



## Code of Conduct Easy Read booklet



### Introduction

Council employees work for Islington Council to:

- Provide services to local people.
- Advise local people.
- Carry out Council policies.

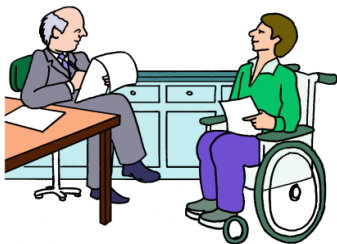


The Council expects all its employees to be honest and fair.

Local people will expect you to work very well too.



Every employee gets a copy of this Code of Conduct when they start their job with Islington Council.

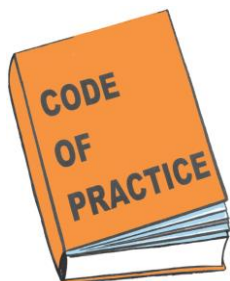


If you are not clear about:

- How you should behave, or
- Anything in this Code of Conduct

you should speak to your manager.

## **Why do we have a Code of Conduct?**



The Code explains how all Council employees should behave.

And it explains what could happen if you do not follow the Code.



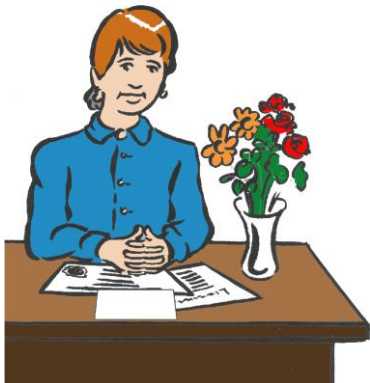
We have this Code to make sure:

- You are clear about the Council's standards and what the Council expects of you,
- You can deal with difficult situations,
- You understand what you are expected to do as an individual, as a member of a team and as a council worker,
- That local people get the best service,
- That local people are treated politely and are seen on time, and
- That Council services get better.





The Council expects all employees to be loyal, professional and provide a good service.



Managers are expected to make sure that:

- Everyone in their team knows about the Code, and
- That their team follows the Code.



The Code is part of your job contract. If you do not follow the Code you could lose your job and legal action could be taken against you.

You are expected to follow the Code while you are at work and outside work too.



The Code does not stop you from joining a trade union or taking part in trade union activities.



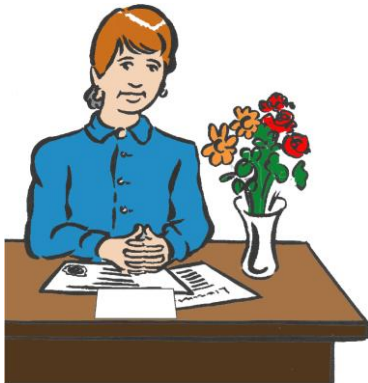
The Code refers to other policies and procedures.

You can find out more about them on 'izzi' – the website for council employees.

## Who is the Code of Conduct for?



Part One of the Code of Conduct is for **all** Council employees.



Managers play a big part in making sure that employees:

- Work to Council standards – and take action against them if they do not.
- Follow the Code.

All managers sign up to 'The Manager's Promise'. You can find out more about this on 'izzi'.



Part Two of the Code of Conduct is for:

- The Chief Executive,
- Directors, and
- Managers who report to directors.



The Council expects other people and organisations it works with to follow the Code too, such as:

- Consultants,
- Contractors,
- Partners,
- Employees working for other organisations who work with the Council for a short time,
- Agency staff, and
- Volunteers or individuals on work placements such as Apprentices.

The Code applies to anyone working for a local school or college that has adopted the Code.

## PART ONE

### Standards, services and equality



The Council needs to perform well. And we need to look good in the eyes of local people and local businesses.

Then everyone is sure that they will get a good service from the Council.



Council employees must take care of:

- The things the Council owns, and
- The Council's money.



The way you behave at work and outside of work is very important.

It must not make local people or businesses think that the Council is bad or cannot be trusted.



You are the public face of the Council. So when you deal with local people you must be polite, professional and helpful.

## High standards

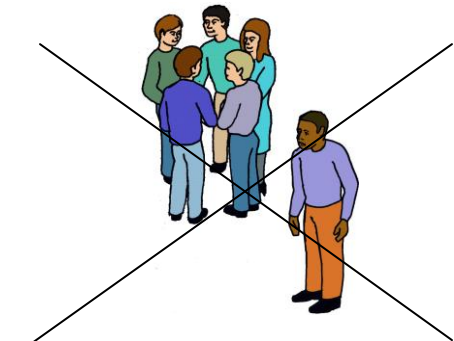
At all times you must:

- Provide a high quality service to local people,
- Behave well at work and outside work. This will help local people to think the Council is a good organisation that can be trusted,
- Do what is best for the Council and for local people,
- Not do anything that leads to the Council losing money,
- Follow the Council's rules and work to the Council standards.



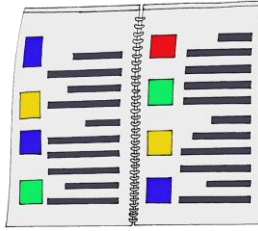
## Equality

As an employer Islington Council treats everyone fairly and equally. We do not allow discrimination.

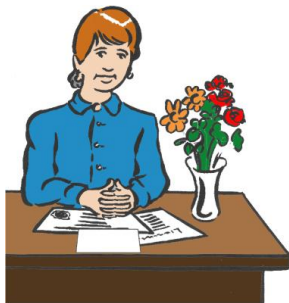


You must promote and follow the Council's rules about equality - this includes our 'Dignity for All' policy and the law.





There is an Easy Read version of ‘  
Dignity for All’



You are expected to:

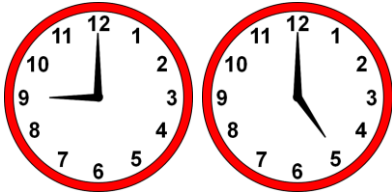
- Make sure you work to and carry out the Council’s rules on equality.
- Treat everyone the same no matter what their sex, race, colour or nationality,
- Make sure that all local people benefit from council services,
- Never put anything on display, such as posters, that could upset others,
- Report all discrimination such as bullying or harassment to your manager.

Managers are expected to make sure that:

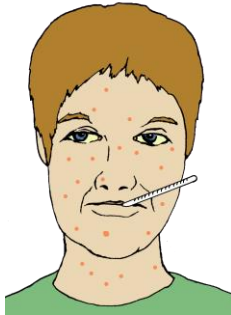
- Services provided by their team are easy for local people to use,
- There is no discrimination at work,
- A senior manager is told about any discrimination.



## Time-keeping and going to work



You must make sure you report to work on time and after any breaks you take.



If you cannot go to work because you are ill, you must follow the Council's Sickness Procedure.



If you are late for work this can cause problems. It could annoy members of your team too.

You should be on time for meetings with people who do not work for the Council, such as local residents.

If you are late for a meeting it can make the Council look bad.



The Council has a Smart Working Policy. It covers time keeping and the best ways to work when you are not at a Council office.



Managers must make sure that employees keep records of:

- The time they start work.
- The time they end work, and
- Where they are during the day.

### **Criminal records**

You must tell a senior manager:

- If there is a chance you could get a criminal record.
- When you get a criminal record. This includes driving offences.



### **How you behave at work**

The way you behave at work is important.

If your behaviour is good or bad it can change what other people think about the Council.



You should always be polite to members of the public. You should never be rude, loud or angry. And you should never use bad language.

## How you dress at work



The way you dress at work can affect how people view the Council.

You should:

- Be clean and tidy at all times,
- Wear the right clothes for your job,
- Wear a uniform or clothing that protects you,
- Stay safe by wearing the correct items at the correct time, such as a safety helmet.



You can wear clothing you would normally wear because of your background or religion, such as a veil.



This clothing must be right for your job and safe.

## **Name badges**

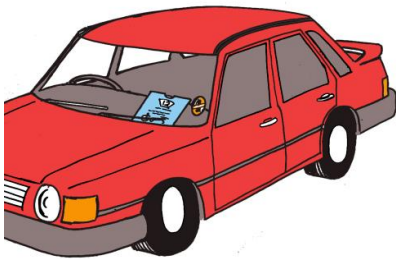


In most cases you should wear your name badge.

Some heads of department may say it is OK to carry your name badge.

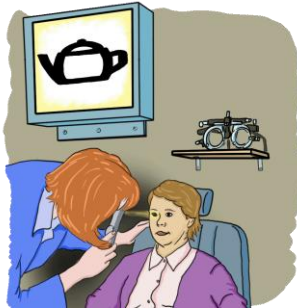
## **Driving**

If your council job means you need to drive, you should:



- Only drive if you need to go a long way. If you have a short trip take the bus, a bicycle or walk
- Drive carefully and politely, and follow the rules of the road.
- Make sure that your vehicle is fit for the road.
- Follow the Council's rules on drugs and alcohol.
- Tell your manager if you have an accident.
- Make sure you do not get a parking ticket. If you do get a ticket, tell your manager right away.





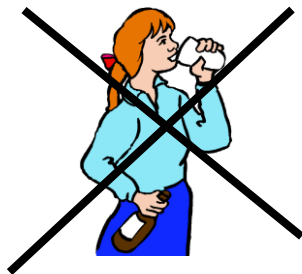
- Have regular eye tests, and tell your manager about any health issue that could affect your driving.

## Smoking



You must follow the Council's smoking policy and not smoke at work.

## Alcohol & drugs



You must not drink alcohol or take illegal drugs during normal working hours.



You must talk to your GP about legal drugs you take and how they could affect your work.



You must tell a senior manager if someone you work with has a drug or alcohol problem.



Support is available for people with drug or alcohol problems from the Employee Assistance Programme.

## **Health & safety**

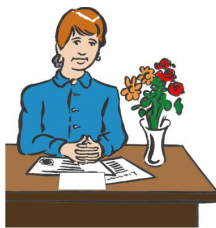
You must:



- Work safely. And make sure any work you do is safe for other council employees and the public.



- Know the basics of health and safety law. And know what the council says about health and safety.
- Go on health and safety training if you need to for your job.



Managers must make sure that employees work safely and know the council's health and safety rules.

## Your money

You must:



- Deal with your own money in a way that does not lead to problems for the Council.

This could include claiming housing benefit that you are not entitled to.

- Make sure you pay money, such as council tax, to the Council, or to other councils.



- Make sure you do not go to court because of money problems.

This could change what other people's views of the Council.



We may use personal information we have about you, if you owe the Council money.



## Crime

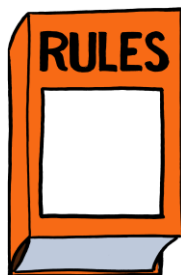


If another employee breaks the law you should report it to your line manager or the police.

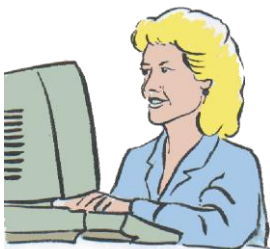
## Communication

There are lots of ways that the Council keeps in touch with employees. This includes:

- Post,
- Telephone,
- Email,
- The Council's website and
- The Council employee website. 'izzi'.



The Council has rules for using email and the internet.

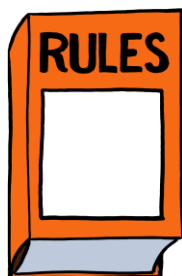


Local people can find out the name, job title and department of all Council employees.

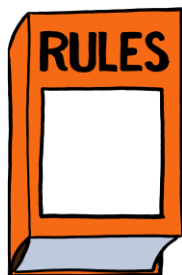
Sometimes the Council will check emails or telephone calls made by Council employees.

## Politics

You are expected to work for the Council no matter what political views you hold. And you must:



- Respect the individual rights of every Councillor,
  - Give advice to and support Councillors, if it is part of your job,
  - Follow Council rules while you work. You should not let your political views stop you from doing this.
  - Not display or wear anything that promotes political parties or organisations.
- This is only allowed if it is for your trade union.
- Know that you cannot apply for certain senior jobs if you are an active member of a political organisation.



All employees must follow the rules on how Councillors and employee should work together.

This is written down in Part 6 of the Council's Constitution.

## **Relationships**

### **Relationships with Councillors**

If you are close friends with a Councillor you must tell a senior manager. This will help to avoid any difficulties later on.

If you are an Islington resident this does not change your right to contact your local Councillor about local matters.



### **Manager and employee relationships**

If a manager is close personal friends with a member of their team, a senior manager should be told.

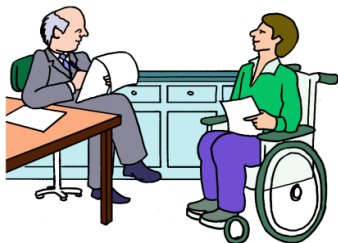
This will help to avoid problems later on.



### **Conflicts of interest**

Managers must make sure that organisations working for the Council work to high standards.

For example, other organisations should not offer gifts to Council employees.





Contracts should go to the best organisation for the job. They should not go to organisations run by the friends, family or relatives of Council employees.

You must tell a senior manager if:



- You work with, or check organisations who work for the Council. And if close friends or relations work for these organisations.
- You, or a close relative, has a personal relationship with any Council contractor.

This will help to avoid problems later on.

## Employing new employees



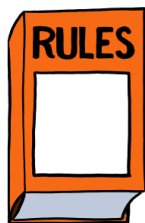
It is important that the Council employs the best people for the job.



If you are a manager you should not make decisions about:

- what employees are paid, or
- if they get promoted,

if you are a close friend or relation of someone who could benefit.



All new employees should be appointed by following the Council's Selection & Recruitment Procedure.

### **References**

Official job references for employers must be made by a senior manager on headed paper.



Personal references should not be written on headed paper. And they must be clear that they are written by an individual, not the Council.

### **Other interests**

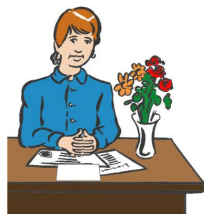
If you have interests outside of work it is important that they do not affect your Council job.



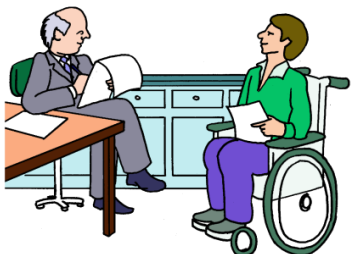
Any extra paid or unpaid work you do, should not affect your Council work or what others think about the Council.

### **Other jobs**

You must tell your manager about work you do outside your Council job.



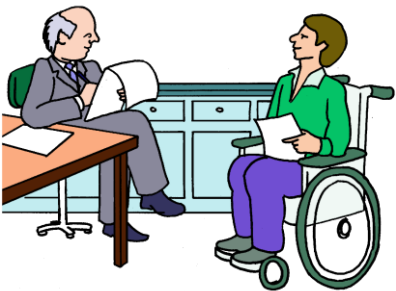
## **Conflicts of interest**



You must tell a senior manager about any personal or financial interests you have. They may affect the way you do your job.

Anyone who advises the Council on organisations working for the Council must report any close personal links with these organisations.

## **Working for a organisation getting council money**

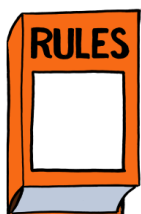


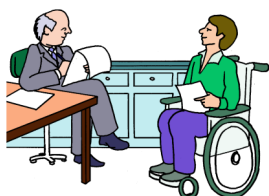
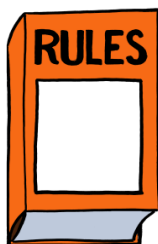
If you work for an organisation that gets money from the Council, you must tell a senior manager about this.

## **Buying services for the Council**

If you buy services for the Council, you must:

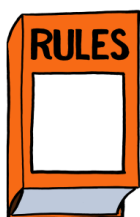
- Follow the rules written down in the Council's Constitution,
- Be very clear about what the contractor does and what the client does,
- Keep all information private and safe.





- Be fair to everyone,
- Not take part in any 'buy outs' for two years after you leave the Council,
- Not favour current or former council employee,
- Follow other organisation's rules about keeping information private and safe.
- Speak to a senior manager if you have any problems.

## Using public money



You must:

- Use public money properly and lawfully,
- Get the best value for money,
- Follow the Council's rules on Financial Regulations as written down in the Council's Constitution.

Managers must make sure that their team:

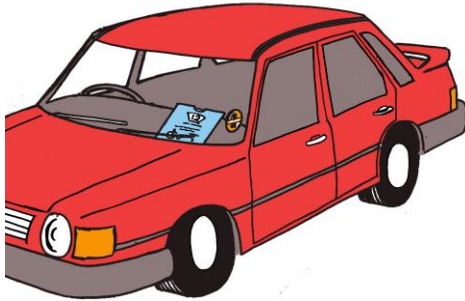
- Know about and work to the Council's Financial Regulations.
- Sign a Declarations of Interest form if they are paid a PO3 salary or higher. And they make decisions about Council Grant money.





## Looking after Council property

You must:



- Only use Council property, vehicles and other facilities for Council business,
- Only remove Council property such as phones or laptops from a Council buildings if this has been agreed,
- Keep Council property safe and report the theft of Council property.



Managers must report theft of Council property to the Internal Auditor.

Council property also means inventions, writing and drawing by council employees.

## Gifts & hospitality



It is against the law to accept a gift or money for doing or not doing your Council job.



‘Hospitality’ means things like drinks or meals. It does not include taxi rides or snacks.



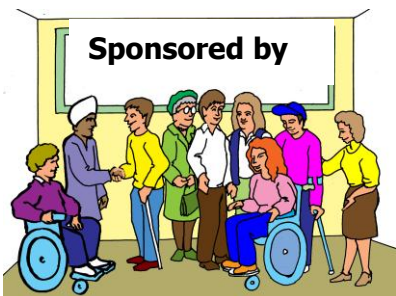
You must not accept a gift or hospitality from a member of the public or organisation working for the Council.

In almost all cases, senior managers will not agree for employees to accept hospitality from another organisation.



You must declare any gifts worth over 25 pounds.

## Sponsorship



If an organisation wants to give some money towards the cost of an event, you must follow the Council’s rules on gifts and hospitality.



If the Council sponsors an event it is important that no employees or anyone close to them benefits from this.

## Keeping information private



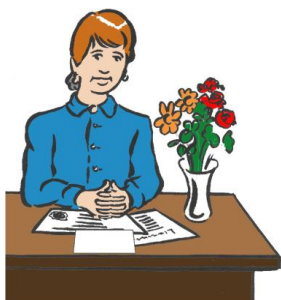
Some information that the Council has must be kept private and safe.

However, the law says that the Council has to make some information public.

## Keeping information private and safe

Managers must make sure:

- They have systems that can store private information safely,
- They keep information about their team private and safe.

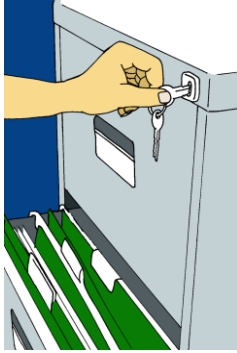


Council employees must:

- Understand the law about keeping information private and safe.
- Not give private information to anyone outside the Council,
- Not give private information to other employees.
- Keep information safe, especially if it is taken outside a Council office.



## Information about people who use council services



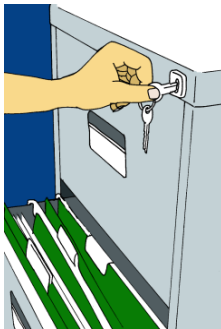
It is important that information about anyone who uses Council services is kept private and safe.

You must:

- Keep information about people who use council services private and safe. You cannot pass information to anyone unless the law says you can.
- Not talk to other employees about the homes or offices you visit.



### **Information about other employees**



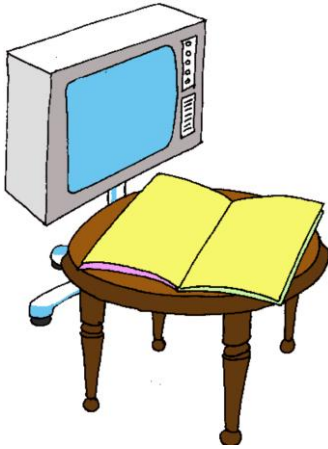
You must keep information about other employees private and safe.

### **Information about Councillors**



You must keep all information from Councillors private and safe.

## **Giving information to the media**



You must never speak directly to newspapers, radio or TV stations, unless the Chief Executive has agreed that you can.



If you are contacted directly by a newspaper you should refer them to the Council's Communication Officers.



Senior trade union officials can contact the media about trade union matters.

## Information about buying new services



Businesses working for the Council must not tell other businesses how they won their contract.

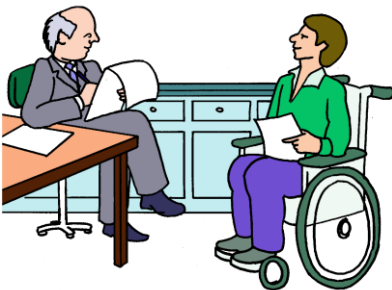


You must:

- Keep information about businesses private,
- Get a senior manager to agree before information about a Council contract is made public,
- Not use any information about a Council contract for personal gain.



## Making information public



Speak to your manager if you are not sure if information about a contract can be released.



## **Reporting information**

If you find out that the Council is breaking the law, you can report this using the Council's Whistleblowing Policy.

The report can be made on the Council employee website 'izzi'. It also explains how you are protected by the law.



## **Procurement officers**

All Procurement Officers – who buy services for the Council - must sign a Declaration of Interest.

This information is kept on a public register by the Chief Executive.



## PART TWO



Part Two of the Code is for the Chief Executive and other senior managers.

### Values

#### Fair

Senior managers must always see both sides of the story. They must not put pressure on other employees to take one side or the other.



#### Abuse of power

Senior managers must not use their position to their own or someone else's advantage.



#### Advice

Senior managers should follow advice they are given about the Code.





## Personal interests

Senior managers must declare any interests they have within four weeks of taking up their post. They do this by signing a form.



By 'interests' we mean:

- membership of public bodies,
- businesses senior managers have a big interest in,
- council contracts senior managers have an interest in,
- land or property in Islington.



The full version of this document can be found on 'izzi' - the website for Council employees - in the HR pages.



If you would like this document explained to you in more detail, please speak to your manager or supervisor.



All the images in this booklet are from the Valuing People ClipArt Collection.