

Colwall Orchard Group (COG) Code of Conduct for Adults

Any issues related to either clarification of or breaches of the Code of Conduct should be discussed with Phil King or Jenny Papettas

Year	Designated Safeguarding Lead	Designated Safeguarding Deputy	Designated Safeguarding Trustee
2024	Phil King	Jenny Papettas	Jenny Papettas
Review Date	Next Review	Ratification Date by Trustees	Distribution Date
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Purpose – A Code Attuned to the Needs of People

Our policies and procedures are designed for the health and safety of all involved. This Code of Conduct is aligned with the Safeguarding Policy which take into consideration a trauma informed approach. This code applies to volunteers and sessional workers, the board of trustees or anyone working or volunteering on behalf of COG as well as anyone attending COG.

Equal opportunities

COG recognises that certain groups and individuals are at risk of being unfairly discriminated against for many reasons, including age, appearance, class, colour, culture, disability, employment status, ethnicity, nationality, political belief, race, social class, religious belief, sex or gender, sexual orientation or size. Every aspect of our work is informed and enhanced by equality issues. We are committed to providing an environment free of stereotypical and oppressive beliefs, attitudes and practices. If any discrimination is identified, we will take positive steps to counter this. We recognise that each person is an individual with their own skills and abilities, and we will seek to respond to the needs of each individual in a way that is fair and equitable.

We recognise that there is diversity in family life, education, faith and culture. We undertake to embrace and celebrate such differences in ways that make our group/organisation better for all people.

We value and encourage the participation and contribution of individuals, regardless of age, class, disability, ethnic background, faith, gender and sexual orientation. We recognise that people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions. We believe that life is positively enriched for us all by the diversity of individuals in society and that everyone has a valuable contribution to make.

Anyone will be supported in challenging any behaviour or ways of doing things which go against the policy or the spirit of this policy.

Other Basic Principles

- We always listen to people and set things up that are right for them. This helps COG provide the right, targeted activities and gives people genuine ownership over what goes on at COG.
- Our Equal Opportunities Policy should be followed at all times.
- We take Health and Safety seriously to protect our members and users. Volunteers, members and service users should report any health and safety concerns to either their group leader or Trustee.
- We operate to a Confidentiality Statement and Data Protection Policy. All personal information will be used with the strictest confidence and always discussed in private.
- All volunteers are covered by COG's Liability Insurance, and all are expected to work to the same high standards, guidelines and safeguarding policies. The insurance is on display in COG's packing shed.

Positive behaviour

COG believes that people thrive best in a positive and supportive environment. We believe that all people have a right to be treated with respect and dignity, even in those circumstances where they display difficult or challenging behaviour.

Challenging behaviour

Challenging Behaviour is behaviour that causes nuisance, harassment or physical threat to other people; i.e. any behaviour that is detrimental to the well-being of others, or behaviour that makes it difficult to provide the person with support or a service.

In working with people who are challenging, we will seek to understand the behaviour and its causes and work with the person in a structured way to help lessen the behaviour and its impact. The safety of the person and those around them will be of primary concern when managing incidents of challenging behaviour.

Bullying

Bullying can be defined as deliberately hurtful behaviour usually repeated over a period of time, where it is difficult for those bullied to defend themselves. Bullying doesn't have to be a series of incidents – it can be any occasion when someone deliberately intimidates or harasses another.

Bullying can take many forms - physical, verbal, emotional or cyber. It can often be a mix of these types and may involve others as witnesses or active participants.

COG believes that any form of bullying is unacceptable and will not be tolerated.

- We will provide opportunities for people to tell us about incidents of bullying.
- We will listen to people and take seriously what they tell us about bullying.
- We will take steps to deal immediately with incidents of bullying.
- We will be aware of the potential vulnerability of specific individuals and groups.
- We will ensure that both victims of bullying and the bullies receive support.

We will keep a record of any incidents of bullying, how we dealt with them and whether there is anything COG can do to learn from the incidents.

Trustees and Volunteers should always:

- Treat everyone with respect and dignity
- Respect and be sensitive to individual beliefs, faiths and religions
- Act as a good role model
- Respect a person's right to privacy
- Risk assess all situations, activities, building and trips to ensure all potential dangers have been identified and the risk minimised
- Take any allegations, suspicions or concerns about abuse made by any person seriously and report them in accordance with our procedures
- Adhere to Health and Safety policies and procedures.

Trustees and Volunteers should never:

- Permit or accept abusive and discriminatory behaviour
- Engage in inappropriate behaviour or contact
- Allow or encourage others (trustees, volunteers or others) to engage in inappropriate behaviour
- Use inappropriate or demeaning language
- Make sexually suggestive comments
- Undermine or criticise others
- Deliberately put yourself or others in compromising or potentially dangerous situations
- Promote your religious or political ideas or beliefs
- Believe 'it could never happen to me' or trivialise abuse

Sanctions for Breach of Code by Adults

Minor/First time Incident – trustees or volunteers will be reminded of the code and their breach and ask for change of behaviour with support. A record of the incident is made.

Any continuing breach of the code of behaviour after a first reminder, or if breach in behaviour is more serious, then reference needs to be made to the grievance and disciplinary policy.

Safeguarding Policy and Procedures

COG is fully committed to safeguarding the welfare of all involved in its activities, and especially young people, and will take all reasonable steps to protect them from harm. All trustees and lead volunteers have had training and are familiar with COG policy and procedures.

Smoking/Vaping

COG is a non-smoking or vaping organisation and smoking or vaping is not allowed in any of its offices or work locations, nor in personal vehicles when carrying work-related passengers.

Drugs and alcohol

This policy covers illegal drugs, alcohol and volatile substances. COG recognises that whilst some people may have involvement in drug and alcohol use, we must work within the law and in order to provide a safe environment for all people and volunteers, we have the following requirements:

- Service users, volunteers and members of the community must not bring illegal drugs or alcohol where COG is conducting work related activities (this includes the building, surrounding areas and any vehicles).
- If any person is found in possession of, or using, illegal drugs, alcohol or volatile substances during work activities, they will be asked to leave. If they do not

leave, the police will be called, and the incident reported. Personal safety of staff and other service users is most important, and staff should only intervene if it is safe to do so. If in doubt, the police must be called.

- Volunteers must not use any controlled or non-prescribed drug during work activities. Such use will be a serious disciplinary issue and may result in ending volunteer membership.

Creating a safeguarding culture - In order for volunteers to feel safe, it is necessary that everyone agrees to and works within our culture of openness and keeping safe which positively contributes to the sharing of information where there may be risk. By creating a strong culture of safeguarding within COG, all individuals accessing the site should feel safe to raise concerns, seek support and for a seamless and consistent response to incidents to be followed.

Social Media and Digital Communication

These are guidelines that COG trustees and volunteers should follow.

Definitions:

Social media - websites and applications that permit mass communication with a network should always be considered as public. e.g.: Facebook, Twitter, Instagram

Digital communication tools - online/mobile tools we use to communicate with each other. E.g.: WhatsApp, Zoom, email

We have a duty of care to volunteers and service users and nothing that we share online should put them at risk, or risk making them feel uncomfortable, in any way.

- DON'T identify any persons we work with in your posts unless you have their permission as an adult. This includes in text or in photos, and is especially important with children
- DON'T use social media as a replacement for our usual channels of communication. We communicate principally by email.
- DON'T post anything on social media that you wouldn't want to see attributed to you in the local newspaper or hear on the radio. Always assume that everything you post is public, will stay online forever, and can be used by anyone.

SEE ALSO:

APP A - CODE OF CONDUCT FOR ADULTS - HANDOUT

REVIEWING, UPDATING AND DISSEMINATION OF CODE

COG policies in relation to the code of conduct is reviewed annually, any necessary updates added, and training needs noted and referred for action. The Designated

Persons are responsible for ensuring these are reviewed / updated / disseminated. The Trustees will review the code of conduct annually including a review of safeguarding performance and any consequent improvements required. An up-to-date risk register is maintained. This document shows how COG have considered how likely and severe risks are, how it plans to reduce those risks and how safeguarding sits alongside other risk management.

This Code of Conduct is available on the COG website.

RELATED POLICIES
Safeguarding Policy
Confidentiality Statement and Data Protection Policy
Equality, Diversity and Inclusion Policy
Health & Safety Policy
Whistle Blowing Policy
Health and Safety Policy
Grievance and Disciplinary Policy