



Reach Charity Ltd

## **Behaviour Code V1**

July 2023

Notice to volunteers and staff using a paper copy of this guidance, the Intranet holds the most recent version of this guidance. Volunteers and staff must ensure they are using the most recent guidance.

Owner: Operations Lead

## Policy Information Chart

<b>Title</b>	Reach Behaviour Code Adults & Children V1
<b>Document purpose/summary</b>	<p>The purpose of this policy is to enable Reach volunteers and staff to promote, through example, honesty, respect, and courtesy. Provide a safe, caring, and effective environment. Encourage relationships based on kindness, respect, honesty, tolerance and understanding of the needs of others. Show appreciation of the efforts and contribution of all.</p> <p>This policy includes two distinct codes of practice:</p> <ul style="list-style-type: none"> <li>▪ Behaviour Code Adults</li> <li>▪ Behaviour Code Children</li> </ul>
<b>Owner</b>	Operations Lead
<b>Policy Department</b>	Safeguarding
<b>Ratification date</b>	16 September 2023
<b>Review date and frequency</b>	Every two years, or earlier if there is a change in evidence
<b>Consultation process</b>	Developed in consultation with REACH Activity Week (RAW) Mentors
<b>Ratified by</b>	BOT
<b>Target audience</b>	All Reach Volunteers, Members, Staff and Trustees
<b>Circulation</b>	<p>Electronic: Intranet</p> <p>Written: Upon request to Reach Business Support</p> <p>Please contact Reach Business Support if you require this document in an alternative format.</p>
<b>Equality analysis checklist completed</b>	Yes
<b>References/ sources of information</b>	<a href="#">Working Together to Safeguard Children 2018</a> <a href="#">Keeping Children Safe in Education 2022</a> <a href="#">Safeguarding Vulnerable Groups Act (2006)</a> <a href="#">Children's Act (2004)</a> <a href="#">Equalities Act (2010)</a> <a href="#">NSPCC Guidance: Behavior Management &amp; Codes of Conduct</a>

<b>Associated documentation/cross referenced policies</b>	<ul style="list-style-type: none"> <li>• Safeguarding Policy</li> <li>• Child Protection Policy</li> <li>• Feedback and Complaints Policy</li> <li>• Bullying &amp; Harassment Policy</li> <li>• Equality, Diversity, and Inclusion Policy</li> <li>• Disciplinary Procedures</li> </ul>
<b>Supersedes document</b>	Behavior Policy Trips (Oct 2019)

Executive approval is subject to the understanding that the policy Owner has followed the organisation process for policy ratification.

#### Document Review History

Version no.	Type of Change: Major, minor, none or taken out of use	Date	Author of change	Description of change
2.0	Major	July 2023	Operations Lead	Complete revision
3.0	Minor	Nov 23	Operations Lead	Additional clause 4.6 Final Warning describing potential outcome.

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# 1. Equality, Diversity, and Inclusion

- 1.1 Reach is committed to encouraging equality, diversity and inclusion and eliminating unlawful discrimination. The aim is for Reach Charity to be truly representative of all sections of society and our volunteers and employees to feel respected and able to give their best. The Charity, in providing support for families with children with upper limb difference, is also committed against unlawful discrimination of young persons or the public.

## 2. Introduction

- 2.1 The purpose of this policy is to enable Reach volunteers and staff to promote, through example, honesty, respect, and courtesy. Provide a safe, caring, and effective environment. Encourage relationships based on kindness, respect, honesty, tolerance and understanding of the needs of others. Show appreciation of the efforts and contribution of all.

As a charity we are volunteer led and come from all walks of life, with different experiences, different tolerances, by adopting a code of practice we can standardize our practice. As a charity we support families - children, young people, parents, and carers. To enable proficient support this policy includes two distinct codes of practice: Behaviour Code - Adults & Behaviour Code - Children.

## 3. Reach Behaviour Code – Adults

### 3.1 The purpose and scope of the behaviour code

This behaviour code outlines the conduct that Reach expects from all our volunteers and staff. This includes trustees, volunteer branch coordinators, agency staff, interns, students on work placement and anyone who is undertaking duties for the organisation, whether paid or unpaid.

The behaviour code is there to help us protect children and young people from abuse. It has been informed by the views of children and young people.

Reach is responsible for making sure everyone taking part in our activities has seen, understood, and agreed to follow the code of behaviour, and that they understand the consequences of inappropriate behaviour.

## 3.2 The role of volunteers & staff

In your role at Reach, you are acting in a position of trust and authority and have a duty of care towards the children and young people we work with. You are likely to be seen as a role model by young people and are expected to act appropriately.

We expect people who take part in Reach activities to always display appropriate behaviour. This includes behaviour that takes place outside our organisation and behaviour that takes place online.

## 3.3. Responsibility of volunteers & staff

You are responsible for:

- prioritising the welfare of children and young people
- providing a safe environment for children and young people
- ensuring equipment is used safely and for its intended purpose
- having good awareness of issues to do with safeguarding and child protection and taking action when appropriate.
- following our principles, policies, and procedures
  - including our policies and procedures for safeguarding and child protection, whistleblowing, and online safety
- always staying within the law
- modelling good behaviour for children and young people to follow
- challenging all inappropriate behaviour and reporting any breaches of the behaviour code to Reach Operations & Safeguarding Lead<sup>i</sup>
- reporting all concerns about abusive behaviour, following our safeguarding and child protection procedures
  - this includes inappropriate behaviour displayed by an adult or child and directed at anybody of any age.

### 3.4 Respecting children and young people

You should:

- always listen to and respect children and young people
- value and take children and young people's contributions seriously, actively involving them in planning activities wherever possible
- respect a young person's right to personal privacy as far as possible
- if you need to break confidentiality to follow child protection procedures, it is important to explain this to the child or young person at the earliest opportunity.

### 3.5 Diversity and inclusion

You should:

- treat children and young people fairly and without prejudice or discrimination
- understand that children and young people are individuals with individual needs
- respect differences in gender, sexual orientation, culture, race, ethnicity, disability, and religious belief systems, and appreciate that all participants bring something valuable and different to the group/organisation
- challenge discrimination and prejudice
- encourage young people and adults to speak out about attitudes or behaviour that makes them uncomfortable.

Find out more about:

- **safeguarding children who come from Black, Asian and minoritised ethnic communities**
- **safeguarding d/Deaf and disabled children and young people**
- **safeguarding LGBTQ+ children and young people**
- **safeguarding children with special educational needs and disabilities (SEND).**

## 3.6 Appropriate relationships

You should:

- promote relationships that are based on openness, honesty, trust and respect
- avoid showing favouritism
- be patient with others
- exercise caution when you are discussing sensitive issues with children or young people
- ensure your contact with children and young people is appropriate and relevant to the nature of the activity you are involved in
- ensure that whenever possible, there is more than one adult present during activities with children and young people
- if a situation arises where you are alone with a child or young person, ensure that you are within sight or can be heard by other adults
- if a child specifically asks for or needs some individual time with you, ensure other volunteers or staff know where you and the child are
  - only provide personal care in an emergency and make sure there is more than one adult present if possible
- unless it has been agreed that the provision of personal care is part of your role and you have been trained to do this safely.

## 3.7 Inappropriate behaviour

When working with children and young people, you must not:

- allow concerns or allegations to go unreported
- take unnecessary risks
- smoke, consume alcohol or use illegal substances
- develop inappropriate relationships with children and young people
- make inappropriate promises to children and young people
- engage in behaviour that is in any way abusive
- including having any form of sexual contact with a child or young person
- let children and young people have your personal contact details (mobile number, email or postal address) or have contact with them via a personal social media account
- act in a way that can be perceived as threatening or intrusive
- patronise or belittle children and young people



- make sarcastic, insensitive, derogatory, or sexually suggestive comments or gestures to or in front of children and young people.

➤ [Find out more about recognising and responding to abuse](#)

### 3.8 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.

## 4. Reach Behaviour Code - Children

### 4.1 Why we have a behaviour code

This code of behaviour is there to make sure everyone who takes part in Reach activities knows what is expected of them and feels safe, respected, and valued.

Reach must make sure that everyone taking part in our activities has seen, understood, and agreed to follow the code of behaviour, and that they understand what will happen if there is inappropriate behaviour.

We expect people who take part in our activities to always display appropriate behaviour. This includes behaviour that takes place outside our organisation and behaviour that takes place online. Remember our activities are run by volunteers giving their time to enable you. For most of our delivery as a charity e.g., Branch Events and Family Weekends Parents and Carers are there and can help uphold our code of behaviour. For Reach Activity Week it's up to you.

This code of behaviour aims to:

- identify acceptable and unacceptable behaviour
- encourage cooperation, honesty, fairness, and respect
- create an environment where your self-esteem, self-respect and self-confidence will grow
- encourage you to recognise and respect the rights of others
- encourage you to take responsibility for your own behaviour
- help resolve conflicts and make it clear what will happen if you decide not to follow the code.

## 4.2 Dos and don'ts for children and young people

You should:

- be supportive and kind to others
- be friendly
- listen to others
- be helpful
- have good manners
- treat everyone with respect
- take responsibility for your own behaviour
- talk to a Reach volunteer about anything that worries or concerns you
- follow this code of behaviour and other rules (including the law)
- join in and have fun!

You shouldn't:

- be disrespectful to anyone else
- bully other people (online or offline)
- behave in a way that could be intimidating
- behave in a way that could cause harm
- be abusive towards anyone.

[Please print a copy of these dos and don'ts and ensure they are always visible].

## 4.3 What happens if I do not to follow the code of behaviour?

This code of behaviour is part of our process for making sure everyone who takes part in our activities gets the support they need.

## 4.4 Minor or first-time incident

If you behave in a way that doesn't follow our behaviour code, our volunteers/staff will remind you about it and ask you to change your behaviour.

This gives you the chance to think and to plan how you could behave differently, with support from volunteers and/or staff.

#### 4.5 Formal warning

If you continue not to follow the code of behaviour after your first reminder, or if your behaviour is more serious, you will be given a formal warning by the person running your activity.

They will make a record about what happened and inform Reach Designated Safeguarding Lead: SJ Lowson as standard and your parents or carers if it is appropriate. They will also talk with you about what happened and agree what support you need to improve your behaviour in the future.

We might also decide that further steps should be taken, such as restricting you from taking part in some activities.

#### 4.6 Final warning

If the support we have put in place isn't helping you to change your behaviour, we might need to give you a final warning. Again, this will be recorded, and we'll inform our Designated Safeguarding Lead, SJ Lowson, as standard, and your parents or carers as appropriate.

In each scenario we will try and work with you to sustain your involvement in the Reach activity, however if you cannot moderate your behaviour and your behaviour endangers yourself or others or severely compromises the experience of others, we will ask you to leave. Parents and carers may be with you at this point if not they will be asked to come and collect you.

#### 4.7 Child protection procedures

If any Reach volunteer or member of staff becomes concerned that your behaviour suggests you might need protection or that you might present a risk of harm to other children and young people, they will follow our child protection procedures. This might involve making a referral to the local authority.

If child protection procedures are necessary, we will talk this through with you and your parents as soon as possible, unless doing so would put you in danger or interfere with a police investigation.

#### 4.8 The role of parents and carers

We see parents and carers as important in encouraging positive behaviour and will involve them as appropriate.

We will always inform and involve your parents or carers if you receive a formal warning about your behaviour, unless doing so would put you in danger

## APPENDIX A: RAW GROUND RULES (July 2023)

The RAW Mentor Team are so looking forward to having your young people with them for the week.

To keep everyone safe and happy we would like for you to understand our ground rules and have a conversation with your young people ahead of the trip, so they do too:

1. If you bring any illegal substances, alcohol, or offensive weapons with you they will be confiscated. Reach Mentors may need to search your belongings if they suspect such items have been brought in or acquired during the week.
2. Normal age laws will be adhered to, i.e. – Under 18s are not allowed to consume alcohol or smoke.
3. Together with the Reach Mentors you will agree ground rules to ensure the smooth running of the week - topics covered to include bedtimes, room occupancy, use of mobile phone and electronic gadgets.
4. All Activity Centre property and equipment used by you will be treated with care and respect. Any damage caused to centre equipment and property or to any items belonging to other RAW participants will be charged to the parents/guardians and/or the individual(s) concerned.
5. All young people and adults will be treated with care and respect. Bullying, teasing, inappropriate language or behaviour will not be tolerated. Any young person (or adult) who feels they are the target of such should speak to the RAW Leader in confidence, immediately.
6. During organised activities we the RAW group follow the instruction of the Carlton Lodge Leaders.
7. During free time young people must remain within any designated areas, unless you have the express permission of a Reach Mentor.
8. Inappropriate behaviour could result in you being sent home; in this event all transport costs and arrangements will be the responsibility of the parent/guardian. The RAW Mentor team have the final say in deciding 'inappropriate' behaviour.
9. Parents will be notified as soon as possible if any incident involves outside agencies (i.e., ambulance, A&E, police).
10. We discourage the use of mobile phones and electronics through the week, and respectfully ask parents to refrain from contacting their children directly – please call SJ if you need to reach your young person.

Re Behaviour: If you take issue with any of the information provided above, please contact [@Sarah-Jane Lowson](#) otherwise we will take it as read that you and your young people are happy to comply.

Remember Sarah-Jane (SJ) is your point of contact for the week:

M: 07932 747 652

Email: [sarah-janel@reach.org.uk](mailto:sarah-janel@reach.org.uk)



## Appendix B

### Accident/Incident Reporting Form

Reach volunteers & staff are required to complete Sections A and give it or email it to the DSL if they have a safeguarding concern about a child participating in Reach events.

SECTION A:	
Information Required	Enter Information Here
Name of person completing the form	
Your Signature	
Role	
Date of occurrence	
Time of occurrence	
Full name of person involved	
Date of birth	
Gender	
Witness if any	

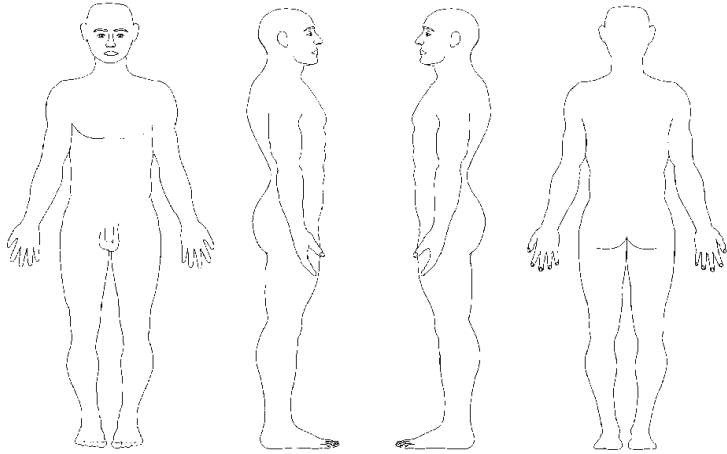
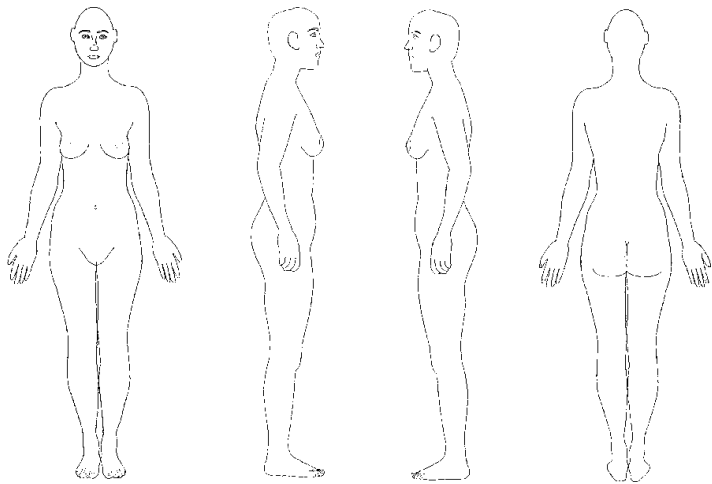
### Incident Details

*Please include where you were when the person made a disclosure, what you saw, who else was there, what did the person say or do and what you said.*

*Ensure that if there is an injury this is recorded (size and shape) and a body map is completed*

*[Make it clear if you have a raised a concern about a similar issue previously]*

**Child/young person's debrief:** What is the child/young person's thoughts on what happened? How do they feel about it? Is there anything they would like to say? Is there anyone they would like to speak to? What do they want to happen?

Body Map	
Male	
Female	
<p>Describe any injury that was sustained during the occurrence, or any unexplained or unwitnessed injury being reported, including what type of injury, where it is, how big it is, what first aid measures were needed, if medical intervention was needed. Also, mark the location and proportion of the injury on the body chart:</p>	

SECTION B: To be completed by DSL	
Time form received by DSL	
Nature of concern/disclosure	
Parents/Carers Informed [yes/no, date and time]	
Referral made to police [yes/no, date and time]	
Referral Made to Other Agency [yes/no, date and time, name of organisation]	
Feedback given to young person [yes/no, date and time]	
Feedback given to relevant team/volunteer [yes/no, date and time]	
Feedback given to person who recorded disclosure [yes/no, date and time]	
Full Name of DSL	
Signature of DSL	
Date of Signature	



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