

**ETHOS Code of Conduct**

This code of conduct outlines the way volunteers are expected to carry out their duties as part of the scrutiny group. It also outlines LHT’s commitment to our volunteers. This code of conduct will be reviewed on an bi-annual basis.

**Conduct at Meetings**

**LHT**

* Will provide information, minutes and agenda to allow participation
* Will ensure that minutes and agendas sent out 7 days in advance of meetings (where appropriate)
* Will ensure that adequate notice is given prior to meeting cancellations
* Will ensure tenants are given necessary training and briefing to allow participation
* Will ensure that meeting venues are accessible
* Will ensure that any tenant expenses that are incurred as a result of the Panel meetings incurred are reimbursed

**Volunteers**

* Panel members will ensure they contact LHT with apologies if they cannot attend a meeting
* It is important that the issues discussed at meetings are related to the relevant to the topic or project; Members must use normal procedures when reporting issues such as repairs, complaints, request for service, etc.
* Members must follow the Agenda
* Members must allow each other the opportunity to speak and comment without unnecessary interruptions
* Wherever possible jargon should be avoided. If it is used then a full explanation should be given.
* It is the responsibility of individual members to ensure that they are prepared for each meeting by reading all relevant papers and bringing them to the meeting
* Members should ensure that mobile phones are turned to ‘silent’ to avoid unnecessary interruptions
* Members will respect the views of others within the meeting
* All panel members have equal status at the meeting
* Panel members will follow the guidance of the Chair in the conduct of the meeting

**Confidentiality**

* Members should respect all LHT tenants and staff’s confidentiality, whether present at a meeting or not and refrain from mentioning specific individual cases which may cause embarrassment to another individual.
* Members will be expected to sign and abide by the Confidentiality Statement.

**Equality and Diversity**

* No member will discriminate on any ground against any other member of the Panel, LHT officer or member of the public. Discriminatory language will not be used in discussions. All those who attend meetings have the right to be treated with respect, regardless of their ethnicity, gender, disability, age, sexuality, religion, or any other matter, which causes people to be treated unfairly.
* Members will work for the benefit of all individual tenants.

**Conflict of Interest**

* Members must disclose any interest, whether personal or on behalf of another person they represent, that may affect or influence their approach to a matter under discussion. Members may be asked to leave a meeting should discussions deem it appropriate.
* A member should not expect to receive more favourable treatment from staff members

**Breach of Code of Conduct**

* All members need to abide by this code of conduct: failure to do could result in the member being asked to leave the Panel
* Panel members who consider that this code of conduct has been broken should raise it with the Chair immediately.
* If a member of the group does not abide by the code of conduct the Chair (or nominated person were relevant) will issue a warning that the code of conduct has been broken and if broken again the individual will be asked to leave the meeting
* The Chair will meet with the person to discuss the breach of the conduct and depending on the severity of the breach the following actions may be taken:
1. No further action may be required if the member understands and agrees not to breach the code in the future
2. Training may be offered to the member to raise awareness or broaden knowledge
3. Be asked to either resign from the group or have membership terminated

If the member breaches the code of conduct 3 times (at stage 1 or 2) they will have their membership terminated.

The Resident Involvement Team will investigate all breaches of the code when a warning is received or a complaint is made. The Resident Involvement Team will:

1. Write to the individual to detail the concerns
2. Arrange a meeting with the individual to discuss the issues raised and to advise of the proposed steps to be taken
3. Provide a report to ETHOS detailing the discussions of the meeting, advice given and actions agreed.

LHT will aim to provide training wherever possible to ensure that the breach does not happen again.

**Right to Appeal**

Members will have the right to appeal. The appeal must be made in writing to the Resident Involvement Team Leader within 14 days of receiving the notice that action has been taken.

**I, the undersigned, have read and understood the above and its implications and agree to adhere to the code of conduct.**

**Name:** …………………………………………………………………………….

**Address:** ………………………………………………………………………………..

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**Signed:**……………………………………… **Date:** ………………………