



# Code of Conduct

## Introduction

This document sets out the standard of conduct expected of all employees in carrying out their duties and promotes best practice.

Employees are expected to work to the highest possible standards when providing services, and this obligation applies in all situations; when dealing with members of the public, work colleagues, volunteers, Trustees or any other parties. It is intended to help employees understand what their obligations are.

## The Code of Conduct

PACT's Code of Conduct is based on 6 core principles. PACT employees must:

1. Protect the rights and interests of people they work with
2. Strive to establish and maintain the trust and confidence of people that use PACT services
3. Promote the empowerment of individuals while protecting them as far as possible from danger or harm
4. Respect the rights of people that use PACT services whilst seeking to ensure that their behaviour does not harm themselves or other people
5. Uphold public trust and confidence in PACT
6. Be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills

Specifically:

### 1. Protect the rights and promote the interests of people that use PACT's services

This includes:

- Treating each person as an individual

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- Respecting and, where appropriate, promoting the individual's views and wishes
- Empowering individuals to take control of their lives and make informed choices about the decisions they make
- Respecting and maintaining the dignity and privacy of the individuals that use PACT services
- Promoting equal opportunities
- Respecting diversity and different cultures and values

**2. Strive to establish and maintain the trust and confidence of the people you work with**

This includes:

- Being honest and trustworthy
- Communicating in an appropriate, open, accurate and straightforward way
- Respecting confidential information and clearly explaining PACT's policies about confidentiality and working to these policies
- Being reliable and dependable
- Honouring work commitments, agreements and arrangements and, when it is not possible to do so, explaining why
- Declaring issues that might create conflicts of interest and making sure that they do not influence your judgement or practice
- Adhering to policies and procedures about accepting gifts, money, hospitality or sponsorship from people that use PACT services

**3. Promote independence while protecting individuals as far as possible from danger or harm**

This includes:

- Complying with the PACT's safeguarding policy and immediately notifying your line manager and the designated Safeguarding Officer of any causes for concern
- Promoting independence and assisting people to understand and exercise their rights
- Using established processes and procedures to challenge and report dangerous, abusive, discriminatory or exploitative behaviour and practice
- Following practice and procedures designed to keep you and other people safe from violent and abusive behaviour at work

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- Bringing to the attention of your employer or the appropriate authority, resource or operational difficulties that might get in the way of the delivery of safe services
- Use the Whistleblowing Procedure to inform PACT’s senior management of situations where the practice of colleagues may be unsafe or unlawful
- Complying with PACT’s health and safety policies, including those relating to substance abuse
- Undertaking risk assessments as necessary
- Take complaints seriously and responding to them or passing them to the appropriate person

**4. Respect the rights of people while seeking to ensure that their behaviour does not harm themselves or other people.**

This includes:

- Recognising that individuals have the right to take risks and helping them to identify and manage potential and actual risks to themselves and others
- Following risk assessment policies and procedures to assess whether the behaviours represent a risk of harm to themselves or others
- Taking necessary steps to minimise the risks from doing actual or potential harm to themselves or other people
- Ensuring that relevant colleagues and agencies are informed about the outcomes and implications of risk assessments

**5. Uphold public trust and confidence in PACT.**

This includes:

- Not abusing, neglecting or harming anyone
- Not exploiting anyone, in any way
- Not abusing the trust of people, or the access you have to personal information about them, or to their property, home or workplace
- Not forming inappropriate personal relationships with individuals that use PACT services
- Establishing and maintaining clear and appropriate professional boundaries in your relationships with people who use PACT’s services and colleagues at all times

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- Not discriminating unlawfully or unjustifiably
- Not condoning any unlawful or unjustifiable discrimination by individuals using PACT services or colleagues
- Not putting yourself or other people at unnecessary risk.
- Not behaving in a way, in work or outside work, which would call into question your suitability to work for PACT

**6. Be accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills.**

This includes:

- Meeting all relevant standards and working in a lawful, safe and effective way
- Being able to justify and be accountable for your actions or your omissions
- Maintaining clear and accurate records
- Informing your line manager about any personal difficulties that might affect your ability to do your job competently and safely
- Seeking assistance from your line manager if you do not feel able or adequately prepared to carry out any aspect of your work, or you are not sure about how to proceed in a work matter
- Working openly and co-operatively with colleagues and treating them with respect
- Recognising and respecting the roles and expertise of workers from other agencies and working in partnership with them.
- Undertaking relevant training to maintain and improve your knowledge and skills and contributing to the learning and development of others

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