

Code of Conduct

Standards of Business Conduct



NHS Stockport Clinical Commissioning Group will allow people to access health services that empower them to live healthier, longer and more independent lives.

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Document title :		Policy No:	Version No.
Code of Conduct		HR01	1.0
Staff Group covered by this document:			
All NHS Stockport CCG employees and contracted staff, any staff on placement (including students, trainees, seconded staff), Governing Body members.			
Key Objectives of the document:			
To ensure the secure and consistent management of all CCG records. To guide staff on retention schedules for NHS records.			
Ratification:			
NHS Stockport CCG Information Governance Group			
References / Bibliography and Associated Documents:			
Information Governance Assurance Framework Recruitment Policy Equal Opportunities Policy Disciplinary Policy			
Signed off by:	Gaynor Mullins		
Position:	Chief Operating Office		
Date:	10 March 2014 <i>A hard copy of this cover page containing a wet signature is held on file by the Head of Compliance.</i>		
Date of issue:	Accountable Director:		
10 March 2014	Tim Ryley, Planning & Corporate Services		
Date of Next Review:	Responsible Committee or Officer:		
March 2015	IG Group (write) Directors meeting (sign-off)		
Distribution:			
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1. Introduction

- 1.1 NHS Stockport is committed to providing a professional and inclusive working environment, where everyone is treated fairly and consistently with consideration, dignity and respect.
- 1.2 This Code of Conduct provides a clear framework for the standard of behaviour required by the CCG.
- 1.3 Any breaches of the Code will be managed immediately and may result in disciplinary action.

2. Scope

- 2.1 The Code of Conduct applies to all CCG employees in the course of their employment. The Policy also applies to Secondees, Sessional Workers, Volunteers, Contractors, Trainees, Students and Suppliers undertaking activities within the CCG and the provision of goods and services to the CCG.
- 2.2 The Code applies at all times during the course of an employee's employment or during the provision of goods and services to the CCG. The Code may also apply at other times if the employee's behaviour brings the CCG into disrepute.

3. Roles and Responsibilities

- 3.1 It is the responsibility of Human Resources to advise staff and managers on their rights and responsibilities under this code.
- 3.2 Managers are responsible for leading by example, promoting a positive working environment where inappropriate behaviour is not accepted. They should challenge any behaviour not consistent with required standards and take immediate and appropriate action. This may include formal disciplinary action in line with the CCG's Disciplinary Procedure.
- 3.3 All staff, volunteers, trainees, students, suppliers and contractors working with the CCG are responsible for reading and adhering to this Code in the course of their employment/service provision/volunteering.
- 3.4 Trade Union reps are responsible for working with the CCG to develop a useful code and for supporting their members in relation to this code and its application.

4. Managing Breaches of the Code

- 4.1 A breach of any of the rules in the Code of Conduct may render an employee liable for disciplinary action. Managers will take advice from HR team and follow the CCG's disciplinary policy to ensure consistency.
- 4.2 Whether or not formal action is taken will depend on the individual circumstances of the case, its seriousness and any mitigating circumstances. However, where there have been repeated breaches of the Code of Conduct, it is likely that formal action will be taken.
- 4.3 Gross misconduct is defined as any fundamental breach of a rule contained within or outside of the Code of Conduct, but which has the effect of a repudiatory breach of the employment contract. These are breaches which affect the relationship between the employee and the CCG or between the individual and a manager, colleague, patient, client or member of the public with whom they have contact in the performance of their duties, to such an extent that the employee cannot any longer reasonably be retained in their post with the CCG.

5. Review

- 5.1 This procedure will be reviewed every three years by the Compliance Lead, in consultation with the CCG's Staff Forum and signed off by the CCG's Directors Meeting.

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These rules are not exhaustive and may be amended as necessary by the CCG's Staff Forum and Directors meeting.

CCG Employees / Contractors / Suppliers / Volunteers **must:**

- read and understand the Statement of Terms and Conditions of Employment / Service / Contract / Volunteers Contract as appropriate and the Code of Conduct;
- follow all policies, procedures, protocols, reasonable requests and instructions that apply to their role;
- attend Occupational Health when requested to do so, including agreeing to any testing, which is required;
- report any breach of the Code of Conduct to their Line Manager at the earliest opportunity;
- comply with their agreed hours of work and not be absent without permission;
- personally comply with the time recording system when beginning/ending work and when leaving/returning from a break, as appropriate;
- report to their Line Manager any loss or damage to personal or CCG property;
- inform their Line Manager or a nominated person when they are unable to come to work, in accordance with the Managing Attendance Policy;
- report any injury or accident occurring at work to a line manager in accordance with the Incident Reporting Policy;
- wear / use safety or any other protective clothing / equipment provided to them in the performance of their duties and otherwise comply with any health and safety rules in force;
- comply with legal speed limits at all times when travelling on CCG business;
- undertake all mandatory and role-specific training;
- seek permission and gain agreement for all annual leave from their Line Manager prior to booking any holiday;
- co-operate with authorised personnel responsible for security to ensure the safety and security of the CCG's other employees, premises and property;
- notify their Line Manager of any changes in address, next of kin , emergency contact details or other personal details at the earliest opportunity;
- be aware of health and safety and/or security notices and their meaning;
- abide by any regulations/special arrangements and agreements which are particular to their department/area of work;
- maintain a smart/neat appearance;
- always treat any person you come into contact with courteously and with dignity and respect;
- inform their Line Manager of any **notifiable** infectious/contagious diseases occurring within their family/circle of friends;
- return all property, IT equipment, SMART cards and ID badges belonging to the CCG upon termination of employment;
- comply with the requirements of the Data Protection Act and Caldicott to protect confidential data;
- maintain appropriate confidentiality regarding the CCG's/partnership agreement's information, records or data collected and used in the course of their job;
- comply with the CCG's Standing Financial Instructions and Standing Orders;
- comply with the CCG's IM&T Policy, which includes the appropriate use of IT systems and equipment, data security, email and internet use;
- accept responsibility for establishing and maintaining good interpersonal relationships with colleagues;
- positively strive to find solutions to problems that exist in the workplace;
- where possible be committed to finding solutions to problems with colleagues on an individual basis in the first instance – only generating discussion with other colleagues where advice or help is required;

- where appropriate ensure that personal car insurance policy provides cover for using their car on official business. This should be for full third party insurance, including cover against risk of injury to or death of passengers and damage to property;
- declare to their manager any criminal convictions, cautions, arrests, fixed penalty fines or charges in connection with any criminal offence or summons on criminal charges against them, which arise during their employment/association with the CCG including driving disqualifications if the requirement to drive is part of their role;
- undertake any Disclosure and Barring Service (DBS) checks required for the role;
- establish and actively maintain clear sexual boundaries at all times with people in your care, their families and carers;
- behave in a positive and non-discriminatory manner in accordance with the Equal Opportunities Policy by:
 - creating an inclusive and positive environment for staff and services users
 - treating all colleagues and service users with respect and consideration and making sure our own behaviour does not cause offence
 - not acting in a way that might directly or indirectly discriminate against any employee or member of the public in contravention of this policy
 - being aware of the impact of discrimination, harassment, bullying, victimisation and to challenge this on behalf of ourselves or our colleagues
 - participating in measures designed to remove inequalities, including training
 - maintaining professional boundaries at all times with regards to personal beliefs and values
- ensure that problems are dealt with quickly and efficiently in order to ensure the service user, carer and family receive quality care. This means that you must:
 - not allow someone's complaint to prejudice the service you provide for them
 - cooperate with internal and external investigations
- be aware of their responsibilities in relation to safeguarding children and vulnerable adults by undertaking mandatory training and following CCG policies.

CCG Employees / Contractors / Suppliers/ Volunteers must not:

- commit any act which may endanger persons or property or which breaches any safety rules, CCG policy or legislation;
- commit any act of negligence in carrying out duties;
- use CCG property or resources, or any other property on CCG premises, for any other purpose other than that for which it was intended and for which they have authorisation (including intellectual property);
- remove or wilfully damage any article or articles which are the CCG's property or any individual's property kept on CCG premises
- alter, erase or deface the time recording system or activate the time recording system on behalf of another employee;
- discriminate against **any person you come into contact with** on the grounds of age, carer status, disability, gender, gender identity, marital or civil partnership status, pregnancy or maternity, race, religion or belief, sexual orientation, trade union membership;
- engage in any form of physical or verbal abuse, threatening behaviour, harassment or bullying during the course of employment/volunteering/provision of services;
- falsify records, expenses or defraud the CCG in any manner;
- accept gifts or gratuities which may be considered to be bribes;
- report to, or be at, work unfit due to the influence of alcohol, or other drugs and/or substances or in any way breach the Drug and Alcohol Policy;
- be in possession of illegal drugs, firearms or any offensive weapon whilst at work;
- leave work without the appropriate notification, except to the extent that it is otherwise agreed with their Line Manager;
- disturb others with music, radio or online clips etc, during working hours unless authorised by their Line Manager, or continue with such use after others have asked them to desist;
- distribute private literature or make any collections for charities without authorisation from their Line Manager;

- bring in pets, or children under the age of 14 years into areas of work without authorisation from their Line Manager;
- carry out private trading on CCG premises or partnership properties without permission from their Line Manager;
- carry out any business or employment which is unconnected with the CCG during working hours without authorisation;
- carry on any employment or business outside working hours which might interfere with duties to the CCG unless authorised to do so in accordance with the Business Conduct Policy;
- deliberately misrepresent details at the time of appointment or at any time during employment including previous positions held, qualifications held, date of birth, declaration of health, failure to disclose a criminal offence in accordance with the provisions of the Rehabilitation of Offenders Act;
- deliberately disclose privileged and confidential information to unauthorised people;
- ill-treat or commit sexual offences against patients, members of staff, or the general public;
- work whilst contravening an enactment or breach of rules laid down by statutory bodies - for example erasure from the General Medical Register or erasure from the NMC Register for Nursing and Midwifery and Health Visiting;
- commit criminal offences inside or outside the working situation which substantially affects the employee's capacity to work or clearly indicates their unsuitability for the kind of work which they are employed to do;
- unjustifiably refuse a lawful and reasonable instruction;
- commit malicious or wilful damage perpetrated whilst on duty and or/dereliction of duty. This includes the introduction of malicious software (viruses) onto the CCG's systems or personal computers;
- engage in sexual activity/relationships with people in your care i.e. patients, family members and carers;
- use personal mobiles excessively whilst at work. Reasonable personal usage will be permitted but employees must be aware of their environment and respect the needs of the service, patients, service users and colleagues.