

Adopted: April 2017

Reviewed: June 2025

CODE OF CONDUCT

OUR MISSION

Age UK Cambridgeshire and Peterborough seeks to promote a positive experience in later life by working with older people and those connected with old age. Tackling challenges and barriers by providing information, practical and social support, together we will achieve a sense of purpose and fulfilment, demonstrating to all that Age Matters.

PURPOSE

The Code of Conduct describes the standards of conduct, behaviour and attitude expected from our employees. You are responsible for and have a duty of care to ensure that your conduct does not fall below the standard detailed in the Code and that you adhere to organisational policies and procedures.

SCOPE

This Code of Conduct applies to all employees, volunteers and trustees (referred to collectively throughout as employees) of Age UK Cambridgeshire & Peterborough (AUKCAP).

BE ACCOUNTABLE

- Be able to justify and be accountable by making sure you can answer for your actions or omissions.
- Meet agreed standards of customer service when dealing with people in person, by phone, letter or in the service user's home.
- Always behave and present yourself in a way that does not call into question your suitability to work for the organisation.
- Observe all AUKCAP policies and procedures.
- Ensure up to date compliance with all mandatory training.
- Honour your work commitments, agreements and arrangements, be reliable, dependable, punctual and trustworthy.
- Do not mislead service users or tell lies about AUKCAP activities.
- Be appropriately dressed at work, this will include appropriate dress*, cleanliness, good grooming and personal hygiene.
- Establish and maintain clear and appropriate professional boundaries in your relationships with service users and colleagues at all times.
- Do not make excessive and disruptive use of personal mobile phones during work hours.

- Employees must not take their pets into AUKCAP premises or service user's homes, unless agreed otherwise with Senior Management.
- Employees must not be accompanied by family (including children) or friends on home visits to service users.
- Do not conceal any matter, it is your duty to report.
- You must not take illegal drugs/drink alcohol or be under the influence of illegal drugs/alcohol whilst at work.
- You must inform the organisation if taking any prescribed or over the counter medicines which may affect your ability or safety at work.

*It is accepted that less formal wear, such as jeans, may be appropriate for some job roles, such as handyperson or Home Support Worker.

RESPECT FOR OTHERS

- Promote and uphold the privacy, dignity, rights, health and wellbeing of our service users, their relatives and colleagues within the organisation.
- Be polite, positive and considerate to members of the public and colleagues, always treat people with respect and compassion.
- Uphold and promote equality, diversity and inclusion.
- Do not abuse your position to take advantage of people or use for personal gain, knowledge gained about individuals during work related activities.
- Employees must not be rude, abusive, offensive or behave in an aggressive, violent or threatening way towards colleagues or service users.
- Do not intimidate, bully or harass your work colleagues or service users.

OPENESS AND COLLABORATION

- Communicate in an open, and effective way to promote the health, safety and wellbeing of people who use our services.
- Work collaboratively with your colleagues, recognise and respect the roles and expertise of colleagues both in the organisation and further afield.
- Represent AUKCAP decisions and actions in a positive manner at all times.
- Raise personal concerns and opinions constructively with line management.
- Do nothing which would damage public confidence or bring the organisation into disrepute.
- Wear an identification badge if required & show when needed (ensure this is in date).

CONFLICTS OF INTERESTS/GIFTS

- You must not work privately, whether in a paid or voluntary capacity for a current user of any AUKCAP services or a former service user (within 2 years of using our services).
- You understand that it is not acceptable to use your position to take advantage of your contact and knowledge of service user personal details, in order to fulfil future private work. Any such actions raise concerns about the safety and manipulation of older, often vulnerable people. Any suspicions that you, or parties or persons introduced by you, have intentions and plans to work privately with a service user after leaving the organisation, could result in disciplinary action.
- You should not accept any offers of loans, gifts or benefits from anyone we are supporting. Any small 'token' gifts accepted must be recorded.
- Employees must register any interest they; their spouse or partner has which may conflict with ours.

STEWARDSHIP

- Use of AUKCAP telephones, mobile phones or IT equipment should be used only in connection with the delivery of the services, unless agreed otherwise with the Leadership Team.
- Employees must not steal, take or damage AGEUKCAP property, treating all equipment with care and respect.
- You must not use social media or social networking or any other means (including encouraging friends or family), to make inappropriate remarks which could cause offence to colleagues or members of the public and which may bring the organisation into disrepute.
- Misuse and time-wasting on email and use of email to undertake personal business is unacceptable.
- The tone and content of all email messages must be appropriate.
- Employees must adequately secure data against risks & comply with relevant GDPR legislation at all times, ensuring that no unauthorised person gains access to equipment or data under their control.

COMPLIANCE

Failure to comply with any of the provisions included within the code of conduct may result in disciplinary action being taken in line with the Disciplinary Policy.

EMPLOYEE DECLARATION

Employees must keep their line manager informed of any change of circumstances and must update their Breathe profile accordingly. We will undertake annual reviews and employees must respond to these accurately. We hold all employee declarations with the appropriate levels of confidentiality.