

Research Ready Communities

Community Champion agreement and code of conduct

About the agreement and code of conduct

The Research Ready Communities programme is overseen and delivered by the National Institute for Health and Care Research (NIHR) Research Delivery Network (RDN) in partnership with Regional Research Delivery Networks (RRDNs). Community Champions play a vital role in the programme to make health and social care research more inclusive of different groups and communities.

We will do our best to make your experience with us as Community Champions as fulfilling and enjoyable as possible.

The purpose of this document is to support the safe and effective involvement of Community Champions in the programme and to set out the standards of behaviour expected from Community Champions of <YOUR ORGANISATION'S NAME>. It also sets out the rights and responsibilities of Community Champions.

We ask Community Champions to read and sign this code of conduct.

Please return the completed form via email to <PROGRAMME LEAD NAME> <PROGRAMME LEAD EMAIL>. A copy signed by <YOUR ORGANISATION'S NAME> will be shared with you.

Template Part 1: Champion/Public Partner Code of Conduct Agreement

<YOUR ORGANISATION'S NAME> agrees to:

- Provide a safe environment for you in your role as a Community Champion
- Treat you equitably, with respect and dignity
- Provide you with induction training to do your role effectively with support and feedback
- Provide you with an induction to the relevant safeguarding and data privacy policies and procedures.
- Cover any reasonable expenses for your involvement with us as a Community Champion (in line with our volunteer expenses policy)

- Recognise and value your contribution.

As a Community Champion, I agree to:

- Treat people equally, and with dignity and respect
- Follow this Community Champion Code of Conduct Agreement
- Be aware of and follow the health and safety requirements of the role
- Follow the data privacy and safeguarding policy and procedures
- Carry out the tasks involved in the Community Champion role to the best of my ability
- Attend and complete the Community Champion induction training
- Be reliable and punctual and provide notice of any absences or change in circumstances affecting my ability to carry out the Community Champion role
- To ask for help if required

By signing and returning this form, I confirm that on behalf of the named organisation I have read, understood and accepted the information laid out in this document.

Name:

Date:

By signing this form, I <PROGRAMME LEAD NAME> <PROGRAMME LEAD EMAIL> on behalf of <YOUR ORGANISATION'S NAME>, confirm that <YOUR ORGANISATION'S NAME> will uphold the support and commitments of this agreement.

Name:

Date:

Template Part 2: Data Privacy and Safeguarding Agreement

Data privacy and confidentiality

Confidential information accessible to public partners could take many forms and could include personal information about individuals or sensitive business information about the organisations you are involved with.

Your staff contact will tell you what information you can access and tell you if any information is confidential. You should always ask your staff contact if you are not sure about the confidentiality of any information you have access to.

As a public partner,

DO:

- Only access the information that your staff contact has given you access to. If working in a hospital or other health setting, please note that it is illegal to look up confidential information about patients which you do not have a need to access.
- Inform your staff contact immediately if you believe you have been given access to sensitive confidential information in error or believe that a member of staff has breached good practice or the law by sharing information with you that they shouldn't have e.g. patient records.

DON'T:

- Share confidential information in emails. If you need to send confidential information for any reason, you must speak to your staff contact about this.
- Take copies in any format e.g. removal of originals, photocopies, images on phone of any confidential information.
- Share, in any shape or form, including on social media, to any other member of staff, patient or member(s) of the public, confidential information that you have been given access to as a public partner. Exceptions are where information is being discussed with relevant staff as part of formal information sharing or where the information has made you concerned about the safety or wellbeing of an individual. In these cases you must inform your staff contact of your concerns immediately.
- Remove any personal information relating to either patients or members of the public or staff or any sensitive information from the confines of the organisation or any Partner Organisations you are volunteering in as a Community Champion
- Leave confidential information lying around unattended or place paper containing confidential information in the bin. It must be shredded or disposed of as 'confidential waste'.

Safeguarding

<YOUR ORGANISATION'S NAME> is committed to the safeguarding of all children, young people and vulnerable adults we work with. All employees and volunteers have a duty of care and a responsibility to safeguard and promote the welfare of children and vulnerable adults. There are a range of ways that a public partner may become aware of information about an individual that indicates they may be at risk of harm. For example: a patient or member of the public disclosing something in a conversation with a public partner; a carer or relative disclosing something about an individual; a public partner witnessing behaviour that makes them concerned.

As a public partner,

DO:

- Inform your staff contact immediately if you believe that a child or adult is at immediate risk of harm
- React calmly and neutrally if a patient or member of the public discloses anything that makes you concerned about their safety and wellbeing. Explain you are concerned and that you need to tell your supervisor so that you can help them get support
- Make a written record of any concerns you have raised with your staff contact about a patient or member of the public as soon as possible after you got the information. Try and write exactly what you were told or saw, and record what actions you took and why i.e. talking your staff contact. Don't include your own opinions in your written record.
- Immediately telling your staff contact if you act in a way or say something that you feel could be misinterpreted by a patient or member of the public as inappropriate
- Respect everyone equally, regardless of sex, gender identity, race and ethnicity, age, disability, health status, socio economic status or any other factor

DON'T:

- Promise a patient or member of the public that you will keep a secret for them. If someone asks to share something privately with you, you should explain that as a public partner you are required to share anything someone tells you with your staff contact, if what you are told makes you worried about their safety and wellbeing.
- Meet privately with any other patient or the public- you should meet with individuals only through visits to groups or through public methods like a stall at an event.
- Share photographs or video of patients and the public at events you attend as a public partner online, including on your personal social media, unless individuals have given you their permission.

By signing below you confirm you have read the above information and agree to follow the guidelines. You also confirm you understand that breaches of confidentiality or safeguarding that occur as a result of your actions may result in your role ending or being changed.

Full name:

Signature:

Date: