

Code of Conduct

What is the Code of Conduct?

The Code of Conduct is a summary of the values, standards and policies which apply to being a everyone working for the Guildford Town Centre Chaplaincy Street Angels programme (whether employed or as a volunteer). It should be regarded as the minimum standard to which staff and volunteers work and should be read together with other related policies including the Police Protocol, and Health and Safety Police and, Policy on Safeguarding Children and Vulnerable adults. **All staff and volunteers must comply with the Code of Conduct at all time.**

Value and standards

Our values of **selfless service, being non-judgemental, integrity, honesty, professionalism, collaboration** and **excellence** must be at the heart of everything we do. **Safety** of our staff volunteers and those we seek to help is essential. We respect and learn from **diversity** by caring for anyone regardless of who they are and whatever their circumstances and without judging them. Discrimination or harassment will not be tolerated under any circumstances. These values reflect our Christian heritage and beliefs.

Everyone we work with is entitled to a high quality and safe service and to be treated with **respect**. All staff and volunteers have a responsibility to care for those we seek to help and each other. It is important that we demonstrate a positive attitude and promote teamwork and partnership working with other voluntary and statutory agencies. It is equally important that our staff and volunteers enjoy their work and have fun.

Criminal or illegal activity

Any member of staff or volunteer found to be engaging in criminal or illegal activity will be referred to the police.

Drugs and Alcohol

The sale, distribution, use or being under the influence of alcohol, illegal drugs or any other substances that may affect the performance or behaviour of volunteers or staff is prohibited. Consumption of alcohol, illegal drugs or other performance-impairing substances on the day of and/or during a work shift is not permitted.

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Smoking

Smoking is not permitted by any member of staff or volunteer while they are wearing a Street Angel's uniform.

Health & Safety

All volunteers and staff should be familiar and keep up to date with the Health & Safety Policy contained in the *Volunteer Pack*.

Inclusivity

The Guildford Town Centre Chaplaincy welcome Street Angel volunteers, who support our values, from any or no faith background and Street Angels seek to help and support anyone in need regardless of their faith views. This commitment is underpinned by the following principles:

- Consideration of the individual needs of others regardless of whoever they are and whatever their circumstances.
- Recognition of and respect for the social and cultural backgrounds of all staff, volunteers and members of the public.
- Zero tolerance of harassment and discrimination.

All staff and volunteers are responsible for ensuring that we provide an environment free of harassment and discrimination and where everyone is treated with respect, fairness and equity.

Harassment and discrimination

Neither harassment nor discrimination will be tolerated by the Guildford Town Centre Chaplaincy. Should a member of staff or volunteer believe either harassment or discrimination is occurring they must notify the Coordinator or one of the Trustees. All allegations of harassment and/or discrimination will be promptly and thoroughly investigated. Confidentiality will be maintained. Where allegations are substantiated, appropriate action will be taken to ensure that the harassment and/or discrimination does not continue.

Harassment is behaviour, which is imposed by one person on another. It is unwanted by the recipient. It is unreciprocated. It is one-sided. It is unwelcome and offensive. Harassment can be in written, verbal or physical form and causes another person distress. Harassment is unacceptable and we all have a responsibility to ensure that we do not engage in this behaviour.

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Discrimination can take two forms. Direct discrimination when one person is treated less favourably because of their race, sex, age, sexuality, religion, disability, marital status or responsibility for dependants. Indirect discrimination is when a condition or requirement is applied in a work situation which seems, on the face of it, to apply equally to all but which, in practice, can be met by fewer people from one of the groups listed and is not strictly justifiable in terms of the work required.

Grievance resolution

A grievance is a perceived or real issue which causes resentment, suffering or distress and which may be regarded as grounds for complaint. We are committed to encouraging an open environment in which all staff and volunteers can express themselves freely and responsibly, where issues raised are responded to in an appropriate and timely manner and where everyone is treated with dignity and respect. Above all, we are committed to providing fair and honest settlement of any grievance. Guildford Town Centre Chaplaincy has adopted a procedure to use where grievances arise (see below).

Volunteer discipline

Guildford Town Centre Chaplaincy has adopted a procedure (see below) to use should misconduct or other disciplinary issues arise in respect of volunteers. This policy must be followed at all times should any disciplinary issues arise.

Training

Training is an essential and exciting part of staff and volunteers experience. Training for all staff and volunteers is compulsory unless otherwise indicated. Not to be properly trained would be at odds with our values of professionalism and safety.

Most of all enjoy yourself!

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Grievance and disciplinary policies: extracts from Guildford Town Centre Chaplaincy staff handbook

All references to staff apply equally to volunteers unless the context requires otherwise

Disciplinary Procedure

Although rare, there may be occasions where the employee or volunteer may prove to be unsuitable for the role they are performing or where their work falls short of the standards that GTCC seeks to achieve in its service. In order to address these issues if and when they arise, we have instituted a disciplinary procedure which will be followed. These procedures follow the Code of Practice set out by ACAS and it is important that they are understood and followed as closely as possible by Managers, Supervisors and employees.

Who does the procedure apply to?

The disciplinary procedure **Part A** applies to all staff who have completed over 12 months' service with the organisation. Staff with less than 12 months' service, or those on a fixed term contract of less than 12 months will be covered by **Part B** of this procedure.

General Principles

The procedures apply to all employees and volunteers of GTCC and any projects that it operates.

- It is envisaged that poor performance or general unsuitability to the role will be dealt with through supervision and / or further training in the first instance. Only if this fails to resolve the issues will we move to the disciplinary procedure.
- You will have the right to be accompanied/supported at all meetings under the formal procedure
- Please make sure you are familiar with the expectations of your role and seek clarity from your supervisor if you are unsure to avoid any problems arising under this procedure. Your supervisor is there to help you undertake your role and can offer appropriate support or training to enable you to carry out your role appropriately.
- The procedure is designed to establish the facts quickly and to deal consistently with disciplinary issues. No disciplinary action will be taken until the matter has been investigated.

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- Employers and employees/volunteers should raise and deal with issues promptly and should not unreasonably delay meetings, decisions or confirmation of those decisions.
- Where an employee or volunteer is persistently unable or unwilling to attend a disciplinary meeting without good cause the employer may make a decision on the evidence available.
- Before any disciplinary action (e.g. first formal warning) is taken against you
 - You will be advised of the nature of the complaint,
 - You will be given the opportunity to state your case at a disciplinary hearing, and answer any allegations that have been made.
 - You will be given a reasonable opportunity to ask questions, present evidence and call relevant witnesses. You must advise the person chairing a hearing with reasonable notice if you intend to call witnesses.
 - You will have the right to be accompanied to formal meetings by a fellow employee or alternatively a trade union official who is certified as having experience of, or training in acting as a worker's companion at hearings. *Note: see below.*

(Carers, sign language interpreters, advocates or others will also be allowed to accompany any staff with a disability, where the provision of such support constitutes a reasonable adjustment within the meaning of the Disability Discrimination Act and accompanying Codes of Practice and guidance).

- You will not be dismissed for a first breach of discipline except in the case of gross misconduct, when the penalty will normally be dismissal without notice and without pay in lieu of notice
- You will be given a written explanation for any disciplinary action taken
- You have a right to appeal against any disciplinary action taken against you
- The procedure may be implemented at any stage if your alleged misconduct warrants such action. (That is to say at either the First Formal Warning, Final Written Warning or Dismissal stages).
- Where disciplinary action is being considered against an employee who is a trade union representative, the Chair of the hearing will discuss the matter at an early stage with an official employed by the union, after obtaining the employee's agreement.

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Informal discussion or counselling

Cases of misconduct may initially be dealt with through informal discussion. If the informal approach does not bring about an improvement, or the misconduct or unsatisfactory performance is considered too serious, you will be given a clear notice of what action will be followed.

The informal approach should consist of a two way discussion between yourself and your Supervisor to discuss the concerns and for your Supervisor to better appreciate any difficulties that you are experiencing. Your Supervisor will listen to your comments and will let you know what improvements or changes need to take place and the support that will be given to assist with this. The nature of informal discussions means that it is not usually appropriate for a companion to attend the meeting although a note-taker might be needed to ensure a proper summary of the discussions are available.

Formal Procedure

Under the formal procedure notes of the meeting and outcomes will be recorded in writing and signed by all who attend the meetings. Where possible, any evidence leading to a disciplinary procedure should be made available to the staff member/volunteer under investigation. Where feasible, witness testimony should be in writing and other GTCC staff members or volunteers will normally be expected to provide written evidence in such cases. Records should be kept of all disciplinary matters and their outcome. For Street Angel volunteers your supervisor is the Street Angels Coordinator and for volunteer chaplains the Town Centre Chaplain. In the event that the Street Angels Coordinator is directly involved or the alleged victim (e.g. of harassment or violent actions/words) then the investigation will be carried out by the Town Centre Chaplain. In the event that the Town Centre Chaplain is directly involved or the alleged victim then the investigation will be carried out by the Chair of Trustees or a Trustee nominated by him/her.

Part A – For Staff with over 12 months' service

The Procedure

When an allegation is made or, there is a suspicion of poor conduct, your Supervisor may carry out preliminary enquiries in order to establish whether it is necessary to commence a formal process, such as the Disciplinary Procedure. It is important to note that conducting preliminary enquiries does NOT mean the Disciplinary process has started. It is simply to establish whether there appears to be a case to answer.

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Stage 1 – First Formal Warning

For unsatisfactory performance

If, following a meeting, your performance is found to be unsatisfactory; you will be given a first formal warning. This will be confirmed in writing where you will be told:

- The performance problem
- The improvement that is required
- The timescale for achieving this improvement
- A review date
- Any support that we will provide to assist you
- That a failure to improve could lead to a final written warning and, ultimately, dismissal
- That you have a right of appeal and the name of the person to whom you can appeal to

A copy of the written warning will be kept on your file and used as the basis for monitoring and reviewing your performance over a specified period.

For misconduct

Where, following a disciplinary meeting, an employee or volunteer is found guilty of misconduct and your Supervisor hearing the matter decides that it is appropriate to issue a first formal warning, the warning will explain:

- The reason for the warning and the change in behaviour required
- That this warning is the first stage of the disciplinary procedure
- That a record of the warning will be kept on your personnel records and will be disregarded for disciplinary purposes after a specified time subject to satisfactory conduct and/or performance (usually 6 months although it might be as long as a year)
- That you have a right of appeal and the name of the person to whom you can appeal

Stage 2 – Final Written Warning

If, following a further formal meeting, your Supervisor concludes that there has been a failure to improve or change behaviour in the timescale set at Stage 1 or where the offence is sufficiently serious to commence at stage 2, you will be issued with a final written warning. This written warning will explain:

- The reason for the warning and the change in behaviour or performance required
- That the warning is the final stage of the disciplinary procedure

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- That a record of the warning will be kept on your personnel records and will be disregarded for disciplinary purposes after a specified time subject to satisfactory conduct and/or performance (usually 6 months although it might be as long as a year)
- That a failure to improve or modify behaviour may lead to dismissal
- That you have a right of appeal and the name of the person to whom you can appeal to

Stage 3 – Dismissal

If there is no satisfactory improvement in performance or if further serious misconduct occurs, the likely outcome will be dismissal. This will only occur after a formal meeting. If you are dismissed, you will receive a letter explaining:

- The reason for the dismissal
- How to appeal against the dismissal
- The date on which the employment contract will terminate
- The period of notice

Gross Misconduct

If, after investigation, it is deemed that you have breached the disciplinary rules so seriously that it amounts to gross misconduct, the normal consequence will be dismissal.

Such action can only be decided by the Town Centre Chaplain or the Chair of Trustees, following an investigation, or in the light of clear evidence of the offence. During any such investigation, the employee or volunteer will be suspended during which time you will be paid the normal hourly rate. The suspension will be reviewed from time-to-time to ensure it remains appropriate. Such suspension is not to be regarded as a form of disciplinary action and will be for as short a period as possible. In the event that the Town Centre Chaplain is directly involved or the alleged victim (e.g. of harassment or violent actions/words) then he/she may not make the decision and this will fall to the Chair of Trustees. In the event that the Chair of Trustees is the alleged victim then he/she may not make the decision and this will fall to a group of three Trustees to decide. If you are found to have committed an act of gross misconduct, you will be dismissed without notice or payment in lieu.

Appeals

The employee or volunteer may appeal against the decision. Any appeal should be in writing and should state your reasons for why you wish to appeal. Your appeal should be made within 2 weeks of the notice or dismissal or requirement to leave the project. The Chair of the

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Trustees will set up an appeal committee of 3 trustees who have not been involved in the disciplinary process who will interview the persons concerned and reach a decision. The employee or volunteer will be informed of the outcome in writing within 2 weeks.

Notice Period

Volunteer will not be entitled to receive notice.

Part B – For staff with less than 12 months service

Examples of situations where this procedure will be followed may include, but not be limited to, the following:

- Where the employee or volunteer is employed on a fixed term contract of under a year which will not be renewed for economic reasons
- Where the employee or volunteer has under a year's service
- Where the employee or volunteer is dismissed during his or her Probationary Period

Stage 1 – First Formal Meeting

You will be advised in writing as to the reasons why we are considering terminating your employment, and be invited to attend a meeting to discuss the reasons further. The letter will notify you of your right to be accompanied to the meeting by a work colleague or trade union representative.

Stage 2 – Second Formal Meeting

You will be invited to attend a meeting where your Supervisor will explain the reasons why GTCC are considering terminating your contract. After the meeting we will write to you confirming the outcome, and advise you of your right to appeal. The letter will notify you of your right to be accompanied to the meeting by a work colleague or trade union representative

Stage 3 – Dismissal

You have the right to appeal against any decision made against you. This must be notified, to the person named in your outcome letter, in writing within a reasonable period stating that you wish to appeal. You will then be invited to attend a further meeting to discuss the appeal; again you have the right to be accompanied by a work colleague or trade union representative. The appeal chairperson will then write to you confirming the outcome of the appeal.

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Notice Period

The same rules apply as detailed in **Part A**.

Disciplinary rules

The following is a list of the disciplinary rules which apply to all employees regardless of their length of service or length of their contract. These are intended to set safe and efficient standards of performance and acceptable levels of conduct.

This list is not to be regarded as exclusive or exhaustive. Acts of misconduct not falling within one of these rules may also give rise to disciplinary action.

Misconduct

The following is a list of examples of behaviour and conduct which is viewed as misconduct. They will normally lead to a disciplinary warning unless there are very exceptional mitigating circumstances.

- Unsatisfactory timekeeping including repeated lateness, an unacceptable level of attendance or failure to follow absence reporting procedures
- Absence without proper authorisation or reasonable cause
- Unsatisfactory work performance. (Either repeated instances or poor work or one piece of very poor work)
- Failure to use safe working practices and / or observe the requirements of the Health and Safety Policy and associated procedures
- Failure to carry out reasonable instructions
- Unwillingness to work co-operatively and positively as a member of a team
- Failure to preserve the dignity, respect and privacy of others or behaviour that would breach the harmony in the workplace
- Breach of confidentiality - to an extent short of that specified under the relevant example given for Gross Misconduct
- Placing inappropriate, derogatory or offensive comments on social networking sites, e.g. Facebook which affect GTCC, its staff, members or suppliers
- Dishonesty - to an extent short of that specified under the relevant example given for Gross Misconduct
- Behaviour liable to bring GTCC - to an extent just short of Gross Misconduct
- Incapability at work brought on by the use of alcohol or drugs

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- Negligence resulting in minor loss, damage or injury to GTCC, a fellow employee, volunteer or client
- Impropriety or disorderly conduct whether within or outside working hours which GTCC reasonably considers to be detrimental to or conflicting with the interest of GTCC or its clients
- Failure to disclose a personal interest which conflicts with GTCC or its clients
- Unsatisfactory manner or / and appearance
- Any act or omission which, after investigation and due consideration to the individual circumstances is believed to amount to misconduct

Gross Misconduct

The following is a list of examples of behaviour and conduct which is viewed as extremely serious. They will normally lead to dismissal unless there are very exceptional mitigating circumstances. This list is not to be regarded as exclusive or exhaustive. Acts of gross misconduct not falling within one of these rules may also give rise to disciplinary action:

- Intentionally making false statements when incidents or accidents are being investigated, or when applying for employment or in connection with medical examination
- Negligence which potentially or actually results in serious loss, damage or injury
- Physical violence or bullying
- Theft or fraud of GTCC resources whether attempted or actual
- Unauthorised possession of property belonging to GTCC, a client, volunteer or another member of staff
- Behaviour inside or outside working time which is liable to bring GTCC into disrepute
- Wilful disregard of duties or of instructions relating to employment
- Abandoning duty without permission
- Serious breach of trust or confidence relating to GTCC or its clients affairs
- Serious incapability at work brought on by the use of alcohol or drugs
- Deliberately accessing internet sites containing pornographic, offensive or obscene material
- Action leading to the cautioning or conviction of a employee or volunteer for an act relevant to the employment if it is decided that this makes an employee or volunteer unsuitable for the type of work or unacceptable to GTCC

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- Serious infringement of any of GTCC policies and procedures including the Health and Safety Policy, Equal Opportunities Policy, and any policies regarding the use of information technology
- Any act or omission which, after investigation and due consideration to the individual circumstances is believed to amount to gross misconduct

GRIEVANCE PROCEDURE

Purpose of the procedure

This procedure is designed to be a structured and fair way for an employee to seek to resolve work place problems. The aim of this procedure is to settle grievances as near as possible to the point of origin. It is based on the Code of Practice on Disciplinary and Grievance Procedures produced by ACAS, the Advisory, Conciliation and Arbitration Service.

Guildford Town Centre Chaplaincy (GTCC) seeks to provide a high level of service to the community and users of Guildford Town Centre that is delivered in a professional manner and values staff, volunteers and the beneficiaries of our services. Our staff and volunteers are key to being able to deliver this and we will invest in training and development of staff and volunteers to enable this.

We value highly your willingness to work and/or volunteer with us and we do not expect there to be any problems. However from time to time issues may arise and for the benefit of both the employee/volunteer and the organisation we need a way of dealing with those issues that is fair, consistent and transparent.

Scope of the procedure

To ensure this we have adopted the following policy which we will follow if a grievance is raised. This procedure applies to all employees and volunteers of GTCC regardless of length of service or type of contract and any projects that it operates.

General Principles

The procedure has two parts, an informal and a formal procedure. Grievances are frequently caused by either misunderstanding, or a lack of understanding. It is the responsibility of all staff to try to resolve such matters informally before they escalate. This is the purpose of the informal stage of the policy. However, there may be occasions where an

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informal approach does not work, or may not be appropriate. In such cases, the employee or volunteer should raise a formal grievance.

Both the employee/volunteer and GTCC will be required to keep matters discussed within the Grievance Procedure, and all written records, as confidential.

Grievances should normally be raised with the person to whom you are immediately responsible, unless the grievance is with that person in which case you should raise the issue with the next person in the management chain/Trustee. For Street Angel volunteers grievances should normally be raised with the Street Angels Coordinator¹ and for volunteer chaplains with the Town Centre Chaplain². Where this person is not available or the grievance is with that person then it should be raised with the Chair of Trustees.

The Grievance Procedure should **not** be confused with an appeal against a disciplinary action. There is a separate appeals mechanism within the Disciplinary Rules and Procedure.

The Informal Procedure

If you have a grievance about your employment you should discuss it informally with the individual causing the problem (if possible) or with your Supervisor during the normal course of work. If your grievance relates to your terms and conditions of employment, you should discuss your concerns with your Supervisor in the first instance. We hope that the majority of concerns will be resolved in this way.

If the grievance concerns your Supervisor, where possible try to resolve it with them informally. If this is inappropriate, or does not work, then refer the situation to their immediate Supervisor informally or formally.

If you are unable to resolve the matter informally to your satisfaction, you are advised to progress to the formal stage.

Mediation

Sometimes it may not be possible to resolve concerns between those directly involved and a different perspective may be helpful. In these circumstances, either at the formal or informal stages of this procedure mediation should be considered. The mediator need not come from

¹ In the event that there is no Street Angels Coordinator in post then the Town Centre Chaplain shall take his/her place. This shall apply to all references to Street Angel Coordinator in this document.

² In the event that there is no Town Centre Chaplain in post then the Chair of Trustees or a Trustee nominated by him/her shall take his/her place. This shall apply to all references to Town Centre Chaplain in this document.

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outside the organisation but could be an internal mediator, so long as they are not involved in the disciplinary or grievance issue.

Where mediation is considered appropriate, the formal procedure may be temporarily halted.

Stage 1 - Formal procedure

If you feel that the matter has not been resolved through informal discussions, you should raise the grievance with your Supervisor, or, if the grievance is about your Supervisor, raise it to their Supervisor setting out your concerns and the steps you have taken to resolve the matters so far.

The appropriate Supervisor will then arrange a formal meeting with you, usually within seven working days of receiving the grievance, in an endeavour to resolve the matter. You may be accompanied at this meeting by a work colleague or trade union official who is certified as having experience of, or training in, acting as an employee's companion at hearings. The outcome of the meeting will be confirmed to you in writing.

Stage 2 - Appeal

If you feel that the outcome of the Stage 1 meeting has left the matter unresolved, you may appeal to the Chair of the Trustees. The Chair of the Trustees will then arrange a formal meeting with you, usually within ten working days in an endeavour to resolve the matter. You may be accompanied at this meeting by a work colleague or trade union official. The decision made by this meeting, which will be confirmed in writing, will be final. There is no further right of appeal.