

## Code of Conduct

The policy applies to all staff, volunteers and anyone working with, or on behalf of, Wellbeing 4 Life CIC (hereafter referred to as “Motivated Minds”).

### Introduction

This behaviour code outlines the conduct expected of staff, volunteers, visitors, contractors and helpers of Motivated Minds.

### Purpose

The Code of Conduct will ensure our customer welfare is professional and serves their best interests. It will also help staff, volunteers, helpers and visitors to maintain the standard of behaviour expected of them and will reduce the possibility of maladaptive behaviour, allegations and / or complaints. Additionally, it will also define the boundaries between staff and customers, unacceptable customer behaviour.

### Rationale

The rationale of the policy is to contribute to the personal safety of our customers and team, through actively promoting awareness, good practice and sound procedures. The organisation is committed to ensure that all and specifically those that are vulnerable are kept safe from harm while they are involved with the organisation.

### Legislation and Guidance

There are numerous pieces of legislation/Guidance which provide the foundation for action: Here we have provided each legislation, a brief description and a link for further understanding.

Legislation	Description	Link
Working Together to Safeguard Children (July 2018)	This statutory guidance sets out how organisations and individuals should work together to safeguard and promote the welfare of children, and how practitioners should conduct the assessment of children.	<a href="https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779401/Working_Together_to_Safeguard_Children.pdf">https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779401/Working_Together_to_Safeguard_Children.pdf</a>
Data Protection Act 2018 and the General Data Protection Regulation (GDPR)	Data Protection Act 2018 and the GDPR allows for storage and sharing of information for safeguarding purposes, including information which is sensitive and personal, and should be treated as ‘special category personal data’. Where practitioners need to share special category personal data, they should be aware that the Data Protection Act 2018 contains ‘safeguarding of children and individuals at risk’ as a processing condition that allows practitioners to share information. This includes allowing practitioners to share information without consent, if it is not possible to gain consent, it cannot be reasonably expected that a practitioner gains consent, or if to gain consent would place a child/vulnerable adult at risk	<a href="https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/711097/guide-to-the-general-data-protection-regulation-gdpr-1-0.pdf">https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/711097/guide-to-the-general-data-protection-regulation-gdpr-1-0.pdf</a>

The Equality Act 2010,	No person must be treated any less favourably than others in being able to access effective services which meet their particular needs	<a href="http://www.legislation.gov.uk/ukpga/2010/15/contents">http://www.legislation.gov.uk/ukpga/2010/15/contents</a>
Safeguarding Vulnerable Groups Act 2006	This created the Independent Safeguarding Authority (ISA) which aims to prevent unsuitable people working with children and adults across all services.	<a href="http://www.legislation.gov.uk/ukpga/2006/47/contents">http://www.legislation.gov.uk/ukpga/2006/47/contents</a>
The Sexual Offences Act 2003	This replaced the Sex Offenders Act (1997). This incorporated 50 new offences, including a new 'Grooming' offence. Offences also include the use of the internet in child abuse and abuse of positions of trust. It also includes a new definition of rape	<a href="http://www.legislation.gov.uk/ukpga/2003/42/contents">http://www.legislation.gov.uk/ukpga/2003/42/contents</a>

## Responsibilities and Procedures

### 1. Policy

It is the responsibility of the Managing Director and the Board of Directors to:

- a. Ensure Motivated Minds has effective policies and procedures in place for recruitment of all staff and volunteers in accordance with legal requirements
- b. Monitor Motivated Minds compliance with them.

### 2. Training

- a. Attend/Complete any training as advised by Motivated Minds

### 3. Staff, volunteers and contractors must

- a. Follow Motivated Minds Policies and Procedures at all times.
- b. Attend work/sessions on time.
- c. Attend work / sessions fit for work, free from intoxication.
- d. Treat all customers and team members equally regardless of race, disability, religion or belief, gender, sexual orientation, equally and with respect and dignity.
- e. Provide examples of good conduct, challenge unacceptable behaviour and encourage customers to feel comfortable and caring enough to point out attitudes or behaviour they do not like.
- f. Always put the welfare of the customer first. Respect their right to personal privacy but do not make inappropriate promises, particularly in relation to confidentiality.
- g. Always ensure language is appropriate and not patronising, offensive or discriminatory. Recognise that special caution is required when you are discussing sensitive issues with children, young people or vulnerable adults.
- h. Be an excellent role model – this includes not using offensive language, smoking or drinking alcohol in the company of our customers.
- i. Not make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to, or, in front of customers.
- j. Never allow allegations to go unreported, while taking care not to jump to conclusions about others without checking facts. Be careful not to exaggerate or trivialise issues. Always respond appropriately to allegations and positively support an 'open reporting' culture where any concerns about inappropriate behaviour are reported and dealt with in a quickly.
- k. Avoid favouritism and/or spending excessive amounts of time alone with children, young people or vulnerable adults away from others. If a child, young person or vulnerable adult specifically asks for or needs some private time with you, ensure someone else knows where the two of you are.

#### **4. Premises**

- a. Check that delivery space is safe and functional before customers enter.
- b. Work in an open environment avoiding private or unobserved situations and encouraging open communication and ensure that whenever possible, there is more than one adult present during activities or if this isn't possible, that you are within sight or hearing of other adults.
- c. Situate yourself within an advantage point at all times. If you are in a one to one, situate yourself near the door. If you are in an open environment, situate yourself in a position whereby you can see the whole room, including the door.
- d. Ensure the premises is clean and tidy at all times. Follow any open up/close down checklists.

#### **5. Professional Relationships**

- a. Listen to and respect customers at all times, taking their contributions seriously and actively involving them in planning activities wherever possible.
- b. Not give out personal contact details (home phone or mobile number or address) or communicate via social networking sites, for example, Facebook, Snap Chat, Instagram to customers.
- c. Not conduct a sexual relationship with a child, young person or vulnerable adult or indulge in any form of sexual contact with them, including in forms of media. Any such behaviour between a member of staff/volunteer or visitor, and a child, young person or vulnerable adult using the services of Motivated Minds represents a serious breach of trust and is not acceptable under any circumstances and will be reported to the appropriate authorities.
- d. Ensure that if any form of physical touching is required, the person should be asked permission first, and it should be conducted openly. In sporting situations this should be in accordance with guidelines provided by the appropriate National Governing Body.
- e. Keep a written record of any injury that occurs, along with details of any treatment given.

Staff, volunteers or contractors who fail to comply with point 1 to 5 will face disciplinary action, under our [Disciplinary Policy \(007\)](#).

#### **6. Customer Behaviour**

- a. Customers should not intimidate, be verbally or physically aggressive to a member of staff, volunteer, contractor, or customer. Customers will be asked to leave by the Operational Lead if they fail to comply.
- b. Children must comply with session rules, if not, they will be banned for the next session and the parent will be informed. If their behaviour represents an immediate danger, their parents/guardians will be phoned for immediate collection.