






Kingston Safeguarding Voices (KSV) Code of Conduct Policy 01.05.25



Contents

	Page
Introduction	3
Our KSV values	4
The Law	5
Conflict of interest	6
Representing the KSV	7
Going to a meeting	9
Confidentiality	11
Raising a safeguarding concern	12
Treating people fairly	13
Gifts	14
Dress code	14
Breaking the rules	15
Personal Information	16
Contacting other KSV members outside of meetings	17
Changing this policy	18




Introduction

	<p>Healthwatch Kingston helps people speak up about health and social care services in Kingston.</p> <p>They were asked to coordinate the Kingston Safeguarding Voices group (KSV).</p>
	<p>The KSV group use their lived experience of safeguarding to make safeguarding services better in Kingston.</p>
	<p>This is our code of conduct policy.</p> <p>A code of conduct policy is a set of rules to tell staff and volunteers how they should behave when representing the KSV.</p>
	<p>It tells you what is OK and what is not OK.</p>
	<p>It helps to keep everyone safe and working well together.</p>

Our KSV Values

	<p>Values are the things we think are important. They help us to know how to behave and work.</p>
<p>Respect</p>	<p>Accepting people for who they are and what they believe.</p>
<p>Dignity</p>	<p>Dignity means valuing someone and treating them with respect.</p>
<p>Honesty</p>	<p>Be honest and treat everyone the same.</p>
<p>Treating people fairly</p>	<p>People must not be treated differently or badly because of things like disability, age, race or religion.</p>
<p>Supportive</p>	<p>Be supportive of each other's experiences.</p>
<p>Confidential</p>	<p>What people share with us is not to be shared outside the group without that person's permission and should always be anonymised.</p>
<p>Collaborative</p>	<p>We work together as one and cannot sort individual problems.</p>

The law

	<p>You must follow any laws that affect your KSV work.</p>
	<p>You must always be honest when attending KSV.</p>
	<p>If you see someone breaking the law, you must tell the KSV coordinator.</p>

Conflict of interest



A **Conflict of interest** is when you or someone you know is involved in something that could affect your work with the KSV and Healthwatch Kingston.



For example, you may know someone who:




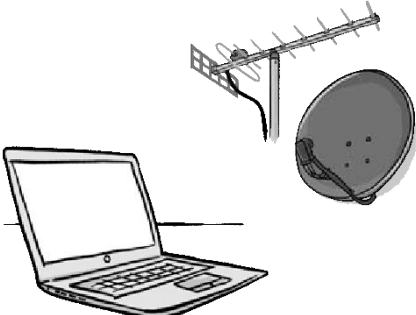
- works for a company that provides services to local people
- gives us our funding.

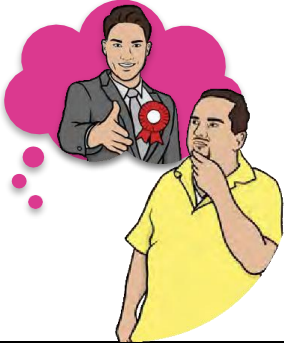
Funding is the money given to run our group.



It is OK to have a conflict of interest, but you must tell us.

Representing KSV and Healthwatch Kingston

	<p>Representing means working or volunteering on behalf of an organisation.</p>
	<p>You must:</p> <ul style="list-style-type: none"> • Behave in the best way possible. • Treat everyone with respect.
	<p>You must not:</p> <ul style="list-style-type: none"> • Say things that are unhelpful to the public, Healthwatch Kingston and the work we are doing. • Give any information to the media unless the KSV coordinator says it is OK.
	<p>Media are different ways we can tell people things like newspapers, radio, TV and the internet and social media.</p>







- Share how you feel about a **political party**.



A **political party** is a group of people who think the same way about how to run the country.

Going to a meeting

	<p>When you go to a meeting you must:</p> <ul style="list-style-type: none"> • Do your best to arrive on time.
	<ul style="list-style-type: none"> • Be ready for the meeting.
	<ul style="list-style-type: none"> • Let the KSV coordinator know if you cannot make a meeting.
	<ul style="list-style-type: none"> • Give everyone a chance to speak at our KSV meetings. • Listen to others and do not talk when someone else is talking.
	<ul style="list-style-type: none"> • Put your hand up if you want to speak and please be patient.

	<p>Be clear about what you are saying and don't use jargon.</p> <p>Jargon is difficult or special words used by professionals.</p>
	<p>Speak up if you don't understand something.</p>
	<p>Speak up on behalf of the KSV when it would be useful to add to something that is being talked about.</p>
	<p>Work well with others and respect a decision that is agreed by most people.</p>

Confidentiality







Confidentiality means not telling anyone something they don't need to know







You must always get someone to agree before you share their information.



Raising a safeguarding concern

	<p>KSV meetings might include people sharing real stories about things which have happened in the past or are happening now.</p>
	<p>These stories might make some people worried that someone is not safe.</p>
	<p>If people are worried about what was said they might raise a safeguarding alert to the Kingston adult safeguarding team.</p> <p>The safeguarding team can decide if that person needs help.</p>
	<p>This means sharing information outside of the meeting, but it is only shared with the safeguarding team and they will decide what happens next.</p> <p>They might decide that the person needs some help or they might decide the person does not need anymore help.</p>



Treating people fairly

	<p>Everyone should be given the same chances in life.</p>
	<p>People must not be treated differently or badly because of things like Disability, age, race or religion.</p>
	<p>You must treat everyone:</p> <ul style="list-style-type: none"> • with respect and dignity • the same, even if they are different to you.
	<p>Treat people on their own merit. Just because they may work with someone or for a service provider that you have not liked before; this doesn't mean you can talk badly to them.</p>





Gifts

	<p>If someone from another organisation offers you a gift, you must tell the KSV coordinator.</p>
	<p>They will tell you if it is OK or not and what to do.</p>




Dress Code

	<p>A dress code is what you can and cannot wear when at KSV meetings.</p>
	<p>Our meetings can be face to face, or online. Most of our meetings will be face to face and online. Please wear suitable clothes for a meeting.</p>



Breaking the rules

	<p>It is important that everybody follows the rules.</p>
	<p>You must speak up if you think someone is breaking the rules.</p>
	<p>Tell the KSV coordinator and they will know what to do.</p>
	<p>The public and professionals may be worried about someone breaking the rules. They should also tell the KSV coordinator.</p>

Personal information

	<p>Personal information is anything that can be used to identify you.</p> <p>This can include your name, your address and your phone number.</p>
	<p>We need this information to make sure you know about the meetings.</p>
	<p>We will follow the rules to keep your personal information safe.</p>

Contacting other KSV members outside of meetings

	<p>KSV members time is precious and all KSV members have their own issues to deal with.</p> <p>Please do not contact other members outside of meetings unless agreed by both members and only then about KSV work.</p>
	<p>Any questions about KSV work should be sent to the KSV coordinator by email to scott@healthwatchkingston.org.uk</p>

Changing this policy

	<p>We will look at the rules in this policy every year.</p>
	<p>Before we can change anything the Healthwatch Kingston board members will need to say if it is OK or not</p>
	<p>We will put the agreed policy on our website.</p>

All Healthwatch Kingston policies and procedures are available on the [Healthwatch Kingston website](#)