

HINCKLEY HOMELESS GROUP

LAWRENCE HOUSE SUPPORTED ACCOMMODATION

Integrity at Work – Code of Conduct – Procedure & Guidance

Hinckley Homeless Group (HHG) recognises the importance of promoting and preserving the integrity of professional boundaries between staff and residents. These guidelines also apply to residents' children, family, relatives and friends. Professional boundaries are essential in assisting the Association to conduct its activities. Residents have a right to be treated respectfully and in a fair and consistent manner. Professional boundaries also support the effectiveness of day to day business and the reputation of the Association.

Boundaries Between Staff And Residents

Staff have a professional responsibility to protect the interests of residents, to respect the trust involved in the staff/resident relationship and to accept the constraints and obligations inherent in that responsibility. The development of working relationships should be governed by professional boundaries. HHG will not tolerate staff breaching professional boundaries with residents. Staff must maintain professional boundaries at all times and must discourage the development of inappropriate relationships/behaviour.

Values

These values are defined as:

- Customer Focus – We are passionate about the services we provide and are committed to improving those services to our clients year on year.
- Integrity – We maintain the highest standards of behaviour and integrity to build trusting partnerships.
- Respect – We ensure diversity and mutual respect are embedded by promoting equal outcomes for all.
- Innovative – We strive to be the best in the sector and combine an entrepreneurial drive with effectiveness and efficiency in the provision of our services.
- Motivated – We provide opportunities and encouragement to all our colleagues and clients to learn, develop their potential and achieve their objectives.
- Openness – We are open and accountable to our clients, partners, statutory authorities and colleagues.
- Reliability – We deliver what we promise on time.

These values should be apparent in the behaviour of those working for HHG and in the decisions and actions made by the organisation. HHG expects all colleagues to:

- Promote equality and diversity
- Consistently apply HHG's policies and procedures
- Respect confidentiality
- Share information when appropriate
- Listen to what colleagues have to say

Benefits

It is in the interests of everyone connected with HHG to promote its reputation and maintain its good name. In establishing this policy we are seeking to create and sustain an environment where people are treated with respect and honesty, people feel valued, experience job satisfaction and can work without fear. In addition, people will know that at HHG there is respect for cultural differences and that diversity of background is valued.

Colleagues at all levels within HHG, directors and contractors are expected to hold these values and whilst at work behave in a way that clearly demonstrates these values. This will hold true in relationships between:

- Work colleagues
- Managers and their team
- Colleagues and clients
- Colleagues and those providing services to the organisation

This policy is about our individual values and behaviour and also about considering how our actions affect the integrity and reputation of the organisation as a whole. In addition it is about noticing when the behaviour of others or of the organisation doesn't fully accord with these values and challenging that behaviour. By these actions HHG will be seen and understood to have achieved the desired Code of Conduct: Professional Boundaries.

Respect for work colleagues

HHG expects all colleagues to be treated with respect and to have equality of opportunity at work. We expect all colleagues not to discriminate on grounds of sexuality, gender, marital status, race, colour, ethnic or national origin, religion, age or disability. Bullying and harassment, including sexual harassment, will not be tolerated. You should use the appropriate procedures contained within the Harassment & Bullying Policy, Procedure and Guidance if you experience these forms of behaviour or if you observe it in others. Please see HHG's Harassment & Bullying Policy.

Managers and their team - Managers need to pay particular attention to integrity at work because of their position of trust in managing others. All colleagues have equality of opportunity in all aspects of their employment, including to develop themselves and their careers. Decisions about recruitment and development will be made solely on the basis of personal ability and potential in relation to the needs of

the job. If you have to take such decisions, this is how you too should operate. HHG expects managers to:

- Set high standards and lead by example
- Promote equality and diversity
- Consistently apply HHG's policies and procedures
- Respect confidentiality
- Share information when appropriate
- Listen to what colleagues have to say
- Involve colleagues in decision making
- Develop their colleagues and encourage job satisfaction

Colleagues and clients – Clients have a right to expect to be treated fairly and honestly. In communicating with its clients HHG will always seek to say clearly what it is thinking and to mean what it says. Care should be taken when offered gifts by residents or other clients. Whilst it may be appropriate for a colleague or a team to accept a gift of low value from a grateful resident or client the value of the gift or the time when it is made should always avoid any suspicion that it is an inducement. For example - a gift of a bunch of flowers from a grateful client is probably acceptable but a wristwatch is not.

Other Responsibilities

HHG colleagues must respect confidential or proprietary information shared with us. Members, directors and colleagues should be meticulous about declaring any actual or potential conflicts of interest affecting themselves, their family, friends or associates.

All orders and contracts must be awarded on merit and by fair competition and in accordance with our Procurement policies. A wider policy applies to some jobs within the organisation. Check with your line manager if you believe this might affect you. For example – a gift of a mug from a contractor is probably acceptable but a bottle of spirits should be either refused or declared and raffled.

Contractors and others providing services to HHG will be treated with the same consideration as colleagues. Whilst providing a service to or on behalf of HHG they will be expected to behave in accordance with the integrity at work policy.

How will I know if an action (or inaction) meets the policy?

Think how comfortable you would feel if you had to explain an action or decision to your manager, colleagues or family; or if something you did became public and the subject of scrutiny. Acting with integrity means that while we may not always be sure of every answer, we will not say one thing and do another. We will only make promises that we are reasonably sure we can keep.

You have a responsibility to make sure that all your words and actions demonstrate integrity at work

You have a responsibility to ask questions when you have doubts about the ethical implications of a situation or proposed course of action

You have a responsibility to report any concerns about practices within the organisation that may violate the [Integrity at Work – Code of Conduct Policy](#). If you have such concerns you can either report them to the Project Manager or to a Member of the Management Committee or make use of the Whistleblowing procedure.

The National Housing Federation's Excellence in Standards of Conduct Code sets out best practice in areas of conduct and probity, including standards of behaviour, declarations of interest, gifts & hospitality and non-contractual payments & benefits (such as employment of close relatives of colleagues and board members).

Actions

Any staff member that has concerns about their relationship with a resident should in the first instance raise this with the Project Manager.

If a member of staff has concerns regarding a work colleague's relationship with a resident they must inform the appropriate manager immediately. For further guidance refer to the Whistleblowing Policy.