



Reach Charity Ltd

Behaviour Code V8

September 2025

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

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| Title | Reach Behaviour Code Adults & Children V5 |
|--------------|---|

| | |
|--|---|
| Document purpose/summary | <p>The purpose of this policy is to enable Reach members, 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 and protect the reputation of our organisation.</p> <p>This policy includes two distinct codes of practice:</p> <ul style="list-style-type: none"> ▪ Behaviour Code Adults ▪ Behaviour Code Children |
| Owner | Operations Lead |
| Policy Department | Safeguarding |
| Ratification date | 18-02-2025 |
| Review date and frequency | Every two years, or earlier if there is a change in evidence. |
| Consultation process | Developed in consultation with REACH Activity Week (RAW) Mentors |
| Ratified by | Board of Trustees |
| Target audience | All Reach Members, Volunteers and Staff |
| Circulation | <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> |
| Equality analysis checklist completed | Yes |
| References/ sources of information | Working Together to Safeguard Children 2018 Keeping Children Safe in Education 2022 Safeguarding Vulnerable Groups Act (2006) Children's Act (2004) Equalities Act (2010) NSPCC Guidance: Behavior Management & Codes of Conduct |

| | |
|---|--|
| Associated documentation/cross referenced policies | <ul style="list-style-type: none"> • Safeguarding Policy • Child Protection Policy • Feedback and Complaints Policy • Bullying & Harassment Policy • Equality, Diversity, and Inclusion Policy • Disciplinary Procedures |
| Supersedes document | 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 |
|-------------|--|-----------|--|---|
| 1.0 | Major | July 2023 | Operations Lead | Complete revision |
| 2.0 | Minor | Nov 23 | Operations Lead | Additional clause 4.6 Final Warning describing potential outcome. |
| 3.0 | Minor | Jan 24 | Operations Lead/Esther Pounder – Trustee | Sections 4.3-4.9 review. |
| 4.0 | Minor | Dec 24 | Operations Lead | Section 3.1 |
| 5.0 | Minor | Jan 25 | Operations Lead | Document Purpose Sections 3.1 & 3.2 |
| 6.0 | Minor | June 25 | Steve Haynes – Trustee | Document additions: |
| 7.0 | Minor | July 25 | Business support | Document additions |
| 8.0 | Minor | Sept 2025 | Business Support | Document additions |

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1. Equality, Diversity, and Inclusion

1.1 Reach Charity (Reach') provides support to families with children with upper limb difference and to individuals with upper limb difference and is committed to encouraging equity, diversity and inclusion and eliminating unlawful discrimination. The aim is for Reach to be truly representative of all sections of society and our members, volunteers and employees to feel respected and able to give their best.

2. Introduction

2.1 Our Values

Reach is... positive

Even in the darkest moments, we want Reach to be a ray of hope in our members' lives. We see the potential in all Reach children and celebrate their ability, never focusing on disability.

Reach is... supportive

We recognise that different families want different levels of support, and we tailor our approach to suit them. We are there to provide resources, support and practical advice; whatever our families tell us they need.

Reach is... inspiring

Our members are amazing and we shout about their achievements whenever we can. We share success stories and hero those 'wow' moments, big and small, to show families just what our incredible children are capable of doing.

Reach is... community

Connecting families is a vital part of Reach's work and this creates priceless bonds. Whether it's at our family weekend, branch meetings or on our Facebook forum, we help members to build relationships that last a lifetime.

2.2 The purpose of this policy is to enable Reach members, 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 and different tolerances. By adopting a code of practice, we can standardise our practice. As a charity we support families - children, young people,

parents, and carers, and adults born with an upper limb difference or acquired in childhood. To enable appropriate support this policy includes two distinct codes of practice:

- Reach Behaviour Code – Adults; and
- Reach 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 our members, volunteers and staff. Volunteer roles include: trustees, ambassadors, branch coordinators, mentors, fundraisers, event and Reach Team volunteers and anyone who is undertaking duties for Reach in a voluntary capacity. Staff roles include: Reach team staff, contracted roles, agency staff, interns, students on work placement and anyone who is undertaking duties for Reach in a paid capacity.

The behaviour code is there to help us protect Reach members, children, young people and adults from abuse and to protect the integrity of our organisation. It has been informed by the views of Reach members, including children and young people.

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

3.2 Reach members

Reach is a diverse community brought together by our shared experience of upper limb difference. We welcome families whose children have upper limb difference, individuals with upper limb difference and local branch supporters. Our primary focus is children and young people, and it is important that all feel welcome, accepted and safe as part of our community.

3.3 In Summary

All adults at Reach must:

- Acknowledge that their personal behaviour has an impact on others.
- Treat everyone with respect, dignity and kindness, regardless of background, belief, identity or ability.
- Communicate with courtesy, clarity and care, even when disagreements arise.

- Value different perspectives and respect that we may not always agree.
- Work collaboratively and constructively with positive intent.
- Admit when mistakes are made and use them as opportunities to learn.
- Respect and protect personal information and confidentiality.
- Model inclusive behaviour and challenge prejudice or exclusion.
- Never use language or behaviour that could be perceived as bullying, intimidating or discriminatory.
- Raise concerns promptly and appropriately.

Breaches of this code will be addressed in a fair, proportionate and sensitive way. Depending on severity, actions may include:

- A restorative conversation to rebuild relationships and encourage reflection and growth.
- A formal discussion with a trustee, the Chair, Vice-Chair or senior staff member.
- Suspension from Reach activity while concerns are reviewed.
- Removal from volunteer role or membership.

When a concern is raised, the charity is committed to ensuring that all individuals involved are treated with fairness and respect. Both the person raising the concern and the individual who is the subject of the concern will be offered appropriate support. This may include the opportunity to speak in confidence with a Trustee or an appointed member of staff, who will act as a point of contact and provide guidance throughout the process.

3.4 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 people you are supporting. 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. When a concern is raised, the charity is committed to ensuring that all individuals involved are treated with fairness and respect. Both the person raising the concern and the individual who is the subject of the concern will be offered appropriate support. This may include the opportunity to speak in confidence with a Trustee or an appointed member of staff, who will act as a point of contact and provide guidance throughout the process.

3.5 Responsibility of volunteers & staff

You are responsible for:

- prioritising the welfare of the people we are supporting;
- providing a safe environment for children, young people and young adults;
- 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, young people and young adults to follow;
- challenging all inappropriate behaviour and reporting any breaches of the behaviour code to Reach Operations & Safeguarding Lead;
- reporting all concerns about abusive behaviour, following our safeguarding and child protection procedures: this includes inappropriate behaviour by an adult or child and directed at anybody of any age.

3.6 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.

3.7 Diversity and inclusion

You should:

- treat all Reach members fairly and without prejudice or discrimination;
- understand that all 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).**

3.8 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, young people and young adults involved in Reach projects 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.
- 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, only provide personal care in an emergency and make sure there is more than one adult present if possible.

3.9 Inappropriate behaviour

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

- allow concerns or allegations to go unreported
- take unnecessary risks
- smoke, consume alcohol or use illegal substances
- develop inappropriate relationships
- make inappropriate promises
- 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](#)

3.10 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.

3.11 What happens if I do not follow the code of behaviour?

- (i) If you behave in a way that does not follow our behaviour code, our volunteers/staff will refer you to the behaviour code and ask you to change your behaviour. Our hope is you can reflect and make those changes in a supportive environment.
- (ii) If you disagree you can contact our Operations Lead who can investigate and work with

- you to try and resolve the issue.
- (iii) If you cannot or will not change your behaviour the volunteer/staff member leading the reach event you're participating in, either in person and/or online, will contact our Operations lead who will investigate and work to resolve the issue with you.
 - (iv) As with our children's code we will document each stage of the process, if things cannot be resolved we may need to follow a formal route and follow stages 4.4 – 4.7 below. We will let you know if this is the case.
 - (v) In each scenario we will try and work with you to sustain your involvement in Reach, however if a first-time incident is serious in nature or 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.

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 behaviour code, 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 the Reach community. 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 and the 18-25 Retreat & Mentorship Programme it's the responsibility of Reach volunteers.

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, young people and young adults

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 on your terms!

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
- bring our organisation into disrepute.

[Volunteers supporting delivery of RAW please print a copy of these dos and don'ts and ensure they are always visible].

4.3 What happens if I do not 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. If you don't follow the code, we will need to follow the steps 4.4 to 4.8 detailed below.

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 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 as standard, and your parents or carers if it is appropriate.

4.7 Serious incident or persistent behaviour:

In each scenario we will try and work with you to sustain your involvement in the Reach activity, however if a first-time incident is serious in nature or 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. For children and young people parents and carers may be with you at this point, if not they will be asked to come and collect you at their cost.

4.8 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 or carers as soon as possible, unless doing so would put you in danger or interfere with a police investigation.

4.9 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 Activity Centre 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 Reach Operations Lead: Sarah- Jane Lowson (SJ) if you need to reach your young person.

Re Behaviour: If you take issue with any of the information provided above, please contact SJ otherwise we will take it as read that you and your young people are happy to comply.

Remember SJ is your point of contact for the week:

M: 07932 747 652

Email: 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

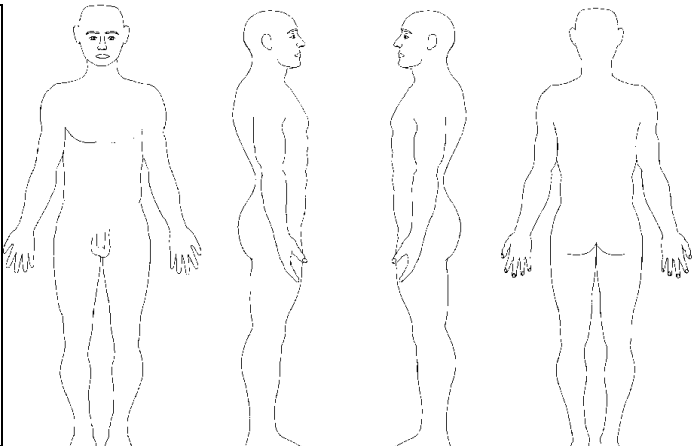
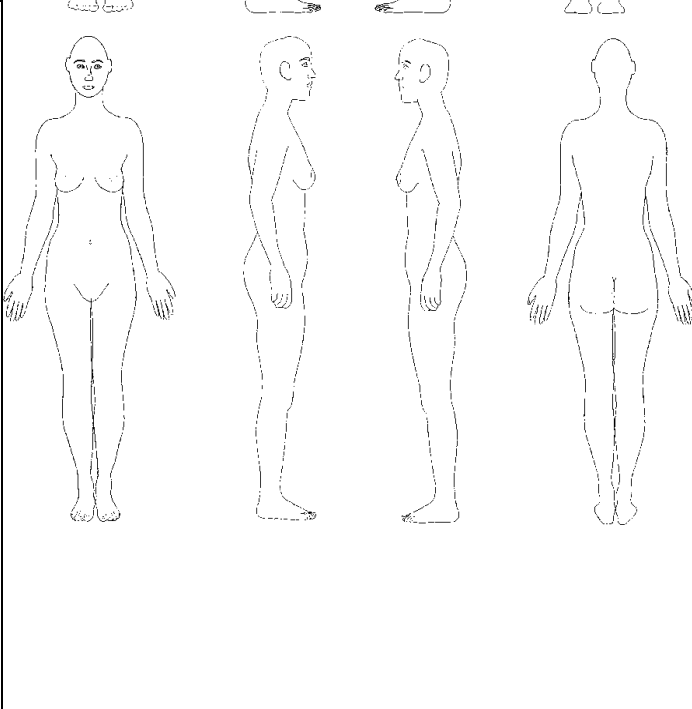
Please include where you were when the person made a disclosure, what you saw, who else was there, what did the person say or do and what you said.

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

| | | |
|--|---|--|
| <p>Male</p> |  | |
| <p>Female</p> |  | |
| <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 and if medical intervention was needed. Also, mark the location and proportion of the injury on the body chart above:</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 | |