



CODE OF CONDUCT

The code of conduct is guidance for everyone who works or volunteers here about what professional behaviour at Chailey Heritage Foundation (CHF) looks and feels like. We have a particularly responsible job working at CHF with our very vulnerable children and young people (CYP).

The code of conduct outlines the Foundation's expectations of our conduct, and also what the Foundation's responsibilities are to support us. It also reminds us of the need to comply with the General Data Protection Regulations and be aware at all times of the sensitivity and confidentiality of the data we handle.

It is not intended to cover all eventualities or provide a complete checklist of what is, or is not, appropriate behaviour, but it gives a framework to help us think about what we should or shouldn't do, and to remind us that we need to keep questioning ourselves about this.

If we are ever unsure about something we have done, or are intending to do, it is our duty to talk to our manager, or someone senior. It is far better in the long run, to come forward to discuss things, rather than them be found out at a later date.

Principles:

RESPECT

The code of conduct is structured around **RESPECT** for different groups

- ✓ **Respect** for the children and young people (CYP) who we work with
- ✓ **Respect** for their families
- ✓ **Respect** for your colleagues
- ✓ **Respect** for the Foundation
- ✓ **Respect** for yourself
- ✓ **Respect** for everyone (equality and diversity)



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SOCIAL MEDIA

There is also a section about the use of social media and how this can affect the CYP, the Foundation and our work. There are some rules which must be followed, but also guidance to help us think what is the right thing to do, or not to do.

OUR VALUES

Our shared values bind us together; they lie behind our choices and behaviours.

BELONGING

we are community with a shared purpose. Everyone is accepted, everyone matters.

COMMITMENT

every day we strive to make a positive difference for the children, young people and their families.

AMBITION

we have high expectations; 'OK' is never good enough.

CELEBRATION

we celebrate what we achieve together.

THE CHAILEY CHARTER

Our Code of Conduct reflects the culture, values and ethos of Chailey Heritage.
These are embodied in the principles of the Chailey Charter.

The children and young people we work with have the rights to:

- ✓ ***Be safe***
- ✓ ***Be listened to***
- ✓ ***Be respected as an individual***
- ✓ ***Feel good about themselves***
- ✓ ***Be as fit and healthy as possible***
- ✓ ***Encouraged to develop***

THINK – THINK – THINK!

Might our words or actions have an effect on others – positive or negative?

Respect for the children and young people (CYP)	
Whatever we are doing with the CYP, we need to consider if it's in their best interests	<ul style="list-style-type: none"> ➤ Their welfare is paramount in everything we do. ➤ We must understand our responsibilities, to safeguard and promote the wellbeing of CYP, and always do what is right to protect them. ➤ We must put their interests first at all times and make sure that we are meeting their needs, not our own.
We need to be sensitive to the needs and feelings of the CYP	<ul style="list-style-type: none"> ➤ Everyone is unique, with their own feelings and emotions, and we must always treat our CYP with respect and dignity. ➤ We must try to understand as much as we can about them, and, try to think about how they may be feeling, and what life must be like for them. They may be feeling confused, angry or frustrated. They all have different likes and dislikes and we must take these into account. ➤ We need to understand and respect equality and diversity and make sure that we treat them all equally and fairly.
We must be respectful and polite	<ul style="list-style-type: none"> ➤ Talk TO them, not ABOUT them ➤ Remember to always call them by their names, to praise and encourage them, or keep quiet and be patient when appropriate, and give them time to respond. ➤ Understand that all behaviours are an attempt to communicate, even challenging behaviours must be respected. ➤ With some of our CYP, it is easy to forget that we should not speak over them as they might not be able to speak themselves, and it's easy to fall into conversation with other members of staff about our social lives and so on, which is not respectful.

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<p>We must be aware of confidentiality</p>	<ul style="list-style-type: none"> ➤ This is essential to protect the interests of our CYP; their personal information must not be shared with anyone other than colleagues in the team who need to know the information to help in the CYP's care. ➤ When we do pass on information to a colleague as part of our jobs, we need to be accurate and clear in what we say or write. ➤ We must not discuss the CYP in any way when away from work, even, for example, with parents of other CYP from CHF. ➤ Remember, all communication about the CYP must be work-related, and for the good of the CYP, we must never gossip or pass on information to people who don't need to know. ➤ Think GDPR – we must protect personal sensitive data of everyone at CHF.
<p>Respect for the families of the CYP</p>	
<p>We must communicate effectively</p>	<ul style="list-style-type: none"> ➤ Let family members have all the appropriate information they need, promptly and clearly. Where some families are asking for more information than others, this needs discussion and careful consideration. ➤ Always respond to their suggestions and requests. ➤ Let them know how to make a complaint if they are upset. ➤ Do not share any information which is to do with other CYP or their families. ➤ Think GDPR – we must protect personal sensitive data.
<p>Always use the proper routes for communication</p>	<ul style="list-style-type: none"> ➤ We put ourselves at risk if we use personal telephone numbers, personal e-mail addresses or social media. We also put family members in a difficult position if we give out our personal details. ➤ We must send information encrypted or password protected if necessary.
<p>Bear in mind that life with a disabled child can be a long struggle and extremely stressful.</p>	<ul style="list-style-type: none"> ➤ Families have many, many clinics and meetings to attend, professionals to deal with, interventions and operations to worry about, on top of holding jobs and looking after other family members. ➤ We must remember that family members will have had many disappointments and will have been let down by professionals. ➤ Whatever these parents are doing, and however they are behaving, even if confrontationally, they are doing what they think is best to get what their child needs.

Respect for your colleagues – TREAT EVERYONE AS YOU WOULD LIKE TO BE TREATED

Everyone who works at CHF has a key role, no matter what it is

- We are all working together for the good of the CYP and their families. We must value the part we play in our own team and must respect the part played by other members of the team.
- We must respect those who work in other roles, even those whose jobs we might not understand.

We need to co-operate and collaborate, working together to meet the team's shared goals in the best interests of the CYP

- We need to communicate effectively, sharing information, knowledge and skills. When we can, we should provide support, help and guidance, and we should receive this when we need it.

If concerns arise, we must seek to resolve them appropriately

- If we are ever unhappy, or in disagreement about something to do with work, we must take this through the proper channels, not simply gossip about it, or discuss it in front of others or at home. This often does not resolve the matter. Consider raising the concern with a manager or the HR team, even informally at first.
- If we think a colleague is doing anything detrimental to the good of a CYP or the Foundation or another colleague, it is our duty to follow the whistle-blowing policy.

Respect for Chailey Heritage Foundation and its reputation

As employees of CHF, what we do or say, and how we behave, whether we're here or anywhere else, can enhance or damage the reputation of our organisation

- This can be wonderful if we are spreading the word about what a good job we do at CHF. We are all encouraged to explain our work, and the benefits it brings to society. We can promote our website, tell people about our fundraising activities, encourage people to apply for jobs and so on, this is all good.
- However, if what we are doing or how we are behaving leads to people thinking negatively about you, this can have serious knock-on effects for CHF, our children and young people, their families, and our jobs.
- If we are behaving in an irresponsible or anti-social way out of work, we might lead people to think that we are not fit to look after such vulnerable CYP while we are at work. CYP at CHF benefit hugely from our work, it would be awful if any one of them was denied a place here because our reputation was damaged.
- As well as thinking about how we conduct ourselves, there are some rules which we must follow laid out in the documents at the end of the Code of Conduct. We must be familiar with these and follow them.
- They cover many issues, including what to do if you have other employment as well as working at CHF, punctuality and attendance, dress codes and more.

We must protect the information we have and think carefully about how we share information and the people we share it with

- We have already thought about confidentiality in terms of respect for the CYP, families and colleagues but we also need to be aware of the importance of confidentiality of all information we may have access to at CHF.
- We all sign up to a data protection policy when we join and this reminds us of the importance of keeping written and digital information secure. The loss of data, even accidentally, can lead to huge damage to the reputation as well as unwelcome fines! Knowing how to protect ourselves and the Foundation is increasingly important so we need to make sure we read our policies and undergo the training about the basic rules that protect us and the Foundation.
- As well as this, whenever we are about to give out information to do with CHF or talk about our work, we should remember to question ourselves about why we are sharing this: does that person have the right to know? What might be the consequences - intended or unintended? What impression does it give? If we aren't sure, then it's best not to.
- We may have access to confidential information relating to colleagues. We must respect this confidentiality.

Respect for yourself, your reputation, your work prospects and your lives

We must be aware that certain circumstances in our private and personal life might impact upon other people's ideas about our suitability to work with vulnerable children and young people.

- So we need to think about our behaviour in social situations, and reflect on whether it might affect our reputation as a responsible member of staff in an organisation which relies on us being careful, responsible, respectful and confidential in what we do.
- We all form relationships at work; some are closer or more serious than others. Partners or close relations should not work in the same team; there are good reasons for this that protect you, the CYP and other colleagues. If we find ourselves entering into a relationship with a colleague, it is important that we tell our managers. If that feels a little difficult, we can instead speak to a member of the HR team who will treat information carefully and respectfully. We don't want to stop relationships, but we have to work out how to avoid risks and conflicts of interest.
- Sometimes there will be a pre-existing relationship either when a person starts working at the Foundation or when a new CYP joins us. If this happens we need to think very carefully about how to manage this, in and out of work and we need to discuss with a manager.
- We also need to understand that forming a new relationship with a CYP would be a breach of boundaries and is unacceptable.
- Similar concerns may arise if a relationship begins between yourself and the family, parent or carer of a CYP. In this situation you have an obligation to raise it with someone senior, and for the reasons set out at the very beginning of this Code.
- There are CHF policies and guidance documents we must read as members of staff, which cover subjects such as drugs and alcohol, and inappropriate use of the internet, while at work. There aren't guidance documents for what you do in your own time, but we should all be mindful of the way our words and actions, or posts on social media, might reflect on us.

Respect for EVERYONE (equality & diversity)

regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation

Inclusivity & equal treatment

- At the core of the Chailey Charter and this Code of Conduct is respect for the individual. Just as we respect and value CYP, irrespective of their disabilities, the same principles apply to other individual differences. Everyone at Chailey Heritage has the right to feel safe and not to feel threatened because of who we are. We should be able to have our views and beliefs listened to and respected. Of course, we all as individuals have strong personal beliefs, but work and personal life need to be kept separate. We should all be mindful about how our words and actions will reflect and impact on ourselves, the CYP and their families, our colleagues and the Foundation.
- We should think carefully about the example we set in respecting equality, and how we play our part in maintaining a culture where discrimination and intolerance are not acceptable.
- The school has a specific legal duty to promote fundamental British values and to prevent radicalisation and the same is expected from all of us in the whole.

Social media – balancing life at work and outside

- Part of our work is to help the CYP understand the dangers of social media and the internet. However, it is just as important that we ourselves understand the consequences that misuse or thoughtless use of social media can have on us, our colleagues, on the CYP and the Foundation. We all need to protect ourselves by thinking very hard about what we share, who we share it with and what it says about us and what it says directly or indirectly about the Foundation.
- To start with, we must understand and follow some simple ground rules. However, as with everything else in the code of conduct, a lot of it is about common sense, and thinking about what we are doing, why we are doing it, and the possible consequences, good or bad.

First of all, some ground rules.

- There is no excuse for any form of bullying at CHF, and cyberbullying counts as part of this. There is no excuse for trolling, or any online behaviour that is, or can be seen as malicious. If we think we are being bullied or trolled, we should report it, and if we think it's happening to anyone else we need

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	<p>to report that too, following the whistle blowing policy. None of us should ever feel threatened or intimidated at work or outside.</p> <ul style="list-style-type: none"> ○ There is no reason to discuss our work, the CYP or our colleagues on-line; we need to keep work and our outside lives separate. The exception to this is if you are sharing CHF's content e.g. posts or website, positively promoting something about CHF, for instance, if there is a sponsored activity happening and you want to spread the word. ○ We must never invite CYP or parents to be friends on social media, nor must ever accept friend requests. In addition, if we see anything posted about any of the CYP or their families online, we should never interact with posts e.g. liking, sharing or commenting. This applies to all social media platforms. If we are concerned about what has been written online, we should raise it with our manager. As above, if we have pre-existing online friendships, we need to think carefully about how to manage them. Again, even with these friendships, we mustn't discuss our work, the CYP or our colleagues. ○ If we are fed up with something or someone at work, we need to use the correct channels to try and sort it out. This is never something for posting online. It makes sense for us to check our settings and limit what is public and can be seen by everyone, just in case we tweet, post or comment on something in the heat of the moment that we might regret later, we are all human! ○ Not everyone feels safe having images of them shared or stored. At CHF, all photographs and videos of staff or CYP used on our website and "youtube" videos and in brochures etc are there with explicit permission, and an explanation of how the images will be used and kept safe. It is not permissible for us to post pictures of the CYP on social media, or to store them on our phones or computers or tablets. ○ We need to think about what we are posting. We need to consider the code of conduct principles of respect when using social media. ○ The world of social media is changing fast and if we aren't sure about something we've posted, or want to post, we must talk with a manager, but in most cases, if in doubt, don't!
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Please turn over to find all related CHF documents

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The Code of Conduct will touch on topics which are covered in more depth by other CHF policies, procedures and guidance. All staff should read and must follow these related documents:

- Safeguarding Children and Vulnerable Adults
- Intimate Care Practice Guidelines
- Sanction and Restraint Log Guide
- Mental Health and Positive Behaviour Management Policy
- Anti-bullying Policy Pornography and Sexually Explicit Materials Guidelines
- The Chailey Charter

- Alcohol, Drug and Misuse of Substances Policy
- Dress Code
- Gift Giving and Receiving

- Equality and Diversity Policy
- Health and Safety Policy
- Whistleblowing Policy
- Allegations of Abuse Against Staff Policy

- Mobile Phone and Smart Devices Policy
- IT Acceptable Use Policy
- Data protection Policy
- Online Safety Policy (previously known as E-Safety)