



Code of Conduct

Introduction

The Old Post Office Wellbeing Hub (the Organisation) is a for-profit Organisation run for the following purpose:

The Old Post Office Wellbeing Hub is a purpose-built space designed to be used by groups to enhance the wellbeing of children and young people, parents and carers, and professionals working in education.

The Organisation is based at:

Springlands Farm, London Road, Mountfield, East Sussex. TN32 5LX.

The Organisation has adopted this 'Code of Conduct' and expects every adult working or helping at The Old Post Office Wellbeing Hub to support and comply with it. Consequently, this policy shall apply to all staff, volunteers and people using or renting the venue.

Questions or concerns? Reading this Code of Conduct will help you understand our expectations for those using our venue; if you do not agree with our policies and practices, please do not use our Services. If you have any questions or concerns, please contact us at anita.auer2021@outlook.com.

Aims and scope

This Code of Conduct is designed to give clear guidance on the standards of behaviour all those using The Old Post Office Wellbeing Hub are expected to observe. Those working with children and families are in a unique position of influence and must adhere to behaviour that models the highest possible standards for everyone accessing support, learning or advice at The Old Post Office Wellbeing Hub. As a member of our team, each user has an individual responsibility to maintain their reputation and the reputation of The Old Post Office Wellbeing Hub, whether inside or outside their working hours.

The Old Post Office Wellbeing Hub 's Code of Conduct will be shared with all users and displayed on our website: <https://theoldpostofficewellbeinghub.godaddysites.com> . Thereafter, all users will be expected to revisit the Code of Conduct on an annual basis, along with other policies. This will normally take place the beginning of each academic year. Each year, users are required to sign to say that they have read and agree to abide by the contents of these policies, the contents of which serve to safeguard children and young people.

Please note that this Code of Conduct is not exhaustive. If situations arise that are not covered by this code, staff will use their professional judgement and act in the best interests of The Old Post Office Wellbeing Hub, and other service users.

This Code of Conduct is in line with the statutory safeguarding guidance 'Keeping Children Safe in Education' and covers acceptable use of technologies, staff/pupil relationships and communications, including the use of social media.

Underpinning Principles

- a. The welfare of the child, young person, or other service users is paramount.
- b. Those using The Old Post Office Wellbeing Hub to provide a service should understand their responsibilities to safeguard and promote the welfare of all service users.
- c. Those using The Old Post Office Wellbeing Hub to provide a service are responsible for their own actions and behaviour and should avoid any conduct which would lead any reasonable person to question their motivation and intentions.
- d. Those using The Old Post Office Wellbeing Hub to provide a service should work, and be seen to work, in an open and transparent way.
- e. Those using The Old Post Office Wellbeing Hub to provide a service should acknowledge that deliberately invented/malicious allegations by children are extremely rare and that all concerns should be reported and recorded immediately to the DSL (Anita Auer – anita.auer2021@outlook.com)
- f. Those using The Old Post Office Wellbeing Hub to provide a service should discuss and/or take advice promptly from Anita Auer if they have acted in a way which may give rise to concern.
- g. Those using The Old Post Office Wellbeing Hub to provide a service should apply the same professional standards regardless of culture, disability, gender, language, racial origin, religious belief and sexual orientation.
- h. Those using The Old Post Office Wellbeing Hub to provide a service should not consume or be under the influence of alcohol or any substance, including prescribed medication, which may affect their ability to care for service users.
- j. Those using The Old Post Office Wellbeing Hub to provide a service should be aware that breaches of the law and other professional guidelines could result in disciplinary action being taken against them, criminal action and/or other proceedings including barring by the Disclosure & Barring Service (DBS) from working in regulated activity, or for acts of serious misconduct prohibition from teaching by the National College of Teaching & Leadership (NCTL).
- k. Those using The Old Post Office Wellbeing Hub to provide a service and managers should continually monitor and review practice to ensure this guidance is followed.
- l. Those using The Old Post Office Wellbeing Hub to provide a service should be aware of and understand the statutory frameworks in which they must act, their establishment's child protection policy, arrangements for managing allegations against staff, staff behaviour policy, whistleblowing procedure and their Local Safeguarding Children Board LSCB procedures (<https://sussexchildprotection.procedures.org.uk/page/contents>)
- m. Those who use The Old Post Office Wellbeing Hub that are qualified teachers must also have regard for the Teachers Standards. Part two of the standards can be found in https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1040274/Teachers_Standards_Dec_2021.pdf .

General Obligations

Those using The Old Post Office Wellbeing Hub to provide a service should set examples of behaviour and conduct which can be copied by pupils/students/other service users. Those using The Old Post Office Wellbeing Hub to provide a service must therefore set an example to pupils. They will:

- a. Avoid using inappropriate or offensive language at all times.
- b. Demonstrate the highest standards of conduct in order to encourage our pupils/students/other service users to do the same.
- c. Show tolerance and respect for the rights of others
- d. Not undermine fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs e. express personal beliefs in a way that will not overly influence pupils and will not exploit pupils' vulnerability or might lead them to break the law.
- f. Avoid putting themselves at risk of allegations of abusive or unprofessional conduct.

Safeguarding pupils/students/other service users

- a. Those using The Old Post Office Wellbeing Hub to provide a service have a duty to safeguard pupils/service users from harm, this includes physical abuse, emotional abuse, sexual abuse, neglect, extremism and radicalisation.
- b. The duty to safeguard pupils includes the duty to report concerns about a pupil to The Old Post Office Wellbeing Hub's Designated Safeguarding Lead (Anita Auer – anita.auer2021@outlook.com 07821629119)
- c. Those using The Old Post Office Wellbeing Hub to provide a service will familiarise themselves with their safeguarding policy and procedures, Whistleblowing Policy, Child Protection Policy and the Prevent initiative, and ensure that they are aware of the processes to follow if they have concerns about a child. Copies of these are available on the website (<https://theoldpostofficewellbeinghub.godaddysites.com>).
- d. Those using The Old Post Office Wellbeing Hub to provide a service must not demean or undermine pupils, their parents or carers, other service users or colleagues.
- e. Those using The Old Post Office Wellbeing Hub to provide a service must take the upmost care of pupils/students/service users under their supervision with the aim of ensuring their safety and welfare.

Student development

- a. Those using The Old Post Office Wellbeing Hub to provide a service must comply with our policies and procedures that support the well-being and development of pupils/students.
- b. Those using The Old Post Office Wellbeing Hub to provide a service must cooperate and collaborate with colleagues and with external agencies where necessary to support the development of pupils/students.
- c. Those using The Old Post Office Wellbeing Hub to provide a service must follow reasonable instructions that support the development of pupils/students.

Relationships

- a. Those using The Old Post Office Wellbeing Hub to provide a service will observe proper boundaries with service users/student that are appropriate to their professional position. They will act in a fair and transparent way that would not lead anyone to reasonably assume they are not doing so.
- b. Those using The Old Post Office Wellbeing Hub to provide a service should avoid contact with their students/service users outside of the venue where possible or appropriate.

c. Personal contact details should not be exchanged between those using The Old Post Office Wellbeing Hub to provide a service and their pupils unless deemed necessary or appropriate. This includes social media profiles.

d. If someone using The Old Post Office Wellbeing Hub to provide a service is concerned at any point that an interaction between themselves and a pupil/student/service user may be misinterpreted, this should be reported to Anita Auer – DSL (anita.auer2021@outlook.com 07821629119) as soon as possible.

Confidentiality

In the course of their role, those using The Old Post Office Wellbeing Hub to provide a service are often privy to sensitive and confidential information about the school, staff, pupils, their parents and service users. This information will never be:

- Disclosed to anyone without the relevant authority.
- Used to humiliate, embarrass or blackmail others.
- Used for a purpose other than what it was collected and intended for.

b. Those using The Old Post Office Wellbeing Hub to provide a service may at some point witness actions which need to be confidential for example, where a pupil/student is bullied by another pupil/student/service user/tutor. Such incidents need to be reported and dealt with in accordance with the appropriate procedure. They must not be discussed outside the school or with colleagues at The Old Post Office Wellbeing Hub, except with a senior member of The Old Post Office Wellbeing Hub with the appropriate role and authority to deal with the matter.

c. However, those using The Old Post Office Wellbeing Hub to provide a service have an obligation to share with their manager or the school's Designated Safeguarding Lead, any information which gives rise to concern about the safety or welfare of a pupil/student. Staff must never promise a pupil/student that they will not act on information that they are told by the pupil/student.

Honesty and Integrity

a. Those using The Old Post Office Wellbeing Hub to provide a service must maintain the highest standards of honesty and integrity in their work. This includes the handling and claiming of money and the use of The Old Post Office Wellbeing Hub and its facilities.

b. All staff must comply with the Bribery Act 2010. A person may be guilty of an offence of bribery under this act if they offer, promise or give financial advantage or other advantage to someone; or if they request, agree or accept, or receive a bribe from another person. If you believe that a person has failed to comply with the Bribery Act, you should refer to the Whistleblowing procedure.

c. Personal gifts from those using The Old Post Office Wellbeing Hub to provide a service to students can be seen as inappropriate and could be misinterpreted.

d. Those using The Old Post Office Wellbeing Hub to provide a service will ensure that all information given to The Old Post Office Wellbeing Hub and service users about their qualifications and professional experience is correct.

Conduct outside work

a. Those using The Old Post Office Wellbeing Hub to provide a service must not engage in conduct outside work that could seriously damage the reputation and standing of The Old Post Office Wellbeing

Hubl or the employee's own reputation or the reputation of other users of The Old Post Office Wellbeing Hub community. Any such conduct could lead to termination of rights to use the facility.

b. This covers negative comments about The Old Post Office Wellbeing Hub or their community on social media.

c. Criminal offences that involve violence or possession or use of illegal drugs or sexual misconduct and are likely to be regarded as unacceptable and lead to termination of rights to use facility.

Use of electronic technologies and personal communication devices

a. Those using The Old Post Office Wellbeing Hub to provide a service must exercise caution when using communication technologies and be aware of the risks to themselves and others. Staff must not engage in inappropriate use of social network sites which may bring themselves, The Old Post Office Wellbeing Hub, or its community into disrepute.

b. Those using The Old Post Office Wellbeing Hub to provide a service must not use social media e.g. Facebook with pupils or former pupils who are still of statutory school age.

c. Those using The Old Post Office Wellbeing Hub to provide a service must only use their professional email account when communicating electronically with pupils/students and parents.

d. Those using The Old Post Office Wellbeing Hub to provide a service must receive consent from service users to collect and use data or images on their personal electronic devices; this must be purely for the purposes of their service and should comply with GDPR.

e. Those using The Old Post Office Wellbeing Hub to provide a service should be mindful that it is inappropriate to use personal mobile phones while running sessions unless there are exceptional circumstances and they have requested and been given explicit permission to do so from the services users or their parents.

Disciplinary Action

All staff need to recognise that failure to meet these standards of behaviour and conduct may result in disciplinary action, including reporting to through appropriate channels and removal of the right to use our facilities.

Links to other policies and procedures

This document links with other policies and procedures:

- Safeguarding Policy
- Whistleblowing Policy
- Behaviour Management Policy
- Privacy Policy
- Equal Opportunities Policy
- Health & Safety Policy
- Safer Recruitment Policy
- Transportation Policy

If you have any questions or comments about our Code of Conduct, you may email us on anita.auer2021@outlook.com .

This policy is approved and robustly endorsed by The Old Post Office Wellbeing Hub and is due for renewal every year.

Signed ____ *Anita Auer* _____ Mrs Anita Auer (Director)

Signed _____ *Paul Auer* _____ Mr Paul Auer (Director)

Date 3.8.24