



your voice in health  
and social care

## DWEUD EICH DWEUD HAVE YOUR SAY

Sicrhau bod barn unigolion  
a chymunedau yn ganolog  
i'r gwasanaethau iechyd a  
gofal cymdeithasol.

Making sure the views  
of individuals and communities  
are at the very centre of health  
and social care services.

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# Summary of the standards of conduct policy

To be read in conjunction with the full policy  
document

# ACCESSIBLE FORMATS

**This document is also available in Welsh.**

**If you would like this publication in an alternative format and/or language, please contact us at [enquiries@llaescymru.org](mailto:enquiries@llaescymru.org).**

**You can download it from our website or ask for a copy by contacting our office.**

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# Introduction



Llais<sup>1</sup> standards of behaviour policy enables us to ensure that our people practice the highest standards of conduct and behaviour.

This policy summary sets out our expectations and provides supporting guidance so that all volunteers are supported in meeting the standards of behaviour set out in this document.

This document sets out the arrangements in place to manage declarations of interests, gifts, hospitality, honoraria and sponsorship. This policy summary is for all volunteers.

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<sup>1</sup> Llais is the operating name for the Citizen Voice Body for Health and Social Care, Wales



# Standards of behaviour

In support of the seven principles of public life volunteers must be impartial and honest in the way they carry out their day-to-day functions. You can achieve the principles by:

**01:** Ensuring that the interests of the public remain a priority

**02:** Being impartial and honest when carrying out your official business

**03:** Using public funds to the best advantage of the service and the public, always seeking to ensure value for money

**04:** Not abusing your official position for personal gain or to benefit family or friends

**05:** Not seeking advantage or to further private business or other interests in the course of your official duties

**06:** Not seeking or knowingly accepting preferential rates or benefits in kind for private transactions carried out with companies, with which you have had, or may have, official dealings on behalf of Llais

# Roles and Responsibilities



This section explains who is responsible for what:

## **Our Chair and non-executive members**

Our Chair is responsible for leading Llais Board and ensuring Board members adhere to the standards and behaviour framework and code of conduct for non-executive members.

## **Our Chief Executive**

The Chief Executive is the 'Accountable Officer' with overall responsibility for ensuring that Llais operates efficiently, economically and with probity.

## **Our Strategic Director of Operations and Corporate Services**

The Strategic Director has responsibility for ensuring that Llais is provided with competent advice and support regarding the contents and application of this policy and the standards of behaviour framework.

## **Our senior management team**

The senior management team will ensure that employees within their areas are aware of the requirements set out in this policy.



# Our individual responsibilities

If you are a member of staff, a volunteer or a non-executive member you must ensure that you:

<p>understand what is expected by this policy and the standards of behaviour framework</p>	<p>are not in a position where your private interests and Llais duties may conflict. You must declare all private interests that could potentially result in personal gain because of your position in Llais.</p>
<p>verbally declare any relevant interest when a potential for conflict arises e.g. at Board and committee meetings, during procurement processes, and at meetings with the service provider or the public.</p>	<p>declare any relevant interests and complete the relevant form.</p>



# Definitions and guidance

## Interests

You should declare relevant interests. If in doubt, declare! Relevant interests (including those of close family members of associates) may include:

- directorships, including non-executive directorships held.
- ownership or part-ownership, of private companies, businesses, or consultancies likely or possibly seeking to do business with Llais. This includes shareholdings, debentures or rights.
- dealings with or sponsorship or funding from a known NHS or social care supplier or associated company/subsidiary.
- a position of authority in a charity or voluntary body in the field of health and social care.
- any other connection with a voluntary, statutory, charitable, or private body that could create a potential opportunity for conflicting interests.
- Any existing or new personal relationships which involve a professional colleague, and which may give rise to an actual or potential conflict of interest, misuse of power or unfair bias.



## **Declaration of interests at meetings**

Ahead of any meeting, volunteers should consider whether they have any personal or professional interests related to items on the agenda for the meeting. At the beginning of a meeting, attendees will be invited to declare their interests in relation to any items on the agenda – even if you have declared this privately with the chair before the meeting.

## **Gifts**

A gift is an item of personal value, given by a third party e.g. a member of the public, a partner or a supplier. This includes prizes in draws and raffles at sponsored events/conferences. It is an offence to accept any money or gifts as an inducement or reward from a person or organisation holding or seeking to hold a contract with Llais. The relevant member of the senior management team responsible for your region or function should be notified immediately of any gifts accepted or declined.

## **Gifts from service providers**

We work closely with health and social care providers with regards to service change. When we are working on a case it is imperative that we remain impartial to protect our independence. You should not under any circumstances accept gifts from service providers that might later be misconstrued as hampering your independence and impartiality.

## **Gifts from the public**

Personal gifts or cash from a member of the public or their relatives are generally not acceptable.

Gifts up to the value of £25 may be accepted from the public and relatives as a mark of their appreciation. You do not have to declare gifts up to this value unless other small gifts are received to the value of £25 from the same or closely related source in a 12-month period.

## **Gifts from suppliers, contractors and commercial organisations**

Low cost, branded or promotional gifts may be accepted where they are under the value of the common industry standard of £6 in total. This does not need to be declared.

## **Hospitality**

Hospitality is where there is an offer of food, drink, accommodation, entertainment or entry into an event or function by a third party, regardless of whether provided during or outside normal working hours.

You should always refuse hospitality which may compromise or may be seen to compromise your professional judgement or integrity, or which seeks to influence in order to obtain preferential consideration.

## **Honoraria/miscellaneous payments**

An honorarium is an ex-gratia payment (a payment given as a favour or from a sense of moral obligation rather than because of any legal requirement). You may be invited to give presentations at conferences, provide responses to surveys or attend professional meetings where a one-off payment or honoraria is offered.

If this activity is to be undertaken during working hours, the payment should be made to Llais.

## **Managing personal relationships**

A personal relationship includes a business/commercial or financial relationship, as well as any relationship where a close family relationship exists, for example, including mother, father, daughter, son, sister, brother (and including step and in-laws) partner, ex-partner (including spouse or cohabiter), civil partner.

Situations where a personal relationship may expose you to conflict of interest or bias could affect the integrity and reputation of Llais, it is necessary to inform a member of the senior management team when personal and professional relationships overlap.

## **Social networking sites**

As a volunteer you must uphold the reputation of Llais at all times. This includes conduct outside of work and conduct when using personal social media sites. Our social media policy sets out our responsibilities when using social media and potential consequences of posting content onto publicly accessible platforms.

Llais acknowledges that everyone has a right to express themselves using social media, but also recognises its role in offering advice on the safe use of social media.

The blurring of boundaries between an individual's private and professional life on social media is recognised and it is important that we understand and are mindful that inappropriate use could damage both individuals and Llais' reputation.

## **Time keeping**

Your time as a volunteer is a resource in the same way as our offices and equipment. Volunteers are not paid for their time, but they are reimbursed for their travel expenses. Claims need to be accurate. If there is an inadvertent mistake then please notify your regional office immediately.

If you would like to claim for travel and subsistence incurred whilst carrying out your duties with Llais then you will need to fill in a travel expenses form (available from the regional office) and submit to the regional office to be processed.

## Confidentiality

You will at times have access to confidential information about members of the public and health and social care providers. In no circumstance is this information to be divulged to anyone who is not authorised to receive it.

Confidentiality of information must be preserved at all times.



## Failure to adhere to this policy

If you breach this standards of behaviour policy or framework, this could in certain circumstances result in notification/ reporting to Llais Welsh Government partnership team and NWSSP.

This may result in the termination of your employment or appointment.

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