

1 Purpose

This Code of Conduct gives clear information on the standard of behaviour that the charity expects from its staff and volunteers, as well as the types of unwanted behaviours which will not be tolerated. The code covers all contact with service users and interactions between staff, Volunteers, beneficiaries and other stakeholders.

Throughout all our work and activities the best interests of the people who use our services is our primary concern. We appreciate the time, energy and commitment that everyone brings to Warwickshire Vision Support (WVS).

This Code of Conduct is accepted and signed by all staff and volunteers across WVS and ensures that we are all aware of our responsibilities and expectations in supporting people with a visual impairment.

It is introduced to staff and volunteers as part of their induction and indicates that we fully understand and are committed to WVS's policies and procedures for safeguarding, confidentiality, information sharing and governance.

Copies of the signed Codes of Conduct will be held on file in WVS's records.

2. Scope

This Code of Conduct covers all contact by staff and volunteers with Warwickshire Vision Support service users, staff, volunteers and trustees at all times in person, by telephone, on web chat, in writing, by email or via social media.

3 Definitions

Service user is an individual engaging with Warwickshire Vision Support's services and support, including those organised by its volunteers. Staff refers to employees of the charity. Volunteers are unpaid workers carrying out a role on behalf of the charity.

4 Charity Code of Conduct -Applicability

This charity code of conduct applies to all volunteers and employees of WVS. Its requirements should be reflected in other policies and procedures, agreements and contracts, as necessary.

5 Staff & Volunteer Code of Conduct

You must:

- Act with integrity and honesty.
- Follow WVS's policies and procedures relating to safeguarding, Code of Conduct, and policies relating to confidentiality and information sharing and information governance.
- Undertake any necessary training for your role.
- Listen to and respect other staff, volunteers, beneficiaries and other stakeholders.
- Promote relationships that are based on openness, honesty, trust and respect.
- Treat everyone fairly and without prejudice or discrimination.
- Ensure language is appropriate and not offensive or discriminatory.
- Ensure any equipment is used safely and for its intended purpose.
- Challenge any unacceptable behaviour and report any breaches of this Code of Conduct or any concerns without delay to a manager, the CEO or a trustee.
- Report any allegations/suspensions of abuse or fraud.
- Respect everyone's right to personal privacy and ensure that any personal information is kept secure and not disclosed.
- Volunteers are not obligated to work at specific times, but if you commit to doing something and are unable to, ensure that the charity is made aware as soon as possible.

You must not:

- Allow concerns or allegations to go unreported.
- Develop inappropriate relationships with beneficiaries of our service that is not a part of the work of the Charity.
- Share your personal contact details (mobile number, email or address) or have contact with a beneficiary or vulnerable person via a personal social media account.
- Make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of anyone.
- Act in a way that can be perceived as threatening or intrusive.
- Make inappropriate promises to young or other vulnerable people, particularly in relation to confidentiality.

In order to acknowledge our individual responsibility to protect service users, and to reduce the likelihood of abuse taking place, each member of staff and each volunteer signs their agreement to abide by this code of conduct as outlined above.

Declaration

By signing this document:

- I acknowledge my responsibility to protect people who use our services.
- I understand and agree to the contents as laid out in the Code of Conduct.
- I also accept that failure to carry out my role according to this Code of Conduct may result in disciplinary action for staff; volunteers who do not comply with the Code of Conduct may be asked to leave Warwickshire Vision Support

Signed:

Print name:

Date:

Role: