

This code of conduct is a set of guidelines that members of the Customer Inspection and Improvement team must agree to follow in order to carry out their duties.

Breaching the code of conduct may result in members being action to stand down from the panel. This decision will be taken depending upon the seriousness of the Breach and only in consultation with the Chief Executive Officer.

1. Confidentiality

- 1.1 Members must respect the confidentiality of residents, employees of East Durham Homes, and information used and stored by the organisation.
- 1.2 Whilst investigating services, members may come across sensitive information and may have to deal with issues of an individual basis.
- 1.3 Members will therefore be required to adhere to East Durham Homes Data Protection and Freedom of Information Policy, and information security policy.

2. Equal Opportunities

- 2.1 All those who attend meetings have the right to be treated with dignity and respect regardless of their race, colour, ethnic or national origins, nationality, gender, marital status, age, sexuality, religion or any other matter.
- 2.2 No member will discriminate on any of these grounds against another member of the Customer Inspection and Improvement team.
- 2.3 Members will listen respectfully to the views of others, and aim to arrive at well thought out conclusions and recommendations as part of a team.

3. Terms of reference

- 3.1 Members will be provided with a copy of the Terms of Reference for the panel and will be asked to play their part in meeting its aims and objectives.

4. Conflicts of interest

- 4.1 Members will be asked to disclose any interest, whether personal or on behalf of any group they represent, that they consider will affect their judgement in terms of the matters under investigation or discussion.

- 4.2 Members must not use their position to obtain any financial gain or advantage.
- 4.3 Customer Inspection and improvement team members cannot be East Durham Homes Board Directors.

5. Conduct

- 5.1 All members must conduct themselves to the highest of standards at all times. This includes
- Being polite, courteous, and supportive of each other
 - Supporting and assisting other members and EDH employees, to find the best possible solution to problems being discussed.
 - Following the guidance of the Chair in terms of conduct during meetings.
 - Bearing in mind the rights of individual residents, and the duties of staff when making recommendations for improvement.
 - Not to speak or write on behalf of the group without the prior agreement of the group.
- 5.2 Persons appearing under the influence of alcohol or drugs / illegal substances or causing any disruption will be asked to leave meetings or other events. This will constitute a breach of the code of conduct.

6. Attendance

- 6.1 Members of the Customer Inspection and Improvement Panel will be asked to make every effort to attend meetings, training, and other relevant events.
- 6.2 Panel members that miss more than 2 consecutive meetings may be required to stand down from the Customer Inspection and Involvement Team, unless the Chair, or Chief Executive Officer, deems that there are exceptional circumstances
- 6.3 Apologies in advance of meetings will always be required from panel members.

7. Political affiliation.

- 7.1 Members may be affiliated to, or members of a political party, but may not represent a political party as part of their role within the Panel.

8. Breaching the Code of Conduct

- 8.1 Breaching the code of conduct will be regarded as a serious matter, and panel members may be required to leave meetings, events or training sessions at the Chair's request.

- 8.2 Continued breaches of the code may result in I members being asked to stand down from the panel. This decision will be made by the Chair, and the Chief Executive Officer.
- 8.3 In the event that the Chair breaches the code of conduct, then, the above shall still apply- however, the Chief Executive Officer will make any decision regarding the Chair's continued membership of the panel.

9. Breach of tenancy

- 9.1 Should any member of the CIIP breach their tenancy in any way all company procedures will be followed. Panel members should not be treated any differently than any other customer and staff should ensure policy and procedures are followed.
- 9.2 If the breach of tenancy is considered to be of a serious nature then the line manager for the service should advise the Customer Involvement Manager. If the breach of tenancy continues and is not resolved then the member may be asked not to attend the panel whilst action is being taken by EDH. In some cases the member may be asked to leave the panel. Each case will be considered on the individual circumstances of the breach.
- 9.3 If the panel member is deemed in breach of their tenancy and it involves a service that they plan to inspect, the member may be excluded for that inspection until the problem is resolved.

10. Declaration

- 10.1 **I agree to abide by the Code of Conduct and know that failure to do so can result in me being asked to stand down from the Customer Inspection and Involvement Team.**

Signed

Date.....

