



CODE OF CONDUCT

This Code of Conduct applies to Residents, Councillors and Officers whilst they are carrying out their role in One Norbiton in, such as taking part in groups and panels, or completing surveys etc.

1 Common Principles

- 1.1 All elements of the following Code, apply equally to Residents, Officers and Councillors, hereafter referred to as Participants, unless specifically noted.
- 1.2 All participants must understand and appreciate their respective positions and responsibilities if a strong partnership is to exist.
- 1.3 Participants are required at all times to act in a courteous manner and strive to develop and maintain a balanced relationship of mutual respect, which is open and honest. Personal attacks, offensive and abusive comments are not acceptable.
- 1.4 In carrying out his or her role, no participant will discriminate against any person in a manner that is contrary to the Council's Equal Opportunities Policy on any grounds whatever. All participants shall acknowledge that everybody has the right to be treated with dignity and respect, regardless of ethnic or national origins, disability, gender, marital status, age, sexuality, religion, or any other matter, which causes people to be treated with injustice.
- 1.5 Participants must declare an interest if they have any personal, financial or material interest in any matter being considered (for example, if a panel is considering a change in a policy, a resident must inform the Group if they have a close relative who might gain advantage from the change; or if they have an interest in a contractor whose work is being discussed).
- 1.6 At meetings, all participants shall at all times operate within the rules laid down in the constitution of the group, which they are attending.

2 Officer and Councillor Code

- 2.1 At all times, officers and councillors shall act in a professional manner and shall treat residents' representatives with courtesy and respect.
- 2.2 Requests for members to attend meetings shall be kept to a reasonable level. It must be acknowledged that residents give their time on a voluntary basis and demands on their time shall be kept to the minimum possible
- 2.3 Meetings organised by the Group for Norbiton residents' shall be held in a suitable venue which is accessible and, as far as possible, held at a time which does not exclude sections of the community (e.g. people who work or have child care responsibilities).
- 2.4 Officers shall make themselves available to meet residents' representatives providing reasonable notice is given and demands are not excessive.
- 2.5 Officers shall, with reasonable notice, supply information to The Group regarding

the delivery of services and local activities within Norbiton. This will not include information relating to individual tenants (except at that individual's request) or to staff, which is confidential.

3 Code

- 3.1 Members shall be courteous at all times in their dealings with officers councillors, contractors, agencies, other residents and members of the public.
- 3.2 Members are responsible for representing the best interests of the One Norbiton Community. They should try to reflect and understand the views of the community.
- 3.3 Members must respect the impartiality of officers and must undertake not to make political statements of a derogatory nature at meetings or in their role as a member of One Norbiton
- 3.4 Members will not speak or write to external groups or agencies on behalf of the group without the prior agreement of the group Any correspondence sent on behalf of the group or panel should be agreed in advance by the group or panel and copies provided to all group or panel members.
- 3.5 Where members are representing the group at another panel or working group, it is the responsibility of that member to represent the views of One Norbiton and feedback to the group.
- 3.6 From time to time, members may acquire and have access to confidential information and information that has not yet been made public. When members are advised that information is confidential it must not be disclosed to other people under any circumstances. Residents may be asked to sign an agreement that such information will not be disclosed. Such information must not be used for personal gain.

4 Breach of Code of Conduct

- 4.1 Should there be a breach of this Code by any participant, at a meeting, the Chair of the meeting has the power to give a verbal warning to the individual. In addition, any member of the group or panel can propose that another member be given a verbal or written warning.
- 4.2 If, despite a warning, a participant continues to breach this Code of Conduct, or otherwise seriously disrupts a meeting, they can be expelled or suspended from meetings by the Chair of the meeting.
- 4.1 If the Chair of the meeting fails to expel a participant who continues to breach this Code, officers and councillors will refer those present to this Code of Conduct but reserve the right to withdraw from the meeting.
- 4.2 As this Code of Code of Conduct applies to participants involved in various roles within the One Norbiton framework, participants must note that breaches of the Code, outside of meetings, will be considered and dealt with in a similar manner. Abusive or racist language will not be accepted under any circumstances.
- 4.5 The Group may also take reasonable steps to deal with disruptive or discourteous behaviour that is detrimental to the effective operation of One Norbiton groups and panels. This may involve restricting access to meetings or contact with officers