

South Cambridgeshire District Council

Code of Conduct for all Tenant Involvement Membership

1. A member of the SCDC Housing Engagement Board, Housing Performance Panel and / or working groups must:
 - a. Promote a working environment that is welcoming, cooperative, and productive.
 - b. Be courteous and respectful to others.
 - c. Work for the public interest.
 - d. Make decisions which are fair and equitable to all tenants and leaseholders.
 - e. Read information and prepare for discussions.
 - f. Give apologies for absence in advance of the meeting and attend meetings on time.
 - g. Understand and support the role of the Chair, adhering to the Chair's instructions regarding agenda items and points of discussion.
 - h. Declare any conflicts of interest (such as family, business or financial involvement) in any matter under discussion. Should a member have a conflict of interest, they shall recuse themselves from the meeting for the duration of the discussion.
 - i. Respect the decisions reached by the group and refrain from raising them again.
 - j. Be respectful to the capacity and resources of the Resident Involvement Team and be reasonable in any requests for further information or service requests.

2. We encourage good behaviours and we want to build a cohesive team, so members must not:
 - a. Interrupt or speak over people.
 - b. Bully or threaten any person.
 - c. Verbally attack, insult, or use language that can cause distress, in or outside the meetings, or on social media.
 - d. Attend meetings under the influence of drink or drugs.
 - e. Seek preferential treatment for themselves, friends or relatives.
 - f. Raise political views or personal views unless personal experience is relevant and would add weight and clarity to the agenda item.
 - g. Disclose or distribute confidential, personal, and / or commercially sensitive information.

- h. Use social media or other communication channels to make personal, discriminatory or political statements or comments when acting on behalf of one of South Cambridgeshire District Council's involved residents' groups.
- i. Do anything which may cause the authority to breach any of the equality enactments (Equality Act 2010).

3. Confidentiality

- a. Members must keep all information they obtain through their role confidential until it is in the public domain.
- b. Members must not use any information obtained through their role for personal gain nor pass it to others who might use it in such a way.
- c. Members must keep any non-public information or internal paperwork they receive in a secure place. This includes documents or information held electronically. Such paperwork should be disposed of via shredding or confidential waste disposal and not through general / household waste and recycling.

4. Expenses

- a. Expense forms will be supplied to members to claim.
- b. Members should ensure that any expense claims are accurate and evidenced as agreed and in line with carrying out the group / Board's role.

5. Gifts and Hospitality

- a. Members should report any gifts and hospitality offered to them in relation to their role on the group / Board to the Resident Involvement Team.
- b. Members will not accept, or give, any gift or excessive hospitality from, or to, staff members, contractors, or residents.

6. Supporting the effective running of meetings

- a. The role of the Resident Involvement Team is to help facilitate meetings and any tenant involved activities. Members should respect the capacity and resources of the team and not make unreasonable demands on their time. Requests for additional information should generally be made via the Chair.

7. Breaches of the Code of Conduct

- a. Any breaches of the Code of Conduct, or complaints, are to be addressed by the Head of Housing. Concerns or complaints regarding the Head of Housing can be raised to the Chief Executive of the Council.