Code of Conduct

* 1. Introduction

The purpose of this Code is to encourage employees (Coordinators and Support Workers) to provide high quality services, efficiently and fairly, with the highest standards of integrity and personal conduct.

Support Workers must be aware of and abide by Surrey County Council code of conduct. This can be found in Appendix 1.

In addition to this the CWD Outreach Service recognises the need to have a local policy that provides guidance on standards of conduct, which is available to and understood by employees at all levels.

To ensure that service standards are achieved and maintained, employees of the service are expected to read and abide by these policies at all times. Staff’s conduct will be monitored through the supervision and appraisal process.

**1.2 Relationships with the children/ young people and their families**

CWD Outreach service Staff must maintain professional relationships with families at all times. Employees must work within the boundaries of the job specification of the role and in line with the child’s individual care plan.

As a CWD Outreach service Staff member you must remember that you are a guest in the family’s home. You should always behave in a kind, courteous and professional manner. You should take care to be sensitive to any cultural, religious, gender etc. issues that are important to the child/ young person and their family.

* All children/ young people should be treated with dignity and respect irrespective of their disability, age, ethnicity, race, religion, sexual orientation etc.
* CWD Outreach Staff must maintain professional boundaries at all times as detailed in the interview and induction process.
* Support workers must not detail any information about work undertaken for CWD Outreach Service on any social media sites.
* If handling a child/ young person’s money, CWD Outreach Service Staff must take extreme care including receipting every transaction and ensuring that a coordinator is aware of the transaction.
* If purchasing or assisting with the purchase of goods, staff must not use loyalty cards registered in their own name.
* It is not permitted to borrow or lend money.
* It is not permitted to sell or dispose of goods belonging to the service user of their family.
* A family may ask the support worker to provide additional work outside the service agreed in the Care Plan and CWD Outreach Support Plan as a private arrangement.

This is not permitted, as it is a clear conflict of interest and support workers would not be covered by Surrey County Council insurance under these circumstances.

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| * Any requests for additional services or changes to agreed hours of support MUST be requested and approved by the Co-ordinators or Manager.
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* It is important to remember that support workers are visiting families’ homes as an employee of CWD Outreach Service and not as a private individual.

**1.3 Telephones/Surrey CC Smartphones**

* All support workers are provided a Surrey County Council mobile phone and a secure SCC email. This must be checked at least weekly and kept on during support.
* If support workers are carrying a personal mobile phone they must switch to silent mode whilst attending to a service user. Surrey CC Smartphone’s to be kept on loud in case the office/parent needs to get in contact during support hours.
* Support workers must not use their Surrey CC Smartphone or Personal Mobile while they are driving.
* Support workers must not give out personal phone numbers to families under any circumstances. If taking a child out workers may share their SCC number with families.
* Support workers must not use the family’s home telephone without their express permission unless the situation is an emergency, or unless detailed in the child’s PCP.
* Surrey CC Smartphone’s should not be used for personal use at any time.
* Support workers must adhere to Surrey County Council Policy and Procedure for Mobile Phones. Attached as Appendix 3

**1.4 Timekeeping**

* Support workers are expected to arrive on time and stay for the allocated period.
* If for any reason support workers have to spend additional time with a child/ young person, they must inform the office as soon as possible.
* If support workers are going to be significantly delayed (10 minutes or more) they must inform the office and family immediately.

**1.5 Drugs and Alcohol**

Our policy is to provide an exemplary standard of service. We have a Zero tolerance to drugs and alcohol.

* Under no circumstances are Support workers permitted to smoke whilst working with a child or their family. This also includes the use of recreational drugs.
* Under no circumstances should Support workers consume alcoholic beverages prior to or whilst working with a child or their family.

**1.6 Gifts, Legacies and Hospitality**

Surrey County Council employees should exercise caution concerning the acceptance of gifts or hospitality**.** This could be open to misinterpretation and lead to expectations on the part of the donor.

CWD Outreach Service maintains a register of all gifts and hospitality received by staff from Service Users or their families.

* Personal gifts must not be solicited or given under any circumstances.
* Gifts of cash should not be accepted by individuals under any circumstances.
* Anyone offering gifts/donations to CWD Outreach Service should be asked to consult with the Service Manager.
* Small tokens, mementoes or Christmas gifts must be registered, with an approximate value and should list full details of recipient, donor, date and decision on whether or not to accept the gift or any other method of disposal. Any decision on whether or not to accept should be fully discussed with the Co-ordinator or Manager and in particular the appropriateness and value of the gift in relation to the service provided.
* Employees may not solicit hospitality and may not give or receive repeated hospitality to or from representatives of any other organisation. The acceptance of gifts and hospitality must be treated with extreme caution.
* Any exception must have approval from your co-ordinator/Manager.

Please see section 8 of Surrey Country Council Code of Conduct Policy in Appendix 1.

**1.7 Political Activities**

Employees should not involve CWD Outreach Service in political activity of any kind and must keep their personal political activities separate from their work with Surrey Domiciliary Care Service.

Employees should ensure that their own personal or political opinions should not interfere with any policy of CWD Outreach Service.

Employees should respect the rights and beliefs of service users and their families.

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| **1.8 Dress and Appearance** Our policy is to provide an exemplary standard of service. Employees are expected to report for work in appropriate dress of an acceptable standard.Jewellery * No dangling earrings
* No necklaces

Shoes* No open toes
* Low heels only

Hair* Should be tied back

Sensible and safe, Clean and SmartEmployees are expected to pay attention to their personal appearance and personal hygiene. Gloves, aprons and other protective clothing is available on request.**1.9 Family and Animals*** Employees are not permitted to involve any members of their family whilst working, as this would invalidate Health & Safety Regulations.
* Employees are not permitted to bring pets to the work place without the expressed permission of service users and verification by the Co-ordinator or Manager.

**1.10 Identity Cards** It is the policy of CWD Outreach Service that all employees are provided with a photographic Identity Card. * Employees are required to carry their Identity Card with them at all times during their working day.
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* Employees are required to produce their Identity Card on request.
* Employees must report the loss of an Identity Card immediately to the Service Manager.
* Identity Cards must be surrendered immediately on termination of employment.

**1.11 Respect for Service User’s home and property**

CWD Outreach Staff are expected to be respectful of the service user’s home and property.

* Whilst working alongside service users and their families, employees must always be respectful of their home and property.
* CWD Outreach Staff must not at any time rearrange furniture or other belongings without the expressed permission of adult family members, and then only within Health and Safety Regulations.

1.12 General information

The Code of Conduct applies equally to all employees.

* Support workers will not canvas service users to use any other service that the organisation provides.
* In all cases where employee’s personal conduct or interests might be viewed as being potentially in conflict with their work for CWD Outreach Service, they are required to disclose the details to the Co-ordinator or Manager. If in doubt, it is always wiser to make a declaration.
* Employees should notify matters arising under the Code of Conduct to the Co-ordinator and Manager or to another Senior Manager in their own Manager’s absence.
* **Staff should recognise that failure to follow this Code of Conduct may cause reputational damage to CWD Outreach Service and its work and so will be viewed as a breach of the rules of conduct and will be viewed as a disciplinary matter.**

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Reviewed by: Jo Austin

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