



## **Code of Conduct between Members**

**In their working relationship with each other and in carrying out the work of the Blackpool Coastal Housing and Blackpool Council members of the Blackpool Customer Scrutiny Assembly (BCSA) will always:**

1. Act in a professional manner in the business of the BCSA, both inside and outside the meetings, keeping confidentiality, and not gossiping, but promoting and representing the best principles of Scrutiny.
2. Respect each others opinions, listen and will not talk over one another as everyone within the group has an equal say.
3. Will take the time to capture reflections and support each other, remembering that people have different skills and knowledge.
4. Be inclusive and never intimidate.
5. Never abuse their position, power or knowledge.
6. Conduct themselves in an orderly manner, be prompt, and attend meetings regularly and events connected with the work of the Assembly on time. Agree with the Chair/Scrutiny Officer at the start of the meeting if anyone has to leave early.
7. Always give notice and reasons to the Chair/Scrutiny Officer if they are unable to attend a meeting. If they are unable to inform the Chair/Scrutiny Officer they will contact another member of the Assembly or the Customer Involvement Team to ensure that someone is aware of their absence and to avoid unnecessary expense in terms of transport or refreshments.
8. Be open, transparent and honest.
9. Mobile phones will be switched off or kept on silent when attending meetings and other events, except at the express permission of the Assembly.
10. Leave as friends even if there are disagreements during the meetings and work together to solve conflicts or disputes.

11. Ask if unsure and never worry about asking a question or asking for support, help or advice.
12. Be relevant and stick to the point/matter in hand, personal matters and complaints will be kept out of the meeting.
13. Ensure each members safety, security and comfort.
14. At the beginning of a meeting, allow time for a time limited “get it off your chest” issues session and ensure everyone is aware of the aims and objectives of the session. Leaving time at the end to sum up.
15. Show a commitment to equality and diversity and avoid discriminatory/negative remarks.
16. Keep an open mind, be willing to learn, be understanding and avoid personal, religious and political comments.
17. Will not pre judge issues and instead will consider all available evidence before reaching a conclusion

**In signing this Code of Conduct, I agree to abide by all the requirements set out above:**

**Print Name**

**Signed**

**Date**