

Code of Conduct for Staff and Volunteers

1. Purpose

This Code of Conduct sets clear expectations for the behaviour and professional standards of all staff and volunteers. Its purpose is to safeguard the wellbeing of the children, young people, and vulnerable children we serve, while ensuring that staff and volunteers act with integrity, professionalism, and transparency.

2. Scope

This Code applies to all employees, agency workers, contractors, and volunteers engaged by the organisation, regardless of role, responsibility, or setting.

3. Principles

All staff and volunteers must:

- Prioritise the safety, dignity, and wellbeing of service users.
- Maintain professional boundaries at all times.
- Avoid conflicts of interest and situations that could result in personal gain.
- Uphold confidentiality, within safeguarding and legal requirements.
- Act in a manner that promotes trust in the organisation.

4. Professional Boundaries

Staff and volunteers must:

- Treat all service users with respect and fairness.
- Avoid developing personal, intimate, or financial relationships with service users. - Not accept gifts, money, or favours from service users or their families (other than small tokens of appreciation that comply with organisational policy).
- Not share personal contact details, including social media accounts, unless explicitly authorised for professional purposes.

- Not transport service users in personal vehicles unless explicitly approved and in line with safeguarding procedures.
- Maintain appropriate use of language, dress, and conduct in all professional interactions.

5. Safeguarding and Protection

- All concerns about the safety or wellbeing of a service user must be reported immediately in line with the organisation's safeguarding policy.
- Physical contact must only be used where necessary for safety or agreed support needs, and always in line with safeguarding guidance.
- Staff and volunteers must complete safeguarding training as required.

6. Prevention of Personal Benefit

- Staff and volunteers must not exploit their role for financial, personal, or professional gain. - Any outside business, employment, or voluntary activity that may conflict with duties must be declared to management.
- All decisions affecting service users (e.g., referrals, support plans, resources) must be made in the best interests of the service user, not for personal advantage.
- Expenses must only be claimed in accordance with the organisation's policy and supported by receipts.

7. Confidentiality and Data Protection

- Information about service users must be kept confidential and shared only when necessary for safeguarding, legal, or professional purposes.
- Records must be accurate, secure, and comply with data protection legislation.

8. Procedures for Breach of Conduct

- Any suspected breach of this Code will be taken seriously and investigated.
- Concerns should be reported to the designated safeguarding lead or line manager. - Breaches may result in disciplinary action, termination of contract/voluntary role, and, if necessary, referral to safeguarding authorities or professional bodies.

9. Commitment

All staff and volunteers must read, understand, and sign this Code of Conduct before commencing their role. Ongoing compliance will form part of supervision, training, and performance review processes.