



Bringing The Community Together

Charity number 1162038

Code of Conduct

This policy will be reviewed annually or when guidance or legislation changes. Nechells POD continuously develops both policies and procedures to ensure it meets the requirements of the law, the registration authority and good practice.

Review date	March 2026
Next review date	March 2027
Reviewed by	Jo Corkery (External HR Consultant)

General Overview

Nechells POD is committed to:

- Creating a safe and welcoming environment where everyone feels respected, listen to and cared for
- Promoting safe practices in all aspects of our work
- Implementing preventative measures to reduce the risk of abuse, including safer recruitment and training
- Taking all concerns seriously and acting on them appropriately, following our safeguarding processes, legislative guidelines and best practise.

This Code of Conduct has several important functions

- It gives clarity to what behaviour is acceptable and unacceptable within the charity
- It sets out what practice and behaviours to expect from others
- It defines standards of practice expected from those to who it applies
- It forms the basis for challenging and improving poor practice and behaviour

This Code of Conduct applies to all employees, volunteers, trustees, visitors, contractors, suppliers and those who are involved in the planning, organisation, delivery, and evaluation of all activities carried out by charity for children, young people and adults. This works in conjunction with other relevant charity policies.

We require all those connected to charity to follow these standards of practice. The Code of Conduct includes both verbal and non-verbal actions.

The Project Manager is responsible to ensure that everyone who works or volunteers at the charity, connected with the charity, visits the charity, works with children, young people and adults understand this Code of Conduct and adheres to it.

We promote a friendly, safe environment and aim to ensure that we safeguard our employees, children, young people and adults promoting public confidence, supporting good working relationships and to make sure that people who work with children, young people and adults do not compromise their own integrity.

Who do I approach if I need to raise a concern?

If there are any concerns or any breach of this Code of Conduct, these must be reported at the earliest opportunity, to the Project Manager.

We will listen to all concerns. They will be taken seriously and responded to in line with our Safeguarding Policies or other internal policies relevant to the allegation.

Please acknowledge your individual responsibility to bring matters of concern to the attention of the Designated Safeguarding Lead on site, taking responsibility for recording any incident and passing on that information.

The charity DSLs are:

Collette Woodburn:	Project Manager
Des Hughes:	Welfare and Advice Officer

It is vital that you understand the responsibilities of your role and are fully aware that sanctions will be applied if this Code of Conduct is breached. This may include undertaking a full investigation in line with our disciplinary procedure, or complaint procedure.

If you are a visitor on site and you do not comply with this Code of Conduct you will be asked to leave the premises.

Good practise:

- Promote respect, dignity, kindness and helpfulness, remember your behaviour can influence others
- Treat everyone equally behaving in a non-judgemental and unbiased manner
- Behave in a trustworthy, open, honest and transparent manner
- Take responsibility for your own actions and behaviour.

- With respect and dignity, challenge when you see others behaving in a disrespectful or bullying behaviour, following the reporting procedures as necessary
- Build balanced relationships built on mutual trust
- Always work in an open environment whenever possible. Avoid private or unobserved situations
- Speak about any personal difficulties that could affect your ability to do the job competently and safely
- Declare any conflicts of interest and make sure they do not influence your judgement and practice
- Comply with and follow policies and procedures required by Nechells POD for the safe, lawful and effective delivery of activities
- Wear clothing that promotes a positive and professional image, is appropriate to your role and not likely to be viewed as offensive, cause embarrassment or give rise to misunderstanding
- Always follow the GDPR policy
- Treat information you receive about children, young people and adults at risk of harm in a discreet and confidential manner, seeking advice from the DSL on site who will decide what happens next based on the information provided
- Always act and be seen to act in a child, young person or adult's best interests
- Make the day fun, enjoyable and promote fairness, remember that is the purpose of the day
- Recognise the developmental needs and capacity of each person individually and work towards bring out the best in them
- Encourage the child, young person or adult at risk of harm to do what they can for themselves, particularly when it comes to doing things of a personal nature
- Work in a positive way with all children, young people and adults encouraging them to get the most out of the activities, listening to them and valuing their opinions
- Treat everyone with respect, dignity and fairness
- Involve children, young people and adults at risk of harm in the decision-making process wherever possible
- Put the wellbeing of each child, young person or adult first
- Be an excellent role model in the company of children, young people or adult at risk of harm both verbally and non-verbally.
- Always have another adult on site in during all activities
- Always discuss any misunderstanding, accidents or threats with the DSL on site and record discussions and actions taken, with their justifications
- Undertake a risk assessment for all activities

Practises to avoid:

- Rude behaviour or comments
- Intimidating or hostile conduct
- Treating people less favourably than others
- Avoid any conduct that would cause any reasonable person to question your motivation and intentions
- Spending excessive amounts of time alone or away from other people
- Avoid having favourites, it doesn't promote a healthy environment
- Contacting a child, young person or adult at risk of harm on social media

Unacceptable practise:

- Violating people's dignity
- Creating an intimidating, hostile, degrading, humiliating or offensive environment
- Judging people based on age, disability, gender reassignment, sex, sexual orientation, race, religion or belief
- Use your position to gain access to information for your own advantage or a child, young person or adult's detriment
- Allowing allegations made by a child, young person or adult at risk of harm go unrecorded and unreported
- Allowing allegations about the wellbeing or protection of a child, young person or adult at risk of harm go unrecorded or unreported
- Take, display or distribute images of children, young people or adults unless you have prior written agreement from the Project Manager to do so
- Never invite friends or family on site when delivering activities without written permission from the Project Manager

Things to remember:

- Be ready and on time, welcoming, kind and helpful and fully prepared to give your full attention to the day
- Conduct yourself in line with the Equality Diversity and Inclusion policy
- Honour commitments and arrangements by fulfilling the conditions required by your service level agreement with the Nechells POD
- Fulfil your agreed responsibilities with respect to data collection
- Take responsibility for your own knowledge and skills in planning, organisation and delivery of your activities
- Ensure that your activities are underpinned by a commitment to promote equality, diversity and inclusion opportunities, respecting different cultures and values

- Ask for assistance from the Project Manager if you feel inadequately prepared to carry out any aspect of your work and are unable to proceed
- If you are worried about anything, do not keep it to yourself. Speak to the Project Manager or a trusted person.

Who do I approach if I have any queries about this policy?

Please approach the Project Manager if you have any questions about this policy.