

POLICY NAME:	Conduct and Standards
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AUTHOR(S) (JOB TITLE)	Strategic HR Lead
DIVISION/DIRECTORATE:	Workforce/Corporate
LINKS TO ANY OTHER POLICIES/PROCEDURES:	Disciplinary Policy Grievance Policy Fraud, Corruption and Bribery Policy & Response Plan Standard Financial Instructions (SFI's) Conflict of Interest Policy (inc. Gifts and Hospitality)
CONSULTED WITH:	Policy Development Group

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Manager responsible for review: <i>N.B. This should be the Author's line manager</i>	Deputy Chief People Officer	

VERSION CONTROL

Version	Date	Amendment
7	March 24	Language changed in the policy. Sexual safety elements added.

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1 WHAT THIS POLICY COVERS

This policy covers key WWL standards of behaviour that must be maintained. It provides a general overview for all staff, which supplements professions with professional codes of conduct. Policy breaches may result in disciplinary action – including dismissal in cases of gross misconduct.

2 PRINCIPLES

The WWL Board of Directors is committed to practicing the conduct and standards outlined in this policy and will lead by example. A high standard of conduct is always expected.

In line with our WWL values and behaviour frameworks, you must perform your role in an efficient and courteous manner, with concern and respect for the feelings of others. Our just and learning culture framework will be considered for any staff concerns however we will have zero tolerance where any staff member treats another individual less favourably because of their protected characteristic.

You and all employees have the right to expect to work in a safe environment, free from risk of discrimination, harassment, or abuse for any reason, including any protected characteristic you may have. This includes the right to come to work and be free from any unwanted sexual behaviour or misconduct. In accordance with the NHS England Sexual Safety Charter we will have zero tolerance to any acts of sexual misconduct.

This policy applies to all staff. The term 'staff' is a collective term that includes part time or temporary staff, locums, agency staff, contractors, interim staff, volunteers or any other form of employment, either directly or otherwise based within Wrightington, Wigan and Leigh Teaching NHS Foundation Trust at any of its sites.

Issues relating to professional misconduct of Medical and Dental staff should be managed under the Trust's Maintaining High Professional Standards Policy

3 RESPONSIBILITIES

All staff have a duty to adhere to the standards of behaviour required by WWL and to always behave reasonably and in line with the principles of this policy.

You are expected to comply with your terms and conditions of employment, as well as WWL and departmental policies, which can be found on the intranet. If you have any questions about the content or relevance to you, seek advice from your manager or the Human Resources Department.

4 CONDUCT AND STANDARDS

4.1 Attendance and fitness for work

You are required to:

- 4.1.1 arrive at work promptly, ready to start work at your contracted start time.
- 4.1.2 remain at work until your contracted finishing time.
- 4.1.3 obtain authorisation from your manager if you need to start later or

finish earlier.

- 4.1.4 inform your manager if sickness, a domestic emergency or any other reason means you cannot come to work. Use the process outlined in the attendance management policy.
- 4.1.5 be always fit for work and should not be affected by alcohol, drugs or excessive tiredness.

4.2 Conduct Standards

You should:

- 4.2.1 maintain satisfactory standards of performance at work.
- 4.2.2 comply with all reasonable management instructions.
- 4.2.3 cooperate fully with your colleagues and with management.
- 4.2.4 ensure you treat everyone politely and with respect.
- 4.2.5 take all necessary steps to safeguard WWL's public image and maintain positive relationships with all people and organisations connected to WWL.
- 4.2.6 ensure you comply with the standards detailed in WWL's Dignity at Work policy.
- 4.2.7 safeguard the assets and financial interests of WWL.
- 4.2.8 undertake and complete all mandatory training in line with your role.

4.3 Sexual Safety

You should:

- 4.3.1 work alongside colleagues in a positive and professional manner. Fostering a culture of civility, support and safety.
- 4.3.2 support any colleagues who report any acts of unwanted, inappropriate and/or harmful sexual behaviour.
- 4.3.3 report any unwanted, inappropriate and/or harmful sexual behaviour that you witness towards any member of staff or patient.

4.4 Confidentiality

Much of the information to which you have access is confidential. It must be kept confidential except where required by law, both during your employment and after leaving. You must ensure you comply with all Information Governance policies, procedures and training – these can be found on the intranet.

4.5 Conduct while representing WWL

As a rule, behaviour outside of normal working hours is a personal matter and does not directly concern WWL. However, there are some exceptions. WWL will become involved when incidents occur:

- 4.5.1 at office parties or other work-related social occasions or gatherings.
- 4.5.2 at social occasions or gatherings organised by a third party, where you have been invited in your capacity as an employee.
- 4.5.3 at a work-related conference.
- 4.5.4 while working away on behalf of WWL.
- 4.5.5 through postings on any social media site directly linked to WWL.

On these occasions you are expected to behave in an appropriate and responsible manner, keeping in mind that you are representing WWL. You are instructed specifically not to consume any alcohol at such events if you are driving.

4.6 Dress and appearance

Your personal appearance makes an important contribution to WWL's reputation and image. For this reason it is important that your dress and appearance is smart, clean and professional and is appropriate for the environment in which you work.

4.7 Property and equipment

You must not remove property or equipment belonging to WWL from the premises unless for use on authorised business or with your manager's permission.

If you damage WWL property through misuse or carelessness, WWL may reclaim the repair or replacement costs from you. Once your employment has ended you must return all WWL property, including keys, laptops, mobile phones, vehicles and any documents belonging to WWL.

4.8 Health and safety

Our Health and Safety Policy sets out the arrangements for your health and safety that you must adhere to.

4.9 Smoking

To provide a pleasant and healthy working environment, smoking is prohibited on WWL premises and grounds. You cannot smoke in patients' homes nor in any vehicle owned by or under lease by WWL. You are expected to adhere to the smoking policies of other organisations you visit as part of your duties.

4.10 Private phone calls, mail and email

It is recognised that on rare occasions you may need to make or answer urgent, brief personal phone calls while at work. However, excessive telephone use and making overseas personal calls are not allowed. Mobile phones should be switched off or have their ring tones set to silent during your working hours.

While occasional urgent and brief private emails are acceptable, they must not include any attachments, language or images that could be deemed to be offensive. You may not use the franking system provided by WWL for private mail.

4.11 Finance

You must be aware of and adhere to WWL Standing Financial Instructions (available on the intranet), because they apply to your work and responsibilities. You are expected to declare any relevant interests in accordance with WWL policy.

4.11 Declarations – including Declaration of Interest, Commercial Sponsorship, Gifts and Hospitality and Secondary Employment

It is a mandatory requirement, if you are Agenda for Change Band 8d and

above (and any staff on any other salary scales at that level and above, including all consultant medical staff), to complete and return a Declaration of Interest, including a 'NIL' return.

Administrative and clinical staff (of any band) that have the power to enter contracts on behalf of the Trust are required to complete and submit a Declaration of Interests form in accordance with the Trust's Standing Financial Instructions to confirm the accuracy of information they have previously provided and provide details of any changes to that information.

All Declarations of Interest must be made via the Trust's online system, Civica Declare. This can be accessed at <https://wwl.mydeclarations.co.uk>. You must also make your manager aware. Please also refer to the Conflict of Interest Policy which is available on the intranet.

4.12 Accepting gifts and hospitality

Any acceptance of a gift needs to be justified and should not be accepted as an inducement.

You may individually or on behalf of a team accept token gifts (up to the value of £50) providing this is not a cash gift (these must always be declined). These low value gifts do not have to be registered.

All other gifts and hospitality offered at a value of £50 or above need to be declared via the Trust's online system, Civica Declare. This can be accessed at <https://wwl.mydeclarations.co.uk>.

If a formal offer of a gift/hospitality has been offered, but declined this should also be declared. Support and advice is available by emailing Declarations@wwl.nhs.uk.

Further advice can also be obtained from the Corporate Affairs team.

4.13 Commercial sponsorship for attendance at a course, conference or social event (which includes registration fees and the costs of accommodation and travel, both inside and outside the UK).

This should include any event where you have been invited to speak in return for a free delegate place.

If payment has been received in addition to a free delegate place and conference expenses, this would be recorded as additional employment (if in doubt, please contact the Corporate Affairs team).

At WWL we should all be aware of the possibility of bias generated through sponsorship, where this might impinge on professional judgment and impartiality.

4.14 Environment

To provide a cost-effective service, you should use WWL equipment, materials and services efficiently. Try to reduce wastage and lessen environmental impact by closing windows, avoid using lighting or heating unnecessarily or leaving taps running. Switch off equipment when not in use and handle all materials with care.

4.15 Fraud, Corruption and Bribery

In accordance with the Trust's Fraud, Corruption and Bribery Policy and Response Plan, any suspicious activity, within the scope of this policy, will be referred to and subsequently investigated by the Trust's Counter Fraud Manager. The results of any such investigation could lead to internal disciplinary and/or civil/criminal prosecution proceedings being instigated against the appropriate person/persons involved. Further details can be located within the Disciplinary Policy, both policies can be located on the intranet.

5 HUMAN RIGHTS ACT

Implications of the Human Rights Act have been considered in the formulation of this policy and they have, where appropriate, been fully reflected in its wording.

6 EQUALITY AND DIVERSITY

The Policy has been assessed against the Equality Impact Assessment Form from the Trust's Equality Impact Assessment Guidance. This impact assessment is described, with relevant actions in Appendix 1.

7 MONITORING AND REVIEW:

Policy to be reviewed every 3 years. See Appendix 2.

8 ACCESSIBILITY STATEMENT:

This document can be made available in a range of alternative formats e.g. large print, Braille and audio cd.

For more details, please contact the HR Department on 01942 77 (3766) or email equalityanddiversity@wwl.nhs.uk

Equality Impact Assessment Form

STAGE 1 - INITIAL ASSESSMENT

For each of the protected characteristics listed answer the questions below using Y to indicate Yes and N to indicate No	Sex (male / female / transgender)	Age (18 years+)	Race / Ethnicity	Disability (hearing / visual / physical / learning disability / mental health)	Religion / Belief	Sexual Orientation (Gay/Lesbian/ Bisexual)	Gender Re-Assignment	Marriage / Civil Partnership	Pregnancy & Maternity	Carers	Other Group	List Negative / Positive Impacts Below
Does the policy have the potential to affect individuals or communities differently in a negative way?	N	N	Y	N	N	N	N	N	N	N	N	Potential for some overseas staff to have limited understanding of policy and therefore breach elements without intension, leading to ER concerns/processes raised against them.
Is there potential for the policy to promote equality of opportunity for all / promote good relations with different groups – Have a positive impact on individuals and communities.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
In relation to each protected characteristic, are there any areas where you are unsure about the impact and more information is needed?	N	N	N	N	N	N	N	N	N	N	N	If Yes: Please state how you are going to gather this information.
Job Title	Strategic HR lead									Date	21.06.2023	

IF 'YES an NEGATIVE IMPACT' IS IDENTIFIED - A Full Equality Impact Assessment STAGE 2 Form must be completed. This can be accessed via http://intranet/Departments/Equality_Diversity/Equality_Impact_Assessment_Guidance.asp

Please note: As a member of Trust staff carrying out a review of an existing or proposal for a new service, policy or function you are required to complete an Equality Impact Assessment. By stating that you have NOT identified a negative impact, you are agreeing that the organisation has NOT discriminated against any of the protected characteristics. Please ensure that you have the evidence to support this decision as the Trust will be liable for any breaches in Equality Legislation.

EQUALITY IMPACT ASSESSMENT FORM - STAGE 2

FULL ASSESSMENT / IMPROVEMENT PLAN
MUST be completed if any negative issues have been identified in
Stage 1

Title of Service / Policy being assessed:	Conduct and standards
Assessment Date:	21.06.2023
Is the policy aimed at a specific group of users? (e.g. men, women, older people etc.)	All staff

Protected Characteristic	What negative impacts were identified in Stage 1 and which groups were affected?	What changes or actions do you recommend to improve the policy to eradicate or minimise the negative impacts on the groups identified?	Lead	Time- Scale
Sex (male / female / trans)	None	N/A		
Age (18 years+)	None	N/A		
Race / Ethnicity	Potential for some overseas staff to have limited understanding of policy and therefore breach elements without intension, leading to ER concerns/processes raised against them.	Communication and understanding of policy as part of local induction processes by WWL leadership. Taking the time to ensure there is an understanding of the expected conduct and standards	Trust leadership	Ongoing as new starters arrive

Disability (hearing / visual / physical / learning disability / mental health)	None	N/A		
Religion / Belief	None	N/A		
Sexual Orientation (Gay/Lesbian/Bisexual)	None	N/A		
Gender Re-Assignment	None	N/A		
Marriage & Civil Partnership	None	N/A		
Pregnancy & Maternity	None	N/A		
Carer	None	N/A		
Other Group (please specify)	N/A	N/A		
How do you intend to communicate or engage in relation to the actions and proposals for improvements?	Through communication updates and divisional leadership routes			
How will actions and proposals be monitored to ensure their success? Which Committee will you report this to? (i.e. Divisional DQEC / Governance)	Workforce DQEC			
When is the date of the next review?	3 years			
Who will be responsible for monitoring these actions?	Job Title: Strategic HR Lead Contact Tel. No 07920504926			

Appendix 2

POLICY MONITORING AND REVIEW ARRANGEMENTS

NAME OF POLICY/SOP or CLINICAL GUIDELINE:

Para	Audit / Monitoring requirement	Method of Audit / Monitoring	Responsible person	Frequency of Audit	Monitoring committee	Type of Evidence	Location where evidence is held
9	Review after 3 years	Via HR/Staff side partnership/Workforce DQEC/Executive Scrutiny Panel/Doctor Related Concerns	Strategic HR Lead	As required	People Committee	Conduct cases referred to ESP/Drs Concerns	HR Tracker, HR