

## **Code of Conduct for Membership of the Manchester LINK**

**The LINK Support Organisation (LSO) for the Manchester LINK is the Black Health Agency – BHA**

This Code of Conduct sets out what you can expect from the LSO, and what is expected of you as a Manchester LINK member

If the LSO does not meet your expectations please speak to us about your concerns. You can also use our Complaints Policy.

Adherence to 'Public Service Values' is integral to the membership of the LINK and this Code of Conduct will help to clarify and set out the details of this duty. Adherence to the Code of Conduct is therefore a condition of membership to the Manchester LINK and breaches of the code could lead to action being brought under the Manchester LINKs Standards of Conduct Policy.

## General Membership

I understand that as a member of the Manchester LINK, I will:

### Personal Conduct

- seek out and listen to the views of patients, carers and the public, especially those individuals and groups whose voices are not usually heard
- raise issues for consideration by the Manchester LINK which are based on evidence from patients or the public which demonstrate that this is a matter of wider concern
- act and conduct myself in a reasonable and responsible way in relation to any staff or volunteers or members of the public I work with or meet as a member of the Manchester LINK
- make sure that people are aware of who can deal with complaints about personal or individual treatment, such as Patient Advice and Liaison Service (PALS), Independent Complaints and Advocacy Service (ICAS), Manchester Health and Social Care Directorate, Healthcare Commission and the Commission for Social Care and Inspection (CSCI).
- never disclose confidential and sensitive information unless there is a legal duty to do so for example in the interests of patient safety
- aim to attend training and other opportunities to develop my understanding of the Manchester LINK and health and social care structures.
- let the LSO know of any changes to my employment or personal circumstances which could affect my membership of the Manchester LINK
- declare any conflict of interest, or anything that might be seen by other people as a conflict of interest, as soon as it arises to the LSO who will keep the Register of Interests up to date
- not accept gifts or hospitality which could be seen as trying to influence the decisions, independence or activities of the Manchester LINK.
- comply with relevant legislation including equal opportunities, discrimination, human rights, data protection and freedom of information
- treat all people with respect and act in a way which does not discriminate against or exclude anyone.

## **Working in the LINK**

It is likely that you will want to be involved in different ways at different times. You may want to have a permanent membership, interested in everything that the Manchester LINK undertakes and become part of the LINK Steering Group, or you may only want to be active when particular issues important to you or your group / organisation arise. You may only wish to receive a newsletter so that you feel informed and involved. It's up to you how and when you get involved. The following provides some general rules of conduct which may apply depending on your current level of involvement:

I understand that as a member of the Manchester LINK, I will:

- commit to playing an active role in the Manchester LINK, contributing to meetings and being involved with working groups and other projects
- prepare for meetings and events and send apologies when I cannot attend or will be late
- ensure that when I am unavailable to undertake work or meetings associated with the Manchester LINK that I let the LSO know as soon as possible
- listen to and respect the views and experiences of other Manchester LINK members, and support fellow members to contribute to the work of the LINK
- present and promote other relevant views, which may not always be the same as my own

### Collective Responsibility

- not work against the majority view of the Manchester LINK once a decision has been democratically taken, but I may request that my viewpoint, if it differs, is recorded in the minutes
- only carry out work and undertake visits in line with the action plan and protocols agreed by the Manchester LINK and only once I have completed and passed the relevant training
- have the general agreement of the Manchester LINK before speaking, writing or attending meetings on behalf of the LINK

- ensure that when I am representing the Manchester LINK at a meeting or event, that I am speaking on behalf of the membership and not myself
- report back to other members of the Manchester LINK when I attend anything on the LINK's behalf via completion of a 'meeting report' feedback form within 2 weeks of undertaking the activity. The LSO will ensure that appropriate support is provided to members to enable completion of the feedback form
- I understand that the LSO will seek to provide me with:
  - help and assistance to carry out my work with the Manchester LINK
  - appropriate materials to carry out my Manchester LINK activities
  - advice and support in dealing with any difficulties I am having and guidance with situations that are new to me
  - appropriate re-imburement for the help I need to take a full part in the work of the Manchester LINK such as interpreter, translations, advocate, carer support and travel
  - an introduction to the Manchester LINK when I join which may include, meeting relevant individuals and organisations and getting the right information including annual reports, work plans and minutes of previous meetings
  - training in areas I have identified which will help me in my involvement with the Manchester LINK
  - correct and up to date information, sent to me in a way and format (such as email or post) that I have agreed
  - meetings held at an accessible venue at an appropriate and convenient time as requested by members of the Manchester LINK.
  - an appropriate level of insurance when taking part in Manchester LINK activities which are carried out in line with SLS support guidance and regulations
  - appropriate ID for those members appointed by the LINK steering group for the purposes of entering and viewing premises in accordance with the Local Involvement Network Regulations 2008.