



6. Policies and Procedures

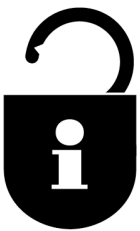


Code of Conduct

All members must follow the system by which the LINK is controlled (Governance Framework) and the Code of Conduct.

The code of conduct is based on principles, which are called "The Nolan Principles of Public Life".

If someone does not follow these documents, they may be told to leave the LINK.



Data Protection Policy

Organisations that work in Health and Social Care and hold or process peoples' information, have a legal responsibility to follow the Data Protection Act 1998.

The purpose of the Data Protection Act 1998 is to protect individuals, their personal information and the movement and use of this information.



Registration of Interest

All members should tell any information that is relevant to be included on a Register of Interest.

Members may have a special interest in a topic and they need to tell the whole group that they may benefit from taking part in an activity or making a decision. If they do not do this, they fail to follow the Code of Conduct.

Any special interest that may be seen as influencing a member's actions as Gloucestershire LINK member must be told to the Host as soon as possible.

An interest may be any financial or personal interest that may be seen as a benefit to a special member by other LINK members and organisations or members of the public.

Expenses Policy



All LINK members are expected to follow that policy.

If someone does not follow it, they will be reported to the Chair person of the Stewardship Board.

There will then be an investigation by the Chair person and the Host as written in the Code of Conduct.

All members who do an agreed piece of work on behalf of the Gloucestershire LINK will be paid back the money they have spent during this work.



Authorised Visits

All visits must be carried out by official representatives of the LINK. This is called "being authorised" and doing an "authorised visit".



Representatives can only be authorised when they have been checked via the Criminal Records Bureau. This is called a "satisfied enhanced enclosure" and is done following section 113A of the Police Act 1997.

All visits must be done following a paper from the NHS, which explains appropriate behaviour when visiting and expecting a service.

This paper is called the "NHS National Centre for Involvement (Gateway Reference 10194): Code of Conduct for LINK visits to 'enter and view' services".



Complaints Policy

Complaints about the Host organisation should be made to the Host and will be dealt with through the Host's own complaints procedure.

Complaints about the Gloucestershire LINK or its members should be made in writing if possible, and sent to the Chair person of the Stewardship Board directly or via the Host.

Complaints about the Chair person of the Stewardship



Board should be made in writing if possible and sent to the Host. They will be dealt with by the Lead person from the Gloucestershire County Council.



Review

The Governance Framework and all policies of the Gloucestershire LINK will be looked at and reviewed once a year.