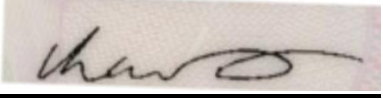


Document Title:	Code of Conduct
Document Purpose:	The purpose of the Code of Conduct is for Employees, Volunteers, and Trustees to set out standards of behaviour expected from employees, volunteers, and Trustees of SEND the Right Message.
Document Statement:	A code of conduct is essential in a workplace because it gives employees a definitive guide on how they should work and act while performing their jobs. STRM expects its employees, volunteers, and trustees to follow this code. Knowledge of the rules, policies, and expectations helps a candidate understand if they can work for STRM and helps existing employees, volunteers, and Trustees excel at work.
Document Application:	Organisation wide
Responsible for Implementation:	CEO and Chair of Trustees
Author:	Tricia Cowdrey
Effective date:	1st November 2024
Review/Expiry date:	31st October 2026 or in light of changes in legislation or guidance
<u>Associated Documents</u> Complaints, comments and complements policy Whistleblowing policy Equity Diversity and Inclusion Policy Safeguarding Children Policy Safeguarding Adults Policy Staff and Volunteer Handbooks Data Protection Act 2018 Skills For Care Code of Conduct for Adult Social Care Workers Nolan Principles	
<u>Signed</u> 	
Chair of Trustees: Vicki Lamb	

Contents

- 1. Introduction**
- 2. National Occupational Standards**
- 3. Codes of Conduct for Staff \volunteers and Trustees 1-7**

1. Introduction

The purpose of the Code of Conduct is for Employees, Volunteers, and Trustees to set out standards of behaviour expected from employees, volunteers, and Trustees of SEND the Right Message.

A code of conduct is essential in a workplace because it gives employees a definitive guide on how they should work and act while performing their job. STRM expects their employees, volunteers and Trustees to follow this code. Having knowledge of the rules, policies and expectation helps a candidate understand if they can work in for STRM and helps existing employees, volunteers and Trustees excel at work

2. National Occupational Standards

This Code of Conduct is drawn from the Skills For Care National Occupational Standards. Staff and volunteers, particularly Trustees, should also abide by the Nolan Principles:

In 1995 the Committee on Standards in Public Life, chaired by Lord Nolan, received its first report establishing the Seven Principles of Public Life. Now referred to as the 'Nolan principles', the recommendations aimed at improving standards of behaviour in public life. There are seven basic principles.

1 Selflessness

Holders of public office should act solely in terms of the public interest. They should not do so in order to gain financial or other benefits for themselves, their family or their friends.

2 Integrity

Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.

3 Objectivity

In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

4 Accountability

Holders of public office are accountable for their decisions and actions to the public, and must submit themselves to whatever scrutiny is appropriate to their office.

5 Openness

Holders of public office should be as open as possible about all the decisions and actions they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands it.

6 Honesty

Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

7 Leadership

Holders of public office should promote and support these principles by leadership and example.

3. Code of Conduct for Staff Volunteers and Trustees

1. Be accountable by making sure you can answer for your actions or omissions

As a staff member or volunteer for SEND The Right Message (STRM), you must:

- be honest with yourself and others about what you can do, recognise your abilities and the limitations of your competence and only carry out or delegate those tasks agreed in your job description and for which you are competent.
- always behave and present yourself in a way that does not call into question your suitability to work with adults, children and young people on behalf of STRM.
- be able to justify and be accountable for your actions or your omissions – what you fail to do.
- always ask your supervisor for guidance if you do not feel able or adequately prepared to carry out any aspect of your work, or if you are unsure how to effectively deliver a task.

- tell your supervisor about any issues that might affect your ability to do your job competently and safely. If you do not feel competent to carry out an activity, you must report this.
- establish and maintain clear and appropriate professional boundaries in your relationships with people who use STRM services, carers and colleagues at all times.
- never accept any offers of loans, gifts, benefits or hospitality from anyone you are supporting or anyone close to them which may be seen to compromise your position.
- Comply with STRM's agreed way of working
- report any actions or omissions by yourself or colleagues that you feel may compromise the safety or care of people who use health and care services and, if necessary use whistleblowing procedures to report any suspected wrong doing.

2.Promote and uphold the privacy, dignity, rights, health and wellbeing of people who STRM services and their carers at all times.

As a STRM Worker or Volunteer you must:

- always act in the best interests of people who use STRM services.
- always treat people with respect and compassion.
- put the needs, goals and aspirations of people who use STRM services first, helping them to be in control and to choose the care and support they receive.
- promote people's independence and ability to self-care, assisting those who use STRM services to exercise their rights and make informed choices.
- always gain valid consent before providing, care and support. You must also respect a person's right to refuse to receive, care and support if they are capable of doing so.
- always maintain the privacy and dignity of people who use STRM services, their carers and others.
- be alert to any changes that could affect a person's needs or progress and report your observations in line with STRM's agreed ways of working.

- always make sure that your actions or omissions do not harm an individual's health or wellbeing. You must never abuse, neglect, harm or exploit those who use STRM services, their carers or your colleagues.
- challenge and report dangerous, abusive, discriminatory or exploitative behaviour or practice.
- always take comments and complaints seriously, respond to them in line with agreed ways of working and inform a senior member of staff.

3. Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate care and support

As a STRM Worker or Volunteer you must:

- understand and value your contribution and the vital part you play in your team.
- recognise and respect the roles and expertise of your colleagues both in the team and from other agencies and disciplines, and work in partnership with them.
- work openly and co-operatively with colleagues including those from other disciplines and agencies, and treat them with respect.
- work openly and co-operatively with people who use STRM services and their families or carers and treat them with respect.
- honour your work commitments, agreements and arrangements and be reliable, dependable and trustworthy.
- actively encourage the delivery of high quality care and support.

4. Communicate in an open and effective way to promote the health, safety and wellbeing of people who use STRM services and their carers

As an STRM Worker or Volunteer you must:

- communicate respectfully with people who use STRM services and their carers in an open, accurate, effective, straightforward and confidential way.
- communicate effectively and consult with your colleagues as appropriate.

- always explain and discuss the care, support or procedure you intend to carry out with the person and only continue if they give valid consent.
- maintain clear and accurate records of the care and support you provide. Immediately report to a senior member of staff any changes or concerns you have about a person's condition.
- recognise both the extent and the limits of your role, knowledge and competence when communicating with people who use STRM services, carers and colleagues.

5. Respect people's right to confidentiality

As an STRM Worker or Volunteer you must:

- treat all information about people who use STRM services and their carers as confidential.
- only discuss or disclose information about people who use STRM services and their carers in accordance with legislation and agreed ways of working.
- always seek guidance from a senior member of staff regarding any information or issues that you are concerned about.
- always discuss issues of disclosure with a senior member of staff.

6. Strive to improve the quality of healthcare, care and support through continuing professional development

As an STRM Worker or Volunteer you must:

- ensure up to date compliance with all statutory and mandatory training, in agreement with your supervisor.
- participate in continuing professional development to achieve the competence required for your role.
- carry out competence-based training and education in line with your agreed ways of working.

- improve the quality and safety of the care you provide with the help of your supervisor (and a mentor if available), and in line with your agreed ways of working.
- maintain an up-to-date record of your training and development. contribute to the learning and development of others as appropriate.

7.Uphold and promote equality, diversity and inclusion

As an STRM Worker or Volunteer you must:

- respect the individuality and diversity of the people who use STRM services, their carers and your colleagues.
- not discriminate or condone discrimination against people who use STRM services, their carers or your colleagues.
- promote equal opportunities and inclusion for the people who use STRM services and their carers.
- report any concerns regarding equality, diversity and inclusion to a senior member of staff as soon as possible.
- Uphold and promote equality, diversity and inclusion

4. Expectations

Employees, volunteers, and Trustees are expected NOT to:

- Bring the charity into disrepute (including using email, social media, and other internet sites, engaging with media, etc.);
- Engage in any activity which may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race, or membership of the Traveller community);
- Be affected by alcohol, drugs, or medication, which will affect their ability to carry out their duties and responsibilities during working hours;
- Provide a false or misleading statement, declaration, document, record or claim in respect of SEND the Right Message., its volunteers, employees, or charity trustees;

- Engage in any activity that may damage property.
- Take unauthorised possession of property that does not belong to them.
- Engage in illegal activity in the workplace.
- Improperly disclose, during or after their employment with STRM any confidential information gained in the course of their work;
- Seek or accept gifts, rewards, benefits, or hospitality from a third party during their work, which might reasonably compromise their integrity or personal judgement. (NOTE: Any gift other than a modest token of nominal value should be courteously but firmly declined and should be reported to the CEO of STRM.

Gifts or hospitality generally considered common business or social courtesy are acceptable only if they are reasonable in type, frequency, and value. If any doubt arises about what constitutes a modest token, employees and volunteers may seek guidance from the CEO.

Where an employee is found to be in breach of the standards outlined in this Code of Conduct, this may result in disciplinary action up to and including dismissal in accordance with STRM disciplinary procedure.

The Board of Charity trustees will review the Code of Conduct for employees at 3-year intervals or as appropriate. The CEO of SEND the Right Message is responsible for ensuring that this policy is implemented effectively. All other staff and volunteers, including charity trustees, are expected to facilitate this process.