



FORMERLY KNOWN AS SHABBAT WALK

CODE OF CONDUCT

Date reviewed: 7/11/23

Date of next review: 7/11/24

8 Rodborough Road London NW11 8RY
Tel: 07506750023 | Email: office@hih.org.uk
Registered Charity No 1182698

This behaviour code outlines the conduct Hand in Hand expects from all staff and volunteers. This includes trustees, staff, volunteers, and anyone undertaking duties for the organisation. Hand in Hand is responsible for making sure everyone taking part in our services has seen, understood, and agreed to follow this code of behaviour, and that they understand the consequences of inappropriate behaviour.

BEHAVIOUR AT WORK

INTRODUCTION

Hand in Hand prioritises the dignity and respect of service users and anyone who comes into contact with the organisation. As an employee or volunteer, you are an integral and important part of this provision. The care or services you provide should be delivered in a friendly but professional manner. If you are ever in doubt about crossing professional boundaries, please discuss this with your Line Manager.

The Organisation has a range of policies. You should ensure to have read and understood those which are relevant to your role. You will be informed where these are kept during your induction.

SAFEGUARDING

You have an obligation to report any concerns you may have regarding abuse or suspected abuse of a service user to your Line Manager or Designated Safeguarding Lead.

Please familiarise yourself with the organisation's safeguarding vulnerable adults/children policy and procedures so that you are aware of what to do if you have any concerns.

GDPR

Staff and volunteers are bound by GDPR and cannot release any information regarding service users to relatives or other enquirers unless authorised as part of your job. Any approaches by the media should be deferred to a member of the Management.

Under no circumstances should you take any action which may compromise the health or safety of yourself or others.

COVID SAFETY

You should follow all Covid safety instructions relevant at the time to ensure adequate health and safety and wellbeing of the workforce, service users and members of the public. Regular handwashing, maintaining social distance where possible, and ventilation is all part of this. If you are issued with items of Personal Protective Equipment, then these must be worn at all times as appropriate (or as instructed.)

DRESS CODE

When working for us you are representing the Organisation and should wear clothing which is role-appropriate and conforms to the Jewish laws of tznius (modesty).

EMPLOYEE'S PROPERTY

Please do not bring any unnecessary personal property with you during working hours. Any personal property that you do bring is your own responsibility and the Organisation will not accept

any liability for any loss or damage to your personal property.

TELEPHONES

The Organisation's telephones are for business use only. Any wish to make or receive occasional personal calls, should be kept to a minimum, for emergencies only.

If you are issued with a mobile phone owned by the Organisation, the same rules apply and you remain responsible for this phone until it is returned. Preventable damage or loss of this phone may incur penalties.

Personal mobile phones should not be used during office hours.

CAMERAS (INCLUDING MOBILE PHONES)

Photographs may be taken during service by staff only with express oral or written permission from the service user. If authorisation is given, then the photographs taken may be used only with user permission.

GIFTS AND BENEFICIARIES

If Service users or their representatives wish to reward you with a gift or money, you should politely refuse and report this to your Line Manager. If they are insistent, you should direct them to your Line Manager who will decide if it is acceptable or not. A small token can be deemed acceptable and the gift will normally be shared amongst the staff (e.g. a box of chocolates).

Gifts provided to users as part of service must be checked with users' relatives or representatives for suitability.

COLLECTIONS AT WORK

We will not object to small occasional collections for gifts, etc.. but you must obtain permission from your Line Manager to ensure that collections do not become a burden to any employees.

ACCIDENT REPORTING

Any accident or incident at work, no matter how small, should be detailed in the Accident/Incident Book, in accordance with our Health and Safety Policy. Entries will be monitored so that we can take all necessary steps to ensure that employees and visitors are as safe as possible from the risk of harm.

For more serious accidents, and for any accident to a visitor on our premises, please follow procedures as articulated in the Health & Safety Policy.

EMERGENCY EVACUATION PROCEDURES

Please make yourself aware of the procedures to be followed should it be necessary to evacuate any work related premises in an emergency, (e.g. a Fire Alarm sounded).

SMOKING/VAPING

Smoking is not allowed on our premises or at any public entrance to our premises, or during service.

COMPLAINTS

If you receive a complaint you should immediately inform your Line Manager, or in their absence the most senior person in charge. You should also inform the person making the complaint of our complaints procedure.

CONFIDENTIALITY

Any information acquired by you regarding our organisation, service users, suppliers, associated companies, or any other persons or bodies with whom we have dealings, shall be treated as confidential information.

You must not disclose any such information either during your employment with us or after termination of employment without our prior written consent (except as required by law).

You should take all steps to safeguard any such information. This includes all documentary information held on any medium. You should ensure that your desk and/or work station is left clear at the end of your working day. Upon termination of employment, or at any other time when so requested, any information which you hold in written form or stored on any kind of storage device, must be returned to us.

Breaches of confidentiality will be dealt with using our disciplinary procedures and, dependent upon the circumstances, may be regarded as Gross Misconduct, which could lead to your summary dismissal.

WORKING WITH CHILDREN AND YOUNG/VULNERABLE PEOPLE

THE ROLE OF STAFF AND VOLUNTEERS

In your role at Hand in Hand, you have a duty of care towards the children and young/vulnerable people we work with. You are likely to be seen as a role model and are expected to act appropriately at all times. This behaviour code aims to help us protect children and young/vulnerable people from abuse and reduce the possibility of unfounded allegations being made.

RESPONSIBILITY

Staff are responsible for:

- prioritising the welfare of children and young/vulnerable people
- providing a safe environment for children and young/vulnerable people
- following our principles, policies, and procedures
- staying within the law at all times
- modelling good behaviour for children and young/vulnerable people to follow
- challenging unacceptable behaviour and reporting any breaches of the behaviour code
- reporting all concerns about abusive behaviour, following our safeguarding and child protection Procedures

CODE OF CONDUCT WHEN WORKING WITH CHILDREN AND YOUNG/VULNERABLE PEOPLE

The following guidelines apply to all adults working with children in any setting:

- Always act, and be seen to act, in the child's best interests.
- Always behave professionally and act as a good role model.
- Take responsibility for your actions and behaviour.

- Avoid any conduct which may question motivation and intentions.
- Do not access social media in the presence of children.
- Do not share any social media posts or networks with children in the setting or outside of the setting.
- Accessing the internet within Hand in Hand must be approved and take place in designated areas only.
- Do not use your position to access information for your own advantage and/or a child's or family's detriment.
- Do not use your position to intimidate, threaten, coerce, or undermine children.
- Do not use your status to form or promote relationships with children which are of an intimate nature.
- Treat information received about children and young/vulnerable people in a discreet and confidential manner.
- If in any doubt, seek advice about requests for sharing information.
- Wear clothing which promotes a positive and professional image, is role-appropriate and is not likely to be viewed as offensive, embarrassing, or provocative.
- Always declare gifts received or given in situations which may be misconstrued.
- Give gifts to an individual young/vulnerable person only as part of an agreed reward system.
- When giving gifts other than as above, ensure that these are of insignificant value and given to all children equally.
- Report any indications (verbal, written or physical) that suggest a child may be infatuated with a member of staff.
- Always approve any planned social contact with senior colleagues, for example, when it is part of a reward scheme or pastoral care programme.
- Advise senior management of any regular social contact with a child which may give rise to concern.
- Report and record any situation which might compromise the organisation or their professional standing.
- Be aware that even well-intentioned physical contact may be open to scrutiny or misconstrued by the child, an observer or by anyone to whom this action is described.
- Consider alternatives, where it is anticipated that a child might misinterpret any such contact, perhaps involving another member of staff, or a less vulnerable child in the demonstration.
- Never indulge in horseplay, tickling or fun fights.
- Avoid physical contact when children are in a state of undress. Avoid any visually intrusive behaviour in changing rooms and announce intention of entering, avoiding remaining in the room unless children need it.
- Do not change or shower in the same place as children.
- Consider the way in which comfort is given to a distressed child. Always tell a colleague when and how comfort was offered.
- Record situations which may give rise to concern.

- Do not use force as a form of punishment. Try to defuse situations before they escalate and keep parents involved and/or informed of any sanctions.
- Avoid meetings with children in remote or secluded areas on site. Ensure visual access and/or an open door in one-to-one situations. Inform other staff of the meeting beforehand, assessing the need to have them present or close by. Avoid use of 'engaged' or equivalent signs wherever possible which may create an opportunity for secrecy or the interpretation of secrecy.
- When transporting children, plan and agree arrangements with all parties in advance, responding sensitively and flexibly to disagreements. Ensure you have parents' consent and that your line manager is aware of arrangements. Record the nature of the journey, the route and expected time of arrival in accordance with agreed procedures, ensuring that their behaviour ensures vehicle, passenger, and driver safety.
- Where it is unavoidable, be alone with a child for the minimum time possible, being aware that the safety and welfare of the child is your responsibility until this is safely passed over to a parent/carer.
- When taking photographs, be clear about the purpose of the activity and what will happen to the photographs when the session/activity is concluded.
- Ensure that a senior colleague is aware that photography/image equipment is being used and for what purpose. Images should be available for scrutiny for acceptability.
- Avoid taking images in one-to-one situations unless you have consent to do so.
- Do not share or use any photographs taken for any other than the agreed purpose.
- Where the use of photographs has been approved, ensure you have the necessary written consent in place.

UPHOLDING THIS CODE OF BEHAVIOUR

You should always follow this code of behaviour and never rely on your reputation or that of our organisation to protect you. If you have behaved inappropriately, you will be subject to our disciplinary procedures. Depending on the seriousness of the situation, you may be asked to leave Hand in Hand.

We may also make a report to statutory agencies such as the police and/or the local authority child protection services.

If you become aware of any breaches of this code, you must report them to the Safeguarding Lead, Rabbi Y Posen. If necessary, you should follow our Whistleblowing Procedure and Safeguarding and Child Protection Procedures.