**Contents**

1. Introduction and Purpose
2. Code of Conduct Partner Responsibilities
3. Values and Principles
4. Communication
5. Reporting and Speaking Up
6. Harassment, Bullying and Victimisation
7. Equal Opportunities

**Appendix 1**

1. Community Solutions Partnership Context
2. Partner roles and responsibilities
3. Compliance and Governance Partner Responsibilities
	1. Decision making
	2. Governance and Management
	3. Performance Management, Evaluation and Learning and Development Improvement Framework (PMELI)
	4. Confidentiality
	5. Conflicts of Interest
	6. Compliance
	7. Consequences of Violating the Code of Conduct
4. Review and Revision

**Introduction**

Community Solutions (CS) is a successful, cross-sector health and social care investment and improvement programme for North Lanarkshire. Established in 2012, the Community Solutions mission is to provide strategic investment and support to the Community Voluntary Sector (CVS), so the sector can work with local people and public sector colleagues to achieve its vision.

Since the inception of Community Solutions, the number of partners and individuals involved in the delivery of Community Solutions has expanded as the programme has grown both in scale and complexity.

We recognise that the multiple partners and individuals involved in the delivery of the Community Solutions programme are committed to working in a collaborative, constructive and supportive manner and this is further underpinned by the results and outcomes we have collectively achieved for the communities we serve. To further encourage and embed this highly effective partnership working and in the spirit of good practice the Community Solutions Code of Conduct sets out a consistent and formalised approach to our ongoing partnership working.

**Purpose**

The core purpose of this Code of Conduct is to further enhance the quality and effectiveness of Community Solutions collaborative working between:

* individuals
* between organisations
* between the community and voluntary sector (CVS) and public sector

in a way which supports positive and productive working relationships, which encourage trust, transparency, accountability, and mutual respect amongst all parties. As well as to prevent and resolve any potential conflicts or issues that may arise and to protect the reputation and interests of all partners involved in the delivery of the Community Solutions programme.

**Code of Conduct Partner Responsibilities**

Each partner is responsible for:

* Fulfilling their role and responsibilities as outlined in this Code of Conduct and **Appendix 1.**
* Respecting the values and principles outlined in this Code of Conduct.
* Demonstrating honesty, integrity, professionalism, diversity, and inclusion in all Community Solutions related interactions at any level.
* Communicating effectively, with transparency and respect for one another at all times.
* Reporting any issues or concerns relating to the delivery of the Community Solutions programme in a timely manner.

**Values and Principles**

The Community Solutions programme operates a values-based approach. These Values and Principals which underpin the Community Solutions Code of Conduct must be consistently followed and adopted by all contributing partners and individuals.

*Person-Centred and Empowering*

Our commitment is to place the person at the centre of the service, helping them to live their best life and supporting their human rights by:

* Actively listening and understanding their needs
* Helping them to develop and sustain supportive relationships and social connections.
* Supporting people and those that care fir them to develop their personal resources and capabilities.

*Collaborative working and co-production*

To achieve goals and improvements where we develop equal relationships between people who use services and people who provide services – with support provided ‘with people’ rather than ‘to them.’ This means involving local people – including those receiving support – and service providers in the CVS and statutory sectors to facilitate a positive and participatory cycle of *planning, delivery, evaluation, learning and continuous improvement.*

**Communication**

Partners are expected to communicate in an open, transparent, respectful, and professional manner in all Community Solutions related interactions, consistently acting as Ambassadors for the programme both internally and externally. This also includes communications via email and social media posts. Partners are expected to adhere to the professional standards an code of conduct for their employing organisation.

**Reporting/Speaking Up**

Community Solutions encourages all involved partner organisations and individuals to ask questions and raise issues regardless of their level of involvement in the delivery of the programme or seniority and without fear of retaliation. We are committed to treating such issues seriously and investigating them thoroughly. Please refer to Community Solutions Feedback and Complaints procedure in **Appendix 2**.

All contributing partners and individuals must report suspected unethical, illegal, or suspicious behaviour immediately. Community Solutions does not tolerate retaliation against anyone who makes a good faith report of suspected misconduct or otherwise assists with an investigation or audit. Any such incidents should be reported to the Senior Manager Community Solutions Programme.

In the first instance, mediation is the preferred approach from which individuals can raise and explore any concerns or issues. This enables a safe space from which to address and hopefully resolve any concerns before having to escalate them to a more formal complaint requiring a full investigation process.

**Harassment, Bullying and Victimisation**

Community Solutions is committed to ensuring that all partner organisations, end users, carers, volunteers, and individuals, operate in a safe and respectful environment free of harassment, bullying or victimisation.

If any partner organisations, end users, carers, volunteers or individuals acts in such a manner that is found to involve harassment, bullying or victimisation then this will be taken extremely seriously, and a full and fair investigation will be conducted. Should the investigation uncover any act of harassment, bullying and victimisation from any of the Community Solutions collective then the individual will be asked to leave the consortium if they are members. Should the member organisation wish to remain involved another person may be nominated.

**Equal Opportunities**

Community Solutions is committed to promoting equality and diversity in the partnership and in our external work and relationships.

Community Solutions will not tolerate discrimination based on race, colour, religion, gender, age, national orientation, sexual orientation, marital status, disability, or any other protected class.

**Appendix 1**

**Community Solutions - Partnership Context**

The Community Solutions programme is an innovative, effective, and respected partnership and collaborative initiative between a statutory and community and voluntary organisations and the public. This Code of Conduct outlines the expectations and responsibilities of all parties involved in the delivery of the Community Solutions programme, namely.

* The Health and Social Care North Lanarkshire (HCSNL), represented by the two parent organisations North Lanarkshire Council and NHS Lanarkshire
* The North Lanarkshire Children’s Services Partnership
* Voluntary Action North Lanarkshire (VANL)
* Locality Host Organisation
* North Lanarkshire Community and Voluntary Sector (CVS)
* Service users, carers, volunteers, and residents

**Community Solutions - Individual Partner Roles and Responsibilities**

**Heath and Social Care North Lanarkshire** (HSCNL) is responsible for the planning, commissioning, and overseeing the delivery of community health and social care services across North Lanarkshire. In addition, HSCNL provides core funding and project funding for the Community Solutions programme, as well as governance and delivery support for the programme.

**North Lanarkshire Children’s Services Partnership** is responsible for planning, commissioning, and overseeing the children and young people services across North Lanarkshire. North Lanarkshire Council provides funding on behalf of The Children’s Services Partnership, for the Community and Voluntary sector to support children and young people’s mental health and wellbeing, which is managed through the Community Solutions Programme.

**Voluntary Action North Lanarkshire (VANL),** the local Third Sector Interface (TSI) is responsible for hosting and managing the programme on behalf of HSCNL and the Children’s Services Partnership.

**Locality Host** is responsible for convening and supporting a consortium of local statutory and CVS partners to develop a Locality Development Plan (LDP) and to manage the Locality Activity Fund to support the priorities identified within the LDP.

**Community and Voluntary Sector (CVS),** operating in North Lanarkshire which receive funding through the Community Solutions Programme and other sources are responsible for providing information, support and care to individuals, families and groups and work with local people to strengthen community capacity, resources, and resilience.

**Residents** who support programme planning, delivery and evaluation as service users, carers, volunteers, and residents.

**Governance and Compliance Partner Responsibilities**

**Decision Making and Code of Conduct**

Partners involved in the delivery of Community Solutions must ensure that they act ethically when making decisions and should consider the following when deciding:

* Will my actions be legal?
* Does it comply with this Code of Conduct?
* Does it reflect the Community Solutions Values and Principals?
* Does it respect the rights of others?

**Governance and Management**

All partners must adhere to the Community Solutions “triple-lock’ approach to Governance and Management at both locality and North Lanarkshire wide levels.

This includes acting in a respectful, professional manner and with integrity whilst representing the Community Solutions programme both within the community and as key contributors to the following governance groups:

* Community Solutions Locality Consortia
* Community Solutions Governance Group
* HSCNL – Core management; Strategic Leadership Team; Integrated Joint Board

**Performance Management, Evaluation, Learning and Improvement Framework (PMELI)**

All partners must actively fulfil their responsibilities in achieving defined outcomes from the delivery of the Community Solutions (CS) programme by adhering to the Community Solutions Performance Management, Evaluation, Learning and Improvement (PMELI) Framework which was launched in April 2023. This includes partner responsibility for:

*Providing ongoing performance management, evaluation and reporting of funded projects on issues such as:*

* Research in terms of numbers, types and location of people supported.
* Quality of support provided, including user satisfaction.
* Workforce and volunteering issues
* Use of funds and additional funding secured.
* Outcomes for people receiving support.

*Performance Management and reporting for the programme including:*

* Number of custodian funds being managed through the CS Programme
* Number of funding awards made for each fund and overall.
* Total funding awarded for each fund and overall.
* Numbers, type, and location of people supported for each fund and overall.
* Overview of outcomes achieved across all funded projects in each fund and overall.
* Satisfaction with support provided to funded projects.

*Ongoing learning and improvement are also actively supported for each funded project each fund, the programme overall and wider health and social care system supported by:*

* Regular improvement and learning events.
* Project case studies
* Individual stories
* Impact and Learning Reports

**Confidentiality**

Contributing Partners and individuals will maintain the confidentiality of any information shared as part of the Community Solutions programme and any confidential information must only be shared with those who have a need to know.

**Conflicts of Interest**

A conflict of interest can occur when a partner or individuals’ personal activities, investments or associations compromise their judgement or ability to act in the best interest of Community Solutions. Partners should avoid any types of situations that can give rise to conflicts of interest.

It is important for partner organisations and individuals to disclose any relationships, associations or activities that could create actual, potential, or even perceived, conflicts of interest as per 3.3 of the Community Solutions Locality Consortium – Terms of Reference – August 2023. Please refer to **Appendix 3.**

**Compliance**

Partners and individuals are expected to monitor and enforce compliance with this Code of Conduct. Any breaches of the Code of Conduct will be addressed in a timely and appropriate manner by the Senior Manager, Community Solutions Programme.

**Consequences of Violating the Code of Conduct**

Any partner organisation (including the Locality Host), end users, carers, volunteers and individuals found to be in violation of this Code of Conduct Community Solutions may have their involvement in the consortium terminated by the Senior Manager, Community Solutions Programme.

**Review and Revision**

This Code of Conduct will be reviewed and revised as necessary to ensure that it remains relevant, effective and fit for purpose.

END