

Human Resources

Code of Conduct for Employees/Workers

Code of conduct for employees/workers

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I. Introduction

I.1. Application

This Code of Conduct applies to all Chelmsford City Council employees* and workers irrespective of the job that they do or the grade that they are on.

I.2 Principles of public life

The 7 principles of public life apply to anyone who works as a public office holder. <https://www.gov.uk/government/publications/the-7-principles-of-public-life>

These principles underpin the Council's policies, procedures and processes set out in this Code of Conduct and elsewhere.

This includes people who are elected or appointed to public office, nationally and locally, and all people appointed to work in:

- the civil service
- local government
- the police
- the courts and probation services
- non-departmental public bodies
- health, education, social and care services

The principles also apply to all those in other sectors that deliver public services.

They were first set out by Lord Nolan in 1995 and they are included in the Ministerial code.

1. Selflessness

Holders of public office should act solely in terms of the public interest and not in order to gain financial or other material benefit for yourself, family or friends.

2. Integrity

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.

3. Objectivity

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

4. Accountability

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

5. Openness

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

6. Honesty

Holders of public office should be truthful.

7. Leadership

Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.

1.3. Purpose behind the Code

Chelmsford City Council is a public authority funded in the main from revenue raised by local and central government taxation. As such, the public, and all other individuals and organisations who come into contact with the Council, are entitled to expect from the Council's employees the highest standard of service in terms of integrity, efficiency, impartiality and courtesy.

This Code sets out the standard of conduct that Chelmsford City Council employees should adhere to when carrying out their work and duties. In addition, its purpose is to maintain and improve standards and protect employees from misunderstanding or criticism.

Employees should always bear in mind that it is not enough to avoid actual impropriety or improper conduct. Employees should always endeavour to avoid any occasion for suspicion and any appearance of improper conduct or impropriety.

1.4. Status of the Code

This Code has been formally approved and adopted by the Council.

The Council believes that the Code represents the standard against which the conduct of employees will be judged, both by the public and by their fellow employees. It is not an exhaustive listing of all standards expected of employees.

1.5. Non-Observance of the Code

Failure to adhere to the Code can bring the Council and indeed the whole local government service into disrepute. Such failure could also lead to a finding of maladministration on the part of the Council by the Local Government Ombudsman.

One of the purposes of the Code is to provide guidance to employees and seek to protect them from misunderstanding or criticism. It is therefore in each employee's own interest to adhere to the Code. Employees should be aware that breach of the Code will constitute misconduct (and in certain circumstances, gross misconduct), which may lead to disciplinary action being instituted against the employee in accordance with the Council's Disciplinary Procedures.

Furthermore, employees need to be aware that conduct which is contrary to certain provisions of the Code (e.g. those dealing with unauthorised disclosure of confidential information) could, depending upon the precise circumstances of the case, also amount to an offence under the criminal law and thus result in prosecution of the employee concerned.

1.6. Interpretation

The Code is to be interpreted in spirit as well as by the letter. An employee who is in any doubt as to whether a provision in the Code is applicable to their situation should, in the first instance, refer the matter to their manager.

2. Values and Behaviours

The Council has adopted certain values – Accountability, Creativity, Learning and Encouraging, Collaborative and Trust - which are at the core of how staff and the organisation are expected to behave. These are key to delivering the Council's vision and are the qualities that we expect from all staff. All employees have a responsibility for ensuring that they are aware of the Behaviours which underpin these values and that they actively support and demonstrate these. Information is available on the intranet or through employee self-service.

3. Customer Service and Standards

3.1. General

Employees are expected to give the highest possible standard of service to the public and local community and to abide by the customer care standards set by the Council. Employees who, during their employment, have contact with the public, whether face to face, over the telephone or by way of written

correspondence should always ensure that they deal with the individual(s) in an efficient and courteous manner, irrespective of the circumstances.

3.2. Standards of Dress

Employees should dress in a manner appropriate to their role to ensure, so far as is reasonably possible, that no offence is caused to individual members of the public, including members of minority groups. Employees should not wear any badges, jewellery or insignia which might give offence, or which could be taken to indicate that the wearer is a supporter of a particular political party or pressure group. Tattoos should not be displayed which give offence or indicate that the employee is a supporter of a particular political group.

3.3. Consumption of Alcohol and Drugs

Employees should not consume any alcohol before or during their working day, including during their lunch break, if it is likely to have an adverse effect on their work or if it would be inappropriate. For employees whose role requires them to drive or operate machinery, then alcohol should not be consumed prior to driving or operating machinery. With the exception of prescription drugs, or pharmacy over the counter drugs, employees should not take drugs during work times.

3.4 Comments, compliments and complaints

Employees who, during their employment, have contact with the public should familiarise themselves with the Council's comments, compliments and complaints policy and procedure and, where appropriate, bring the procedure to the attention of the public.

Employees should be prepared to disclose to any member of the public their name and position with the Council unless in any case they have genuine cause to believe that such disclosure might compromise their own personal safety.

3.5 Hours and attendance

Reliability in time keeping, attendance and in reporting sickness are all critical to the success of Council services. Poor attendance and bad timekeeping increase costs, reduce service outputs and may undermine the reputation of the Council. Employees should ensure that they:

- Comply with the timekeeping requirement of their job ensuring accuracy of record keeping at all times.
- Are in the workplace and working when they should be
- Ask their manager if there is a need to take time off, for example for a doctor's visit

- Agree with their line manager in advance any leave or time off

3.6 Disciplinary standards

These disciplinary standards apply to all Chelmsford City Council employees irrespective of the job they do or the grade they are on.

They should be read in conjunction with the Council's Disciplinary Procedure and this Code of Conduct

Purpose behind the disciplinary standards

The Council accepts that most of its employees can be relied on to conduct themselves in an exemplary manner, irrespective of formal rules. However, in a large organisation such as the Council it is necessary for there to be standards which:

Identifies conduct which is unacceptable to the Council as an employer,

Indicates the likely consequences of such conduct; and

Provides a framework for managers and employees that helps ensure that the required high standards of job performance and conduct are met and maintained

4. Disclosure and use of confidential information

4.1. Information Security

All employees are responsible for keeping personal data, which they access or process, secure and up to date. Line managers have responsibility for the type of personal data they collect and how they use it. Managers are also required to ensure that staff are appropriately trained on how to process personal information in line with the Data Protection Act 2018 and the General Data Protection Regulation 2016

Individuals who have access to personal data are required:

- to access only data that they have authority to access and only for authorised purposes;
- not to disclose data except to individuals (whether inside or outside the organisation) who have appropriate authorisation;
- to keep data secure (for example by complying with rules on access to premises, computer access, including password protection, and secure file storage and destruction);
- not to remove personal data, or devices containing or that can be used to access personal data, from the organisation's premises without adopting appropriate security measures (such as encryption or password protection) to secure the data and the device;

- not to store personal data on local drives or on personal devices that are used for work purposes; and
- to report data breaches of which they become aware to the Information Governance Team in line with the Council's Data Breach Policy and Procedure.

Failing to observe these requirements may amount to a disciplinary offence, which will be dealt with under the Council's disciplinary procedure. Significant or deliberate breaches of this policy, such as accessing employee or customer data without authorisation or a legitimate reason to do so, may constitute gross misconduct and could lead to dismissal without notice.

Employees should communicate with the Council's Monitoring Officer, or their own Service Manager to raise concerns regarding a breach of conduct or other issue of concern related to the delivery of the Council's responsibilities. In some cases, the appropriate disclosure route may be raised by using the Council's Whistleblowing procedure.

4.2 Disclosure of criminal convictions during employment

Employees who are convicted or cautioned for any offence during their employment (this includes outside of your working hours) with the Council are required to immediately notify their line manager in writing of the offence and the penalty.

This includes motoring offences which result in a court action and a driving restriction but not parking offences/fines where no penalty points are incurred. The effect of any conviction or caution will be considered with regard to the post occupied and the nature and severity of the offence and penalty. Any action that may be taken by the Council will be in accordance with the disciplinary procedure.

4.3. Use of Information by Employees

Employees should never use confidential or sensitive information obtained by them during their employment for personal gain or benefit.

5. Equality, diversity and inclusion

All members of the local community, customers and our employees have a right to be treated with fairness and respect.

The Council is fully committed to the elimination of unlawful and unfair discrimination and values the differences that a diverse workforce brings to the organisation. The Council aims to create a work environment where everyone is treated with dignity and respect.

The Council will not discriminate because of age, disability, gender reassignment,

marriage and civil partnership, pregnancy and maternity, race (which includes colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation. It will not discriminate because of any other irrelevant factor and will build a culture that values meritocracy, openness, fairness and transparency.

All employees are responsible for the promotion and advancement of equality, diversity and inclusion. Behaviour, actions or words that transgress the Equality, Diversity and Inclusion policy will not be tolerated and will be dealt with in line with the Council's bullying and harassment and disciplinary policies, and this Code of Conduct.

6. Political neutrality

6.1. When Carrying Out Work

Employees (whether or not their post is designated as politically restricted) should follow every lawful expressed policy of the Council and should not allow their own personal or political opinions to interfere with or influence their work.

6.2. Dealings with Elected Members

Employees should bear in mind that they serve the Council as a whole. They therefore serve all Elected Members and not just those of the controlling group and should ensure that the individual rights of all Elected Members are respected. It must be ensured that working relationships are kept on a professional basis.

6.3. Political Assistants

Political assistants appointed in accordance with the Local Government and Housing Act 1989 are exempt from the standards set out in paragraphs 6.1 and 6.2

7. Acceptance of gifts & hospitality

7.1. General

Except in the very limited circumstances employees should not accept any fees, gifts or other benefits on their own behalf or on behalf of a third party, from any member of the public, pressure group or other outside party. All employees are expected to make themselves aware of the guidance on the acceptance of gifts and hospitality which is available on the intranet or from HR. This includes ensuring any gifts or hospitality with an estimated value of at least £50 are registered with the Monitoring Officer within 28 days of its receipt. Furthermore, that any significant gifts or hospitality that they have been offered but have refused to accept are also registered with the Monitoring Officer.

7.2. Accepting Hospitality

Employees should only accept offers of hospitality if these are occasions on

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*references to employees also includes workers

which they are gathering, imparting or exchanging information or representing the Council. Offers to attend purely social or sporting functions should be accepted only when these are part of the life of the community or where the Council should be seen to be represented. Attendance at such functions should be authorised in accordance with the procedure set out in the protocol for gifts and hospitality.

Employees should be aware that it is a serious criminal offence for them **corruptly** to receive any gift, loan, fee, reward or advantage **for doing, or not doing anything, or showing favour or disfavour to any person** in their official capacity. If an allegation is made then it is for the employee to demonstrate via an investigation process that any gift, loan, fee, reward received has not been corruptly obtained.

7.3. Giving of Hospitality

The giving of hospitality to visiting individuals, and during meetings with outside individuals/organisations which take place off Council premises, is acceptable provided that

- (i) the visit/meeting relates to Council business; and
- (ii) such hospitality is of a kind and proportionate to the circumstances.

In some cases, it may well be wrong not to offer hospitality. For example, the failure to offer a visitor basic refreshment (i.e. tea/coffee) would, in certain circumstances, be construed as discourteous, and possibly contrary to the Council's customer care ethos. Similarly, in the case of lengthy meetings the provision of a "working lunch" may well be appropriate. Hospitality should never be lavish or extravagant and should be proportionate to our role as public body. Employees should always have regard to how such hospitality might be perceived by members of the public - bearing in mind the Council is a public body funded in the main by local and central government taxation, and the need for impartiality in relations with contractors and potential contractors.

8. Personal interests - disclosure etc

8.1. The Underlying Principle

Employees should never use their positions with the Council to seek special favour or preferential treatment for themselves, or friends or relatives. Equally important, employees should not allow the impression to be created that they are, or may be, using their position to promote private or personal interests.

8.2. Disclosure Generally

Employees should disclose, via the online form available on the intranet and to their manager any personal interest (whether financial or non-financial in nature) which may affect, or be considered by others to affect, an employee's

impartiality in any matter relevant to his/her duties. Employees should make themselves aware of the guidance on registering their interests. The manager should ensure that any disclosures are recorded in the register of interests via the online form available on the intranet.

Note: Non-financial interests could, for example, include involvement with an organisation receiving grant aid from the Council, or involvement with an organisation or pressure group which is seeking to influence or change the Council's policies.

8.3. Statutory Duty to Disclose any Financial Interest in Contract

Employees must be aware that by law (Section 117 of the Local Government Act 1972) they are required to disclose in writing to the Council any financial interest, whether direct or indirect, which they have in any contract which, to their knowledge, has been, or is proposed to be entered into by the Council. Failure to disclose such an interest is a serious criminal offence.

This information is collected via the online form available on the intranet.

Employees who are not sure whether disclosure is required should initially refer the matter to their manager.

9. Relations with outside contractors and proposed contractors

9.1. Familiarity with Contract Rules etc.

Employees who make or advise on purchasing decisions or are otherwise involved in the ordering of goods or services on behalf of the Council must ensure that they are familiar with the Council's Contract Rules and Financial Regulations relating to contracts and orders.

9.2. Awarding of Contracts and Orders

Employees who make purchasing decisions, or who are otherwise involved in the ordering of good or services on behalf of the Council, must ensure that orders and contracts are awarded strictly in accordance with the Council's Contract Rules and that no special favour is shown, or preferential treatment given, to businesses run by partners, relatives, friends or former employees.

All employees should be familiar with the requirements of the Bribery Act and the Anti-Bribery and Corruption policy. The Council is committed to protecting the public purse and the services it provides from being abused.

We require that all staff, including those permanently employed, temporary agency staff and contractors:

- act honestly and with integrity always and safeguard the organisation's resources for which they are responsible

- comply with the spirit, as well as the letter, of the laws and regulations of all jurisdictions in which the Council operates, in respect of the lawful and responsible conduct of activities.

The Council will not tolerate fraud and corruption in the administration of its responsibilities, whether from inside or outside the Authority.

The Council's expectation of propriety and accountability is that staff at all levels will lead by example in ensuring adherence to legal requirements, rules, procedures and practices.

The Council also expects that individuals and organisations with which it comes into contact will act towards the Authority with integrity.

9.3. Disclosure of Private Work Carried out by Contractors - The General Principle

Corporate Directors, Service Managers, and any other employees who are involved in purchasing decisions (including the selection of persons invited to tender, and the evaluation of tenders etc) and who have, or have had, a private business relationship (as defined below) with a person or company whom they know has or is seeking to have a contractual relationship with the Council (whether for the supply of goods, services or construction works) should disclose that fact via the online form available on the intranet. .

is Definition of Private Business Relationship

An employee shall be taken to have a private business relationship with a person or company if that person or company has been engaged to carry out work to the employee's home or that of his/her family or close friend(s); or to supply any goods or services to the employee or his/her family or close friend(s).

9.4. Exceptions

This part of the Code shall not, however, be taken as requiring an employee to disclose a private business relationship with:

(1) any public utility company or statutory undertakers (e.g. British Telecommunications Plc, Eastern Electricity, rail operators and other public transport companies) where work done, or goods/services supplied is a kind which is provided or made available to a large section of the general population.

(2) any bank or similar financial institution where the services provided are of a kind commonly provided or made available to other customers of the bank/institution.

(3) any retail store or outlet (e.g. a supermarket or bookshop) where the private business relationship has arisen solely because the employee has purchased from the store/outlet (during its opening hours) goods or services which, at the time of purchase were on display or offer to the public at the same price and on the same terms.

9.5. Employees Who Supervise Contracts

Employees who supervise contractors should disclose via the online form on the intranet any private business relationship (as defined in 9.3 above) which they have, or have had, with any of the contractors which come within their supervision. The online form is used to maintain a register

10. Outside commitments

All employees should not engage in any outside work which means any paid or unpaid work including voluntary work which conflicts or may conflict with the Council's interests.

An employee who wishes to take up outside work, whether paid or unpaid, must obtain approval before accepting. A request for authorisation in relation to second employments or other commitments should be made using the online form which is available on the intranet.

If an employee already has other employment or commitments when they join the Council, including volunteering, they must make this known to their manager who will bring the employees attention to the online form for authorisation to be sought and must ensure that they are fully able to undertake their contractual duties.

The Council has an obligation to protect the welfare of its employees. When considering other work, all employees must comply with the Working Time Regulations which govern the total number of hours that can be safely worked as well as ensure that the required rest breaks under regulation can be taken

An employee undertaking secondary employment outside of the Council must complete a Working Hours declaration to ensure that the hours worked in total are permitted under legislation including required rest breaks.

An employee who works in more than one role for the Council will be required to comply with Working Time regulation in relation to hours work and to ensure that required rest breaks are taken.

11. Separation of roles during tendering

11.1. Separation of Roles

Employees involved in the tendering process and dealing with contractors should be clear on the separation of client and contractor roles within the Council. Senior employees who have both client and contractor responsibilities must be aware of the need for accountability and openness.

11.2. Fairness and Impartiality

Employees in contractor or client units must exercise fairness and impartiality when dealing with all customers, suppliers, other contractors and sub-contractors.

12. Use of resources and council property etc

12.1. Use of Resources

Employees must ensure that they use public funds and resources entrusted to them in a responsible manner. They should always ensure value for money to the local community.

12.2. Commitment to the environment

The Council declared a climate and ecological emergency in July 2019 and expects its employees to consider the environmental impact of their actions and behaviour and, in particular, to contribute to reducing waste and reducing carbon emissions where possible when at work

12.3. Use of Council Property Etc

Except for cars provided in accordance with the staff car-lease scheme employees should not use Council property, equipment (including computer/word processing hardware and specialist software) and materials for their own personal gain or private purposes with the exception of accessing the internet during non-working time lunch breaks in accordance with the Council's Acceptable Use policy.

12.4. Security, health and safety

Employees should be mindful of the constant need to ensure, so far as is practicable, the security and health and safety of their fellow employees, and the safeguarding of Council property and buildings. Each employee should endeavour to avoid acts or omissions on their own part which may be prejudicial to, or compromise, health, safety and security.

13. Close Personal Relationships at Work

13.1 Recruitment

Employees involved in recruitment must ensure that appointments are made based on merit. To avoid any possible accusation of bias, an employee must not be involved in making an appointment if they are related to, or have a close personal relationship with an applicant, in accordance with the Employment Rules in the Authority's Constitution

13.2 Other Employment Matters

Employees must not be involved in decisions relating to disciplinary, grievance, promotion or payment related matters, which relate to someone with whom they have a close personal relationship

13.3 Relations with Other Employees

Mutual respect and professional conduct between colleagues are essential to good local government. Employees are required to act in a professional manner and not allow personal relationships to impact on their work and professionalism.

Employees are asked to complete a declaration through the online form available on the intranet regarding Close Personal Relationships at work, following which a risk assessment will be undertaken and approved by the relevant Service Manager (or where the risk assessment relates to a Service Manager a Director) to set out arrangements to protect both the employee and the Council.

The Council reserves the right to address any issues arising from close personal relationships at work that cause ongoing work issues and take appropriate action to resolve the issue.

14 Social media, communications and working with the media

14.1 Social media

Using Social media on behalf of the Council

When engaging with customers or organisations on behalf of the Council through Social Media, employees should always remember that they are representing the Council. Employees should represent the Council ethically and with honesty and integrity.

Personal social media use

Employees should not post anything that could adversely affect the image of the Council or have the potential to do so. Employees must not breach

confidentiality by divulging any personal or sensitive information through social media.

14.2 Communications and publication

Employees must not publicise material which is confidential or against the Council's or our employee's interests.

14.3 Working and contact with the media

Employees should not speak, write, give interviews or take phone calls for information unless the communications team and your manager have given you permission to do so or unless this is part of your role for the Council.

15. Safeguarding

The Council provides a wide range of services and facilities and will promote the welfare and protection of children and adults at risk within all services by:

- Respecting the rights, wishes, feelings and privacy of children and adults.
- Taking seriously and responding appropriately and promptly to all concerns, incidents and allegations.
- Requiring organisations that the Council contracts to provide the Council with services, to have appropriate safeguarding procedures and training in place and adopt the Safeguarding policy.
- Ensuring that unsuitable people are prevented from working with children and adults at risk through the Council's Safer Recruitment Procedure.
- Not tolerating harassment of any Council employees, elected Members, contractors, agency staff, volunteers, suppliers, consultants or children/adults who raise concerns of abuse.
- Seeking to prevent abuse by promoting good practice, creating a safe and healthy environment and avoiding situations where abuse or allegations of abuse occur.

It is expected that all employees:

- Understand the different forms abuse as well as their roles and responsibilities under this Code of Conduct and the Safeguarding Policy.
- Know how to record and report safeguarding concerns, incidents or allegations.

16. Generally

If an employee has any doubt as to whether any action taken or contemplated on his/her part, or on the part of a third party, is likely to result or has resulted in a breach of this Code of Conduct then he/she should discuss the matter with his/her manager or Human Resources as soon as possible.

Relevant information to support this Code of Conduct is available on the intranet or via your line manager including the following:

- Financial regulation
- Employment policies and procedures
- Health and Safety responsibilities
- Safeguarding
- Data and Information
- Council Constitution