

Sounding Board Acceptable Behaviour Policy

The Sounding Board Acceptable Behaviour Policy is a crucial document that ensures a safe and inclusive space for all members to voice their opinions and contribute to the decision-making process. It promotes open and constructive dialogue while prohibiting any form of harassment, discrimination, or disruptive behaviour that undermines the integrity and effectiveness of our collective efforts.

Sounding Board members will:

- a) Advocate* for all Central West (CW) residents, including those who choose not to participate directly, while upholding honesty, factual accuracy, and respectful dialogue.
- b) Demonstrate sensitivity for the customs, cultures, perspectives and beliefs of others, valuing, recognising and drawing on these in their Board activities.
- c) Adhere to the importance of unity and utilising diverse perspectives to hold Shepherds Bush Housing Association (SBHA) accountable by encouraging balanced conversations, rejecting negative behaviours such as shouting, swearing, or acting with anger.
- d) Work collaboratively with SBHA for the benefit of all CW residents and towards constructive solutions. Collective decision making – requires the SB to be bound by it.
- e) Maintain strict confidentiality regarding all internal discussions, deliberations and materials shared within the Board. Free and frank exchange of viewpoints depends upon an environment of mutual trust that the privacy of the Board's proceedings will be upheld. Members shall not unilaterally disclose or misrepresent subjects still under consideration or purview of other representatives without prior consultation and agreement with the full Board.
- f) Apply informed, impartial, and professional judgement and ethical decision-making principles in reaching difficult but responsible decisions.
- g) Safeguard sensitive, confidential or privileged information – including via all digital channels (e.g., phone, social media, email and others) – entrusted to them

as a result of being on the Sounding Board

- h) Conduct themselves in accordance with the code set out in this document.
- i) Report any breaches of the code to the Sounding Board.

* to champion the interests, concerns, and perspectives of residents, regardless of individual differences or biases, and to ensure that their voices are heard and considered in decision-making processes – agreed definition on 02/05/2024 Sounding Board meeting.

Actions which are in direct violation of the Acceptable Behaviour Policy and undermines the fundamental principles of respect, professionalism, and inclusivity that this Sounding Board upholds, include but are not limited to:

1. Verbal/written abuse and personal attacks towards other Sounding Board members or Central West residents or Staff.
2. Persistent disruption of meetings, preventing productive discussions from taking place.
3. Failure to respect the authority of the chairperson or facilitator, and disregarding established procedures.
4. Engaging in discriminatory or harassing behaviour based on race, gender, age, disability, or any other protected characteristic.

Non-compliance

Non-compliance with the Sounding Board Acceptable Behaviour Policy may result in the removal of board member/s. Breaches of the confidentiality principles and efforts to undermine the cohesion of the Sounding Board's messaging will be grounds for rescinding a member's participation and remit to advocate for residents through the Sounding Board.

This policy outlines the standards of conduct expected from all board members, including respectful communication, constructive participation, and adherence to ethical guidelines (e.g., how would you like to be treated and imagine doing that for others.) Failure to uphold these standards may lead to disciplinary action, up to and including removal from the board, to maintain a conducive and productive environment for all members.

By joining the Sounding Board, the member acknowledges the Sounding Board principles and accepts the terms set out in the Acceptable Behaviour Policy and the Way of Working policy. These policies serve as guiding principles for member conduct, emphasising respect, collaboration, and accountability. As a member of the Sounding Board, I commit to upholding these standards and contributing positively to our collective efforts in improving residents' experiences and addressing housing-related matters.

Signature: _____
Board member

Name: _____

Date: _____

Counter Signature: _____
SBHA/Independent Mediator (NewmanFrancis)

Name: _____

Date: _____