



Code of Conduct Policy

Introduction

Parent Carers Together (PCT) is a Community Interest Company (CIC) established to improve outcomes for children and young people with Special Educational Needs and Disabilities (SEND and their families.

PCT is committed to acting with integrity, transparency, accountability and professionalism in all its activities. This Code of Conduct sets out the standards of behaviour expected of everyone representing PCT, including:

- Directors
- Steering Group Members
- Staff
- Representatives acting on behalf of PCT
- Volunteers

The purpose of this Code is to ensure that members, partners, funders, stakeholders and the wider community have confidence in the way PCT conducts its work.

PCT adopts and promotes the Nolan Committee's Principles of Public Life (Appendix 1) and expects everyone acting on its behalf to uphold this Code, follow PCT's values, policies and legal obligations, and demonstrate these principles in their conduct and decisions.

The term "representatives" is used throughout and applies equally to Directors, Steering Group, Staff and volunteers.

Governance Structure

Parent Carers Together operates as a Community Interest Company and is governed by a Board of Directors.

The Board of Directors is responsible for:

- Strategic leadership and oversight of the organisation
- Ensuring compliance with company law, CIC regulations and relevant legislation
- Financial stewardship and accountability

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- Risk management and organisation governance
- Approval and review of organisational policies and procedures
- Acting in the best interests of the organisation and the community it serves

The Steering Group provides:

- Parent Carer insight and lived experience
- Strategic advice and recommendations
- Support for co-production and engagement activities
- Feedback on priorities, service developments and emerging issues

The Steering Group supports and advises the Board but does not hold legal responsibility for governance.

Staff and Volunteers

Staff and volunteers support the delivery of PCT's objectives and services and are expected to work in accordance with this Code and all organisational policies.

Communication

To ensure effective leadership and partnership working, representatives must communicate clearly, respectfully and professionally.

Representatives must:

- Communicate in a clear, accurate and respectful manner.
- Follow agreed meeting ground rules.
- Be reliable and transparent, informing colleagues when commitments cannot be met.
- Maintain confidentiality in line with PCT policies and safeguarding duties.
- Recognise and maintain appropriate personal and professional boundaries.
- Share leadership responsibilities fairly and utilise individual strengths.
- Seek learning and development opportunities and request support when needed.
- Adhere to the PCT Social Media Policy.

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Equality, Diversity & Inclusion

PCT is committed to representing all parent carers fairly and respectfully. Representatives must listen to a diverse range of views and avoid relying solely on personal experience when representing the wider membership.

Confidentiality

Representatives may access confidential or sensitive information and must:

- Always respect confidentiality.
- Share information only when authorised or legally required.
- Handle personal data in line with legislation and PCT policies.
- Breach confidentiality only where safeguarding or legal obligations require it, following PCT's Safeguarding Policies and Procedures.

Political Activities

PCT remains impartial in party-political matters. Representatives may engage in personal political activity, but their views must not be presented as those of PCT.

Campaigning

PCT recognises the value of working alongside campaign groups but does not engage in campaigning itself. PCT may support external campaigns where they align with organisational objectives.

****Parent Carers Together will not initiate, incite, or run campaigns. ****

Conflicts of Interest

The Steering Group reviews potential conflicts of interest and determines appropriate action. Representatives must disclose:

- Any personal or business benefit arising from PCT activity.
- Any duality or conflict of interest.
- Any personal circumstances that may affect their ability to fulfil their role.

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A register of interests is maintained and open to public scrutiny upon request.

Aims and Values

Representatives must uphold PCT's aims and values and reflect them in all interactions with members, partners and stakeholders.

Hospitality

Representatives must not solicit hospitality. Occasional modest hospitality may be accepted; when in doubt, consult the Chair.

Personal Conduct

Representatives must act in a manner that maintains trust and confidence in PCT.

Representatives must:

- Act professionally, respectfully and with integrity.
- Communicate openly and accurately.
- Maintain confidentiality.
- Be reliable and accountable.
- Represent parent carers accurately and fairly.
- Declare conflicts of interest promptly.
- Avoid behaviour that could bring PCT into disrepute.
- Inform the Chair of any personal circumstances that may affect their role.

Circumstances requiring temporary standing down

There are some circumstances where it will be standard practice to ask the representative member to temporarily stand down until the issues are resolved, these include: allegations of criminal activity, safeguarding concerns or significant disputes with government agencies.

Failure to Follow the Code of Conduct

Breaches of this Code may result in disciplinary action. Investigations will follow PCT's Complaints Policy and Procedure. Outcomes may include training, support or removal from role, depending on severity.

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Related Policies

This Code should be read alongside the following PCT policies, which provide further guidance on specific areas of practice. All representatives must ensure they are familiar with and adhere to these policies.

Confidentiality Policy

Safeguarding Policies & Procedures

Equality, Diversity & Inclusion Policy

Conflict of Interest Policy

Complaints Policy & Procedure

Data Protection Policy

Policy Review

The Board of Directors will review this policy regularly and update it as required in response to changes in legislation, contractual arrangements, guidance and good practice or in response to an identified failing in its effectiveness. The Steering Group may contribute to policy reviews and provide recommendations.