



# Hale Community and Youth Centre

## 2026/27 Code of Conduct Policy

### Introduction from the Centre Manager

At Hale Community and Youth Centre, we work every day to create a place where people feel safe, welcomed and valued. Our community trusts us with their stories, their children, their hopes and their challenges. That trust is precious, and it depends on each of us upholding the highest standards of behaviour, professionalism and care.

This Code of Conduct sets out the expectations for everyone who represents the Centre - staff, consultants, contractors and volunteers. It reflects our values, our responsibilities and our commitment to safeguarding and inclusion. It also supports you in your role, helping you understand what is expected and where to seek guidance.

Thank you for the part you play in making Hale Community and Youth Centre a place where the whole community can thrive.

*Centre Manager*  
Hale Community and Youth Centre

### 1. Purpose of the Code

This Code of Conduct outlines the standards of behaviour expected from everyone representing Hale Community and Youth Centre. It ensures we work safely, ethically and in line with our values, and that we protect the wellbeing of children, young people, adults at risk, colleagues and the wider community. The Code applies to all staff, consultants, contractors and volunteers, whether working on site, off site or online.

### 2. Our Values and How They Shape Behaviour

Our work is guided by four core values: respect for diversity, equality and inclusiveness, integrity and transparency, and supporting the vulnerable. These values shape how we treat one another, how we engage with the community and how we make decisions. They guide our behaviour in every interaction - with service users, colleagues, partners and visitors - and help us create an environment where everyone feels seen, respected and able to thrive.

### 3. Creating a Safe and Respectful Culture

We are committed to a working environment where everyone feels safe, respected and able to contribute. This means treating people with dignity and kindness, communicating respectfully even when situations are challenging, and working collaboratively with colleagues, volunteers and partners. We do not tolerate harassment, bullying, intimidation or discrimination in any form. Everyone is expected to challenge inappropriate behaviour and report concerns promptly so that issues can be addressed early and safely.

## 4. Safeguarding Responsibilities

Safeguarding is everyone's responsibility. You must understand and follow the Centre's Vulnerable Adult and Child Safeguarding Policy, complete any required training and always maintain professional boundaries. Staff and volunteers are expected to remain alert to signs of abuse, neglect or exploitation and to report concerns immediately to the Designated Safeguarding Lead (DSL) or Deputy DSL. Concerns should be recorded factually and promptly. You must never promise confidentiality to a child, young person or adult at risk, and you are expected to challenge unsafe practice or behaviour and cooperate fully with safeguarding investigations.

**Failure to report a safeguarding concern is a breach of this Code.**

## 5. Professional Boundaries

Professional boundaries protect service users, colleagues and the Centre. Everyone is expected to maintain clear and respectful boundaries, avoiding behaviour that could be misinterpreted or create dependency or favouritism. Personal, financial, romantic or sexual relationships with service users are not permitted, and personal contact details should not be shared unless this has been authorised and is necessary for your role. Staff and volunteers should avoid being alone with a child, young person or adult at risk unless this is unavoidable and has been risk-assessed. Any concerns about boundaries must be reported immediately.

## 6. Digital Communication, Technology Use and Social Media

Digital communication must be used safely, professionally and in a way that protects service users, colleagues and the reputation of the Centre. Work-related communication should take place only through Centre-approved devices, systems and accounts, and personal phones, email addresses or social media accounts must not be used to contact service users. Digital communication should always be necessary, proportionate and appropriate to your role.

Safeguarding applies equally online. Private digital communication with children, young people or adults at risk is not permitted, and one-to-one online contact should only occur where it has been authorised and risk-assessed. Any concerning or inappropriate digital contact must be reported immediately. Images, videos or personal information about service users must never be shared online.

When using personal social media accounts, you are expected to behave in a way that does not bring the Centre into disrepute. You should avoid posting content that is discriminatory, hostile or unprofessional, and you must not imply that your personal views represent those of the Centre. Photographs or information taken at the Centre must not be posted without explicit permission.

**The following behaviours are strictly prohibited:**

- Contacting service users through personal accounts
- Sharing confidential information
- Posting content that harms the Centre's reputation
- Recording or photographing service users without authorisation

## 7. Equality, Diversity and Inclusion

We are committed to providing an environment free from discrimination and to promoting equality of opportunity. Everyone representing the Centre is expected to treat individuals fairly and respectfully, avoid discriminatory behaviour or language and support inclusion in all activities. These expectations apply to all interactions and decisions and are underpinned by the Equality Act 2010.

## 8. Health, Safety and Wellbeing

Everyone has a role in maintaining a safe and healthy environment. You are expected to follow the Centre's Health & Safety Policy, use equipment safely and follow manual handling procedures. Hazards, accidents and near-misses must be reported promptly. You are encouraged to look after your own physical and mental wellbeing and to discuss any workplace issues affecting your wellbeing with the Centre Manager. You must also inform your Line Manager if personal circumstances - such as caring responsibilities, domestic abuse or safeguarding matters - may affect your work.

You must inform your Line Manager if you accept a police caution, are charged with or convicted of a criminal offence, if another organisation takes action against you, or if you are suspended or restricted due to conduct or competence concerns.

## 9. Data Protection and Confidentiality

We are committed to protecting personal data in line with the Data Protection Act 2018 and UK GDPR. Everyone representing the Centre is expected to handle personal information lawfully, fairly and securely, accessing it only when necessary for their role and storing it using approved systems. Confidential information must not be discussed in public or non-secure spaces, and personal devices, cloud storage or unencrypted media must not be used for storing or sharing Centre information. Any data breach or near-miss must be reported immediately.

### Information may only be shared when:

- The individual has given consent
- The law requires it
- There are safeguarding concerns
- It is necessary to protect someone from harm
- It is required for legitimate organisational purposes

## 10. Conflicts of Interest

Everyone representing the Centre must avoid situations where personal or family interests conflict with those of the organisation. Any potential or actual conflict of interest must be declared, and guidance should be sought if you are unsure. No one should use their role for personal gain. Further guidance is available in the Centre's Conflict of Interest Policy.

## 11. Physical Security

You are expected to take reasonable steps to protect your own belongings and the security of the Centre. Personal items should be stored in designated areas, and ID badges must be worn visibly while on site. Security devices such as passcodes, door controls and signing-in systems must be used correctly. Everyone is expected to remain

vigilant, challenge unauthorised access and report suspicious activity promptly to the Centre Manager or Assistant Manager.

## **12. Gifts, Hospitality and Personal Benefit**

To maintain integrity and transparency, gifts, money or hospitality should not be accepted from service users, suppliers or partners unless approval has been given by the Centre Manager. All offers of gifts or hospitality must be declared. Staff and volunteers should avoid giving gifts to service users unless this has been authorised and is appropriate to the circumstances.

## **13. Conduct Outside Work**

Your behaviour outside work must not bring the Centre into disrepute, undermine trust in the organisation or conflict with your responsibilities or professional boundaries. This includes behaviour in public, online and in private settings where it may impact the Centre or the people we support. Everyone representing the Centre is expected to uphold its values at all times.

## **14. Reporting Concerns and Whistleblowing**

Concerns about safeguarding, health and safety, data protection, misconduct or behaviour that may harm the Centre or its service users must be reported promptly. Depending on the nature of the concern, this may be to your Line Manager, the Centre Manager or the Designated Safeguarding Lead. The Centre encourages a culture of openness and will support anyone who raises concerns in good faith.

## **15. Breaches of the Code**

Breaches of this Code may result in additional training, supervision, management action, suspension or termination of engagement. Where necessary, concerns may be referred to external agencies. The Centre will always act fairly, proportionately and in line with relevant policies.

## **16. Acknowledgement and Commitment**

Everyone representing Hale Community and Youth Centre is required to read, understand and follow this Code of Conduct. By doing so, you help create a safe, respectful and thriving environment for all.

**DISCLAIMER:** This policy is non-contractual and may be amended, replaced, or withdrawn by the Charity at any time. It reflects the law and best practice at the time of publication. If there is any conflict between this policy and current employment legislation, the legislation will take precedence.