

Hft Colleague Code of Conduct



This Code of Conduct outlines the main standards of behaviour that Hft expects colleagues to adhere to. It also summarises the behaviours that Hft considers to be misconduct. The Code covers Hft’s mission, vision and values, abuse, appearance, attendance and timekeeping, best life possible, bribery, collaboration, communication, confidentiality/data protection/GDPR, conflict of interest, continuing professional development, driving, environment, equity, inclusion, diversity and human rights, financial transactions, gross misconduct, health and safety, Hft email, internet and it systems, people we support, personal property, professional boundaries, representing Hft, signing in and out, smoking, social media, substance use/misuse, tax evasion, use of personal mobile devices, recording devices and cameras and whistleblowing. It incorporates both the Skills for Care Code of Professional Practice for Social Care (England) and the Code of Professional Practice for Social Care (in Wales).

1. Introduction

The Code of Conduct summarises the standards Hft expects from colleagues while they are working or volunteering with us. It also includes examples of what Hft considers to be gross misconduct, which could result in us ending a colleague's time at Hft.

The Code of Conduct combines Hft's general standards, applicable to all colleagues, with the [Skills for Care 'Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England'](#) and [Social Care Wales' 'Code of Professional Practice for Social Care'](#). Both outline the attitudes, behaviours, conduct and practice that people who need Hft's care and support should rightly expect from us.

Care and Support

For colleagues working directly with the people we support, the above Codes are used alongside the [Care Certificate](#) in England and the [All Wales Induction Framework for Health and Social Care \(AWIF\)](#) in Wales. Both set out how people working directly with the people we support should behave and the minimum things those colleagues must know and be able to do. There is further information and some alternative formats about the Codes on the [Skills for Care](#) and [Social Care Wales](#) websites.

Disciplinary and equivalent action

Hft views breaches of the Hft Code of Conduct as misconduct and, in some instances, as gross misconduct. So, subject to the [Disciplinary Policy and Procedure](#), breaching the Code could result in summary dismissal for employed colleagues (that is dismissal without either notice, or pay instead of notice) or the equivalent for non-employed colleagues. In some circumstances, breaches could also be criminal offences and reportable by regulation or law.

There are other actions we take in response to breaches of Hft's Code by non-employed colleagues, such as relief, agency, contractor and volunteer colleagues etc. For example:

- a breach by a relief colleague is managed under [Relief Colleague Agreement Reviews](#)
- a breach by an colleague employed direct by Hft who has not yet passed their probationary review is managed under the [Probationary Review Policy and Procedure](#).

So, in this Code, where the [Disciplinary Policy and Procedure](#) is mentioned, it is only for colleagues employed by Hft who have successfully passed their probationary review. But, for ease of reading, the Code uses the phrase 'Disciplinary Policy and Procedure' to cover not only Hft employees who have successfully passed their probationary review, but also alternate actions we may take in response to breaches by probationers, relief, agency, contractor and volunteer colleagues etc.

2. Layout

Apart from Hft's [Mission, Vision and Values](#), which underpins everything we do, the Code is in alphabetical order for ease of reference:

- Abuse
- Appearance
- Attendance and timekeeping
- Best life possible
- Bribery
- Collaboration
- Communication
- Confidentiality/data protection/GDPR
- Conflict of interest
- Continuing professional development
- Driving
- Environment
- Equity, inclusion, diversity and human rights
- Financial transactions
- Gross misconduct
- Health and safety
- Hft email, internet and IT systems
- People we support
- Personal property
- Professional boundaries
- Representing Hft
- Signing in and out
- Smoking
- Social media
- Substance use/misuse
- Tax evasion
- Use of personal mobile devices, recording devices and cameras
- Whistleblowing

Colleagues, please take enough time to read and understand our Code of Conduct because you will be asked to confirm that, not only you have read and understood it, but that you will also follow it.

3. Audience

This Code applies to colleagues from their first day with us (except [Disciplinary and equivalent action](#)). It applies whether they are full- or part-time, permanent, or fixed term. For the purposes of the Code, everyone is referred to simply as "colleagues". Where we refer to:

- **Agency colleagues** we mean those on an agency contract, it does not imply employment
- **Colleagues** we mean any colleague regardless of employment status
- **Employed colleagues** we mean colleagues on contracts of employment with Hft (not relief, agency, volunteers, contractors or other colleagues)
- **Relief colleagues** we mean people on relief colleague agreements, it does not imply employment.

The Code signposts to whom each part applies, but please raise any queries with the manager.

4. Status

This Code does not form part of employed colleagues' contracts of employment (or relief, agency contractors agreements/contracts etc). Colleagues employed by direct should refer to their terms and conditions of employment, relief colleagues to their relief agreement, contractors to their contractor agreement and agency colleagues to their contract with the agency, for any specific contractual points. If there is a conflict between law, contract/agreement and this Code, the law is followed first, then contract/agreement, then policy.

5. Confidentiality, Data Protection and GDPR

At Hft, **confidentiality** means keeping all private information private. **Data protection** and **GDPR** means protecting information about living people, however it is stored or used (spoken, written or computerised). Such information is called 'personal data'. By law, all colleagues must keep personal data secure and not access or share it inside or outside of Hft, unless a legally justifiable reason has been established for doing so, which may include the person giving lawful consent for the data to be accessed or shared.

To us, confidential and personal data includes:

- **People we support, are assessing for support, or who we used to support.** For example, their contact details, finances, or health*. We also need to protect the data of their families and carers.
- **Colleagues, applicants and former colleagues.** For example, their *age, disability, race or sexuality. We also need to protect the data of any next of kin or beneficiaries.
- **Donors and fundraisers and those enquiring about donation and lapsed or dormant donors.** For example, their contact details, donation history, bank or credit card details and communication preferences.
- **Managerial information.** For example, confidential action managers are taking regarding a colleague, or an operational or organisational change.
- **Organisational information.** This means anything which isn't public knowledge that helps us do our work better or more efficiently. For example, information about our operational processes, financial information, contracting activities etc.

*There are extra protections for 'special categories of personal data' which means data about someone's racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, sex life and sexual orientation, genetic data, biometric data (where used for identification). Extra protections also apply to data about criminal convictions and offences.

Hft handles personal data collected in relation to this Code in line with our data protection

obligations. For more information, see the [Data Protection \(GDPR + DPA\) site on the Hub](#).

Hft considers breaches of confidentiality and/or data protection a disciplinary offence, subject to the [Disciplinary Policy and Procedure](#). Breaching confidentiality or data protection could result in summary (immediate) dismissal for employees (or the equivalent for non-employed colleagues). It could also be a criminal offence and as such is reportable under regulation or law.

6. Recording people management meetings

Hft generally produces summary notes of people management meetings. People management meetings include disciplinary, capability, grievance, supervisions/continuing conversations, appraisals etc.

Notes must be stored/shared/destroyed in line with our data protection arrangements, such as the various [Privacy Notices that are issued and also found on the Hub](#), the [Guidance on using personal data in disciplinary hearings](#) and the [Guidance on using personal data in disciplinary hearings flowchart](#).

Hft doesn't usually allow recordings to be made of people management meetings. If a colleague asks to record a meeting, we ask them why, so that we can understand their reasons before deciding. If a colleague has a disability, as defined by law, we may agree to recording a people management meeting, if this would be a reasonable adjustment to enable them to take part in - and understand - the meeting. If we agree to recording a people management meeting, we usually make the recording and share it with the colleague in confidence. We still take summary notes (of key points and actions) and share them with the colleague too.

Hft considers recording without the permission of everyone present a disciplinary offence, subject to the [Disciplinary Policy and Procedure](#). This could result in summary (immediate) dismissal for employees (or the equivalent for non-employed colleagues). It could also be a criminal offence and as such is reportable under regulation or law.

For more information about recording people management meetings at Hft, contact the [HR Advice and Guidance Helpdesk](#).

7. Reasonable Adjustments

Reasonable adjustments may be made to this Code for colleagues who have a protected personal characteristic (in law). A reasonable adjustment is a change to remove or reduce the effect of a protected personal characteristic on someone's ability to apply for or do a job.

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Hft's Code of Conduct

8. Hft's Mission, Vision and Values

All colleagues must read our [Mission, Vision and Values](#) statements:

- Hft's Mission means **why we exist**.
 - Hft's Vision means **what we want to be**.
 - Hft's Values means **what we believe in** and **how we behave**.
1. Colleagues can expect to work (or volunteer) at Hft and be treated in line with Hft's Mission, Vision and Values.
 2. Equally, colleagues are expected to work (or volunteer) and to treat others at Hft in line with Hft's Mission, Vision and Values.

9. Hft's Behavioural Framework

The Behavioural Framework is under review at the moment and a link will be added here when it is complete.

10. Abuse

1. Sadly, the risk of abuse is higher for people with learning disabilities.
2. Colleagues must always be alert to the possibility that someone we support is being abused.
3. Colleagues must make the manager aware if they know, or suspect that someone we support is being abused. If the manager is the suspected abuser, colleagues must make another manager aware instead.

Please look up 'Safeguarding' on the intranet ('the Hub') for more information.

11. Appearance

As colleagues may come into contact with people we support and members of the public, it is important to present an appropriate image with regard to appearance and standards of dress.

Colleagues must read [Handbook: Guidelines on appropriate clothing and footwear](#) and [Hft Health and Safety Standards: Guidelines on Appropriate clothing and footwear](#).

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12. Attendance and timekeeping

1. Colleagues should be present and ready to start duties at the agreed time.
2. They should continue to work until they have completed their agreed hours.
3. Colleagues should speak to the manager if they need to leave early or arrive late.
4. Employees should ensure they notify the manager in accordance with [the Sickness Absence Policy and Procedure](#) if they are going to be absent from work through ill health.
5. Paid colleagues will not be paid for time lost due to lateness or unauthorised absence.
6. Persistent paid colleague lateness is managed under the [Disciplinary Policy and Procedure](#).

Colleagues employed by Hft must also read the [Sickness Absence Policy and Procedure](#).

13. Bribery

1. Bribery means offering or accepting a gift, legacy, donation, loan, payment, reward, hospitality or other advantage for personal gain in return for doing something which is dishonest, illegal or a breach of trust.
2. For this reason, gifts and hospitality to colleagues are generally discouraged at Hft and we ask that colleagues politely decline them.
3. Gifts, legacies and donations may only be accepted on behalf of Hft and must be processed, recorded and acknowledged by the [Database and Compliance Team](#). In particular, legacies may only be processed by the Senior Legacy Manager who is the only colleague in Hft who is authorised to administer peoples' wills.
4. The only exception to this is that non-financial occasion-related gifts (birthdays etc) up to the value of £25 may be accepted, with the permission of the manager. Such gifts must be recorded and acknowledged. Anything above the value of £25 must not be accepted.
5. The form to record a gift, donation, loan, payment, reward, hospitality etc is in the [Colleague Code of Conduct](#) Toolkit on the Hub. Legacies go straight to the Senior Legacy Manager.

Colleagues must read the [Finance Standards: Bribery Policy](#) and the [HR Employee Handbook Gifts to Staff](#). Management colleagues must also read the [HR Managers' Handbook Managers' Guidance - Gifts to Staff](#).

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14. Confidentiality and Data Protection

1. All colleagues must read the [Confidentiality and Data Protection](#) section of this Code.
2. Confidentiality rules apply before, during and after all colleagues' time at Hft.

Colleagues must also read the [Data Protection Policy](#) and the [Handbook: Dealing with Confidential Information](#).

15. Conflict of Interest

1. Colleagues must not allow themselves to be put in a position where they feel obliged to people and organisations that might try to use that feeling of obligation to take advantage of Hft or our people. This could be internal or external influences including colleagues, family, friends, businesses, or other organisations, including other employers.
2. Colleagues should not act or take decisions in order to gain financial or other benefits (such as political, or property interests; membership of organisations or societies etc) for themselves, their family, friends or other connections.
3. If a colleague is (or is under pressure to be) put in a position where they feel obliged to people or organisations that might try to take advantage of Hft or our people, they must declare this and, where requested, take steps to resolve it.
4. All colleagues who are members of professional bodies must follow their professional codes of conduct as they relates to their Hft duties.
5. See also the Bribery section.

16. Driving

1. Colleagues who drive as part of their duties at Hft must have the correct driving licence, meet the minimum eyesight rules; register, insure and tax the vehicle (which must be kept in roadworthy condition) and have an MOT (see *Legal obligations of drivers and riders* on [.GOV](#)).

Colleagues who drive as part of their duties at Hft must read the [Handbook: Driving for Hft](#).

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17. Equity, Diversity, Inclusion and Human Rights

1. Hft is passionate about equity, diversity, inclusion and human rights, both as a provider of services and as an engager of colleagues.
2. We are committed to equality of opportunity and to providing places, services and opportunities which are free from unfair and unlawful discrimination.
3. Colleagues must not treat others less favourably on the grounds of actual or supposed:
 - Age
 - Disability
 - Gender reassignment
 - Marriage and civil partnership
 - Pregnancy or maternity
 - Race, religion or belief
 - Sex or sexual orientation
 - Trade union membership status
4. Nor must colleagues treat others poorly on the grounds of someone's actual or supposed connection with someone who has a protected characteristic.
5. Colleagues must not victimise or subject others to any form of bullying or harassment.

Colleagues must read the [Operational Standards: Diversity and Equality](#) and [the Handbook Diversity and Equality](#).

18. Environment

1. Hft aims to keep the use of disposable goods to a minimum by promoting the effective and efficient purchase, use and recycling of equipment, facilities, supplies and services, where it is safe to do so.
2. Colleagues must make all reasonable efforts to reduce wastage where it is safe to do so. For example, turn off unnecessary lights or heating/cooling equipment, use water resources appropriately and switch off any electronic equipment while not in use.

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19. Financial matters

1. Colleagues who are authorised to handle financial matters on behalf of Hft are accountable for the transactions they carry out.
2. For transparency and to avoid any confusion, colleagues who collect money in any form for people we support must ensure that a clear entry regarding each collection is entered into the person's Support Plan. This includes, but is not limited to pensions/benefits/allowances etc.
3. Colleagues must include the date, time the money is collected, how much was collected and where the money was collected.
4. Colleagues who buy things for someone we support must ensure that receipts are kept and the items bought are clearly logged in the person's records.
5. Colleagues cannot take money from, or give money to, people we support regardless of what form this takes.
6. Colleagues cannot use Hft's loyalty cards, or that of someone we support, for their own gain.
7. Similarly, colleagues they must not use a personal loyalty card when buying something on behalf of Hft, or someone we support.

20. Gross misconduct

The following are examples of gross misconduct at Hft (there may be others):

- Acts or omissions which have a significant, negative effect on Hft's reputation
- Civil offences/attempted offences which make you unsuitable for Hft duties
- Criminal offences/attempted offences which make you unsuitable for Hft duties
- Failure to follow a reasonable Hft instruction without due cause
- Serious breach of Hft policy, procedure or process without due cause
- Serious breach of professional standards required for Hft duties
- Serious breach of regulatory requirements
- Unauthorised or inappropriate use of Hft assets, including equipment and IT
- Unauthorised or inappropriate use of other peoples' property in connection with Hft duties
- Unlawful discrimination, or bullying or harassment
- Violent, dangerous or intimidatory conduct.

The above list is intended to be a guide and, as such, it is not in full.

Employed colleagues must read the [Disciplinary Policy and Procedure](#).

21. Health and safety

1. By law, colleagues must take care of their own health and safety and that of others who may be affected by what they do (or don't do) on Hft property or time.
2. By law, colleagues must co-operate with managers and other colleagues to help everyone meet their legal health and safety requirements at Hft.
3. Colleagues are responsible for ensuring they are familiar with Hft's [Health and Safety Policies, Procedures and information](#), including the consequences of breaching them.
4. Accidents, incident and near-misses, however minor they may appear, must be recorded on [AssessNet](#) (the health and safety software) as soon as possible.
5. If colleagues have a question or concern about health and safety at Hft, they should talk to the manager or the [health and safety team](#). Employed colleagues can also contact a [Partnership Forum Representative](#).
6. Colleagues attending the premises of a third party, must familiarise themselves with (and follow) their health and safety policies and procedures for visitors, where it is safe to do so.

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22. Hft email, internet and IT systems

1. Hft does not allow the use of email/internet for unofficial or inappropriate purposes, including:
 - bullying or harassment messages, or messages that could constitute other harm
 - accessing social networking sites such as Facebook or using Hft equipment where it could interfere with duties
 - on-line gambling
 - accessing or transmitting pornography
 - accessing other offensive, obscene or otherwise unacceptable material
 - transmitting copyright information and/or any software available to the colleague
 - posting confidential information about people we support, colleagues, Hft or suppliers.
2. Colleagues must not send personal emails during Hft time, unless it's urgent (ask the manager first, if practical).
3. Colleagues' Hft email addresses must not be used for sending or receiving personal emails.
4. Colleagues can send or receive personal emails on their own devices during rest periods. This is on condition that the relevant Code/s of Conduct are followed.
5. Colleagues may not make personal use of Hft the internet during Hft time, unless it is urgent, in which case they should seek the prior approval of the manager, if practical.
6. Colleagues may use the internet on their own devices during rest periods. This is on condition that the relevant Code/s of Conduct are followed.

Colleagues who use Hft email, internet or IT systems must read the [Handbook: IT General Overview](#).

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23. People we support

1. At Hft, we take pride in providing people we support with high quality, person-centred services.
2. The wellbeing of the people we support must always be at the front of colleagues' minds at Hft.
3. All colleagues must treat the people we support with dignity and respect.
4. Colleagues must make their manager aware if they need support in achieving the above.
5. Colleagues must make their manager aware if they know or suspect that another colleague isn't always providing the people we support with the highest standards of care. If that other colleague is the manager, another suitable manager must be informed instead.
6. If a complaint is made by someone we support, a family member, career or professional, colleagues must not try to resolve it themselves. Instead, they must refer the complaint to the manager without delay.

All colleagues must read our [Fusion Model of Support](#) and, if working directly with the people we support, to work with them in a person-centred way.

24. Personal property

1. Colleagues are responsible for the security and safety of their personal possessions on Hft property or time.
2. Hft is not responsible for the loss, theft or damage of personal property brought on to Hft property, or at places visited as part of Hft duties.
3. Lost property must be promptly handed to a manager to be reunited with its owner.

25. Professional boundaries

1. Colleagues are encouraged to be polite, welcoming and supportive to the people we support, colleagues and others they come into contact with through Hft and it is vital to uphold professional boundaries at all times.

Colleagues must read the [Handbook: Relationships at Work](#).

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26. Representing Hft

1. Hft recognises the importance of colleagues' work-life balance and that Hft-related social functions can be a great opportunity to relax, celebrate and get to know each other better.
2. We do not want to restrict colleagues' outside activities, but it is important to remember that activities (whether in or out of Hft property or time) which result in negative publicity to Hft, or which cause us to lose faith in a colleague's honesty, may give us grounds for ending employment, or our agreement, with them.
3. When attending Hft-related events, including social events, appropriate conduct is expected from all colleagues. This includes, but is not limited to celebrations, nights out, dinners or other social events. Our policies and procedures (below) still apply at Hft and related social events.

Colleagues must read:

- [Handbook: Bullying & Harassment](#)
 - Managers also read: [Bullying & Harassment Managers' Guidelines](#)
- [Disciplinary Policy and Procedure](#)
 - Managers also read: [Management Guidance Notes for Disciplinary Procedure](#)
- [Handbook: Diversity and Equality](#).

27. Signing in and out

1. Hft operates a confidential sign in/sign out practice which all colleagues must follow.
2. On arriving at an Hft sites, colleagues must personally sign in the time they entered.
3. On leaving an Hft sites, colleagues must personally sign out the time they left.
4. Colleagues must follow visitor procedures when visitors arrive or leave Hft sites.

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28. Smoking

1. Hft does not allow smoking (including e-cigarettes, or similar devices) on Hft property (unless in authorised smoking areas) or time.
2. Hft views smoking on Hft property (unless in authorised smoking areas), or time, a potential disciplinary offence, subject to the [Disciplinary Policy and Procedure](#).

Employed colleagues must read [Handbook: Smoking at Work](#).

29. Social media

1. Social media usage for Hft purposes is controlled by the [Senior Communications Manager \(Brand & Marketing\)](#). Approval is granted by the Senior Communications Manager (Brand & Marketing) where this is required for a colleague's job role.
2. When using social media, either in a personal or Hft capacity, during or outside Hft hours, colleagues must abide by the [Colleague Use of Social Media Policy and Procedure](#).

In particular, social media use must not:

- interfere with Hft commitments, especially in relation to people we support
- damage Hft's reputation or brand
- breach confidentiality, data protection, or copyright
- engage with untrue information about our people or others
- use an alias to or mislead people about connections with Hft
- discriminate, bullying or harassing
- post, like or share, retweet or hashtag illegal, inappropriate or offensive content
- use Hft's name or reputation to promote own financial, political, or property interests; membership of organisations or societies; or the interests of family and close associates.

Colleagues who use social media for or in connection with Hft activity must read the [Colleague Use of Social Media Policy and Procedure](#). This includes some aspects of non-Hft social media, so if people can be identified as an Hft colleague, they must make clear that opinions expressed are theirs, not Hft's.

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30. Substance use or misuse

1. Substance use or misuse means the use of alcohol and illegal drugs, plus the misuse of legally-prescribed drugs (all referred to as 'substances' in this Code).
2. Colleagues must not take, or be under the influence of substances during Hft time.
3. They must not enable colleagues, the people we support, or others to use or misuse substances on Hft property or time, or in connection with Hft.

Colleagues must read [Handbook: Misuse of Drugs and Alcohol](#).

31. Tax evasion

1. Tax evasion means the illegal non-payment, or underpayment, of tax. For example, not telling HMRC about tax owed (for example on profits); keeping business 'off the books' by dealing in cash and not giving receipts; or by hiding money, shares or other assets in an offshore bank account ('offshore tax evasion').
2. Colleagues must not illegally not pay (or underpay) Hft taxes.
3. If colleagues know or suspect that Hft taxes are not being paid (or are being underpaid) they must report this without delay to the [Chief Commercial Finance Officer, Chief Quality and Governance Officer](#), or to the [Chief Executive Officer](#).

Recruiters, contracting managers and other colleagues (who aren't Hft employees), volunteers or agency staff recruited via our preferred supplier list, must also read the IR35 (Off-Payroll Working) Policy and Procedure, available from [Recruitment and Resourcing](#).

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32. Use of personal mobile devices, recording devices and cameras

1. Colleagues should have their personal mobile devices, recording devices and cameras either switched off, or in silent mode, during Hft hours, unless required by their manager to use a mobile device to keep in touch with their colleagues while supporting someone.
2. Discretion should be exercised when using a personal mobile device and any use must not cause a distraction from work for the colleague or fellow colleagues.
3. Personal calls and text messages should not be made during Hft time; they should only be made during rest breaks. If practical, colleagues should ask the manager if they need to make or receive an urgent personal phone call during Hft time.
4. In addition, colleagues must not:
 - give personal contact details to the people we support
 - take unauthorised pictures of people we support, colleagues, or Hft properties
 - record people management meetings
 - transfer files via Bluetooth or other insecure mobile networks.
5. Certain roles require an Hft mobile phone.
 - The cost of line rental and normal Hft call usage is covered direct by us
 - Hft mobile phones are for Hft use only
 - Colleagues must keep Hft mobile phone in good working order
 - The phone should remain charged and connected to the network (as far as coverage allows) during Hft time so Hft calls can be made/received as necessary.
6. When visiting non-Hft sites, colleagues may be asked to turn off mobile phones. Please follow such instructions where it is safe to do so.

Colleagues who use phones, recording devices and cameras at or in connection with Hft must read the [Handbook: Use of Phones, Recording Devices and Cameras at Work](#).

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33. Whistleblowing

1. Whistleblowing applies if colleagues are a 'worker' by law (this means employed, relief and agency colleagues) - and they report certain types of wrongdoing.
2. The wrongdoing disclosed must be in the 'public interest' which means it must affect others, for example, people we support, or the general public.
3. Colleagues can raise concerns at any time about an incident that happened in the past, is happening now, or they believe will happen in the near future.
4. We ask that colleagues raise concerns with an appropriate person with Hft in the first instance.

Employed, relief and agency colleagues must read the [Whistleblowing Policy and Procedure](#).

Aside from Whistleblowing, we expect colleagues to report breaches of this document and the relevant Code/s to a manager or other suitable person at Hft.

34. Next steps

If paid colleagues do not work directly with people we support, they do not need to read this section and must move to [Requirement to sign up to the Code of Conduct](#).

Colleagues working direct with the people we support in **England** must read and take time to understand and agree to Skills for Care's '[Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England](#)'.

Colleagues working directly with the people we support in **Wales** must read and take time to understand and agree to Social Care Wales' '[Code of Professional Practice for Social Care](#)'.

Colleagues working directly with the people we support in both **England** and **Wales** must read and take time to understand and agree to both the English and Welsh Codes.

Once colleagues working directly with the people have understood and agreed to the relevant Code/s they must move to [Requirement to sign up to the Code of Conduct](#).

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35. Requirement to sign up to the Code of Conduct

To confirm colleagues have read, understood and accepted the Code of Conduct employed, relief and voluntary colleagues must sign in to [PeopleXD](#) (formerly called CoreHR or Core Portal).

1. Sign In to [PeopleXD \(PXD\)](#)
2. **Employee Dashboard** will auto-load
3. Double click on **My Profile** (circle in top corner of the screen, which may show your photo or initials)
4. Scroll down to **OTHER INFORMATION** and click on it
5. Scroll down to **Colleague Code of Conduct** and click on it
6. Go to the right side of the screen and click Add
7. Select Code of Conduct
8. **Select 'Read, understood & agree to follow – YES'** and add the **date**
9. Click **save** at the bottom right of the screen.

Colleagues who do not have a PeopleXD log in (this may currently apply to some volunteers for example), must email hrcore@hft.org.uk to confirm they have read and understand the applicable Code of Conduct and that they agree to abide by them.

From time to time, Hft checks that colleagues have signed up to the Code of Conduct. For example, Learning and Development check in with colleagues on induction. If a colleague hasn't signed up their manager will support them in doing so. If a colleague refuses to sign the Code without a reason satisfactory to Hft, they may be disciplined. Disciplinary could include summary dismissal for employed colleagues (dismissal without either notice, or pay instead of notice), or the equivalent for non-employed colleagues. Please refer to [Contact](#) below for more information.

36. Contact

Colleagues should talk to their manager in the first instance. If the query isn't resolved, colleagues can then contact [the HR Advice and Guidance Helpdesk](#), or, if they are directly employed by Hft, the local Partnership Forum Representative (please see [the Partnership Forum site on the Hub](#) for more information). For colleagues who are not Hft employees, the manager can take further advice on the colleagues' behalf.

Managers looking for advice or to discuss a specific case, should contact the HR Advice and Guidance Helpdesk on HR.Helpdesk@hft.org.uk.

37. Feedback

Contact hrpolicyreviews@hft.org.uk to give feedback on using this document.

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38. Document control

Name of policy or procedure	Colleague Code of Conduct
Version	01.00
Approved date	03/05/2022
Related legislation or section of legislation	Bribery Act 2010 Data Protection Act 2018 General Data Protection Regulation Data Protection Act 2018 Employment Rights Act 1996 Equality Act 2010 Human Rights Act 1998 Occupiers Liability Act 1957 Health and Safety at Work etc Act 1974 Unfair Contract Terms Act 1977 Occupiers Liability Act 1984 Working Time Regulations 1998
Related code, policy, guidance document or strategy etc.	Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England Social Care Wales' Code of Professional Practice for Social Care
Policy or procedure owner (Name/Position)	Kevin Moyes, Chief People and Organisational Development Officer
Policy or procedure author (Name/Position)	Sarah Conway, People Policy Manager
Approved by	Executive Board
Replaces policy or procedure	For employed colleagues, this document replaces the " <i>HR Colleague Handbook</i> " <i>Staff Code of Practice, May 2019, Version 6</i> . For other colleagues, this is a new document.
Retention schedule	Eight years, plus the current.

39. Document review schedule

Last review date	31/05/2019
Review undertaken by (Name/Position)	Sarah Conway, People Policy Manager
Next review date	31/05/2025

40. Version Control

Version	Date	Author (Name/Position)	Details of change	Approved by
01.00	09/05/2022	Sarah Conway, People Policy Manager	For employees, this document replaces the “ <i>HR Colleague Handbook</i> ” <i>Staff Code of Practice, May 2019, Version 6</i> . For other colleagues, this is a new document.	See Document Control
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