

**Helena Partnerships Customer Excellence Panel**

**CODE OF CONDUCT**

This Code has been put in place to support the highest standards of conduct amongst the Members of the Panel. It is centred on the need for the work of the Panel to always have the best interests of the tenants of Helena Partnerships at the heart of what it does; all Members will strive to act with integrity, objectivity, accountability, openness and honesty, and will seek to show leadership in pursuing the best possible standards of service for all the customers of the organisation.

***The Code***

1. Panel Members will attend all meetings and other events. If absence is unavoidable then apologies will be given to the Chair. Each will prepare for meetings by reading papers in advance and carrying out other appropriate research or information gathering, so as to enable maximum effectiveness at the meeting itself.
2. The recognised principles of effective meetings should be observed at all times, including:-
   * Listening to the contributions of other Members and Officers and following accepted rules of debate.
   * Show respect for others` views at all times and for the contributions of staff supporting the Panel or others giving evidence to it.
   * Acknowledging the role and function of the Chair.
   * Allowing differences of opinion whilst seeking consensus across the group.
3. The Panel will give attention to relevant, strategic issues and not involve itself with individual issues. This will not prevent the use of anecdotal and experiential evidence when considering the impact of a service or policy.
4. Members of the Panel will have access to the organisation and to a range of information. Their position will not be used to obtain any advantage for themselves or for family or friends. The focus will at all times be on tenants` interests, without reference to other, less overt agendas.
5. Some of the information given to the Panel may be confidential; this will always be indicated on the papers and will be respected and not be disclosed to anyone else. No personal information about individuals will be discussed at the panel and will only be referred to anonymously when being used as evidence about a service or policy.
6. Panel Members will always seek to respect diversity, both within the Panel and across the services it is considering. The objective will be to treat all others as you would expect to be treated yourself.
7. From time to time, personal conflicts of interest may arise for Panel Members. These should always be declared, and the group will decide whether the individual Member should participate in any discussion or vote on an issue. If any gifts or excessive hospitality are offered to Panel Members these should be declined.
8. If any approach is received from the press or media, no comment should be made and the request should be referred to the Chair, who will consult with the Chair of the Board and the Chief Executive before making any comment.
9. If this code is breached by any Member, then the Chair will consider an appropriate course of action, in consultation with the Chief Executive, and will be empowered to recommend to the full Panel that sanctions be imposed, including removal from the Panel.

Signed: ………………………………. Date: ………………

Print Name: ………………………….

***08 April 2011***

***Date of Next Review April 2012***