



Introduction

Good governance is fundamental to the Group's success. *"A charity is best placed to achieve its ambitions and aims if it has effective governance and the right leadership structures"* ([Charity Governance Code for Small Companies](#)).

This Code sets out the principles and expectations for all people who help the Group. While some aspects of this Code may appear aspirational, it is important that the Group has a Code that forms a foundation for continuous improvement towards the highest standards.

Role of people who help the Group

All trustees, committee members, volunteers and those acting on behalf of or representing the Group (hereinafter referred to as: those that represent the Group)

- should be committed to our cause and participate as if they want to help effectively deliver our purpose
 - recognise that meeting our stated objects is an ongoing requirement
 - understand their roles and responsibilities
 - want to contribute to our continued development and improvement
 - should be aware that real or perceived conflicts of interests and loyalty could affect our reputation
- Trustees must also have read and understood the Group's constitution

Our stated objects are written in clause 3 of our constitution.

Principles

There are six principles which make up our Code of Conduct and these provide a foundation to ensure we meet our legal and regulatory responsibilities.

Principle	Description
Organisational purpose	<ul style="list-style-type: none"> • Those that represent the Group should be clear about our aims and ensure these are being delivered effectively and sustainably.
Integrity	<ul style="list-style-type: none"> • Those that represent the Group should act with integrity, adopting values and creating a culture which helps achieve our purpose. • Those that represent the Group should be aware of the importance of the public's confidence and trust in charities, and undertake their roles and responsibilities accordingly. • Trustees must keep their independence and tell the chair of the Trustees if they feel a) influenced by any interest or conflict or b) there may be a perception of them being so influenced.
Decision making	<ul style="list-style-type: none"> • Trustees and committee members should ensure that decision-making is informed, rigorous and timely. • The trustees are responsible for all of the Group's actions but can

	<p>delegate decisions with suitable controls and reporting arrangements.</p> <ul style="list-style-type: none"> • Those that represent the Group must avoid making commitments on behalf of the Group without the requisite authority and approval.
Effective Working	<ul style="list-style-type: none"> • In an effective team, people feel it is safe to suggest, question and challenge ideas and address, rather than avoid, difficult topics. • The chairs of the trustees and committees shall ensure those teams work effectively by creating a culture where: <ul style="list-style-type: none"> - differences are aired and resolved, or - decisions are made collectively and accepted by all. • Where significant differences of opinion arise, individuals shall take time to consider the range of perspectives and outcomes, respecting all viewpoints and the value of compromise in discussions.
Transparency and openness	<ul style="list-style-type: none"> • Those that represent the Group shall declare any interests or conflicts of interest in line with our interests and conflicts of interest policy. • The trustees should lead the Group in being transparent and accountable. • The Group should be open in its work, unless there is good reason for it not to be. • The Group should ensure it learns from any mistakes to improve performance and decision making. • The trustees should identify key stakeholders with an interest in the Group's work, including members, medical staff, researchers, donors, suppliers and others. Trustees should ensure regular and effective communication with stakeholders about our purpose, values, work and achievements.
Behaviour and expectations	<ul style="list-style-type: none"> • Accepting gifts/ rewards or hospitality as an inducement for either doing/ not doing something on behalf of the Group is prohibited. • Those that represent the Group should be mindful of their behaviour and are encouraged <ul style="list-style-type: none"> - to be open, positive, approachable and respectful in interactions with others - to be sensitive to the language that they use either in writing or verbally e.g. people aren't sufferers of HSP or confined to wheelchairs, they have HSP and are wheelchair users - to be respectful of the boundaries between other individuals' private lives and their interactions with the Group - to report any inappropriate and offensive language or behaviour by others that represent the Group. If possible point out to the individual ("call out") such events are inappropriate and may be offensive to others

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Review in November 2023