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NORTHDALE

POLICIES AND PROCEDURES

CODE OF CONDUCT

Introduction

In carrying out its work, Northdale is very much in the public eye and it is obviously important that public confidence in the integrity of Northdale and its Staff is maintained. It is therefore reasonable for Northdale to expect Staff, Trainees and Volunteers to work within a Code of Conduct, which aims to protect such integrity.

This Policy details Northdale's Code of Conduct for all Trustees, Staff, Volunteers and Work Experience placements working with children and vulnerable adults.

Procedure

Staff and Volunteers:

- Must respect an individual's right to privacy and encourage children and adults to feel comfortable enough to report attitudes or behaviour they do not like.
- Will be expected to act with discretion with regard to their personal relationships. They should ensure that their personal relationships do not affect their leadership role within the organisation. All pre-existing relationships between Staff, Volunteers and or participants must be declared.
- Should be aware of the procedures for reporting concerns or incidents, and should familiarise themselves with the appropriate procedure for reporting any concerns they may have about an incident, individual or allegation.
- Must refrain from drinking alcohol or drugs for a period of 12 hours prior to assuming responsibility for any child or vulnerable person.
- Who find themselves the subject of inappropriate affection or attention from a child or vulnerable adult should make the management of Northdale aware of this.
- Who have any concerns relating to the welfare of a child or vulnerable adult in their care, be it concerns about actions/behaviour of another Staff member or Volunteer or concern based on any conversation with the child or vulnerable adult; particularly where the child or vulnerable adult makes an allegation, should report this to the Designated Senior Person.
- **If they have concerns must act as it may be the final piece of the jigsaw that is needed to protect that child or vulnerable adult or you may prevent other children or adults from being hurt.**
- Must not spend time alone with children or vulnerable adults, away from others. Meetings with individual children and vulnerable adults should be avoided or take place within sight of others and they must ensure that if privacy is needed, the door should remain open and other Staff and Volunteers should be aware of the meeting.

- Are advised not to make any unnecessary physical contact with children or vulnerable adults. However there may be times when physical contact is unavoidable, such as providing comfort at times of distress. At such times contact should take place with the consent of the child or vulnerable adult.
- Are strongly advised not to take a child or vulnerable adult alone in a car and Northdale cannot foresee any event in which this would be appropriate. If a child or vulnerable adult requires transport it will first and foremost be the responsibility of the parent or guardian to arrange such transport. In the event that this is not possible the member of Staff or Volunteer must make it clear to the parent or guardian that a taxi will be ordered and the child accompanied home. The return trip will then be charged to the parent or guardian.
- Should not meet children or vulnerable adults outside of organised activities.
- Should not start an investigation or question anyone after an allegation or concern has been raised. This is the job of the appropriate Government Agency or Department.
- Must never initiate or engage in provocative conversations or activities
- Should not allow the use of inappropriate language to go unchallenged.
- Not do things of a personal nature for children or vulnerable adults that they can do themselves.
- Should not allow any allegation made by a child or vulnerable adults go without being reported and addressed, or either trivialise or exaggerate child or vulnerable adult abuse issues.
- Should not make promises to keep any disclosure confidential from the relevant authorities.
- Should not show favouritism to any child or vulnerable adult, nor should they issue or threaten any form of physical punishment.
- Must be aware of and comply with the requirements of Data Protection, Confidentiality, Record Keeping & Access to Information and GDPR.

Actions In The Event Of Concern About A Child Or Vulnerable Person

In the event that a member of Staff or Volunteer has a concern or suspicions about a child or vulnerable person's wellbeing they should record the facts and report them, in accordance with the **Abuse of Clients Policy and Procedure**. It is important that as much information as possible is gathered at the time of the incident or as soon as possible after the first allegation or suspicion has been indicated. If, however, your concerns are such that you feel the child or vulnerable person is in serious danger or you have doubts about the child or vulnerable persons immediate safety then you should contact the police or social services immediately (0845 034 9417). During office hours this should be done via the Service Manager who is the Charity's Designated Senior Person.

Training Requirements

Staff training is undertaken on line using the Citation System. Volunteers and Trainees are made aware of this Policy as part of their induction process.

Related Policies and Procedures

Abuse of Clients.
 Confidentiality, Record Keeping & Access to Information.
 Data Protection.
 Lone Working.
 Safeguarding Vulnerable People.