK

- be an active member of the Cumbria LINK, contributing to the work to the full extent that my personal circumstances permit including, where possible, attending and playing a full part in meetings and/or working groups
- prepare for meetings and events and send apologies when I cannot attend or will be late
- ensure that where I find I am unable to meet a commitment I have made that I let the LINK Support Team know as soon as possible
- listen to and respect the views and experiences of other Cumbria LINK Participants, and support fellow participants to contribute to the work of the Cumbria LINK
- present and promote other people's views, which may not always be the same as my own

Collective responsibility

- not work against the majority view of the Cumbria LINK once a decision has been democratically taken, but I may request that my viewpoint, if it differs, is recorded.
- only carry out work and go on visits agreed by the Cumbria LINK as part of its work plan and in line with the regulations
- have the Cumbria LINK's agreement before speaking, writing or attending meetings on behalf of the Cumbria LINK
- ensure that when I am representing the Cumbria LINK at a meeting or event, that I am speaking on behalf of the Cumbria LINK and not myself
- report back to other Cumbria LINK participants when I attend anything on the Cumbria LINK's behalf

I understand that the LINK Support Team will provide me with:

- help to carry out my work on the Cumbria LINK.
- advice and support in dealing with any difficulties I am having and guidance with situations that are new to me
- re-imbusement for the help I need to take a full part in the Cumbria LINK work such as interpreter, translations, child minding, and travel
- meetings held in venues which enable disabled access
- an introduction to the Cumbria LINK when I join, which will include meeting the relevant people and getting the right information including annual reports, work plans and minutes of previous meetings
- training in the skills I need to be a Cumbria LINK member
- support to access IT equipment if required
- correct and up to date information, sent to me in a way (such as email or post) and format that I have agreed
- an insurance indemnity when taking part in Cumbria LINK activities

My name
My signature
Date signed

Appendix I - The Seven (Nolan) Principles of Public Life

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 benefits for themselves, their family, 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 clearly 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.