



Code of Conduct Policy

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Our mission

Working with people to make choices, achieve goals and take control of their lives through high quality care, support and housing.

Our values

Excellence

Aspiration

Partnership

Trust

lookahead.org.uk

**Services we would be proud
for our loved ones to receive**

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Policy

1 Scope

- 1.1 This Code of Conduct sets out behavioural expectations for all staff and volunteers working for and/or on behalf of Look Ahead, including fixed term contractors, consultants, and contractors working on Look Ahead's behalf.
- 1.2 This policy is closely connected and should be read in conjunction with the following policies: Declaration of Interests; Disciplinary; Raising Concerns and Whistleblowing; Diversity and Inclusion; Fraud, Bribery, Theft and Corruption; Hospitality and Gifts; IT Acceptable Usage and Travel and Subsistence.

2 Values and Expectations

- 2.1 Look Ahead's business operation and its approach in all dealings with customers, partners, funders, colleagues and the general public will be underpinned by our values of: Excellence; Aspiration; Partnership; and Trust. For more information on our values please visit the Hub.

3 Duty of Care

- 3.1 We use the Social Care Institute of Excellence (SCIE) definition of duty of care. This is a legal obligation to:
 - Always act in the best interest of individuals and others.
 - Not act or fail to act in a way that results in harm.
 - Act within your competence and not take on anything you do not believe you can safely do.

4 Conduct and Behaviour

Illegal Activities

- 4.1 Staff must not participate in any illegal activities or collude with customers or colleagues to turn a blind eye to illegal activities. This will be considered a breach of this Code of Conduct and may lead to disciplinary action.
- 4.2 Staff should also be aware that any illegal activities they take part in outside work may have consequences for their employment at Look Ahead.

Professional Conduct

- 4.3 Staff must uphold the Look Ahead policies, procedures, values and decisions. Staff should not do anything which may put Look Ahead's reputation at risk.

Communicating with Respect and Dignity

- 4.4 We encourage all members of staff to communicate with customers, colleagues and stakeholders in a professional way.

Behaviour in Meetings and Training

- 4.5 Meetings and training will be conducted in a constructive and supportive atmosphere, with timeliness, courtesy and respect. Staff members, who chair a

meeting or lead training, will do so in a manner that encourages debate and comment during the meeting.

Behaviour with Other Agencies

- 4.6 We expect all staff to establish and maintain a professional relationship at all times with partner agencies and individuals to ensure customers receive the highest level of service.

Unacceptable Personal Behaviour

- 4.7 We require all employees to behave in an acceptable manner and must not discriminate or harass anyone as part of their employment practice or in the provision of facilities and services. Please see the Diversity and Inclusion policy and procedure for more information.
- 4.8 Employees must not be intoxicated or under the influence of illegal drugs while at work. This may be grounds for disciplinary action in line with the Disciplinary policy and procedure.

Smoking

- 4.9 Employees and customers should not smoke together. Please see the No Smoking policy and procedure for more information.

5 Dress Code

- 5.1 Look Ahead does not have a uniform and does not prescribe what staff should or should not wear. All employees are expected to dress in a way that is appropriate for their role, any tasks they are doing that day and who they might be meeting with.
- 5.2 We expect standards of dress at work should be appropriate in terms of cleanliness, decency and personal hygiene. If you are not sure about what is acceptable clothing please speak to your manager.

6 Financial Conduct

- 6.1 All employees are required to take reasonable measures to protect Look Ahead's funds, resources, property and assets from theft, damage and misuse. Members of staff must ensure that they use funds and resources entrusted to them for the purpose intended, and in a responsible and lawful manner.

Gifts, Hospitality and Bribery

- 6.2 Any form of bribery, either direct or indirect, is prohibited. Allegations of bribery or wrongdoing can be reported confidentially through Look Ahead's Raising Concerns and Whistleblowing policy. Please see the Fraud, Bribery, Theft and Corruption policy and procedure for more information.

Expenses

- 6.3 Employees can only claim reimbursement for expenditure that was properly and reasonably incurred in carrying out Look Ahead's business. Travel and subsistence

costs, mileage allowance, and petty cash reimbursements may only be claimed in line with our Travel and Subsistence policy.

7 Contact with Press, Media, Social Media and Third Party Websites

- 7.1 No staff member may make a statement to the press or media on Look Ahead's behalf without prior clearance and guidance from either the Head of Communications or the relevant Director.
- 7.2 If any member of staff makes a statement to the press or media on a personal matter they must not identify Look Ahead as their employer. Any evidence this condition has been breached may be grounds for disciplinary action.

Social Media at Look Ahead

- 7.3 Look Ahead's Communications Team manages, maintains and monitors our organisational social media presence. Wherever possible, we encourage services and teams to make use of this channel.
- 7.4 No staff member or service is permitted to set up their own social media presence on behalf of Look Ahead without prior agreement from the Communications Team.

Staff Personal Social Media Use

- 7.5 Where staff members have identified an association with Look Ahead they are expected to behave appropriately and in ways that are consistent with our [values](#).
- 7.6 It is **vital** that anyone who is posting on social media and can be associated with Look Ahead as their employer understands the high level of professionalism expected. This is to safeguard the privacy and wellbeing of customers and staff, and also to protect the reputation of Look Ahead.
- 7.7 Staff members must not:
- Bring Look Ahead into disrepute
 - Attack or abuse colleagues
 - Post derogatory or offensive comments
 - Post comments about Look Ahead or our customers.
- 7.8 This list is not exhaustive and any breach of these procedures may be grounds for disciplinary action in line with our Disciplinary policy.
- 7.9 Under no circumstances should social media at Look Ahead be used as a way of offering or providing online support to current or former customers or members of the public, unless this has been explicitly agreed as part of contract or service delivery.
- 7.10 We encourage all staff to make their personal social media accounts as private and secure as possible. Staff should never interact with customers through social media, unless this is through an official Look Ahead account, approved by the Communications team.

8 Professional Boundaries

- 8.1 Staff must maintain high standards of professionalism, fairness and courtesy when working with customers. Staff should behave in a friendly, personable and

compassionate way towards customers; this does not mean becoming friends. Staff must not form any inappropriate relationships with anyone they know or find out to be a customer. This includes but is not limited to:

- Physical contact apart from personal care.
- Sexual relationships.
- Forming social relationships more than supporting social skills
- Business relationships.

8.2 Staff should speak to their manager immediately if they are concerned about a customer. Please see the Professional Boundaries policy for more information.

Relationships in the Workplace

8.3 It is unavoidable that employees will form relationships at work; these may have been established prior to employment or have developed during the employee's time at Look Ahead. This could be as friends or as partners, and Look Ahead has no wish to prevent this.

8.4 However it is important that any relationships formed at work do not affect or impact, the people in the relationship or their colleagues. We expect all employees to behave in a professional manner at all times in the workplace.

8.5 Relationships between staff must be declared from the start in line with the Declaration of Interest policy and procedure.

9 Disclosing Criminal Convictions

9.1 All employees have a contractual obligation to disclose any convictions, cautions, reprimands or final warnings that may occur during employment with Look Ahead.

9.2 If a staff member is charged with a criminal offence while they are employed by Look Ahead this should be disclosed as soon as possible. If this is not disclosed then it may be grounds for disciplinary action. Each case will be managed on a case by case basis.

10 References

10.1 All references provided on behalf of Look Ahead must be processed through our HR department. Please pass on any reference requests to humanresourcesadmin@lookahead.org.uk.

11 Use of Look Ahead's Premises and Equipment

11.1 We expect staff members to use premises and equipment in a sensible and professional manner. These should not be used for anything other than their intended use. Please see the IT Acceptable Usage policy and procedure for more information.

Related documents

Document	Link
Connected Policies	Declaration of Interests Disciplinary Raising Concerns and Whistleblowing Diversity and Inclusion Expenses Fraud, Bribery, Theft and Corruption Hospitality and Gifts IT Acceptable Usage
Forms and Letters	N/A
Information Sheet	TBC
Easy Read	N/A
External Websites	N/A
Legislation/Regulation	National Housing Federation (NHF) Code of Conduct 2010

Version Control

Version no.	2	Date effective:	February 2017
Brief summary of changes:	Substantially reviewed in line with our new values and expectations and now only about behaviour. All information about declaration of interests removed and included within separate policy. Enhanced guidance on social media conduct.		
Colleague consultation:	Central Services managers and teams; Contract and Operational Managers; Directors of Operations and Learning Disabilities; Director of Quality, Governance and Performance		
Customers consulted:	N/A		
Results customer consultation:	N/A		
Other consultation:	N/A		
Signed off by:	Management Board, 22 nd February 2017		
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Review date:	August 2020		



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