

## Code of Conduct and Ethics

Last reviewed by the trustees: 09.03.20

Our Code of Conduct and Ethics describes the principles that all paid and voluntary team members, beneficiaries and partners should expect the charity to uphold, and outlines behaviours that are expected from all representatives of the charity. Representatives include paid and voluntary team members, including contract workers and anyone acting on the charity's behalf.

This policy should be read and upheld alongside all other policies held by the charity, particularly our Safeguarding Children and Vulnerable Adults Policy.

If you are unsure about anything in this document, please contact [melissa@thecourtneyfoundation.org](mailto:melissa@thecourtneyfoundation.org).

### 1 Our principles

The following principles should be upheld by the charity and embodied in its strategic vision and project plans:

1.1 Participation: We involve beneficiaries in developing and delivering our projects. This helps inform our work and facilitate leadership roles for the people we work with. This means:

- The views of beneficiaries will be actively sought and taken into account when planning projects
- Where possible, beneficiaries will be involved in the delivery of projects and be supported through training to do so, and
- Where possible, will be fairly remunerated for their contribution

1.2 Inclusive: We always make efforts to be mindful of the different parts of people's identity and the different factors that make up their experiences. Our projects take into account an individual's context and needs. This includes being mindful of age, disability, ethnicity, religion and sensitivities in relation to other protected characteristics through each stage of our work; planning through to delivery, including but not limited to:

- Physical accessibility
- Timing and location

- Catering needs
- Funding sources

1.3 Partnership: We value working with different organisations and services including grassroots groups who know their communities best. We believe in working together to achieve mutual aims. In practice, this means:

- Supporting existing groups and organisations where there are mutual aims
- Building strategic partners to strengthen our work and increase our access to beneficiaries

## **2 Expected behaviour**

2.1 We understand that people may behave differently depending on who they are surrounded by and what kind of setting they are in, and with this in mind, a level of professional and friendly behaviour is expected from all representatives of the charity. In particular, behaviour that is expected when working for the charity includes:

- Always practicing kindness and compassion, remembering that everyone has unique circumstances, vulnerabilities and experiences that can influence their behaviour
- Always striving to make people feel welcome, while respecting boundaries
- Encouraging participation in activities
- Being available to listen
- Maintaining professional curiosity in the interest of safeguarding
- Maintaining confidentiality in line with our Data Protection Policy and Safeguarding Children and Vulnerable Adults Policy
- Avoiding initiating any physical contact with beneficiaries and always ensuring any physical contact is not inappropriate in line with safeguarding training
- Never taking photos or video of any beneficiaries for personal use (acceptable circumstances would include a designated person taking photos/videos for the charity's marketing activities)
- Never taking photos or video of anyone involved in the charity without their knowledge
- Never chastising anyone
- Never being under the influence of or taking any drugs or alcohol
- Never smoking cigarettes or vaping in the view of vulnerable beneficiaries
- Never being aggressive or swearing
- Never being alone with a child or vulnerable adult, if they need to be taken aside for any reason this should be done with a second person or in the view of another person
- Never using racist, discriminatory, sexualised or derogatory language

- Never doing anything that is illegal or that goes against any other policy held by The Courtney Foundation

2.2 We respect that a person's life outside of the charity is separate and should not be restricted by the charity's own ethics or expected behaviour. However, there are some things that are deemed unacceptable for anyone working for the charity to do, even if they happen outside of a person's capacity with us. This is for two main reasons:

1. You may still be seen as representing The Courtney Foundation
2. Some behaviour will present concerns as to whether the person is able to adhere to the Code of Conduct and Ethics while working for the charity

This includes behaviour that is demonstrated on social media, or in other workplaces or social settings. Behaviour that is not acceptable, even if it occurs outside of the charity, includes:

- Racist, discriminatory, sexualised or derogatory language
- Bullying
- Illegal activity, including all kinds of abuse

### **3 Relationships**

3.1 We encourage representatives of the charity to build friendships with each other outside of their work for The Courtney Foundation, and acknowledge that in some cases these friendships will already exist. Sometimes disagreements can occur, and we expect these to be resolved and not negatively impact the work of the charity. Where the disagreement or issue is relating to work within the charity and has not been resolved, please refer to the Complaints or Whistleblowing policies.

3.2. New intimate relationships between representatives of the charity are discouraged and must be disclosed to a line manager or Trustee if they occur.

3.3 Beneficiaries and their families may already be known to someone in the charity, and we acknowledge this as a benefit to which there are limitations. If a family or individual is known to a representative of the charity, the representative may not:

- Share or discuss any information to the family that wouldn't normally be shared, in relation to projects, other beneficiaries or internal matters
- Display favouritism or aversion to an individual or family

If an individual or family is known to a representative, their line manager or a trustee must be informed.

3.4 Friendships with children or vulnerable adults not previously known to the representative and occurring outside of the charity's work, whether online or otherwise, are discouraged. If you are engaging with any beneficiary outside of the charity's work; in another work capacity or otherwise; the same standard of engagement as outlined in this document is expected.

3.5 New intimate relationships between representatives and any beneficiary are not allowed.

## **4 Breaking the Code of Conduct and Ethics**

4.1 Our Code of Conduct and Ethics is in place to protect beneficiaries and representatives of the charity, and may be amended in future. If you think the Code of Conduct and Ethics has been broken, or if you think you cannot uphold a part of the Code of Conduct and Ethics for any reason, please contact [melissa@thecourtneyfoundation.org](mailto:melissa@thecourtneyfoundation.org).

4.2 If the Code of Conduct and Ethics is broken, this will be dealt with in line with our Complaints Policy and/or Safeguarding Children and Vulnerable Adults Policy. Breaches of this policy will be recorded in the Breaches of Code of Conduct and Ethics Log, alongside actions taken to address the concerns.