

**NORTHDALE**

**POLICIES AND PROCEDURES**

**CODE OF CONDUCT**

**Introduction**

In conducting 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 young adults and vulnerable adults.

**Procedure**

Staff and Volunteers:

* Must respect an individual's right to privacy and encourage young adults and adults to feel comfortable enough to report attitudes or behaviour they do not like.
* Will be expected to act with discretion regarding 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 young adult 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 young adult 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 young adults or adults from being hurt.**
* Must not spend time alone with young adults or vulnerable adults, away from others unless it is an identified part of their role e.g., Gig Buddies volunteers. Meetings with individual young adults 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 young adults 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 young adult or vulnerable adult.
* Are strongly advised not to take a vulnerable adult alone in a car as part of day service provision and Northdale cannot foresee any event in which this would be appropriate. If a young adult 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 young adult/vulnerable adult accompanied home. The return trip will then be charged to the parent or guardian. If this is required as part of leisure service provision the manager will be aware, and the activity risk assessed.
* Should not meet young adults 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.
* Must ensure that the language used in the vicinity of service users is appropriate and would not cause distress to service users if it is repeated between service users.
* Must not provide personal contact information or accept or initiate friend requests via social media platforms. All contact with service users and families must be via Northdale’s main communication channels. (email & telephone)
* Not do things of a personal nature for young adults or vulnerable adults that they can do themselves.
* Should not allow any allegation made by a young adults or vulnerable adults go without being reported and addressed, or either trivialise or exaggerate young adult 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 young adult or vulnerable person is in danger or you have doubts about the young adult 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 online using the Citation System. Volunteers and Trainees are made aware of this Policy as part of their induction process. (Training undertaken GDPR/Information Security)

**Related Policies and Procedures**

Abuse of Clients.

Confidentiality, Record Keeping & Access to Information.

Data Protection.

Lone Working.

Safeguarding Vulnerable People.