



# **The Springfield Project**

## **Code of conduct**

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# **1. Introduction and Values**

## **Introduction**

**“Our mission is to strive for every child, young person and adult in our community to have the opportunity to reach their full potential in life. This extends to every member of staff and volunteer who helps out in any of our services”.**

This code defines the conduct required of all individuals involved in delivering the Project’s business and

activities. Except where otherwise indicated, the code applies equally to volunteers and employees.

It provides guidance on how to ensure that your actions and behaviour are consistent with the Project's values and the high standards of conduct required to maintain confidence in the Project and its work.

You must familiarise yourself with the contents of the Code and act in accordance with its principles and provisions at all times. Failure to comply with the Code may be an

employment or governance disciplinary matter.

If staff have any doubts or questions regarding the application of the Code, or in relation to a specific issue, they should seek advice and guidance from their line manager or HR.

## **Values**

**The Springfield Project was born and of St Christopher's Church and seeks to share God's love in the community. We are a values-based organisation, and we expect all employees, trustees and volunteers to uphold these values at all times:**

***Welcoming and inclusive:*** We seek to provide a safe space for our community where all are welcome. We embrace diversity, celebrating the way in which people of different faiths or no faith can work together to bring about positive change in the lives of individuals and the community. We treat all who come to the Project with respect and warmth and recognise each person as an individual.

***Listening:*** We recognise and value the unique insights and experiences of members of our community. We seek to ensure that the views of all those who have an interest in the

Project inform the continuous development of our services.

***Serving:*** We seek to contribute to the transformation of the lives of individuals, families and the wider community. We show compassion in our work and strive to meet people at their point of need. We seek to get alongside people to share their stories and offer support.

***Professional:*** Our community deserves the best we can give them; therefore we recruit professionally qualified staff on the basis of their skills, knowledge and experience. We welcome and value the contribution



of our trained volunteers who greatly enhance our services.

We have policies and procedures in place to help us achieve our aims and objectives.

***Growing:*** We look for the best in people and seek to empower them to use their strengths to take charge of their own lives and to support others. We are all on a journey of life-long learning. We learn through our daily life and work, as well as through discussion, reflection, practice and education. We accept mistakes and apologies and encourage others by showing change and growth in ourselves.

## 2. The main principles of the Code

**A. General responsibilities:** You must fulfil your duties and obligations responsibly, acting at all times in good faith and in the best interests of the Project and its service users.

**B. Conflicts of interests:** You must take all reasonable steps to ensure that no undeclared conflict arises, or could reasonably be perceived to arise, between your duties and your personal interests, financial or otherwise.

**C. Bribery, gifts and hospitality:**

You must not offer, seek or accept gifts, hospitality or other benefits from individuals or organisations that might reasonably be seen to compromise your judgement or integrity or place you under an obligation to those individuals or organisations.

**D. Funds and resources:** You must not misuse the Project's funds or resources.

**E. Confidentiality:** You must handle information in accordance with the code and Project's policies and procedures.

**F. Respect for others:** You must treat others with respect and unconditional positive regards at all times.

**G. Relationship between Board of Trustees, Employees, Volunteers and Service Users:** Board and Committee Members and employees must maintain a constructive, professional relationship based on a sound understanding of their respective roles.

**H. Relationship with service users:** You must maintain high standards of professionalism, -

fairness and courtesy in all your dealings with residents and service users.

**I. Health, safety and security:** Your conduct must not endanger the health, safety or security of yourself or others.

**J. Conduct at meetings:** Your conduct must meet a high standard of integrity, commitment and courtesy.

**K. Representing the Project:** In representing the Project at external events and in dealings with outside bodies, you must uphold and promote the Project's values, objectives and policies.

## **A. General responsibilities**

### **Main principle**

You must fulfil your duties and obligations responsibly, acting at all times in good faith and in the best interests of the Project and its service users.

### **Provisions**

- 1.** You must comply with the code, your terms of appointment and the Project's policies and procedures relating to your role.
- 2.** You must not conduct yourself in a manner, which could reasonably be regarded as bringing the Project into disrepute.

- 3.** This includes memberships of, or participation in, activities organised by groups or organisations whose values are inconsistent with the Projects (for instance, racist organisations) which could create reasonable doubt in your ability to comply with the Project's values and this code.
- 4.** You must not bring the Project's name into disrepute or affect its integrity by your actions or words, either within the organisation or outside. This includes the use of, or entries on, social networking sites (such as Facebook, Twitter, YouTube or others).

5. This includes derogatory comments about the Project, its service users, partners or services, either in person or in writing or via any web-based media such as a personal blog or other site. This also applies if you do not name the Project but where its identity can reasonably be inferred, or where you use a pseudonym, but your identity can reasonably be inferred. If you have genuine concern about possible wrongdoing, you must report it to the appropriate senior person within the organisation (see section M below).



**6.** The Equality Act 2010 states that you must not act in a way that unjustifiably favours or discriminates against an individual, or group, that is reflected in any of the nine characteristics protected by the Equality Act 2010.

**7.** You must respect the appropriate channels for handling service provision issues. You must not act outside the Project's established procedures in any matter concerning any service user.

**8.** You must not misuse your position, for example, by using information acquired on the course of your duties for your private interests or those of others. This includes the Project's intellectual property.

**9.** You must respect the principle of collective decision-making and corporate responsibility. This means that once the Project has made a decision you must support that decision.

**10.** You must not engage in any political or campaigning activity that might compromise the position of the Project or cause conflict of interest. Members of the Board of Trustees intending to stand for political office must discuss the matter with their Board Chair; employees must discuss with their line manager.

## **B. Conflicts of Interests**

### **Main Principle**

You must take all responsible steps to ensure that no undeclared conflict arises, or could reasonably be perceived to arise, between your duties and your personal interests, financial or otherwise.

### **Provisions**

- 1.** You must comply with the Project's policies and procedures for declaring, recording and handling conflicts of interests.

Amongst other things, these require you to declare any private interests which may, or may be perceived to, conflict with the duties of your role.

2. If you are considering either taking another job outside normal working hours, or engaging in voluntary public activities (e.g. as a special constable or school governor), you should bear in mind the points set out below. Such an activity:

- a. Should not in any way have an adverse effect on your paid work with The Springfield Project, -

- b. either because of its nature or because it involves long hours and extra stress;
- c. should not require frequent attendance during normal hours of work; and
- d. Should not bring any conflict of loyalty to your position or conflict of interests with The Springfield Project.

The Springfield Project has a commitment to Corporate Social Responsibility. It acknowledges the positive contribution of employees who are engaged in roles and activities that reflect Social Responsibility.

Anyone invited to become a Justice of the Peace or magistrate may accept the position provided that it is understood that it must not interfere with your paid work at The Springfield Project and that they cannot, under any circumstances sit on cases involving Springfield Project employees.

Unpaid special leave may be approved for these particular activities. Those in any doubt about whether they should take up a voluntary public or outside activity should consult with the HR.

You should inform HR in writing of any voluntary public activity or outside employment, you wish to take up or already participate in.

You must ensure that your entry in the Project's register or interests is complete, accurate and up to date.

It is important to note that any actual conflicts of interest may affect your position. For advice, please refer to the Clerk to Trustees in the first instance.



- 3. You must comply with the Project's policies and procedures relating to the application for employment from employees, Board Members and Committee Members.**
- 4. You must not be employed in the appointment of a contractor or supplier where you are related, or closely connected, to an organisation or individual applying or tendering for a contract.**

5. You must not be involved in establishing the terms of a contract, or its ongoing monitoring and management, where you are related, or closely connected, to the contractor or supplier.
6. Except where specifically permitted, you must normally avoid using the Project's contractors and suppliers for private purposes.
7. You must not use, or attempt to use, your position to promote your personal interests or those of any connected person, business or other organisation.

## **C. Bribery, gifts and hospitality**

### **Main principle**

You must not offer, seek or accept bribes or inducements to act improperly or corruptly. You must not seek or accept gifts, hospitality or other benefits from individuals or organisations that might reasonably be seen to compromise your judgement or integrity or place you under an obligation to those individuals or organisations.

### **Provisions**

- 1.** You must comply with the code and the Project's policies and procedures in relation to: -

- 2.** Bribery and corruption; and the giving, receipt, approval and recording of gifts and hospitality.
- 3.** You must not canvass or seek gifts or hospitality or other benefits.
- 4.** On occasions, service users wish to offer gifts as a thank you or in recognition of something. It is important not to offend the donor, but any such gift received must be shared with the whole team. Gifts other than flowers or edible gifts, must not be accepted.

## **D. Funds and Resources**

### **Main principle**

You must not misuse the Project's funds or resources.

### **Provisions**

- 1.** You must comply with the Project's policies and procedures regarding the use of its funds and resources. 'Resources' includes employees, information, telephone, computer and other IT facilities, equipment, stationery and transport.

- 2.** You must ensure that the organisational funds and resources entrusted to you are used efficiently, economically and effectively.
- 3.** You must comply with the Project's policies and procedures regarding procurement, ensuring value for money and fairness in decision-making.
- 4.** You must take reasonable measures to protect the Project's funds, resources, property and assets from theft, damage and misuse.

- 5. You must comply with the Project's policies and procedures relating to the acceptable or unacceptable use of email, intranet and internet services. Amongst other things, these policies and procedures prohibit access to pornographic or racist material, and the use of unauthorised or unlicensed software.**
- 6. You must claim reimbursement only for expenditure that was properly and reasonably incurred in carrying out the Project's business.**

You must ensure that any expenses claim you make is accurate and complies with the Project's policies and procedures.

## **E. Confidentiality**

### **Main principle**

You must handle information in accordance with the General Data Regulations Procedure and the Project's policies and procedures.

### **Provisions**

- 1.** You must comply with provisions of the Data Protection Act 2018 and General Data Protection Regulations which govern the protection of personal data.



- 2.** All personal data held about service users, employees and others, whether on paper or electronically is subject to the provisions of the Act. The Project's policies and procedures give further guidance.
- 3.** You must not disclose without authority any confidential business information. This duty continues to apply after you have left the Project or relinquished your position.
- 4.** You must not, without permission, pass or distribute to the press or media or any other external recipient(s) information or materials relating to the Project.

**5.** You must not prevent another person from gaining access to information to which they are entitled by law.

## **F. Respect for others**

### **Main principle**

You must treat others with respect and unconditional positive regard at all times.

### **Provisions**

**1.** You must comply with the Equality Act 2010 and with the Project's policies and procedures relating to equality and diversity.

**2. Equality** laws prohibit discrimination on grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation and impose positive duties to eliminate unlawful discrimination and promote equality. The Project's policies give further guidance.

**3. You must not harass, bully or attempt to intimidate any person.** The Project's policies give further guidance.

**4.** You must not display materials in the workplace which other people might reasonably find offensive or use language which Board of Trustees, Volunteers, work colleagues or customers might reasonably find offensive.

**5.** You must use respectful language at all times, even when having a difficult conversation. Where a conflict or disagreement does arise, you must maintain unconditional positive regard for the individual.

## **G. Relationship with Board of Trustees**

### **Main Principle**

All staff must maintain a constructive professional relationship with trustees at all times.

### **Provisions**

- 1.** If your work brings you into contact with the Board, a committee or Service User forums, you must:
  - a. Take direction from the relevant Board, or in accordance with any delegated authority of a Committee or Panel;

- b. Respond constructively to questioning or challenge;
- c. Respond willingly to requests for information.

**2.** You must avoid inappropriate personal familiarity with Board Members, Volunteers and involved Service Users where they are serving on a User Forum.

**3.** You must not use informal channels to lobby or influence Board Members, Volunteers or involved Service Users on matters of Personal or the Project's business.

4. You must not knowingly mislead any Board or any of the Project's Committees or Panels. In presenting information, you must set out the facts and relevant issues truthfully.

5. You must disclose any personal relationships which could be perceived to create conflicts of interest.

- Where natural friendships exist with volunteers, employees or trustees formed outside of work there is a professional boundaries policy, which offers appropriate guidelines.

- There is also a Confidentiality Policy and the Data Protection Guidelines, which take paramount over existing friendships. The intention of this Code of Conduct is to recognise that natural.

## **H. Relationship with Service Users**

### **Main Principle**

You must maintain high standards of professionalism, fairness and courtesy in all your dealings with Service Users.



## **Provisions**

- 1.** You must treat all Service Users with courtesy and respect.
- 2.** You must not allow any personal relationship with a Service User to conflict with your role and responsibilities.
- 3.** You must not give gifts or loans of money to, or receive loans or gifts of money from, residents or other Service Users.
- 4.** You must take great care in handling Service Users' money, ensuring that a receipt is completed for every transaction.

5. You must not invite or influence a Service User to make a will or trust under which you are named as executor, trustee or beneficiary.
6. When handling information relating to Service users, you must comply with the Project's policies and procedures relating to the protection of personal data.

## **I. Health, Safety and Security**

### **Main Principle**

Your conduct must not endanger the health, safety or security of yourself or others.

## **Provision**

- 1.** You must comply with the Project's Health and Safety policies and procedures and bring to the attention of the appropriate person any risks to yourself or others. In Particular:
- 2.** Where you are provided with protective clothing this must be worn;
- 3.** For your own safety you must comply with the Project's policy and procedures relating to lone working.
- 4.** You must comply with the law and the Project's policies on smoking, -

vaping and the use of alcohol, illegal drugs and other substances.

5. You must comply with the Project's policies relating to the security of premises.

## **J. Conduct at meetings**

### **Main principle**

Your conduct at meetings must show respect for all and comply with the Project's standards.

### **Provisions**

1. You must be courteous to all other attendees and respect the position of the meeting Chair.

2. You must not use threatening or aggressive behaviour, or act in a disruptive way.
3. You must not attend meetings while intoxicated or under the influence of drugs.
4. Once a Board, Committee or Panel meeting has properly reached a decision, you must share responsibility for that decision, even where you had not supported it.
5. When attending external meetings, you are an ambassador for The Springfield Project and must always maintain professionalism.

## **K. Representing the Project**

### **Main principles**

In representing the Project at external events and in dealings with outside bodies, you are an ambassador for the Project and must uphold and promote its values, objectives and policies.

### **Provisions**

- 1.** You must not become involved in, or be seen to endorse, any activity that may bring the Project into disrepute. This includes but is not limited to illegal, racist or other discriminatory activity.

**2.** In engaging in activities, which promote the work of the Project to the outside world, you must demonstrate commitment to the Project and support for its values, policies and goals.

**3.** Social Media is a resource, which also promotes the work of the Project. Specified Employees will be authorised to post on the Project's Social Media pages and website. You must demonstrate commitment to the Project and support for its values, policies and goals.

The Social Media Policy gives further guidelines about use of personal social media to promote work activity or share stories or issues related to work.

4. In representing the Project at formal or informal events, you must be appropriately dressed for the occasion.

### **Employee Confirmation and Review**

Please print name and sign to confirm that you have read and understood the Code of Conduct



Policy implementation and review	Responsible Officer: COO
This procedure was approved by the Board of Trustees May 2020	
Policy review	This policy will be reviewed every two years or earlier as required.  Policy reviewed: October 2022 (no changes)  Nex review date: October 2024

