



Citizens Advice – Hart District Limited

Code of Conduct for Trustees

Ownership:	Chair of Trustees
Date Issued:	This policy was approved by the Board on 23rd July 2025
Version (Y.M)	2025.07
Review date of policy:	Next review date is July 2026
Review frequency:	1 year
Review Notes	Updated in line with revised CA intranet guidance dated 2025.01. Some wording revised.
Is training required/provided?	No
How is this policy made available?	All trustees are required to sign this code of conduct on joining the Board – go to page 4
Evidence of use?	Refer individual trustee records

Code of conduct for Local Citizens Advice trustees

(last updated January 2025)

This Code sets out the standards of behaviour expected of local Citizens Advice trustees. The Code incorporates the Nolan principles of standards in public life. It aims to ensure that all board members observe the highest standards of propriety and act in the best interests of Citizens Advice and the Citizens Advice service at all times.

Organisational purpose

Trustees must ensure that they are able to clearly explain the public benefit of the Citizens Advice service and recognise the board's wider responsibilities to Citizens Advice's clients, communities and stakeholders, as well as to society at large. Trustees should act in a way which is consistent with Citizens Advice's purposes, values and resources.

Leadership

Individual trustees take collective responsibility for the board's decisions. Trustees recognise, respect and welcome diverse, different and, at times, conflicting trustee views.

Together, trustees create an environment in which Citizens Advice's workforce, including its Chief Officer and management team, are able to provide the board with all the information, advice and feedback it requires.

Trustees must give enough time to Citizens Advice staff to discharge their responsibilities effectively, including adequate preparation for board and committee meetings, and participating in other governance bodies, should the need arise.

Integrity

Trustees must behave with integrity and avoid reputational risks to both Citizens Advice and the wider Citizens Advice service in the view of stakeholders and the general public.

Trustees must always make decisions and act in the best interests of the charity and never for their own financial or other benefit, or for that of their family, friends or acquaintances.

Trustees should promote and support the principles of good governance by leadership and example and should act in an individual and independent capacity and not as a representative of any group, organisation or individual.

Trustees must comply with any rules agreed by the board including those relating to the acceptance of gifts and hospitality and the avoidance of activities which might compromise Citizens Advice's political neutrality.

Trustees must respect the status of confidential issues they read and discuss. They are bound to maintain the status of this material and any discussions which take place.

Trustees must disclose to the rest of the board and to Citizens Advice any and all actual or potential conflicts of interest or compromising influences. They must absent themselves from any discussion of any such conflict. Any conflicts of interest will be dealt with in line with the charity's governing document and its conflicts of interest policy.

Trustees must disclose anything in their past which could bring the Citizens Advice service into disrepute, e.g. removal from any previous governance role or membership of organisations which may conflict with the aims, principles and values of the Citizens Advice service.

Board effectiveness

Trustees must take time to build trust within the board. Where significant differences of opinion arise, trustees take time to consider the range of perspectives and explore other outcomes, respecting alternative views and the value of compromise in discussion.-]

Trustees must complete mandatory learning to meet regulatory and compliance responsibilities within a reasonable timescale.

Equality and diversity

Trustees' behaviour, language and attitudes should be consistent with the values of the Citizens Advice service, should periodically take part in training and/or reflection about equality, diversity and inclusion and understand their responsibilities in this area.

If a trustee does not abide by the standards of the Code

In the first instance, reports that a trustee has not abided by any part of the Code will be made to the Chair of Trustees, or Vice Chair if the allegation concerns the Chair.

The overarching principle for any investigation or discussion is to resolve issues informally if possible and in keeping with generally accepted standards for public service. Any identified risks to the organisation may be noted on the risk register until resolution.

Outcomes may include offering additional training or support, but could in more serious breaches, result in the removal of a trustee. For example, formal action may be taken if a breach of the code is significant and poses a risk of harm to the organisation or individuals. Action will be taken in line with the relevant clauses of our governing [Articles](#) 39.7.

Statement of acceptance

I have read and understood the Citizens Advice Hart Code of Conduct for trustees. I agree to abide by the standards set in the code and understand that a substantial breach of any part of the code could lead to my removal as a trustee.

Signed:

Click or tap here to enter text.

Name (please print):

Click or tap here to enter text.

Date:

Click or tap to enter a date.