

Old Catton Parish Council

Staff Code of Conduct

1. Purpose

The purpose of the Code is to set out the standards of behaviour expected of employees of Old Catton Parish Council.

The Council is committed to providing professional, efficient and courteous service to the community. Every employee contributes to the Council's reputation and is expected to conduct themselves in a manner that maintains public confidence in the Council.

As a local Council, employees are often known to residents and may be recognised whilst carrying out their duties within the Parish. Employees are therefore expected to conduct themselves professionally, courteously and responsibly at all times when representing the Council. Where circumstances affect an employee's ability to do so, they should seek appropriate assistance from a colleague or manager as soon as reasonably practicable.

This Code should be read alongside the Staff Handbook and the Council's employment policies and procedures. This document sets out the standards of conduct expected of all employees.

2. Scope

This Code applies to all employees of Old Catton Parish Council, whether full-time, part-time, temporary or casual.

Employees are responsible for complying with this Code and all Council policies and procedures relevant to their role.

3. Professional Conduct

Employees are expected to:

- carry out their duties diligently, responsibly and to the best of their ability;
- act honestly, professionally and with integrity;
- exercise good judgment;
- be reliable and accountable for their actions;
- comply with reasonable and lawful instructions;

- maintain appropriate standards of behaviour within the workplace and whilst representing the Council elsewhere; and
- avoid conduct which could reasonably bring the Council into disrepute.

As employees of a public authority, staff should recognise that their conduct may be observed, recorded or commented upon by members of the public whilst undertaking Council duties.

4. Respect and Professional Relationships

Employees are expected to treat everyone with respect, courtesy and dignity and maintain appropriate professional relationships with Councillors, colleagues, volunteers, contractors, partner organisations and members of the public.

Differences of opinion should be handled professionally. Employees should not become involved in personal disputes or unnecessary confrontation whilst carrying out Council duties.

Where a situation becomes threatening, aggressive, abusive or prevents a risk to personal safety, employees should withdraw from the situation where appropriate and report the matter to the Clerk as soon as practicable, in accordance with relevant Council policies and procedures.

5. Working with Councillors

Employees and Councillors have different but complementary roles within the Council.

Employees are responsible for providing impartial professional advice where appropriate, implementing decisions of the Council and carrying out their duties in accordance with Council policies and procedures.

Employees should remain politically impartial in carrying out their duties and must not allow personal views or relationships to influence the advice or service they provide.

6. Confidentiality

During the course of their employment, employees may have access to confidential, personal, commercially sensitive or otherwise restricted information.

Employees must protect such information, comply with the Council's data protection requirements and only access, use or disclose information where this is necessary and appropriate in the course of their duties or otherwise authorised or required by law.

The duty of confidentiality continues after employment with the Council has ended.

7. Conflicts of Interest

Employees must avoid situations where their personal, financial or other interests conflict, or could reasonably be perceived to conflict, with the interests of the Council or the proper performance of their duties.

Any actual or potential conflict of interest should be declared to the Clerk at the earliest opportunity.

Where the matter concerns the Clerk, it should be declared to the Chairman of the Council.

8. Council Resources

Council property, equipment, vehicles, machinery, tools, information, systems and facilities must be used responsibly and for authorised purposes.

Employees are expected to take reasonable care of Council property and to report any loss, damage, defect or suspected misuse promptly.

9. Health, Safety and Wellbeing

Employees have a responsibility to take reasonable care of their own health and safety and that of others who may be affected by their work.

Employees must comply with the Council's Health and Safety Policy, Lone Working Policy, safe working procedures and relevant risk assessments.

Employees should not knowingly place themselves or others at unnecessary risk and should inform the Clerk as soon as reasonably practicable if illness, fatigue, injury or other circumstances affect their ability to carry out their duties safely or professionally.

10. Safeguarding

Although employees may have only limited contact with children, young people and adults at risk during the course of their duties, safeguarding is everyone's responsibility.

Employees must comply with the Council's Safeguarding Policy and report any safeguarding concerns in accordance with that Policy.

11. Communications and Social Media

Employees should ensure that communications made in the course of their duties are professional, courteous and appropriate.

Only employees authorised to do so may make public statements or communicate with the media on behalf of the Council.

Employees must comply with the Council's Social Media Policy and must not disclose confidential Council information or use social media in a manner which could reasonably bring the Council into disrepute.

12. Raising Concerns

Employees are encouraged to raise general concerns about misconduct, health and safety, safeguarding, unlawful activity or other wrongdoing through the appropriate Council procedures.

Concerns raised under the Council's Whistleblowing Policy will be dealt with in accordance with that Policy.

13. Compliance with the Code

Employees are expected to comply with this Code together with the Staff Handbook and all relevant Council policies and procedures.

The Code cannot cover every situation which may arise during employment. Employees are therefore expected to exercise reasonable judgement and, where unsure about the appropriate course of action, seek advice from the Clerk.

Failure to meet the standards of conduct set out in this Code may be dealt with under the Council's Disciplinary Procedure.

Where this Code applies to the Clerk and a matter would ordinarily be reported to the Clerk, it should be referred to the Chairman of the Council.

14. Related Documents

This Code should be read alongside the Council's relevant employment policies and procedures, including:

- Staff Handbook
- Contract of Employment
- Lone Working Policy
- Health & Safety Policy
- Equality Policy
- Disciplinary Policy
- Grievance Policy
- Safeguarding Children, Young People and Adults at Risk Policy

- Social Media Policy
- Data Protection Policy
- Whistleblowing Policy

This Code was considered and adopted at Full Parish Council meeting on 18 August 2026

Review: