

Job Profile Information: Neighbourhood Officer

This supplementary information for Neighbourhood Officer is for guidance and must be used in conjunction with the Job Capsule for:

Job Zone: Place – Housing and Tenancy.

Level – Level 3, Zone 2

Camden Way Category 2

Role Purpose:

Camden's role as a landlord is radically changing to deliver a joined up, innovative and sustainable service to our residents. This role is pivotal to help our citizens living in Camden's homes to have secure, safe and affordable housing that meets their ongoing needs and provides help and assistance to them when they need it. We want to make sure that on a day to day basis the Landlord Service concentrates on delivering this purpose which has been identified as what matters to our residents.

This role provides a frontline, trusted service to our residents, as they move in and out of their homes, coping with changes in their personal circumstance or experiencing problems with their neighbours or in their communities. By assessing and understanding the context of people's lives and identifying predictable demand, the team will use systems thinking principles, learning from the experience of our residents to challenge and ultimately change where required the way the system is working, ensuring we deliver the best outcomes for our residents. The Neighbourhood Officer will have an important role to play working directly with other services, both internally and externally to meet residents' needs and help build the resilience of our residents and communities.

The post holder will be required to work creatively and effectively with residents, service managers and other stakeholders to develop, maintain and continually review the delivery and work practices and processes of our landlord services. The Neighbourhood officer will work with other team colleagues to help drive the direction of the work and help the Neighbourhood Manager measure how effective the work of the service is in relation to our stated purpose. It will be important to be able to spot trends and patterns in residents' demands and identify barriers in the wider system that need to be unblocked to enable us to deliver the most effective and responsive service.

This role will not only balance frontline reactive and proactive casework to the residents living in our properties, but also influence and drive forward any necessary changes helping to co-design a landlord service that continues to adapt to meet changing needs and priorities. With support, training, sharing experience with team colleagues, and having honest conversations with residents, the Neighbourhood Officer will be empowered to work to identify and help resolve the root causes of an issue impacting on a resident's life. Working as the trusted point of contact, the officer will pull in support where needed, assisting the resident where possible to identify the issues and find solutions to their problems. Where possible, the new approach will seek not only to resolve issues impacting on individual residents, but also more broadly to seek solutions and learn from the experience to improve the service available to the wider resident group.

The flexibility to adapt and make informed, creative and robust decisions in challenging situations to obtain the best outcomes for our residents is crucial in delivering this frontline role. The role requires the ability to build relationships and take a problem solving approach to working with our

residents over what can be a very long-term relationship. The ability to challenge existing processes and barriers constructively will be an important requirement for the post holder as will be the ability to take on a continuous learning approach to the work.

The Neighbourhood Officer not only needs to build individual skills to meet the needs of our residents and communities (see below), but will need to be open to taking an approach of continuous improvement, reflecting on the teams and their own individual performance and contributing to the development of good practice. The Neighbourhood officer will need to be able to contribute to the shared learning of their team and wider service as well as managing their own workload.

Example outcomes or objectives that this role will deliver:

- To understand the ongoing presenting and contextual needs of our residents and our properties and neighbourhoods;
- To develop skills and knowledge in key areas to meet the needs of residents;
- To offer as part of a collaborative neighbourhood team one clear trusted point of contact to resolve resident needs;
- To support residents to solve problems at their root cause to build future resilience for individual residents and our communities;
- To deal with things as early as we can, and as much as we can, pulling in support when needed to resolve resident issues in partnership with other officers, services and organisations;
- To learn about the work and develop the service in line with systems thinking principles to meet the changing needs of our customers;
- To work closely with and develop partnerships with other agencies, teams and colleagues to deliver a service consistent with the changing needs of our customers;
- To act as a lead contact for Tenant and Resident Association in the neighbourhood;
- To promote and engage in restorative principles and participatory practice in working with our residents and partners.

Relationships:

- To work closely with officers within the neighbourhood team, senior officers and elected members to meet customer demands effectively;
- To work closely with colleagues in other services to resolve problems, and to pull in colleagues and partners where the skills or knowledge are not available in the neighbourhood;
- To identify patterns in barriers and obstacles to the work and address these collaboratively with peers and senior colleagues;
- To build close working partnerships in the neighbourhood area and other teams to best deliver for Camden residents in our properties, for example NHS, Police, Domestic Violence and Money Advice agencies and professionals;
- Ability to work collaboratively across Directorates, teams and external partners to deliver our purpose and principles;

Work Environment:

- Working proactively in our neighbourhoods to get a good understanding of residents and our properties as well as working closely with other agencies.
- Working in 5PS and other Camden offices and homeworking when not out in neighbourhood;
- Attendance at external meetings, sometimes outside normal working hours, may be required, such as TRA meetings and community events.

Technical Knowledge and Experience:

- Ability to listen and understand resident demands, Ability to build capabilities and encourage tenants to reach their own solutions;
- Ability to use initiative to meet resident demands creatively and innovatively to explore possibilities for improvement and more effective delivery;
- Ability to understand patterns of resident demands and provide a flexible approach according to individual needs;
- Ability to develop skills, knowledge and expertise to meet resident demands in the neighbourhood, for example:
 - Money, Debt and budgeting;
 - Resolving disputes;
 - Tenancy law;
 - Housing Options.
 - Employment and skills;
 - Health and support;

Camden Way Five Ways of Working Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right

- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

Chart Structure



Job Profile Information: Neighbourhood Managers

This supplementary information for Neighbour Managers is for guidance and must be used in conjunction with the Job Capsule for:

Job Zone: Place – Housing and Tenancy

Level 4.2 Camden Way Category 2

Role Purpose:

To help our residents living in Camden's homes to have secure, safe and affordable housing that meets their ongoing needs and provide help and assistance when they need it.

To act as the lead for a team of up to 10 Neighbourhood Officers and provide support in conjunction with their manager to a number of co-located staff.

To support and coach members of the team. To understand what residents need and want and consider how best to deliver this. The Neighbourhood Manager will understand patterns in resident demands and unblock barriers getting in the way of this work. This post holder will identify gaps in skills, knowledge and experience of the team and work to fill these gaps; this includes recruitment, training, supervision and disciplinary matters as appropriate.

To work creatively and effectively with Service Managers and other colleagues to develop, maintain and review Camden's landlord services. To monitor and evaluate the work of the service in conjunction with Neighbourhood Officers, Team Leaders, and multiple Heads of Service to ensure that measured data is being used to understand and improve the service. To take a designated or shared role in working with other services to understand interconnections and what needs to change to improve service delivery.

Example outcomes or objectives that this role will deliver:

- The Neighbourhood Manager is responsible for maintaining an overview of current workloads of their Team - working closely with their colleagues in other localities to spot patterns and trends in resident demands and needs and contribute to monitoring the overall effectiveness of the neighbourhood team in meeting purpose;
- To understand residents, properties and neighbourhoods in context;
- To develop skills and knowledge in one or more key areas to meet residents' demands;
- To offer as part of a collaborative Neighbourhood Team one clear trusted point of contact to resolve residents demands – Helping staff to support residents to solve problems at their root cause to build future strength in our communities and individuals; Actively learning from situations and dealing with the consequences of any gaps in service, e.g. formal complaints;

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- To ensure neighbourhood officers deal with issues as early as possible, and as much as possible, pulling in support when needed to resolve resident issues in partnership with other officers, services and organisations;
- To learn about the work and develop the service in line with systems thinking principles to meet the changing needs of residents;
- To understand the team's capacity for reactive and proactive work;
- To work closely with and develop partnerships with other agencies, teams and colleagues to deliver a service consistent with customers' changing needs;
- In conjunction with Community Safety and partner organisations, address anti-social behaviour problems in the area managed and make a major contribution towards improving local community safety/SNT/mental health trust/ASC;
- To act as lead contact for the District Management Committee; this includes preparing reports for DMC, attending DMC meetings and ensuring bids are progressed within the financial year. Support staff to engage with residents in their neighbourhoods.
- To promote and engage in restorative principles and participatory practice in working with our residents;
- To manage the system of work at a locality level for up to 10 officers
- To support problem solving with team members using systems thinking principles;

Further objectives

- Manage DMC budgets and Improvement Budgets ensuring staff access them appropriately and accurate records kept.
- Oversee and monitor void management processes from notice of vacation to sign up
- Ensuring health and safety guidelines being met – fire safety, mental health
- Have the ability to acquire in depth knowledge of housing law and tenancy and leasehold issues.
- To plan and deliver induction plans for new colleagues in systems thinking principles and principles of working in the Locality – and recruiting staff

Relationships;

- To build capabilities and enable staff to perform to the highest standard with minimal need for support;
- To work closely with officers within the Neighbourhood Team, senior officers, elected members and community groups to meet resident's demands effectively.
- To work closely with colleagues in other services to resolve problems, minimise duplication, and to pull in colleagues and partners where the skills or knowledge are not available in the Neighbourhood;
- To identify patterns in barriers and obstacles to the work and address these collaboratively with peers and senior colleagues;
- To build close working partnerships in the Locality area and other teams to best deliver for Camden residents, for example NHS, Police, Domestic Violence and Money Advice agencies and professionals.
- Ability to work collaboratively across Directorates, teams and external partners to deliver our purpose and principles;
- Ability to lead and inspire officers to deliver a shared purpose.

People Management Responsibilities:

- Managing a team of up to 10 direct reports to ensure an effective service is delivered – It is expected that the post holder will provide managerial support to staff across the wider landlord function as required.
- The post holder may be required to deputise for their Service Manager.

Work Environment:

- Working proactively in our neighbourhoods involving a significant number of visits to residents, accommodation and other agencies.
- Working in 5PS and other Camden offices and homeworking when not out in Locality;
- Attendance at external meetings, sometimes outside normal working hours, may be required, such as TRA meetings and community events.

Technical Knowledge and Experience:

- Ability to spot patterns, trends and blockages preventing an effective service and build evidence bases to support change;
- Ability to persuade and inspire others and communicate effectively with a wide range of stakeholders;
- Ability to listen to and understand residents demands, and sensitively work to identify relevant contextual issues that may not be apparent from the presenting demand;
- Ability to coach, build capabilities and encourage residents and officers to reach their own solutions;
- Sound understanding of housing law and tenancy/leaseholder management legislation
- Ability and aptitude to work with a number of different IT packages.

Camden Way Five Ways of Working

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The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

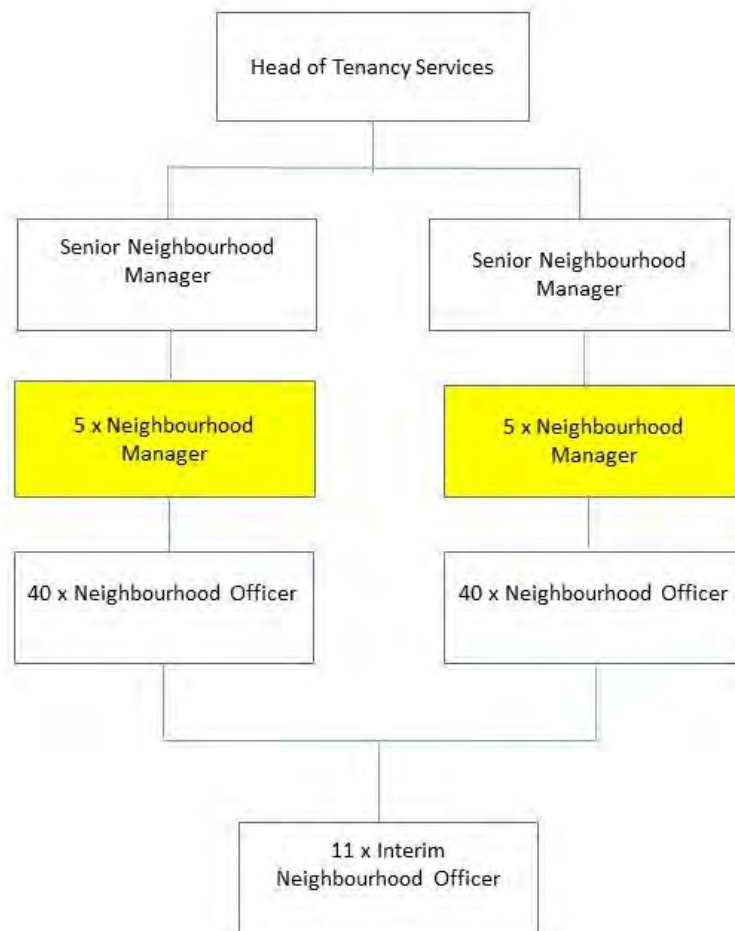
- Deliver for the people of Camden
- Work as one team

Appendix 3

- Take pride in getting it right
- Find better ways
- Take personal responsibility

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Job Capsule Supplementary Information: Senior Neighbourhood Manager

This supplementary information for Senior Neighbourhood Manager is for guidance and must be used in conjunction with the Job Capsule for:

Job Family: Place - Housing and Tenancy

Job Level 5 Zone 2

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

At Camden Council our vision is to make Camden a place where everyone has a chance to succeed, and nobody gets left behind. To achieve this we need to think differently about everything that we do, design services focussing on citizens and continuously learn and improve. We have redefined our purpose as a landlord using a systems thinking methodology.

The relationship we have with our tenants and leaseholders affects a third of residents living in the borough and can span decades. It is a different relationship to a transactional one such as paying a parking fine and we have learnt that Camden as a landlord is the 'last stop' for many residents where other services and functions can't help, or where external services no longer have the resources they used to.

Our Neighbourhood Officers are working in a new way to better meet resident demands at the first point of contact, identifying barriers to delivery, changing working practices and helping residents with creative long-term solutions to the issues they face. This has reduced delays, duplication and developed live measures of the long-term impact of our work, beyond service boundaries.

This is a new type of leadership role at Camden. We have learned through the process of redesign that we need to lead across service boundaries to achieve our ambitious objectives of supporting people to live the lives they choose. This is challenging work, identifying barriers to effective working, taking a root cause approach to addressing problems, and understanding full consequences by assessing change beyond quick fixes and process/ procedural modifications with colleagues. You will be continually designing services iteratively to meet resident need.

This post will be crucial in planning the next stages of the landlord review over the coming years, Big changes take a long time to meet purpose and to do things properly, The Senior Neighbourhood manager will develop, design and deliver the priority areas of work to focus and lead on to realise our ambition across existing functions, co-ordinating purposes of these and designing effective systems thinking measures to demonstrate whether this is being met.

You will be making strategic decisions with your team, working with officers, leaders, elected representatives and residents to meet our goals. You will be responsible for 5 neighbourhood teams, dealing with the range of demands we work with as a landlord over the lifetime of a tenancy. These are sometimes complicated and require creative and thoughtful approaches, which you will be coaching a team of neighbourhood managers, officers and co-located staff from other functions and services to solve and deliver these with our residents. This work is not process led, it is

based on a framework of principles, and will be modelling a systems thinking method of service delivery and leadership; to meet the individual needs of our individual tenants and neighbourhoods in an imaginative, rather than standardised way.

Managers in this system are pivotal in shaping the way services are delivered with the following at the core of their work:

- Taking an outside in perspective, challenging existing beliefs and assumptions – understanding systems of work from the residents' point of view;
- Seek evidence to focus on the true root cause of issues;
- Sharing responsibilities with their teams;
- Facilitate real time learning, experimenting and adapting systems of work to better meet resident purpose;
- Ensuring their teams have the skills and confidence to work in this way;
- Significant integration with related services that affect how we work with residents;
- Influence the environment – beyond existing service functions and coordinating to work to a common purpose for Camden's residents.

Role Profile

- Provide systems leadership across several neighbourhood teams to develop and sustain a high quality service designed to meet what matters to residents living in social housing;
- Drive continuous improvement, including unblocking barriers which are getting in the way of teams meeting purpose;
- Changing and adapting the system and designing it in response to resident demands, focussing on value work and constancy of purpose;
- Developing and using measures to identify and act on system conditions that create waste and develop effective working relationships with appropriate leaders in related functions to help remove them;
- Understand how Landlord Services operate as a system and take a strategic lead for developing effective working relationships and integration with colleagues and external partners;
- Take a proactive approach to working in a changing environment, addressing delays, highlighting areas for improvement and applying a systems approach to solving problems that arise;
- Promote creative and innovative solutions to support community resilience;
- Communicate and enhance an evidence-based understanding of the service as a system by facilitating an enabling and learning environment in which employees can do their best work;
- To coach, support and develop competent team managers with a commitment to continuous development and improvement;
- To support team managers and the Head of Service to make decisions based on evidence and data about type and frequency of resident demands and related barriers and blockages;
- With other service managers develop a 'whole service' approach to the work, taking responsibility to establish excellent working relationships with other colleagues, agencies and partners;
- Role model behaviour and proactively challenge others' thinking to drive and embed change in the way we approach the design and management of work;
- Understanding and managing true end to end costs of flows of work, across various budget codes in conjunction with finance colleagues, including managing and monitoring a local budget for the predictable demands we work on as a landlord;

- To take and promote positive risk taking to better meet our purpose as a landlord, reduce waste and duplication and best management of our stock;
- To promote and model our principles to support long-term resilience in our staff and residents;
- To ensure we meet our statutory obligations as a landlord to keep our homes and residents safe.

People Management Responsibilities

- This post reports to the Head of Service.
- The Senior Neighbourhood Manager will manage up to five team managers who are responsible for up to 10 neighbourhood officers and provide support to a number of co-located staff. This post will ensure they have the right support and build strong relationships with specialists, community groups and other professional networks to improve the service available to our residents.
- This post will also be responsible for working closely with the managers of co-located specialist staff to keep under review how their specialism is being applied to help to meet our purpose as a landlord.

Relationships

The post holder will have a vital role to play in working with other leaders, councillors, partner agencies, and community groups to develop a service which crosses traditional boundaries and has the resident at the heart of what we do.

Work Environment

The job is primarily office-based but requires flexibility around working hours and being able to provide support out of office hours to deal with complex problems or issues. The post holder will be required to work evening and weekends from time to time.

Person Specification

- Demonstrable experience of collecting and using evidence to make decisions based on what matters to residents
- Significant experience of developing positive relationships with multiple stakeholders to build support and influence thinking and decision making
- People management, coaching and team building experience
- Understanding of how to put knowledge of systems thinking into practice and what systems leadership entails.
- Budget management experience and ability to track long-term financial impact of the work of the teams.
- Ability to reshape services through designing and implementing experiments using systems thinking methodology.
- Ability to interact confidently and flexibly at all levels including with senior leaders and external parties.
- Ability to interrogate detail and see how this links to the big picture, spotting patterns, trends and barriers and where these vary and change.
- Excellent verbal, written and pictorial communication skills.
- Commitment to continuous learning.
- An understanding of relevant Housing legislation and government policies and ability to apply them in practice.

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The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Acts as a customer champion
- Empowers colleagues to focus on service priorities
- Delivers excellent customer service.
- Keeping up to speed with trends and best practice

Work as one team

- Develops ongoing partnerships and takes a flexible, transparent approach to meeting outcomes.
- Develops and maintains strategic partnerships
- Is a guardian of a transparent, trustworthy and collaborative work environment.

Take pride in getting it right

- Aligns projects with Camden key strategies
- Sets clear measures of success.
- Plans for future activities, six months - three years ahead.

Find better ways

- Sets and delivers challenging goals and takes a flexible approach to meeting outcomes
- Makes continual improvements, including focusing on their own development
- Acts flexibly in the moment

Take personal responsibility

- Acts with confidence even in situations of uncertainty and enables people to deliver.
- Positions themselves as a leader and understands the political and organisational complexity of our organisation.

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

Chart Structure

conduct

Code of conduct

for employees



Issued January 2010, revised December 2016

Code of conduct

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1. Introduction

- 1.1 The people who live and work in Camden are entitled to high-quality services and a high standard of behaviour from all our staff. This code of conduct helps to achieve these aims.
- 1.2 The code applies to all staff, except if you work in a school with its own code. It contains the following main principles.

You are expected to:

- give the public the highest possible standards of service;
 - do nothing inside or outside working hours which could damage our reputation;
 - behave honestly; and
 - follow our policies and procedures all the time.
- 1.3 We know that we are only successful because of the loyalty, honesty, professionalism and hard work of our staff. The code cannot cover every area of working life but it does help everyone to understand the main standards that affect our work. It does not restrict your civil rights.
 - 1.4 This code is supplemented by other corporate standards of conduct, for example, the codes of conduct for members and staff contained in the constitution, and those set by departmental management. Appendix A sets out the key HR procedures that relate to standards of behaviour.
 - 1.5 It is important that you read and understand the code. If you are not sure about any part of it, you should ask your manager.
 - 1.6 If your behaviour falls below the standards in this code, or any other corporate and departmental standards, we may take formal action against you, including dismissal.

2. Working with the community

- 2.1 Customer care is very important. You should always be polite and helpful to the public either on the phone, in writing or face-to-face.
- 2.2 We value our partnership with other public, private and voluntary organisations and you should create successful working relationships with these organisations.
- 2.3 You should never harass or discriminate against any member of the public. You cannot show 'pin-ups' of men and women or racist material, or make racist, sexist or improper remarks.

- 2.4 You should always follow the Camden Customer Care Standards for using the telephone. If you cannot answer the phone yourself, you should try and make sure that the call is still answered or as a last resort sent to voicemail.
- 2.5 You should always answer letters from the public within the time that is set by the Camden Customer Care Standards.
- 2.6 You should always be positive when you deal with the public. You should dress appropriately for your job when you are working with other employees, meeting clients or representing Camden Council. It is important that you give a good impression of yourself and us. You can wear clothes for cultural or religious reasons as long as they are not a risk to health and safety.
- 2.7 You should not drink any alcohol when you are **on duty** unless your manager has agreed you can on specific occasions
- 2.8 You should make sure that if you drink any alcohol when you are **off duty** but during your working day, it will not affect your ability to carry out your work or damage the reputation of Camden Council. For example, this could include if you have alcohol on your breath when you need to interview the public. If you use heavy machinery or drive Camden vehicles, you should never drink alcohol during the working day.
- 2.9 You should not take any non-medical substance, such as drugs, that may affect your ability to work. If your doctor gives you any medication that may have a negative effect, you should tell your manager in confidence.
- 2.10 If a member of the public is abusive or unreasonable and you cannot ease the situation, you should try to end the conversation politely and then tell your manager. Do not be rude or offensive in return.
- 2.11 If you are assaulted, you can take reasonable action to defend yourself, but you may break the law if you overreact. If you work in the reception or are security staff, you may use reasonable force to remove a person who has been violent and refuses to leave the building. You can call the police if you need their help. We have [Personal safety and lone working guidance](#) that will support you if you are assaulted at work, and we may take action against anyone who has committed an assault.
- 2.12 You should not mislead people who use our services or lie about our business.
- 2.13 You should never do anything that conflicts with our duties, for example, encouraging people not to pay money they owe to Camden Council or any other council.
- 2.14 You should never behave in any way, either inside or outside work, that damages our reputation.

3. Working with other employees

- 3.1 You have a right to be treated with dignity at work. You should always respect your colleagues and other employees and treat them how you want to be treated. You should always help other employees if they need information, advice or services.
- 3.2 You should always follow our equality policy and never harass or discriminate against other employees or make racist or sexist remarks. If you do not understand any part of the equality policy, please speak to your manager.
- 3.3 We will not accept you intimidating your colleagues or using offensive, threatening or insulting words or behaviour. It is not acceptable to fight with or assault other employees or stop them from working.
- 3.4 If you leave your job, you should make sure that you leave your files and records in good order for the person taking over from you. You should put a note on each file, unless your manager tells you otherwise, which should give a brief history of the case, any action that needs to be taken and when it should be done. You should highlight any important dates and deadlines.

4. Working with your manager

- 4.1 It is important that you have a good working relationship with your manager. Your manager will tell you what is expected from you, respond to any concerns you may have about your work, assess your performance and give you feedback, with advice on how you can improve.
- 4.2 Your manager should tell you about our HR policies and arrange for any appropriate training so you can develop your career. You should help your manager identify what training you need and how you can develop. Training will depend on our budget and should not significantly disrupt the service we provide.
- 4.3 Your manager must be polite, reasonable and fair to you all the time. Your manager must support you in your job and help you, if you need it, to deal with other employees or members of the public.
- 4.4 You must follow any instructions that your manager gives you to the best of your ability. You must not be negligent in your duties as this may seriously affect Camden Council or the people who use our services. If there is anything about your job that you are unclear about, you should ask your manager.
- 4.5 You must always be honest with your manager.
- 4.6 You should always follow our policies, procedures, standing orders, codes of practice and any other standards set by your manager.

- 4.7 If you change your address you must always tell your manager, change your details on e-HR, or otherwise inform HR Services, so that we can contact you if we need to.
- 4.8 If you have a complaint about another employee, you should tell your manager. We have a grievance procedure to deal with your complaint.

5. Working with councillors

- 5.1 It is important that you have a good working relationship with our councillors so that we are successful and can give best-value services to the people who live in Camden. Councillors and employees should respect and be polite to each other.
- 5.2 Our constitution contains a code of conduct that tells you how we expect councillors and employees to behave. The Code has ten principles that govern public life. These principles come from Lord Nolan's Committee on Standards in Public Life (1995), and form the basis of this code of conduct (see Appendix B).
- 5.3 If your job involves you having contact with councillors, you should read and apply the standards shown in the code of conduct set out in the constitution. You can get a copy from the Democratic Services page on Camden's website. You cannot just read this code of conduct on its own.
- 5.4 You are employed by Camden Council, not by a councillor, so if a councillor pressures you to deal with a matter which goes against the code of governance, you must tell your manager.
- 5.5 You must not use councillors to ignore our formal procedures in any way, for example, to influence the outcome of any matter relating to misconduct.
- 5.6 You must not discuss any personal matters to do with your job directly with a councillor. You should speak to your manager and go through established procedures, for example, appraisal, grievance and appeal procedures. This will avoid any conflict between the councillor's and your role. However, you can still take up any relevant matters with your local ward councillor in their role as your elected representative.
- 5.7 If you have any complaints about other employees, you should speak to your manager and not a councillor.
- 5.8 You should always be polite and efficient when you deal with councillors. You should always make sure that you follow any departmental process for dealing with councillors, for example, when answering councillor's questions.

- 5.9 You should never interrupt any formal council business.
- 5.10 If you are not sure about any of the standards shown above, you should ask your manager.

6. Working safely

- 6.1 We will try to give you a safe and healthy working environment. We will also try to protect the health and safety of the people who use our services.
- 6.2 You also have a responsibility for health and safety and are expected to:
- make sure the working environment is safe for you, your colleagues and the people who use our services and that you do not put employees or service users in danger;
 - use any safety clothing and equipment that is needed for your work and make sure that safety equipment is not misused, neglected or damaged;
 - report any accident or near misses you have at work as soon as you can, and accurately fill in an accident report form;
 - have a medical examination if a manager asks you to;
 - follow hygiene requirements;
 - tell your manager if you are taking any medication that may affect your job;
 - never use machinery or drive any vehicle if you have taken any medication or drug, including alcohol;
 - co-operate with all health and safety activities, including training, that is organised to promote health and safety;
 - comply with our smoking policy; and
 - follow our health and safety policies and procedures. You can get copies of these from your manager or HR Services.
- 6.3 Your manager will tell you if there are any other health and safety responsibilities that affect your work.

7. Working hours and attendance

- 7.1 You should always be reliable and on time when you come to work and go to appointments.

- 7.2 If you want to ask for leave under any of our leave schemes, for example, maternity, sickness, flexible working hours or special leave, you must follow the conditions of the scheme and, where necessary, ask for leave beforehand.
- 7.3 You should fill in relevant paperwork such as 'annual leave cards' or 'flexi-scheme cards' within the time set by your manager.
- 7.4 If you are sick you should always follow our sickness reporting procedure, otherwise we may not pay you. You are responsible for doing the following.
- You must contact your manager on the first day that you are sick, either by the time you would normally start work or by 10am, unless your manager tells you differently.
 - You should explain why you are absent, what is wrong with you and how many days you think you will be off work.
 - You should keep in touch with your manager while you are off sick. If you are absent for more than three days, you must contact your manager on the fourth day.
 - You must give your manager medical certificates from your doctor every week if you are sick for more than eight days. If your periods of absence become more frequent or problematic, your manager may ask for a medical certificate even if you are absent for less than eight days.
 - You must go to see your manager as soon as you come back to work. You should record your absence details on e-Hr if you are off for less than eight days.

8. Working honestly

Bribery Act 2010 and penalties

- 8.1 The Bribery Act 2010 requires the Council to put safeguards into place to prevent bribery based on six guiding principles:
- Proportionate procedures
 - Top-level commitment
 - Risk assessment
 - Due diligence
 - Communication
 - Monitoring and review
- 8.2 This code references anti-fraud procedures in line with the above to avoid the corporate offence of failing to prevent bribery. The penalty for the offence is an unlimited fine.

- 8.3 The Act simplifies the law on bribery of individuals as contained in the Prevention of Corruption Act 1916 and the Local Government Act 1972. It does this by making it a criminal offence to give, promise or offer a bribe and to request, agree to receive or accept a bribe. The maximum penalty for individuals found guilty of bribery is ten years imprisonment, with an unlimited fine.
- 8.4 Improper inducements will also breach this Code, our Financial Regulations and our Anti-Fraud and Corruption Strategy, which may lead to formal action under the Council's Disciplinary Procedure.
- 8.5 Therefore, you must tell your manager if anyone tries to bribe you or another employee, or if there is any evidence of corruption or improper behaviour by others. If your manager is involved, you should report it to the Head of Internal Audit & Investigations, according to the Anti-Fraud & Corruption Strategy and Fraud Response Plan.
- 8.6 The exceptions regarding bona fide hospitality, promotional or other business expenditure, provided that it is proportionate and reasonable, are clarified in this Code, along with safeguarding processes to follow.

Gifts and hospitality

- 8.7 You must not accept any gift, reward or benefit from members of the public, organisations or firms that you are in contact with during the course of your duties. Inclusive of any inducement meant to corrupt or influence, or could be seen to corrupt or influence or is against our interests.
- 8.8 If you know of others being offered or accepting gifts or hospitality you should report this immediately to a senior manager.
- 8.9 If you receive a gift or are offered hospitality you should tell your manager and declare it to your chief officer in line with process in 8.13 below.
- 8.10 The exceptions that you do not need to declare are low value tokens like company pens, calendars, diaries, mouse mats that are given out widely and offers of light refreshments at an external visit, providing you do not request them.
- 8.11 Otherwise, you should never accept hospitalities unless you genuinely need to give or receive information or to represent Camden Council in your work. Your manager must agree, beforehand wherever possible.
- 8.12 Significant gifts or offers of hospitality from companies seeking a contractual relationship with the Council should be rejected in general. Examples of influential hospitality when not representing Camden Council are drinks, meals, entertainment, sporting events, overnight accommodation, travel and holidays.

Declaration process to register gifts and hospitality

8.13 If you receive a gift or are offered hospitality, you must:

- tell your manager immediately;
- complete the declaration form on Camden essentials to include:
 - the name of the person/organisation that made the offer;
 - the approximate value of the gift/hospitality;
 - whether it was accepted, declined or donated to the Mayor's charity;
 - the comments of the manager to justify any acceptance of an offer.
- send the completed form for recording the above details and dates in your directorate's gifts and hospitality register, see the contact list for directorate registers. The chief officer will counter sign the register to indicate that she/he was satisfied that any acceptance was legitimate.

8.14 If you refuse a gift or hospitality straightaway, you should still follow the process to record the offer in the register. When returning a gift or refusing hospitality, be polite but firm and tell the person why.

8.15 As above, the chief officer may accept the gift or hospitality for donation to the Mayor's Charity. This is when it is not meant as an inducement and it is difficult or impolite to return it.

Friends, partner, associates, relatives

8.16 You must write and tell your manager if you have a friend, partner, associate or relative who provides Camden Council with goods or services or who is receiving grants or benefits from us and who you deal with directly or monitor in any way at work.

8.17 You must also tell your manager if you, your friend, partner, associate or relative is or could be:

- applying for a service or benefit that you supply, deal with or influence, for example, Housing Benefit and student grants; or
- affected by procedures that you carry out, deal with or influence, for example, environmental health inspections.

Contract issues

8.18 If you are responsible for both a client and contractor function, you must be responsible for your actions and be fair when you are dealing with customers, suppliers, and other contractors or sub-contractors.

8.19 If you have any confidential information on tenders or costs for either inside or outside contractors, you must not tell anybody who does not have a right to know. If you are not sure, ask your manager.

- 8.20 You must make sure that you do not give any special favours to current or former employees or their friends, partners, relatives or associates by awarding contracts to businesses run by them or employing them in a senior or managerial role.

Disclosure process to register interests in contracts

- 8.21 Failure by employees to disclose financial interests in contracts with Camden Council could be a criminal offence and be subject to a fine under the Local Government Act 1972. It can also breach this Code, our Financial Regulations and our Anti-Fraud and Corruption Strategy, which will lead to formal action under the Council's Disciplinary Procedure.

- 8.22 You must declare to your chief officer, in writing, if you or your husband, wife, partner, or a relative, has a financial interest (direct or indirect and whether or not it benefits you) in any contract with Camden Council.

- 8.23 If you do have a financial interest, you must not take part in any negotiations or preparations for the contract. If you do have an interest in a contract but you have to monitor it as part of your job, your chief officer will decide whether you can continue to work in your role.

- 8.24 This also applies in any case where we pay or propose to pay money, for example, a grant, to another organisation, whether or not there is a formal contract with that organisation.

- 8.25 You will have a direct financial interest in a contract or a proposed contract if in any way you stand to benefit financially from the contract. For example, if you are a director or partner of a business which is party to a contract with the Council.

- 8.26 You will have an indirect financial interest in a contract or a proposed contract if:

- (i) you are a member of an organisation or other body which has entered into or proposed to enter into a contract with the Council.
- (ii) You are a relative of someone whom the contract is made or is proposed to be made.

- 8.27 If you are in any doubt whatsoever as to whether you need to declare an interest, you should go ahead and disclose it in the fullest terms. The Disclosure of Interests template sets out possible areas of conflicting interests between you, or your spouse/partner or relative and the Council, as follows:

- direct financial interest in a contract relating to the Council;
- indirect financial interest in a contract relating to the Council;
- other employment held;
- other dealings with the Council over last five years;
- directorships and trusteeships held;

- large amount of shareholdings in companies;
- leasehold interests in property in Camden which you do not live;
- freehold interests in property in Camden which you do not live;
- grant aid applied for or received;
- direct loans from the Council;
- association with organisations in receipt Council grants/loans;
- other activities, relationships or conflicts of interest.

8.28 If any of the above applies, you must:

- tell your manager immediately;
- send your completed disclosure form to have the details recorded in your directorate's disclosure of interests register, see the contact list for directorate registers. The chief officer will counter sign the register to indicate the action she/he has taken to address the conflict of interest.

8.29 If any details change during your employment, it is your duty to disclose again within 21 days of the change.

Confidentiality

8.30 The information you provide will be treated as confidential and held in accordance with the provisions of data protection legislation.

8.31 The information will only be used for the purpose of avoiding and detecting fraud and corruption, and solely disclosed on a need to know basis.

8.32 The information will be kept on your personal file held by HR Services, or held by your line manager.

Fraud

8.33 We have an Anti-Fraud and Corruption Strategy and Fraud Response Plan which support the code of conduct. You must follow the standards set out in the Anti-Fraud and Corruption Strategy.

8.34 If you think that an employee may be committing fraud, you must tell your manager who will then tell the Head of Internal Audit & Investigations. If you cannot discuss the matter with your manager and don't want to be named, you can contact the confidential call-centre. (See section 16 of this code.)

8.35 If you report something to your manager but he or she doesn't do anything about it, you may contact the Head of Internal Audit & Investigations directly.

8.36 You must always co-operate with any investigation that Audit is carrying out and go to any meetings or give any information that they may need.

Public information

- 8.37 The law says that councillors, auditors, government departments, service users and the public must be able to see certain information, for example, committee reports and background documents. Some information is already available to the public, other information might be requested under the Freedom of Information Act 2000. We operate a specific process for dealing with Freedom of Information requests. If you are asked for this type of information, you should follow the guidance on our intranet in consultation with your departmental Freedom of Information Officer as well as your manager.
- 8.38 A lot of our information is confidential, for example, individual case files, employee records or tendering documents. You should not pass these documents to any outside person or organisation unless you have your manager's permission.
- 8.39 You must not use any information that you get in your job for personal gain or financial benefit, or pass it to anyone else. You must not give our competitors any information about tenders or our individual clients, either when you are working for us or after you leave.
- 8.40 You should follow the 'Confidentiality clause' in the Camden terms and conditions booklet, which tells you about revealing confidential information.

Review

- 8.41 In accordance with the Bribery Act 2010, this section will be reviewed regularly to ensure the effectiveness of anti-bribery provisions and to implement legislative change.

9. Recruitment

- 9.1 If you apply for a job, you should give us the following information that we will treat confidentially.
- If you are a friend, partner, associate relative, landlord or tenant of an elected councillor.
 - If you have a personal or business relationship of any type with someone who may choose you for a job, manage you or be managed by you.
 - Anything about your circumstances that may damage our reputation if people find out about it. For example, if you owe rent and you apply for a job which deals with rent recovery.
 - Any criminal charge or conviction, binding over or caution unless it is excluded by the Rehabilitation of Offenders Act 1974.

- Any association which you, your friend, partner, associate or relative may have with any organisation which gives goods or services or which benefits financially from Camden Council if the job that you have applied for involves monitoring or dealing with that organisation in any way.
 - Evidence that you have the right to work and live in the UK, even if you are a UK citizen. Camden Council must have proof of your right to work in the UK before you begin work and intermittent checks are carried out during employment to ensure compliance with statutory requirements. Please refer to appendix D
- 9.2 If you are related to an applicant or have a personal or business relationship with that person, you should not be involved in giving him or her a job, unless your manager gives you permission.
- 9.3 You must make sure that if you give anybody a job, it is because that person has the ability to do the work and not for any other reason.
- 9.4 You should follow our policy and practice in any recruitment process so you cannot be accused of being biased.
- 9.5 Do not give job references to any employer without consulting HR Services. You can give a personal reference as long as it cannot be seen to be a reference from Camden Council.
- 9.6 You should behave in a non-political way in your work. In law, certain posts are politically restricted, which means you are not allowed to stand for election, hold office in a political party, canvass at any election or poll , or encourage support for a political party.
- 9.7 'Politically restricted' posts are chief officers, along with high level and leadership level posts at Level 5, Zone 2 and Level 6 Zones 1 & 2. Also, some principal officers who give advice regularly to the council/elected Members or speak on behalf of Camden.
- 9.8 If you are not sure if you are covered by this legislation, you should see the Politically Restricted Posts' page on essentials, or ask your manager or HR Services.

10. Working for yourself and other organisations

- 10.1 You must not have another job without your manager's permission. If your manager agrees that you can have another job, it must not affect the work you do for us or affect your ability to do your job. It must not damage our reputation or have a negative effect on our duties or interests.
- 10.2 You cannot carry out this extra work in Camden Council's offices and you

must not use any of our facilities, for example, phones, computers, printers, faxes, photocopiers and so on.

- 10.3 You must not do any extra work during the time that we employ you, which includes when you are off sick.
- 10.4 You can give unpaid service to voluntary or other organisations and we welcome this involvement in community affairs. However, it is important that your unpaid service does not affect your job or our reputation. You should tell your manager if you give any unpaid service including:
- acting as a school governor within schools that we maintain;
 - giving service to any organisation that receives grant aid from us; or
 - giving service to any organisation or pressure group, which may try to influence our policies.
- 10.5 You must not use your position as our employee to favour any voluntary or other organisations, which you work for. For example, if your job means that you have to look at a funding application for a voluntary organisation you are involved in, you should write and tell your manager.
- 10.6 You should not do any private work for Camden Council clients, tenants or organisations unless you have written permission from your chief officer.
- 10.7 You must give us any money you receive for work you do such as lectures, broadcasts or magazine articles that are part of your job. However, you can keep money for any work which we do not pay you for and which you do in your own time, or when you are on holiday or flexi-leave.
- 10.8 You must not use your job with us to get extra work, for example, by giving more favourable service.

11. Working with our money and property

- 11.1 You should not deliberately keep money that you owe to any council unless you are allowed to by law. If you have genuine problems with paying money to any council, you can speak to your line manager in confidence. However, you don't have to do this if you don't want to. We have a confidential counselling and support service, the Employee Advisory Resource (EAR), and you can also get help from the Citizens' Advice Bureau.
- 11.2 Sometimes, if you owe money to any council, you may not be able to carry on in your job. For example, it would not be acceptable if you are responsible for dealing with rent, Housing Benefit or Council Tax debts and you are in debt to us or any other council.

- 11.3 You must carry out any budget responsibilities properly and make sure that you use any public funds in a responsible and legal way. You should always follow our financial rules, regulations and procedures and if you are not sure about anything, you should ask your manager.
- 11.4 You should always fill in any document, form or record honestly and never damage, change or falsify it, particularly for financial gain. This includes flexi cards, attendance records, self-certification forms, time sheets, petty-cash forms, and overtime forms.
- 11.5 You must not steal, damage on purpose, or seriously neglect anything that belongs to Camden Council. You should not steal or damage on purpose anything belonging to our tenants, service users, employees, councillors or anyone who you come into contact with in your work, for example, their money, property, equipment and investments. This also includes short-term loans of property or equipment, for example, taking or using Camden Council's vehicles for private use without permission.
- 11.6 You must return any property or equipment which you have been allowed to borrow by your manager, as soon as you leave your job or when your manager tells you to.
- 11.7 Management will report any theft or improper behaviour involving our money, property, equipment or investments to the Head of Internal Audit & Investigations and, if necessary, to the police.
- 11.8 You should give any lost property to a manager or reception or security staff immediately.
- 11.9 If you see anyone suspicious in any of our buildings, you should tell the reception or security staff.

Information technology:

- 11.10 We have an ICT Code of Conduct and 'best practice guides' on specific topics such as data protection and passwords. These documents help to make sure that our ICT security is not put at risk. You can find the documents on the intranet, or from the CICT Service Desk. You must read and follow the standards in the ICT code and guides.
- 11.11 Do not use our computer equipment for private use unless your manager has given you permission – but you should never use it during work time.
- 11.12 We reserve the right to go into all our property and look at all personal information including e-mails and computerised data if needed.
- 11.13 Do not copy or take any of our software for your own use, or use your own software, including computer games, on our equipment.

- 11.14 **Phones and the Internet** - You should normally use our phones and the Internet for council business. You can make personal calls or e-mails if these are essential but only if they are in line with any rules that are set out by your manager. You must make sure such calls are brief. You are not allowed to make phone calls outside the United Kingdom unless your manager gives you permission but you will have to pay for them. You are never allowed to make phone calls to premium-rate lines including chat lines.

12. Working and the law

- 12.1 You are expected to keep within the law during your employment at all times.
- 12.2 You must tell your manager if you are charged with any offence, including driving offences. Your manager will decide if our reputation may be damaged as a result, taking account of your job, or whether the charge makes you unfit to do your job. For example, if you are charged with a theft and your job involves dealing with money.
- 12.3 You should tell your manager in writing if you have any criminal convictions, binding over or caution unless it is excluded by the Rehabilitation of Offenders Act 1974.
- 12.4 If you find out or think that an employee is breaking the law in his or her work, you must tell your manager, the Head of Internal Audit & Investigations or contact the confidential call-centre – see section 16.

13. Working and contact with the media

- 13.1 All organisations need rules for dealing with the media. We have a press office and special officers who deal with the press and media.
- 13.2 You should not speak, write, give interviews, or take phone calls for 'information' if you are seen to work for us or are referring to council business, unless the press office and your manager have given you permission.
- 13.3 You should pass on all inquiries from the press, radio or television to the press office and your manager, unless you normally deal with the media as part of your job.
- 13.4 You may write or give an interview about things that are not connected with Camden Council as long as you are not seen to work for us.
- 13.5 You should tell your manager if you think that any articles may appear in the press about you that will show you work for us.
- 13.6 You must never publicise material which is confidential or against our interests or our employees' interests. If you have any concerns, you should

Speak to your manager or go through recognised procedures, such as the grievance procedure.

14. Being a member of non-public organisations

- 14.1 If you are a member of any non-public organisation that has secrecy about rules, membership and behaviour, you should register this with your chief officer.
- 14.2 Councillors and the Chief Executive will be able to see this register.
- 14.3 You should make sure that any such membership does not make you act in a way that will damage our reputation or seriously affect your work.

15. Misconduct

- 15.1 Your manager may take formal action if you break any of the rules in this code or any other corporate or departmental standards. Appendix C sets out examples of misconduct and serious (gross) misconduct. The examples are not a complete list. Serious misconduct will normally lead to dismissal.

16. Whistleblowing

- 16.1 We operate a policy on whistleblowing which you should follow if you wish to report any fraud, irregularity, corruption or concern that the law has been broken. The policy gives details of who you should call, or if you felt unable to do so, the details of the independent call-centre to which you can give your information **in confidence**.

Appendix A

The Constitution's Code of Conduct

This deals with the relationship between employees and councillors.

Disciplinary Policy and Disciplinary Procedure – these deal with formal action where your behaviour or ability falls below our standards.

Sickness notification procedure – this sets out the standards when you report sickness.

Anti-fraud and corruption strategy – this sets out our policy on dealing with fraud.

ICT code of conduct and best practice guides – these set the standards when you use information technology.

Grievance Policy and Grievance Procedure – this deals with staff complaints.

Whistleblowing policy – this includes a confidential call-centre facility for reporting fraud, irregularity, corruption or if the law has been broken.

These documents are not included in this constitution (save for the Code of Conduct).

Appendix B

The Ten General Principles of Public Life

Building on Lord Nolan's Committee on Standards in Public Life (May 1995) which set out seven principles of public life, the Standards Board for England recommended the following ten principles, adopted on 27th June 2001 in the LB Camden Constitution:

Selflessness – member should serve only the public interest and should never improperly confer an advantage or disadvantage on any person.

Honesty and integrity – members should not place themselves in situations where their honesty and integrity may be questioned, should not behave improperly, and should on all occasions avoid the appearance of such behaviour.

Objectivity – members should make decisions on merit, including when making appointments, awarding contracts, or recommending individuals for rewards or benefits.

Accountability – members should be accountable to the public for their actions and the manner in which they carry out their responsibilities, and should co-operate fully and honestly with any scrutiny appropriate to their particular office.

Openness – member should be as open as possible about their actions and those of their authority, and should be prepared to give reasons for those actions.

Personal judgement – member may take account of the views of others, including their political groups, but should reach their own conclusions on the issues before them and act in accordance with those conclusions.

Respect for others - members should promote equality by not discriminating against any person, and by treating people with respect, regardless of their race, age, religion, gender, sexual orientation or disability. They should respect the impartiality and integrity of the authority's statutory officers and its other employees.

Duty to uphold the law – members should uphold the law and, on all occasions, act in accordance with the trust that the public is entitled to place in them.

Stewardship - member should do whatever they are able to do to ensure that their authorities use their resources prudently, and in accordance with the law.

Leadership – members should promote and support these principles by leadership and by example, and should act in a way that secures or preserves public confidence.

Appendix C

Misconduct

The following examples are neither exhaustive nor exclusive and misconduct not referred to here may also lead to disciplinary action, nor does it preclude such acts being considered gross misconduct:

- Breaches of the Council's Equalities Policies.
- Breach of the Code of Conduct
- Breaches of any other Council policies, procedures, standing orders, codes of practice, and operational regulations.
- Failure to carry out reasonable and justified instructions (i.e. when an employee without sufficient cause omits or neglects to carry out justified instructions).
- Failure to account for, or negligence in taking due care of, any property or money which came into the employee's possession or area of responsibility in the course of duty, and to ensure its safe return.
- Failure to co-operate with any relevant health and safety provisions required by or of the Council.
- Failure to give due care and attention for the health and safety of other people who may be affected by the employee's conduct at work, e.g. tenants, users, members of the public, employees of the Council, Members of the Council, and failure to give due care and attention for the health and safety of herself or himself (as stated in the Health and Safety at Work Act).
- Hampering an investigation arising from an allegation of misconduct
- Unauthorised absence from the work place
- Persistent lateness
- Conduct or behaviour which falls below the Council's standards e.g. rudeness or abusive behaviour to tenants, users, members of the public, employees of the Council or Members of the Council.
- Failure to carry out duties and responsibilities in a satisfactory manner, under the influence of drink or drugs. (Employees under the influence of medically prescribed drugs should inform the supervisor if this may in any way affect their ability to carry out their duties or responsibilities.)
- Failure to declare directorship or membership of any organisation, company, association or society (secret or otherwise) which may compromise the Council,

its Members, employees, tenants or users, or membership of which adversely affects the manner in which an employee carries out their duties/responsibilities

(This list is not exhaustive and may need to be added to by particular business areas to reflect specific issues relevant to the nature of the activities of that business.)

Gross Misconduct

The following examples are neither exhaustive nor exclusive and examples of misconduct not referred to here or indicated above might also be considered gross misconduct:

- Serious breaches of the Council's Equal Policies, including discrimination or harassment of any individual or group specified in the Council's Equalities Policies.
- Serious breaches of the Code of Conduct
- Serious breaches of any other Council policies, procedures, standing orders, codes of practice and operational regulations.
- Stealing from or defrauding the Council, its tenants, users, members of the public, employees of the Council, Members of the Council or any other person with whom the employee comes into contact whilst on official duty. For example falsification for financial gain of any document, such as petty cash slips, receipts, timesheets, bonus sheets, overtime and subsistence claims, invoices, accounts etc.
- Physical violence including fighting, assault, aggression, verbal abuse indecent and insulting behaviour or possession of offensive weapons - against tenants, users, members of the public, employees of the Council, Members of the Council or any other person.
- Deliberate damage to/serious neglect of/misappropriation of property, assets, equipment, money, investments etc. belonging to the Council, its tenants, users, members of the public, employees of the Council, Members of the Council or any other person with whom the employees comes into contact whilst of official duty.
- Corruption or other improper practices such that an employee improperly uses or attempts to use her/his official position for the private advantage of her/himself or some other individual or group. This includes the soliciting or acceptance of bribes or gratuities from, or the use of abusive, harassing or threatening behaviour towards, Council users, tenants, other employees or Council Members.

- Knowingly making any false, misleading or inaccurate oral or written statement or entry in any record or document that is made, kept or required for the purposes of the Council.
- Misconduct in relation to official documents, e.g. destroying or mutilating any record made or kept for the purposes of the Council, or altering or erasing or adding to any entry in such a record or document without legitimate reasons.
- Serious breaches of statutory health and safety regulations endangering the employee and/or other people including deliberate damage to, neglect of or misappropriation of safety equipment.
- Engaging in unauthorised employment during hours, when contracted to work for the Council or during periods of specially designated leave e.g. sick leave, study leave, etc.
- Deliberate and wilful negligence in the performance of duties which has serious implications for the Council, its tenants, users, members of the public, employees of the Council, or Members of the Council.
- Unauthorised disclosure of Council information or information gained in the Council's employment, or dishonest or improper use of such information (that is when an employee, without proper authority, communicates to any person information which was given to her/him as an employee of the authority), e.g. disclosure of personal/confidential information about users.
- The membership of any organisation/company/association or society (secret or otherwise) which leads to an employee behaving in manner which is directly to the detriment of the Council, its Members, employees, tenants or users, or which membership of seriously adversely affects the manner in which an employee carries out her/his duties and responsibilities.

(This list is not exhaustive and may need to be added to by particular business areas to reflect specific issues relevant to the nature of the activities of that business.)

Appendix D

Lists of acceptable documents for right to work checks

List A

This list contains the range of documents that are acceptable for someone who has a permanent right to work in the UK

1	A passport showing the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK.
2	A passport or national identity card showing the holder, or a person named in the passport as the child of the holder, is a national of a European Economic Area country or Switzerland.
3	A Registration Certificate or Document Certifying Permanent Residence issued by the Home Office to a national of a European Economic Area country or Switzerland.
4	A Permanent Residence Card issued by the Home Office to the family member of a national a European Economic Area country or Switzerland.
5	A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK.
6	A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
7	A current Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
8	A full birth or adoption certificate issued in the UK which includes the name(s) of at least one of the holder's parents or adoptive parents, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
9	A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
10	A certificate of registration or naturalisation as a British citizen, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.

List B

This list contains a range of documents which are acceptable for a person who has a temporary right to work in the UK.

List B	
Group 1 – Documents that are acceptable until the expiry date of leave	
1	A current passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question.
2	A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to do the work in question.
3	A current Residence Card (including an Accession Residence Card or a Derivative Residence Card) issued by the Home Office to a non-European Economic Area national who is a family member of a national of a European Economic Area country or Switzerland or who has a derivative right of residence.
4	A current Immigration Status Document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
Group 2 – Documents that are acceptable for 6 months	
1	A Certificate of Application issued by the Home Office under regulation 17(3) or 18A (2) of the Immigration (European Economic Area) Regulations 2006, to a family member of a national of a European Economic Area country or Switzerland stating that the holder is permitted to take employment which is less than 6 months old together with a Positive Verification Notice from the Home Office Employer Checking Service.
2	An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Checking Service.
3	A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.

IT code of conduct

‘IT’s for you’



Introduction and definitions

Many of us deliver our services using information technology (IT). It is an important part of our day-to-day work. This guide sets out standards that we should follow when using IT. It forms part of our overall code of **conduct for employees** (see '**Code of Conduct for employees**'). This policy covers all employees, officers, consultants, contractors, volunteers, interns, casual workers, agency workers and anyone who has access to our IT and communication systems.

When we use the term 'IT', we mean computers and any systems or devices we use to create, store or exchange information, for example, a laptop, smart phone or a tablet.

It is important that you read and understand this guide. If you are not sure about any part of it, you should ask your manager or departmental IT unit.

If you do not follow the standards in this guide, or in any other corporate or departmental IT standards, we may take formal action against you, which could include dismissal.

These standards also apply when you are using our equipment at home.

Our systems enable us to monitor telephone, email, voicemail, Internet and other communications. For business reasons, and in order to carry out legal obligations, use of our systems including the telephone and computer systems, and any personal use of them, may be continually monitored. Monitoring is only carried out to the extent permitted or as required by law and as necessary and justifiable.

1 Using and caring for information

You must take all reasonable steps to make sure that:

- a All information you are responsible for is safe and accurate.
- b You only amend, remove or add personal information which can be used to identify any living person if doing so forms part of your job and you have permission from your manager to do this.
- c You only give information, including information about any person, to any people, groups or organisations who have the right to see that information and you **have your manager's** permission.
- d You do not produce or send to anyone information that goes against our valuing diversity policy, our dignity at work policy or which breaks the law (this includes any offensive, threatening, insulting or discriminatory information).
- e You do not produce, send or load onto any of our computers or equipment any information (from the Internet or any other source) that contains sexual or pornographic material, goes against any part of our valuing diversity policy or dignity at work **policy or breaks the law. This includes 'pin-ups' of men or women, offensive, threatening, insulting or discriminatory information.**
- f You comply with the Data Protection Act 1998 and [Camden's Information Security Policy](#).

2 Using and caring for equipment

You must do the following:

- a Only use computer equipment and systems for the purpose for which we provided them and for reasonable personal use (see section 8b).
- b Take all reasonable steps to make sure that any IT equipment we provide is kept in a safe working condition.
- c Report any problem with your computer equipment to **Camden's** ICT Service Desk immediately.

You must not do the following:

- d Install any unlicensed software or files of information which need a licence or which may break copyright law.
- e Attach any other hardware or communication equipment without authorisation from **your line manager and Camden's ICT Service Desk**.

3 Security

a Access security

Camden will provide you with access to use a particular computer system, application or part of the network.

Do not

- Try to gain access to any computer systems, applications or the network that you are not authorised to use.
- Give any information or help to any unauthorised person or group that may help them to gain access which they are not entitled to.

b Password security

- Always use a secure password. Details on secure passwords can be found [here](#).
- Never share or write down your passwords.
- Never use the same password for Camden applications and systems that you use for your personal websites.

c Reporting security breaches

All incidents whereby personal or personal sensitive information or data of any nature (whether electronic/IT related or paper based) has been disclosed or potentially disclosed to someone who is not authorised to see it, should be reported to the Service Desk on 020 7974 4321 immediately.

You will be asked for some detailed information about the incident and it is your responsibility to provide as much accurate information as possible.

Full details on the Incident Management procedure can be found [here](#).

4 Monitoring

Our systems enable us to monitor telephone, email, voicemail, Internet and other communications. For business reasons, and in order to carry out legal obligations, use of our systems including the telephone and computer systems, and any personal use of them, may be continually monitored. Monitoring is only carried out to the extent permitted or as required by law and as necessary and justifiable.

We reserve the right to retrieve the contents of email messages or to check Internet usage (including pages visited and searches made) as reasonably necessary in the interests of the business, including for the following purposes (this list is not exhaustive):

- a To monitor whether use of the email system or the Internet is legitimate and in accordance with this code of conduct.
- b To find lost messages or to retrieve messages lost due to computer failure.
- c To assist in the investigation of alleged wrongdoing.
- d To comply with any legal obligation.

5 **Using the Internet**

Many of us use the Internet to do our jobs or to get valuable information to help us to do them. Here are the standards you must follow:

- a We allow access to the Internet from any device connected to our corporate network.
- b You can use the Internet for personal activities if your manager has given you permission and as long as you do not break the principles of this guide.
- c We have set up our network to stop you from accessing certain types of websites including pornographic, homophobic, racist, online gaming, payday loan, terrorist and computer-hacking sites. You may still be able to access sites that contain this sort of material. If so, you should report it to **Camden's ICT Service Desk** immediately, and you must not deliberately access, or try to access, these sites. If you need access to a certain site for work

purposes and to carry out the duties of your role, please complete the IT contact e-form where you can make a request to have this unblocked.

- d You must only register for subscription services and Internet forums for business reasons.
- e You can download web pages and documents for business use as long as it does not break copyright laws.
- f You must not download software from the Internet. If you need to do this for business reasons, you should first get permission from **Camden's ICT Service Desk**.

6 Email

Email sent from our email addresses is treated as an official communication on our behalf. Our monitoring software checks the content of emails and we will use it to investigate any suspected abuse.

- a You are responsible for the content of any email sent from your username. You must not send anything that goes against our valuing diversity policy, our dignity at work policy, which breaks the law or which includes statements that may injure someone's reputation.
- b If you receive an email that goes against our valuing diversity policy, our dignity at work policy or which breaks the law, you must tell your manager.
- c If you are sending confidential information, personal data and or personal sensitive data to external bodies then the email must be encrypted. Please contact **Camden's ICT Service Desk** to request a secure email facility.
- d If you receive an email that contains personal and or personal sensitive information that is not intended for you then it is your responsibility to inform **Camden's ICT Service Desk** to invoke the security breach procedure.
- e When you are sending an email think of its effect on the person who will receive it.
 - What do you want to achieve? If you want a response, be clear about what form it should take and when you want it by. Try using the following in the message headers:

- FYI – for your information. (The person receiving the email does not need to take any action.)
EOM – end of message. (It's all in the header, so there's no need to open the email itself. This is handy if you're just confirming a meeting or saying 'thank you'.)
SOC – social email (for example, information about quiz nights or leaving parties).

- You cannot show your mood and emotion in an email. Would it be easier to phone the person or walk down the corridor to speak to them in person?
- The easier your emails are to read, the better you and your work area will look.
- Have you made any assumptions about the person who will receive your email? For example, their sex or cultural values, or that they are up to date with all the relevant information.
- Plan your message carefully. Get rid of any unnecessary wording, and check the spelling and grammar.
- Imagine you are the person receiving your email – how would you feel about receiving it?

- f You can use email for private activities if this is essential, if your manager has given you permission and as long as you do not break the principles of this guide.
- g Although you are allowed to access web-based email services (for example, Hotmail, Yahoo, Gmail) this is for personal use only. You must not use these sites to send or receive emails on council business or send council documents to.
- h We automatically add a disclaimer to external emails sent from us in case it is wrongly addressed or reaches the wrong person. You must take steps to make sure that you address the email correctly. If you find out that an email has been received by someone other than the person you meant to send it to, you must take steps to make sure that this does not happen again. In the immediate instance, ask the recipients to delete the email from their inbox and then the deleted items folder. You must also report this to IT. Please see section 3c for further advice.
- i Always use secure and encrypted email, such as [GovDelivery](#), to send bulk documents externally. There is further information here about [sending information securely](#).

- j If you receive an email with an attachment from an unknown source, and you are unsure of its authenticity and any potential security breaches that may arise from it, please do not open the attachment. Call the IT Service Desk immediately and a member of the team will be able to advise you.

7 Calendars

With open calendars, all calendars can be accessed by council staff. Therefore, it is important that you take steps to keep the data on your calendar secure. When you create a meeting or appointment using Outlook, please:

Do not

- Attach confidential documents or personal data to the calendar entry.
- Include confidential information or personal data in the text area of the calendar entry.

Do

- Check with the meeting organiser before extending invitations. Especially if they contain attachments.
- Use the private button to mark an appointment or meeting 'private' so it is not visible to others. This applies to meetings of a sensitive or confidential nature only.
- Double-check the invite list before you click send – if using a distribution list, check the list is correct and up-to-date.



8 Agile working

We have introduced Agile working which will allow you to work from any remote location with Internet connectivity. The following standards apply:

- a You need to be aware of your surroundings when working remotely and avoid working in locations where;
- I. There is a heightened risk of violent theft. e.g. sat at an outdoor table of a coffee shop on the pavement
 - II. Your screen can be read by others. e.g. sat in the train or a coffee shop.

- b You can use your agile kit, such as laptop, for reasonable personal use if we have set it up to allow this and you do not break any of the principles of this guide.
- c If you have a problem with any equipment and it is proven that the problem was caused by personal use, you may be liable for the costs of putting the problem right. You may also be liable for any other fees or costs that arise from personal use of equipment, this includes any costs we may be responsible for under the Data Protection Act. For more information refer to the [Information security policy](#) on Essentials.
- d Agile working presents the opportunity for employees to use their personal mobile devices for work purposes, such as viewing and sending emails. For more information regarding personal mobile usage, including data and security on devices, please see the [Corporate ICT Mobile Device User Policy](#).

9 More information

You can get more information from:

- a Your line manager.
- b Your Camden contact if you are not directly employed by Camden.
- c Camden's ICT Service Desk, 020 7974 4321, who will refer your enquiry to the most appropriate department.
- d The [Camden Intranet \(Essentials\)](#)
- e [Camden Yammer](#)

Camden housing services



How we use and how we look after the information you give us.

The **General Data Protection Regulations (GDPR)** came in in May 2018 and gave people more control over how organisations use information about them. This notice explains rights you have under the GDPR and the Data Protection Act (DPA) and explains why we are collecting personal information from you and what we will do with it. For more information see [Camden Council: privacy statement](#) at Camden.gov.uk.

Why we are asking you for information

We are asking for information which is necessary to provide you with housing services and/or to help us manage your tenancy according to your tenancy conditions (the contract we have with you).

Why we ask the questions we do

The information that we collect includes the following:

Your name and age and the names and ages of other people in your household, your family relationships and your contact details. When we need to make a decision we ask you what we need to know to make it. For example we will ask you about your housing including how long you have lived at your address and if you have any other homes.

The things we take into account when we make decisions about housing are often set out in housing law so we ask for information about the things that the law says we must consider.

We also invite you to let us know if there is anything you would like us to know about when we are managing your tenancy, providing you with services or making decisions. You do not have to tell us sensitive information about your health, support needs or money issues but it can help us provide you with the right services and make good decisions when you do.

When personal information is a legal or contractual requirement.

If we need personal information from you for legal or contractual reasons and you don't provide it this is likely to mean we will be unable to provide you with housing services.

When we pass your information on

Unless you agree, we do not pass on your personal information unless we need to. This might be because of a legal duty or to keep a child or a vulnerable adult safe or to allow another council team or someone working for, or on behalf of, the Council to provide services to you. Sometimes we have to share information without asking or telling you because the law says we must. We also share information, in the ways the DPA allows, to prevent and detect crime including housing fraud.

How long will we keep your personal information?

We will keep your personal information for as long as we need to to provide housing services to you and in line with our corporate retention schedule (the [Council's policy on keeping personal information](#)).

There are also legal reasons why we have to keep information about your tenancy and tenancies that might have been passed on to you or that you might pass on to someone else.

Your rights:

You have the right to ask for a copy of the personal information we hold about you. You have the right to ask us to correct, delete or restrict how we deal with your personal information. You have the right to ask us to give you your information in a machine readable format (data portability) and the right to complain about automated decision making (see below). If we hold information about you because you have agreed to us having it you have the right to withdraw your agreement at any time. There are some exemptions to these rights. Please see our [website](#) and the [ICO website](#) for more information. To exercise your rights please use [our web form](#).

Automated decision making.

We do not use automated decision making. If we make a decision about you a council officer will be involved in that decision.

What information must you provide and the consequences of not providing information

It is not mandatory for you to provide any information although if you do not provide information that is necessary to provide you with services we may not be able to provide those services to you.

The name and contact details of the Data Controller

The data controller is the organisation responsible for using, storing and handling the personal information. The data controller is: London Borough of Camden, Judd Street, London, WC1H 9JE.
Tel: 020 7974 4444

Data Protection Officer

The council must have a Data Protection Officer and the council's Data Protection Officer is Andrew Maughan, Borough Solicitor. dpo@camden.gov.uk Please note he cannot help with housing or tenancy matters.

What to do if you are unhappy with the way the Council has handled information about you:

Please contact the Data Protection Officer at dpo@camden.gov.uk to see if we can resolve the problem.

If you are unhappy with how the Council has handled your personal data you can complain to the Information Commissioner's Office. You can contact the ICO at casework@ico.org.uk telephone 0303 123 1113, or post to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Whether the Council will transfer your personal information out of the European Union / European Economic Area (EU/EEA)

We will not transfer your information outside the EU/EEA. This means we will not send or transfer information about you outside the EU. The EEA is the countries who are in the EU – plus a few other countries like Norway and Iceland.