

Woodford Halse Good Neighbours Scheme

Code of Conduct

This code of conduct was agreed by the Woodford Halse Good Neighbours Scheme Steering Group
on

_____ (date)

Signed _____ (chair)

Date of Review _____

Woodford Halse Good Neighbour Scheme

Code of Conduct for Volunteers

WHGNS:

WHGNS recognises that there may be individuals within the parish of Woodford Halse who on a regular basis, or from time to time, would benefit from some additional support with day to day tasks or from additional opportunities for friendship.

A volunteer will have the opportunity to undertake a range of tasks dependent on that volunteer's particular interests, skills etc. and the needs arising in the community.

Code of Conduct:

Any volunteer operating within WHGNS must agree to adhere to a Code of Conduct. This Code defines acceptable standards of behaviour for all participating in the Scheme, whether as volunteers or recipients. It fully acknowledges that most people, most of the time, behave in ways which are considerate and respectful of others. The Code of Conduct does not seek to impose unnecessary formality or restrictions on day to day relationships between those offering support and those receiving it, but provides safeguards which should offer reassurance and clarity about how any concerns or misunderstandings would be handled, should they arise.

As a Volunteers you will

- Interact with those who receive services from WHGNS, those who refer potential participants to the scheme, and other volunteers in a courteous, respectful, fair, non-threatening and equitable manner
- Honour confidentiality with respect to any information obtained in the course of volunteering, and not disclose any confidential information gained through volunteering, unless there is an issue of safety and risk, in which case the Coordinator should be informed
- Undertake whatever task is agreed with you, to the best of your ability
- Declare any conflicts of interest and act with integrity at all times
- Ensure that if you use your car in the action of volunteering, it is completely roadworthy, has all current MOT, insurance, and your insurer is aware of your volunteering
- Report immediately to the Coordinator any concerns regarding your actions or the behaviour or actions of those receiving the service, or others acting as volunteers

As a volunteer you will not

- Act in any way which is demeaning or embarrassing to the recipient
- Behave in any way which is or could be perceived as bullying or humiliating
- Act in any way which is or could be perceived as harassing or abusive, sexually, physically or emotionally

Woodford Halse Good Neighbours Scheme Code of Conduct

- Accept any gifts, payments or other inducements excepting where the recipient wishes to offer a small 'thank you' gift which should not be in cash and should not exceed £10 in value. Even such small gifts should be declared to the Coordinator. Where a recipient or a member of their family wishes to make a cash gift, then this should be made to the scheme itself.
- Behave in any way which could bring WHGNS in to disrepute

Where there has been an actual or perceived breach to this Code of Conduct:

- If as a volunteer you have acted, even unwittingly, in a manner that is contrary to this Code, and if you are able to apologise, then you should do so; record the incident and immediately report the matter to the Coordinator
- If a recipient of your support has acted in a manner that is contrary to this Code, then you should, if appropriate, calmly ask the individual to cease such behaviour ; record the incident and immediately report that to the Coordinator (See WHGNS Lone Working Policy)
- If in your view another volunteer of WHGNS has acted in a manner that is contrary to this Code, then you should record your understanding of the matter and immediately report that to the Coordinator (See WHGNS Safeguarding Policy: Appendix 2 Whistleblowing Policy)

Signed (volunteer)

Dated

Signed (Coordinator)

Dated