



Event & Activities Code of Conduct

(for Councillors and Staff)

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Community Events & Activities

Including but not limited to Community Coffee Morning & Councillor's Surgery held (at Emersons Green Village Hall) every Thursday 10:00am – 12:00pm (with an extra hour to 1pm for finishing up) and The Food Bank held (at The Resound Centre) every Friday 10:00am – 12:00pm.

Each Thursday morning at Emersons Green Village Hall we hold our Community Coffee Morning – a welcoming, warm space where residents are invited to enjoy a free cup of tea or coffee, a slice of cake, and a friendly chat with others from the community. The Citizens Advice Bureau are also on hand to help with advice or signposting to other services.

Each Friday morning at The Resound Centre, Emersons Green Town Council supports the local food bank offering on site help and signposting to ensure residents can easily access the services and guidance they need.

As part of these gatherings, a Town Councillor Surgery is available. This provides residents with a quiet, informal opportunity to speak directly with a councillor about local concerns, ask questions, seek guidance, or raise issues for the Town Council's attention. It is an important way for councillors to stay connected with the community and ensure residents' voices are heard, and ensure residents feel listened to and supported.

Residents may also submit questions, suggestions, or reports anonymously using the 'suggestion box'.

To ensure this service fulfils its intended purpose and meets the needs of the public, this Code of Conduct establishes the standards expected of councillors representing the Town Council and the residents of the parish.

1. Purpose

This Code of Conduct outlines the standards of behaviour expected of councillors when:

- Representing the Town Council
- Conducting councillor surgeries
- Attending or supporting council-funded community events, including coffee mornings aimed at reducing isolation.

It ensures councillors act with integrity, respect, and accountability while supporting residents in a safe and inclusive environment.

2. Core Principles

Councillors must uphold the following principles in all interactions:

- **Integrity** – Act honestly and in the public interest
- **Respect** – Treat all individuals with dignity and fairness.
- **Impartiality** – Avoid bias, favouritism, or political point-scoring.
- **Accountability** – Be responsible for decisions and behaviour.

- **Confidentiality** – Protect personal or sensitive information.
 - **Inclusivity** – Ensure equal access and welcome all members of the community.
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3. Representing the Town Council

When acting in an official capacity, councillors must:

- Promote the interests of the whole community, not personal or political agendas.
 - Avoid behaviour that could bring the council into disrepute.
 - Communicate clearly, accurately, and respectfully.
 - Avoid making promises that cannot be fulfilled.
 - Declare any conflicts of interest where relevant.
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4. Conduct During Councillor Surgeries

Councillor surgeries are structured opportunities for residents to raise concerns. Councillors must:

4.1 Accessibility and Fairness

- Offer equal time and attention to all attendees.
- Ensure sessions are welcoming, non-intimidating, and inclusive.
- Avoid discrimination on any grounds.

4.2 Professional Conduct

- Listen actively and respectfully without interruption.
- Provide clear, honest, and realistic information.
- Avoid confrontational or dismissive language.
- Always maintain appropriate boundaries.

4.3 Confidentiality

- Treat personal information shared in confidence appropriately.
- Only share information where necessary and with consent, or where legally required.

4.4 Signposting

- Where issues fall outside council responsibilities, guide residents to appropriate services (e.g., local authorities, charities, support organisations)
 - Avoid attempting to provide specialist advice beyond competence.
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5. Conduct at Council-Funded Coffee Mornings and Community Events

This event is intended to reduce isolation, provide support, and allow informal engagement.

5.1 Creating a Safe and Welcoming Environment

Councillors must:

- Foster a relaxed, friendly, and inclusive atmosphere.
- Ensure residents feel comfortable engaging or choosing not to engage.
- Respect quiet participation and personal space.

5.2 Appropriate Behaviour

- Dress and behave in a manner befitting a public representative.
- Avoid dominating conversations or creating pressure to engage.
- Refrain from political campaigning or promotion
- Demonstrate empathy, particularly with vulnerable individuals.

5.3 Supporting Event Objectives

- Assist in reducing isolation through positive, respectful interaction.
- Encourage community connections without being intrusive.
- Support the calm and respectful tone of the session.

5.4 Signposting and Support

- Be prepared to guide attendees to relevant services and support organisations.
- Use discretion and sensitivity when discussing personal matters.
- Recognise limits of the role and refer complex issues appropriately.

6. Safeguarding and Vulnerable Individuals

Councillors must:

- Be aware of safeguarding responsibilities.
- Report concerns about vulnerable individuals through appropriate channels.
- Avoid situations where they are alone with vulnerable individuals without proper safeguards.

7. Use of Council Resources

- Use council-funded events and resources solely for their intended purpose.
- Do not use events for personal, political, or financial gain.
- Ensure transparency in any involvement or activity.

8. Complaints and Breaches

- Any alleged breaches of this Code may be subject to review under the council's standards procedures.
 - Councillors are expected to cooperate fully with any investigation.
 - Repeated or serious breaches may result in formal action.
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9. Commitment

All councillors and staff are expected to:

- Read and understand this Code of Conduct
- Commit to always upholding its principles.
- Undertake relevant training where required.

Conclusion

Councillors and Staff play a vital role in supporting their community. By adhering to this Code of Conduct, they help maintain trust, provide meaningful support, and ensure all residents feel respected, safe, and heard.