

# Conduct Code 2018

Policy Name	Conduct Code
Status	Live
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Policy Owner	CEO
Date last updated	May 2018 (v6)
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Type	Employee
Approved by	Chair of Trustees
How will policy be disseminated	Newsletter/BreatheHR /briefing sessions/ S drive
Does policy require training for implementation – if so describe training plan	Yes Training of senior managers, for them to onward cascade via team briefings
Describe cascade mechanism for communicating the policy	Newsletter article, managers briefing verbal and written, cascade to teams, policy shared as mandatory reading on BreatheHR
How will implementation be monitored	monitoring of BreatheHR to ensure policy read/ Supervision
Are there linked policies/ procedures	Anti-Bribery Policy Behaviour framework Computer, E-mail, Internet, Blogs & Social Media for Work & Personal Use Protocols Confidentiality Policy, Procedure and Consent Form Conflicts of Interest Form Contracts of employment Disciplinary Policy Equality and Diversity Policy Gifts & Hospitality Policy Grievance Policy Information Sharing Policy and Procedures Lone Working Policy and Procedures Managing Allegations Policy Photographic images/ media policy, procedure and consent form Professional Boundaries Policy Safer Recruitment Policy Staff risk assessment Policy Whistleblowing Policy
Document control	A controlled version of this document is available on the S drive in the HR folder of All Staff Policies. Any printed versions are classified as uncontrolled.

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### **1. Overview and Introduction: What is this policy about?**

This Conduct Code is designed to give clear guidance on the standards of conduct, practice and behaviour that Safer London expects from all our staff.

### **2. Why do we have this policy?**

The Conduct Code aims to help us protect people who use our services from abuse and reduce the possibility of unfounded allegations being made. It has been informed by the views of people who use our services. It sets out the expected standards of conduct, practice and behaviour that will ensure Safer London delivers safe, effective services.

You are expected to actively support Safer London's Vision of 'a world where all young people can thrive, free from exposure to gangs, sexual exploitation and crime' and to work towards our Mission Statement 'To create lasting change by preventing violence, exploitation and crime from negatively impacting on young Londoners'.

We expect your conduct, interactions and communications with anyone you come into contact with to accord with our values as expressed in our behaviour framework,

including people who use our services, parents/ carers, colleagues at Safer London, visitors, other beneficiaries including stakeholders, funders and commissioners as well as members of the public. Our behaviours framework helps us act out the values we hold dear:

- **Changemakers** – We bring creativity, passion and innovation to make a lasting difference
- **Inclusive** – All that we do recognises and values the diverse experiences of young people
- **Trusted** – People trust us because we have a track record of consistent, high quality delivery
- **Courageous** – We are brave, unafraid to challenge, and committed to empowering young people to stay safe and happy
- **Collaborative** – We stand with individuals and organisations who share our vision.

### **3. Scope: Who and what does this policy apply to?**

This policy applies to all staff, by which term we mean all employees, volunteers, trustees, seconded staff, agency staff, interns, students on work placement and anyone who is subcontracted to undertake specific duties. Wherever this policy refers to staff it includes everyone mentioned here.

This policy does not form part of your contract of employment. Consequently, Safer London reserves the right to change the policy at any time when considered necessary.

### **4. Roles and Responsibilities: How does this policy work?**

All staff are responsible for maintaining standards of conduct in accordance with this policy.

**Managers:** will ensure that this Conduct Code is communicated to all staff and will provide advice and guidance to staff regarding their conduct. They will also handle any case solely on it's merits and without prejudice or discrimination, maintaining confidentiality unless there are legitimate business reasons not to. Managers will consult with Human Resources prior to investigating or taking any disciplinary measures and draft any letters required.

**Human Resources:** will ensure the Conduct Code is implemented and operated in a reasonable and fair manner, provide advice and guidance to individual members of staff and line managers and oversee provision of any letters and documents required.

**Staff and volunteers:** are expected to be loyal and conscientious to Safer London's aims and objectives; as well as to not do anything at any time, at work or in non-working time, that is detrimental or prejudicial to Safer London's interests.

You are also expected to abide by Safer London's policies and procedures, so that what we do is consistent, legal and safe; you should read this document alongside the policies listed in the 'Other relevant policies' box on the front page of this Conduct Code.

You have an individual responsibility to maintain your reputation and the reputation of Safer London, whether inside or outside working hours. This means you must not engage in conduct outside work which could seriously damage the standing and reputation of Safer London, or your own reputation, or the reputation of other beneficiaries including stakeholders, funders and commissioners of Safer London. Any such conduct could lead to dismissal.

Criminal offences involving possession or use of illegal substances, sexual misconduct or violence are particularly likely to be regarded as unacceptable and could lead to dismissal. You must notify your Line Manager of any incidents.

You must exercise caution when using information technology and be aware of the risks to yourself and others. You must not participate with inappropriate social network sites which may bring yourself, Safer London or its beneficiaries, including stakeholders, funders and commissioners, into disrepute and you must only use your Safer London email account when communicating electronically with service users, parents/carers and others inside and outside of Safer London.

You may undertake paid or voluntary work outside Safer London, providing it does not conflict with Safer London's interests, does not contravene the working time regulations or affect your performance at work. This work must be notified to your Line Manager.

You must declare any business interests outside of Safer London that may be connected either to the supply of goods / services to the organisation or be rewarded through association with Safer London.

You should be aware that if there are concerns about your failure to meet these standards of behaviour and conduct this could result in disciplinary action, including dismissal. In case of any doubt you should speak to your line manager.

When working with, or for, the people who use our services, particularly children, young people and vulnerable adults, you are acting in a position of trust. You are likely to be seen as a role model and must act appropriately.

## **5. Responsibility**

You are responsible for promoting and upholding the privacy, dignity, rights, health and wellbeing of people who use our services at all times

This means you are responsible for prioritising the welfare of our service users, providing a safe environment for them and promoting their self-esteem and development.

This includes:

- having good awareness of issues to do with child protection, safeguarding children and vulnerable adults and taking action when appropriate
- following Safer London's principles, policies and procedures; this includes policies and procedures for Child Protection/ Safeguarding, Safeguarding Vulnerable Adults, Health and Safety, Equality and Diversity, Whistleblowing and e-safety. Copies are available on the S drive in the Policies folders.
- staying within the law at all times
- modelling positive and respectful behaviour in your interactions
- challenging all unacceptable behaviour and reporting any breaches of the Conduct Code to Chief Executive, Sherry Peck
- reporting all allegations/ suspicions of abuse by following the reporting procedures in Safer London's Managing Allegations Policy - this includes any abusive behavior being displayed by an adult or child and directed at anybody of any age
- being accountable by making sure you can answer for your actions or omissions
- ensuring equipment is used safely and for its' intended purpose
- striving to improve the quality of Safer London's services through constantly reflecting on and updating your own knowledge, skills and experience and undertaking continuing professional development
- taking responsibility for your own self-care through appropriate channels, such as seeking support from your line manager, clinical supervision and Safer London's Employee Assistance Programme
- following reasonable instructions that support the well-being and improvement of outcomes for people who use our services

## **6. Rights**

You should:

- uphold and promote equality, diversity and inclusion
- treat people who use our services fairly and without bias, prejudice or discrimination
- understand that all people who use our services are individuals with unique needs who require tailored support
- encourage people who use our services to speak out about attitudes or behaviour that makes them uncomfortable
- respect differences between yourself and others, around gender, sexual orientation, culture, race, ethnicity, disability and religious belief systems; and appreciate that all participants bring something valuable and different to the group and organisation
- recognise potential power imbalances and ensure your practice is anti-oppressive
- challenge discrimination, prejudice and bias
- recognise and value difference in the team you work with and how this is reflected in individual learning and working styles.

## 7. Relationships

### You should:

- promote relationships that are based on openness, honesty, trust and respect
- avoid favouritism
- be patient with others
- use special caution when you are discussing sensitive issues with our service users particularly children or young people
- ensure your contact with people who use our services is appropriate and relevant to the work of the project you are involved in
- ensure that whenever possible, there is more than one adult present during activities with children and young people/ vulnerable adults, if this isn't possible, ensure that you are within sight or hearing of other adults
- if a service user specifically asks for or needs some private time with you, ensure other staff or volunteers know where you both are
- only provide personal care in an emergency and make sure there is more than one adult present if possible
- co-operate and work collaboratively with colleagues and with external agencies where necessary, learning from others and contributing, in order to support the well-being and improvement of outcomes for people who use our services.

## 8. Respect

### You should:

- listen to and respect people who use our services and their parents/ carers
- value and take contributions of people who use our services seriously, actively involving them in planning activities wherever possible
- respect our service users' right to right to confidentiality, protecting and upholding their privacy and dignity; whilst recognising that in some cases it may be necessary to break confidentiality in order to follow Child Protection/ Safeguarding Procedures or Vulnerable Adult Safeguarding Procedures. If this is the case it is important to explain this to the person using our service at the earliest opportunity
- work in collaboration with your colleagues to ensure the delivery of safe, high quality services
- communicate in an open, and effective way to promote the health, safety and wellbeing of people who use our services and their parents/ carers
- dress appropriately, to set good examples for the people using our services and to demonstrate that you are here to work, jewellery portraying religious symbols may be worn discretely
- maintain the highest standards of honesty and integrity in your work, this includes the use of Safer London's property/ facilities as well as the handling and claiming of money

## 9. Unacceptable behaviour

When working with people who use our services, you must not:

- put yourself at risk of allegations of abusive or unprofessional conduct
- allow concerns or allegations to go unreported
- take unnecessary risks
- smoke, consume alcohol or use illegal substances
- develop inappropriate relationships with people who currently use or have used our services
- accept Gifts & Hospitality from current or past service users, suppliers or associates of Safer London, apart from “one off” token gifts from service users or parents/ carers (maximum value £5), gifts must be declared to the Chief Executive, or to the Chair of Governors if the Chief Executive is the recipient
- make personal gifts to service users, these are inappropriate and could be misinterpreted
- accept or give bribes – you must comply with the Bribery Act 2010, you may be guilty of an offence of bribery under this act if you offer, promise or give financial advantage or other advantage to someone; or if you request, agree or accept, or receive a bribe from another person. If you believe that a person has failed to comply with the Bribery Act, you should refer to the Safer London’s Whistleblowing Policy and Procedure
- make inappropriate promises to people who use our services, including promising a child, young person or vulnerable adult that you will not act on information that you are told by the child, young person or vulnerable adult
- engage in behaviour that is in any way abusive - this includes having any form of sexual contact with anyone who uses our services
- provide people who currently use or have used our services with your personal contact details (mobile number, email or address) or contact them via personal social media accounts. (Youth Ambassadors are permitted to accept link requests from their mentees on LinkedIn, although personal endorsements should not be made)
- dress inappropriately – your clothing must not convey controversial/ provocative subject matter (ask you line manager if you are not sure)
- act in a way that can be perceived as threatening or intrusive
- patronise or belittle people who use our services
- use inappropriate or offensive language, including sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to, or in front of, people who use our services or colleagues
- discriminate against people who use our services (on the grounds of age, disability, sex, gender reassignment, race, religion or belief, pregnancy and maternity, sexual orientation, marital status)
- use your mobile phones/ tablets during your contact time with people who use our services, unless this is part of their support plan and agreed by your line manager
- use your mobile phone or tablet as a camera or video whilst working at Safer London. (Only Communications Team Members may use their phones/ tablets as cameras to secure content for Safer London’s website or funder reports, after obtaining consent from the service user, or their parent/ carer,

and must delete images as soon as they are finished with. Photographs/ videos must only be obtained using Safer London equipment and images saved only onto Safer London's computers).

## **10. Upholding this Conduct Code**

You should always follow this Conduct Code and never rely on your reputation or that of Safer London to protect you. If you have behaved inappropriately you will be subject to our disciplinary procedures. Failure to follow the Conduct Code without prior authorisation from a senior manager will result in an immediate enquiry. Depending on the seriousness of the situation, you may be asked to leave Safer London. We may also make a referral to statutory agencies such as the Police and/ or the Local Authority Children's or Adults Social Care Departments.

If you become aware of any breaches of this Code, you must report them to the Chief Executive, Sherry Peck.

To do this you should follow the Safer London Whistle-blowing Procedure and/ or, if appropriate, the Safer London Child Protection/ Safeguarding Procedures or Vulnerable Adults Safeguarding Procedures.

## **11. Other relevant policies and guidance**

These are listed on the front page of this policy and can all be found in the all staff section policy folders on the S drive.