

Services Week 2021

Code of Conduct

In order to establish and maintain an inclusive environment we ask members to agree to the following code of conduct:

- Have respect for all fellow participants. We should all uphold harassment-free events for everyone regardless of gender, gender identity and expression, age, sexual identity, disability, physical appearance, body size, race, ethnicity, religion (or lack thereof),
- Make your session as accessible as possible – be mindful of technology choices. Various presentation, video and streaming conferencing tools allow automatic captioning. Consider asking participants before the event what access needs they require. You might want to provide slides ahead of time.
- Be aware [not all organisations have access to the same services and tools](#). We can expect people to [prefer different solutions for video conferencing](#), for example. You might want to consider recording your session to make it available for those who cannot attend or access. You will need to ask for consent when recording.
- Help create a safe and welcoming environment. We can do this by being open to diverse points of view, by inviting new people to join and by keeping things people share confidential if they specify it.
- Do not assume everyone has the same context. Encourage questions.

- Listen to others, and ensure that all activities are respectful, participatory, and productive.
- Consider your environment and minimise loud noises. Have empathy for others in different situations who may not be able to control their environment. Consider muting your microphone when entering a session unless you want to contribute.
- Do not criticize the work of others – provide constructive feedback instead. (See govdesign posters on giving, asking for, and receiving feedback: https://github.com/alphagov/govdesign/blob/master/Poster_GivingAskingReceivingFeedback.pdf)
- Stay on topic – Services Week 2021 is about shaping good public services that are accessible, equitable and sustainable, and related best practice, learnings, questions and challenges. If a topic goes off on a different, unrelated tangent we may ask you to hold off on the conversation until a more suitable time.
- Be present – If you reserve a ticket for an event, please show up on time, engage and stay for the whole event. Try not to leave early if you can avoid it. Be engaged and pay attention, do not spend the time working. Services Week happens once a year and it's a great opportunity to learn from others and meet people working on similar challenges. If you're unable to attend, please cancel your ticket as soon as possible so people on the waitlist can attend.
- Attendees should not record video or take photographs of sessions run unless specified in a different way by session runners. You can take

screenshots of presentation slides for personal use or shared within a government context unless stated otherwise by the session runners.

- Be considerate of what you share on social media. Services Week is an internal event for public and civil servants. Do not share any content, insights or links from sessions without the explicit permission of the session runners.

The event organisers reserve the right to ask anyone in violation of these policies to not participate in further activities.

Organisers will reinforce this code throughout event engagements. If you have any concerns, please contact an organiser immediately or email the Services Week planning team. If there are additional breaches the Services Week planning team should be aware of [please contact us](#) at the earliest point.

You can use this anonymous feedback form to send the organisers feedback at any time.

(These guidelines are adapted from the [Practical Service Design](#) community guidelines, [Afrotech Fest](#), [Code for America](#), [UKGovcamp](#) codes of conduct.)

Last updated: 17 February 2021