

Code of Conduct and Practice



Code of Conduct and Practice

1. Purpose

The people of Gwynedd are entitled to expect service and conduct of the highest standard from all Authority staff and this Code of Conduct and Practice provides an outline of those standards.

Our conduct is essential in order to ensure that we display the mind-set, the responsibilities and the practices that are necessary to implement the principles of Ffordd Gwynedd and this document provides detail on those aspects. The intention is that this Code will steer and lead on the standards we expect, in the aim of ensuring performance of the highest quality.

In addition, staff should familiarise themselves with the Code of Conduct (Qualifying Local Government Employees) (Wales) Order, established in 2001 by the Government of Wales to ensure that authorities across Wales operate morally, honestly, and without bias or prejudice when exercising its duties. Gwynedd Council's Code of Conduct does not supersede this document but in fact is compatible with the requirements that are set out.

Employees who have registered with a professional body and/or are members of a professional body must comply with that relevant code of conduct, along with Gwynedd Council's Code of Conduct and Practice. Again, the content of this Code is compatible with such requirements.

2. Scope

This procedure applies to Gwynedd Council employed staff, whether they are permanent, temporary, casual, full-time or part-time staff. The procedure does not apply to schools' staff where their employment is regulated by the governing bodies of schools. In addition, it does not apply to those employed via an agency or self-employed consultants.

3. Key Principles

The Ffordd Gwynedd culture means Putting the people of Gwynedd at the centre of everything we do. This means that there is an expectation for Gwynedd Council staff to have the appropriate **attitude, ability, confidence and skills** in order to realise their potential. The four principles below provides the context of the behaviours expected.

- Committed
- Personal integrity
- Open to thinking differently
- Proactive

All employees have a personal responsibility to their employer and to their colleagues to protect and respect the dignity of the people with whom they work. Reference can be made to the generic expectations in the job descriptions of all staff members in order to understand more of the principles expected of Gwynedd Council employees.

The examples noted in the job description and in this code of conduct are only for guidance, and the lists are not exhaustive. The Council acknowledges that circumstances can vary per individual case.

The Council will not tolerate discriminatory conduct, including harassment, and such conduct will be dealt with under the Disciplinary Policy.

Committed

Accountability

- taking ownership for decisions and being accountable for their conduct at all times.
- making the most effective and efficient use of the resources available.
- ensuring that they have the necessary skills to achieve the roles needed now and in the future.
- ensuring that decisions are made based on evidence.
- acting in a timely way to remove barriers that prevent the ability to achieve what matters to the people of Gwynedd.
- ensuring that complaints receive due attention and that the department considers any lessons arising in order to improve the service.
- being aware of our personal responsibility for our own health, safety and well-being, as well as that of our colleagues.
- reporting on any safeguarding issue, or any other issue that could potentially harm the safety or well-being of a member of staff / member of the public.

Collaboration

- working effectively with others to achieve the Council's vision.
- maintaining a good working relationship and respecting, acknowledging and maintaining the boundaries of our role as local government employees.
- declaring any personal relationships or connections, e.g. with councillors, contractors, the media.

Continuous improvement

- showing commitment to ongoing improvement by learning from experiences and reflecting on our practice.
- committing to the ongoing appraisal process.
- being prepared to share experiences and knowledge in order to help each other to improve and develop.
- ensuring that the information and skills are up-to-date and taking steps to improve our practice where needed.

Personal Integrity

Trust

- acting in a way within and outside the workplace that instils people's trust, confidence and credibility in us.
- contributing to an environment of trust and accountability in our teams by communicating honestly, openly and respectfully.
- acknowledging our personal responsibility as a role model and public figure.

Respect and Dignity

- showing respect and dignity towards managers, colleagues, councillors, visitors and any member of the public.
- showing respect to use of property and facilities provided by the employer.
- promoting equal opportunities and constructive working relationships at all times.
- contributing towards creating a fair and inclusive environment by being transparent and aware of any examples of bullying or harassment faced.
- commitment to equality and diversity by ensuring that they do not discriminate on the grounds of any of the protected characteristics within the Equality Act 2010.

Honesty

- ensuring an open and honest relationship with others and behaving without bias or prejudice.
- ensuring honesty and accuracy when completing work-related documents, e.g. application form, timetables.
- not allowing personal and political views to disrupt their work.
- ensuring that the public funds in our care are used responsibly and legally.
- informing the employer of any criminal convictions or unspent notices, or restrictions placed on their practice.

Open to thinking differently

Accepting and Offering Feedback

- seeking advice and guidance where needed.
- being open to receive feedback and responding to it positively and constructively.
- willing to provide constructive feedback to others.
- reflecting, listening and questioning ourselves.
- encouraging others to work in a way that is consistent with the principles of Ffordd Gwynedd.

Challenge

- a culture of ongoing performance improvement.
- being aware, understanding and in compliance with current relevant policies, procedures and guidelines.
- challenging the conduct and practice of ourselves and others that is contrary to what is expected and noted in this Code.

Proactive

Communication

- maintaining relationships clearly, respectfully and in the most appropriate way for the situation at hand.
- being able to adapt the communication method appropriately and responsibly, subject to the audience.
- behaving in a way that does not lead to a bad reputation within and outside the Council (this could include misuse of social media).
- dealing with information and data in an appropriate way, applying the necessary protocols relating to confidentiality, sensitivity and disclosure.

Relevant Policies

Code of Conduct (Qualifying Local Government Employees) (Wales) Order 2001
Officers' Interests Policy
Whistleblowing Policy
Social Media Policy
E-mail and Internet Use Policy
Policy on Receiving Gifts and Hospitality
Data Protection Policy
Safeguarding Children and Adults Policy
Information Security Policy
Disciplinary Policy
Corporate Health, Safety and Well-being Policy
Recruitment and Appointment Policy
Fraud or Financial irregularity Policy
Dignity at Work Policy