

Volunteers Code of Conduct

This code applies to all Healthwatch Oxfordshire (HWO) volunteers. It sets out what is expected of volunteers and what their responsibilities will be.

Adherence to the Code of Conduct is a condition of participation as a volunteer at Healthwatch Oxfordshire. Breaches of the code could lead to action being brought under the Disciplinary Policy and Procedure

HWO expects its volunteers to:

- Comply with the relevant legislation including equal opportunities, discrimination, human rights, data protection and freedom of information;
- Value diversity by treating all people with respect and acting in a way that does not discriminate against or exclude anyone;
- Follow the Nolan Principles of Public Life
- Act and conduct themselves in a reasonable and responsible way to any staff or volunteers or members of the public they work with or meet as a HWO member/participant
- Never disclose confidential and sensitive information unless there is a legal duty to do so - for example in the interests of patient safety, advice and training can be given in this regard
- Always act in an open and honest way
- Not accept gifts or hospitality, this could be seen as trying to influence the decisions, independence or activities of the HWO
- Inform HWO of any conflict of interest, or anything that might be seen by other people as a conflict of interest, as soon as it arises and keep the Register of Interests up to date
- Inform HWO of any changes to employment or personal circumstance that could affect participation in a HWO activity.

Volunteers working at HWO will be required to:

- Participate in induction training and other opportunities to develop an understanding of HWO work
- Declare any conflict of interest as soon as it arises and keep their entry in the Register of Interests up to date
- Prepare for meetings and events and send apologies when they cannot attend or will be late
- Listen to and respect the views and experiences of other HWO volunteers
- Only carry out work in line with action plans agreed by the HWO board and working groups
- Observe the HWO Volunteer Agreement when acting on behalf of HWO
- Successfully complete their induction period

Disclosure and Barring Service (DBS) check

Where appropriate to the role, volunteers will be required to submit to a DBS check:

- Non-disclosure of an offence prior to submission will cause automatic disqualification from HWO unless it is demonstrated that an error has occurred (not unknown).
- Declaration of an offence prior to a DBS check will not necessarily exclude a member from becoming a volunteer and taking part in, or being a member of working groups, boards etc.
- The Chief Executive of HWO will consider the individual circumstances and the nature of any offence and their decision will be ratified by the full HWO Board.

I confirm that I have read and agree to adhere by the volunteers' code of conduct

Name:.....

Signed:

Date: