



NORTH HORSHAM PARISH COUNCIL STANDARDS OF BEHAVIOUR AT WORK POLICY

1. POLICY STATEMENT

- 1.1 The Parish Council works to deliver the highest standard of service to the public through its decisions and the subsequent action of its employees.

2. KEY PRINCIPLES

- 2.1 To follow policies, procedures and guidelines agreed by the Parish Council.
- 2.2 Seek to be professional in all activities and promote a culture of courteous, efficient, impartial advice and service delivery to Councillors, customers and contractors.
- 2.3 Maintain confidentiality.
- 2.4 Understand and maintain professional relationships in the workplace.
- 2.5 Act within the parameters of your role.
- 2.6 Support minimum wastage which is essential to the cost effective running of all operations.
- 2.7 Uphold appropriate standards of dress for meeting the public and wear uniforms where provided.
- 2.8 Maintain clean and tidy working practices.

3. WHO DOES THE POLICY APPLY TO?

The Policy applies to all employees of North Horsham Parish Council.

4. POLICIES, PROCEDURES AND GUIDELINES

- 4.1 Employees must follow the policies, procedures and guidelines put in place by the Council. They should seek the advice of a senior staff member for items not covered by legislation, policy or procedure.
- 4.2 A list of policies is on the Parish Council website. Policies and procedures are circulated to all office staff when amendments are made to read and

sign to acknowledge that they are aware of any changes that have been made.

5. CONFIDENTIALITY

- 5.1 Employees must be aware of the types of information which are open and which are confidential and use discretion in all activities.
- 5.2 Employees shall not communicate to the public the proceedings of any Confidential proceedings of any meeting of Council or its Committees, sub-Committees or Working Groups, unless required by law or expressly authorised to do so.
- 5.3 Employees shall not communicate the content of any Reports or other documentation before any meeting of Council or its Committees, sub-Committees or Working Groups, unless required by law or expressly authorised to do so.
- 5.4 Employees should not use any information gained in the course of their employment for personal gain or benefit.
- 5.5 Employees shall not pass on to another person information about another employee, except with their consent or in the case of law enforcement.

6 RELATIONSHIPS

- 6.1 Relations between Members and Employees should always be on the grounds of “mutual respect” with normal standards of courtesy at all times, and without any close personal familiarity which could prove embarrassing and damaging to both parties.
- 6.2 Any close, personal, family or social relationship or conflict between any Member and any employee must be reported to the Clerk, who will make the Personnel Committee aware.
- 6.3 Any Officer who feels he/she has not been treated with respect and courtesy by any Member must raise this initially with the Clerk, or Deputy Clerk. Any Member who feels he / she has not been treated with respect and courtesy by any employee must raise this initially with the Clerk or

Deputy Clerk or in the case of the Clerk with the Chairman of the Personnel Committee.

- 6.4 Members are requested to reply in good time to any correspondence sent, and to give their apologies to the Clerk or Clerk to the relevant Committee.

7. COUNCILLORS

- 7.1 Employees need to be aware that individual Councillors must not involve themselves in matters of appointment, promotion, salary, conditions of service or matters relating to discipline or grievance.
- 7.2 Employees cannot be directed to perform tasks at the direction of individual Councillors.
- 7.3 If an employee requires a reference, this should be sought from the Parish Clerk.
- 7.4 If the Parish Clerk requires a reference, this should be sought from the Chairman of Council.

8. PERSONAL INTERESTS

- 8.1 Employees must declare non-financial interests (e.g. involvement with an organisation or pressure group that may seek to influence Council policies), that they consider could bring about a conflict with the Council's interests.
- 8.2 Employees must declare any clear and financial interest, where it comes to their knowledge that the interest could conflict with the Council's interests; or where, to their knowledge, the employee may gain from a Council decision.

9. CONTRACTORS

- 9.1 Orders and contracts must be awarded on merit and by way of fair competition.

9.2 Any relationship of a business or a private nature with an external contractor or a potential contractor should be made known to the Parish Clerk and entered into the Staff Interests Book kept in the Parish Office.

10 HOSPITALITY

10.1 Subject to 10.2. below, employees should refuse any gift offered to them by any person or organisation who has or seeks dealings with the Parish Council e.g. contractors, suppliers of good or equipment and providers of professional or commercial services.

10.2 Exceptions to 10.1. above –

- A modest gift of a promotional nature given to a wide range of people and not uniquely to the employee e.g. calendars, diaries etc.
- Modest promotional gifts given at the conclusion of any courtesy visit to a firm or factory

10.3 From time to time, a gift may be offered by way of thanks for a service delivered; and where refusal would cause needless offence. An example might be a gift to a caretaker following a hiring of one of the Council's venues.

10.4 Employees are required to enter **all** gifts received, including money, as described in 6.3. above in the Staff Interests Book kept in the Parish Office.

11. WASTAGE

11.1 The Parish Council promotes “minimum waste” which is essential to the cost-effective and efficient running of all operations.

11.2 You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc. The following points are illustrations of this:

- a handle machines, equipment and stock with care;
- b. turn off any unnecessary lighting and heating. Keep external

doors closed whenever possible;

- c. ask for other work if your job has come to a standstill; and
- d. start with the minimum of delay after arriving for work and after breaks.

11.3 any damage to vehicles, stock or property (including non-statutory safety equipment) that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement; and

11.4 any loss to us that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work could render you liable to re-imburse to the Parish Council the full or part of the cost of the loss.

12. STANDARDS OF DRESS

12.1 As you are liable to come into contact with customers and members of the public, it is important that you present a professional image with regard to appearance and standards of dress.

12.2 Where uniforms are provided, these must be worn at all times whilst at work and laundered on a regular basis. Where uniforms are not provided, you should wear clothes appropriate to your job responsibilities, and they should be kept clean and tidy at all times.

13. HOUSEKEEPING

13.1 Both from the point of view of safety and of appearance, work areas must be kept clean and tidy at all times.

14. POLICY REVIEW

14.1 The Policy will be reviewed every two years or sooner if legislation changes. The next review is October 2022.