



Twerton and Whiteway Neighbourhood Board

Code of Conduct

Version: V6 – Final for issue
Date: 16th July 2026

1. Conduct

- 1.1 Board members are expected to adhere to the Seven Principles of Public Life, known as the Nolan Principles, as defined by The Ethics and Integrity Commission (formally the Committee on Standards in Public Life).
- Selflessness - Holders of public office should act solely in terms of the public interest
 - Integrity - Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.
 - Objectivity - Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.
 - Accountability - Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.
 - Openness - Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.
 - Honesty - Holders of public office should be truthful.
 - Leadership - Holders of public office should exhibit these principles in their own behaviour and treat others with respect. They should actively promote and robustly support the principles and challenge poor behaviour wherever it occurs

2. Confidentiality

- 2.1 The Neighbourhood Board may be provided with information which it ought to consider as confidential and/or exempt, for example, reports containing personal or commercially sensitive information.
- 2.2 This information may be provided by a Board member, Council officer or a third party. It may include information whose disclosure could prejudice the commercial interests of any person, property rights, know-how of any person or personnel and sensitive personal data under the [Data Protection Act 2018](#).
- 2.3 Board members will not disclose any confidential / exempt information to any other person without the prior written consent of the Co-Chairs
- 2.4 Confidential information is defined as per the [Local Government Act 1972](#).

3. Communications

- 3.1 Day-to-day communication activity will be coordinated by the Bath Place Team in consultation with the Co-Chairs.
- 3.2 Members of the Neighbourhood Board will not publicly criticise the programme, other members of the Neighbourhood Board (including elected officials), any working groups associated with the programme or any Council officer supporting the programme.
- 3.3 As directed by the CEO of the Council, Council officers will not publicly criticise the programme, or members of the Neighbourhood Board and its associated working groups.
- 3.4 As directed by the Leader of the Council, Councillors will not publicly criticise the programme, or members of the Neighbourhood Board and its associated working groups.

4. Feedback, disputes and complaints

Feedback

- 4.1 Board members are encouraged to provide feedback to each other, the Co-Chairs, the Council and other members of the community. It needs, however, to be given in a constructive, clear and respectful manner.
- 4.2 When giving or receiving feedback Board members should refrain from casting aspersions or making remarks on people's character, skills or lived experience.

Disputes

- 4.3 In the event of a dispute between Board members, in the first instance the Co-Chairs will look to resolve the matter through an informal discussion followed by mediation if necessary. The Local Authority will be consulted and brought in as and when required.
- 4.4 In the event of a dispute between a Board member(s) and a member(s) of general public, in the first instance the Co-Chairs will look to resolve the matter through an informal discussion followed by mediation if necessary. The Local Authority will be consulted and brought in as and when required.
- 4.5 In the event of a dispute between the Co-Chairs, in the first instance the Bath Place Team will look to resolve this with the Co-Chairs through an informal discussion followed by mediation if necessary.
- 4.6 If a resolution cannot be reached, in any of the scenarios above, the matter should be referred to the MHCLG delivery partner and/or the Local Authority's Senior Management Team depending on the scenario.

Formal complaints

- 4.7 If a member of the Neighbourhood Board wishes to make a *formal complaint* against another Board member or one or both of the Co-Chair they should communicate this in writing or verbally to a member of the Bath Place Team.
- 4.8 If a member of the Neighbourhood Board wishes to make a *formal complaint* against the Bath Place Team, another Council service or a Councillor they should follow the Local Authority's complaints procedure.
<https://www.bathnes.gov.uk/make-complaint>

5. Zero-tolerance policy

- 5.1 The Local Authority operates a zero-tolerance policy against
- the use of language that may or has the potential to cause offence
 - harassment, bullying, threats, intimidation or any behaviour that may reasonably be perceived as such
 - discrimination, or any behaviour that may reasonably be perceived as such, in line with the Equality Act
 - any physical attack.
- 5.2 This policy extends to the Pride in Place programme. The Local Authority is committed to ensuring that the Co-Chairs, Neighbourhood Board and members of the community can participate in the programme without fear of retribution.
- 5.3 The Local Authority is also committed to ensuring that members of staff working with or supporting the programme are protected under the same provision.
- 5.4 Members of the Neighbourhood Board are expected to uphold and act in accordance with the Local Authority's zero-tolerance policy.