



	West Limerick Independent Living CLG Policies			
Title:	CODE OF STANDARDS & BEHAVIOUR			
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Category: Financial Policies

Subject: Fraud and other forms of dishonesty

Responsible for Review of this Policy: West Limerick Independent Living CLG Board

This Policy is part of a suite of policies and should be read in conjunction with:

Policy on Good Faith Reporting

Policy on Fraud

Introduction

The Code of Standards and Behaviour sets out a clear framework within which employees must work. It sets out in a single document the principles which should govern the behaviour of employees and the values which the West Limerick Independent Living espouses.

It builds on the principles set out in "The Ombudsman's Guide to Standards of Best Practice for Public Servants". It is not intended to be an exhaustive list of guidelines for all possible eventualities.

The Code will be kept under review by the Management of West Limerick Independent Living and the West Limerick Independent Living Board of Directors will approve any amendments as required.

The Code of Standards and Behaviour - An Overview

The Code in Context

Employees can be justly proud of the high standards of conduct which have characterised their service to clients of West Limerick Independent Living over many years and enabled them to carry out the mission of the West Limerick Independent Living.

The West Limerick Independent Living Code of Standards and Behaviour sets out the standards required of employees in the discharge of their duties. These standards of behaviour and values will support a high quality service, based on high levels of personal performance and responsibility.

Main features of the Code

In the performance of their duties employees must:

1. Maintain high standards in service delivery by:
 - discharging responsibilities conscientiously, honestly and impartially;
 - always acting within the law; and
 - performing their duties with efficiency, diligence and courtesy.



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2. Observe appropriate behaviour at work by:
 - dealing with the clients and the public sympathetically, fairly and promptly; and
 - treating their colleagues with respect.

3. Maintain the highest standards of probity by:
 - conducting themselves with honesty, impartiality and integrity;
 - never seeking to use improper influence, in particular, never seeking to use political influence to affect decisions concerning their official positions;
 - abiding by guidelines in respect of offers of gifts or hospitality; and
 - avoiding conflicts of interest.

4. Support and be loyal to the West Limerick Independent Living by:
 - supporting colleagues and West Limerick Independent Living in the performance of its functions;
 - promoting the goals and objectives of West Limerick Independent Living and not undermining any of them through action or omission.
 - seeking to resolve grievances and concerns through agreed channels (this includes The Good Faith Reporting Policy code).
 - ensuring any actions taken maintain public confidence in West Limerick Independent Living and its good name

Application of the Code

The provisions of the Code relate to employees directly employed, whether in a permanent or temporary capacity, by West Limerick Independent Living. Employees of agencies contracted by West Limerick Independent Living and those engaged in any capacity to provide services or advice to, or on behalf of West Limerick Independent Living on a consulting basis are also expected to meet the standards set out in this code. The requirements in relation to confidentiality will also apply upon retirement/resignation.

The Code forms part of the terms of employment of all employees. Employees are expected to comply with the Code at all times. Breaches of the code will constitute a breach of the terms of employment and may result in disciplinary action being pursued in accordance with agreed procedures.

Each new employee will receive a copy of the Code. An employee can obtain clarification on any aspect of the Code from Management and induction courses will include instructions on the provisions of the Code.

Requirements of the Code

Employees must be impartial in the performance of their duties. It is each employee's responsibility to carry out his/her duties in a party political neutral manner.



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- An employee may, in his/her role as an employee representative, make a statement in that capacity, but will ensure that such a statement is not presented as official comment on behalf of the West Limerick Independent Living.
- Employees must respect the constraints of the law.
- Employees must not improperly disclose, during or following termination of employment, information gained in the course of their work.
- Employees may have access to or hear information concerning the medical or personal affairs of clients and/or employees, or other service business. Such records and information are strictly confidential and can only be divulged or discussed in the performance of normal duty. Disclosure of records or information under various statutory provisions (e.g. Freedom of Information Acts 1997 and 2003; Data Protection Acts 2001 and 2003) will be made in accordance with West Limerick Independent Living policies, procedures and protocols.
- Employees must maintain high standards of service in all of their dealings with the public.
- Employees who are convicted of criminal offences, or given the benefit of the Probation Act when tried for a criminal offence, must report that fact to the West Limerick Independent Living. The employee must make such a report to his/her supervisor (who, in turn, will advise the Manager of West Limerick Independent Living) or directly to the Board of Directors.
- Employees must attend at work as required and comply with the terms of sick leave regulations.
- Employees are required to have due regard for West Limerick Independent Living resources to ensure proper, effective and efficient use of those resources.
- Employees should show due respect to their colleagues including their beliefs and values.
- The use of their official positions by employees to benefit themselves or others with whom they have personal or business ties is not allowed. Employees are also forbidden to seek to influence decisions on matters pertaining to their official positions other than through established procedures.
- Employees may not engage in outside business or activity which would in any way conflict with the interests of their departments/offices. Employees shall not accept an appointment, or particular consultancy project, where the employees concerned believe that the nature and terms of such appointment could lead to a conflict of interest or the perception of such, without first obtaining the approval of West Limerick Independent Living.
- Employees should not receive benefits of any kind from a third party which might reasonably be seen to compromise their personal judgement or integrity.
- Any benefits received should be of nominal value. All gifts and benefits received must be disclosed to the employee's superior.
- Employees should not accept hospitality of any kind from a third party which might reasonably be seen to compromise their personal judgement or integrity.



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Within the general framework of guidelines set out in the Code, every care must be taken to ensure that:

- a. any acceptance of hospitality does not influence, or is seen to influence, the discharging of official functions and
- b. that there are clear and appropriate standards in place which have been notified to all employees in relation to payment for work on behalf of outside bodies. Any hospitality received should be of nominal value. All hospitality received must be disclosed to the employee's superior.
- c. Employees must not seek contracts with clients or service users for supply of goods or services whether for their own benefit or for the benefit of any company with which they may have an involvement in a private capacity, unless specifically sanctioned by West Limerick Independent Living.

Summary responsibilities

All	To expect to be dealt with properly, fairly, openly, and impartially at all times and if not to make an appropriate report.
Employees	To go about their duties in a way that is consistent with this Code.
Line Managers	To lead by example and take seriously any breaches that are brought to their attention.
Management	To ensure that all employees are made aware of this Code, are given appropriate guidance and are immediately updated on any changes, and to act responsibly upon any reported breaches.
Internal Audit	To include a review of the operation of this Code as part of: (a) its overall Governance review and (b) its regular operational reviews.
Quality Committee	To approve this Code (and its updates), receive reports on compliance and report to the board on its operation.

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