CODE OF CONDUCT guidance

The fundamental principles of the Social Services and Well-Being (Wales) Act are:

Voice and control - putting the individual and their needs, at the centre of their care, and giving them a voice in, and control over reaching the outcomes that help them achieve well-being;

Prevention and early intervention - increasing preventative services within the community to minimise the escalation of critical need;

Well-being - supporting people to achieve their own well-being and measuring the success of care and support;

Co-production - encouraging individuals to become more involved in the design and delivery of services.

working with children

Good practice when working with children and young people means you must:

| ✓  | Treat all children and young people with respect. |
| ✓  | Be an excellent role model in the company of children and young people. |
| ✓  | Ensure that whenever possible, there is more than one adult present during activities with children and young people or within sight or hearing of others; always working in an open environment avoiding private or unobserved situations. |
| ✓  | Respect a young person’s right to personal privacy; being aware of personal space and keeping an appropriate distance; that physical contact with a child or young person may be misinterpreted. |
| ✓  | Consider how you develop relationships with young people, to preclude any activity which could in any way be deemed inappropriate or exploitative. |
| ✓  | Securing parental consent in writing to act in loco parentis, if the need arises to administer emergency first aid and / or other medical treatment to children or young people. |
| ✓  | Attaining written consent if staff / volunteers are required to transport children and young people in their cars. |
| ✓  | Always operate within your organisation’s principles, policies and specific procedures. |
| ✓  | Give guidance and support to staff who are inexperienced working with children and young people. |
| ✓  | Always take allegations of harm seriously - neither exaggerate or trivialise. |
And you must not:

- Have inappropriate physical or verbal contact.
- Jump to conclusions without checking the facts.
- Take a chance or ignore a risk when common sense, policy or practice suggests a more prudent approach.
- Discriminate against, show differential treatment or favour particular individuals to the exclusion of others.

A child is anyone under the age of 18 years.

### working with adults at risk

Good practice when working with a vulnerable person means you must:

- Treat all with respect; respect right to personal privacy; right to make own decisions.
- Always operate within your organisation’s principles, policies and specific procedures.
- Give guidance and support to staff who are inexperienced working with vulnerable adults.

Staff and volunteers must never:

- Hit or otherwise physically assault or abuse a vulnerable person.
- Develop physical, sexual relationships with a vulnerable person.
- Develop relationships with vulnerable people, which could in any way be deemed inappropriate or exploitative.
- Act in ways that may be abusive or place vulnerable people at risk of abuse.
- Use language, make suggestions or offer advice, which is inappropriate, offensive or abusive.
- Behave in an inappropriate or sexually provocative manner.
- Allow vulnerable people, with whom they are working, to stay overnight at their home unsupervised.
Do things of a personal nature that vulnerable people are able to do for themselves.

Condone, or participate in the behaviour of vulnerable people, which is illegal, abusive or unsafe.

Act in ways intended to shame, humiliate or degrade vulnerable people.

Discriminate against, show differential treatment, or favour particular individuals to the exclusion of others.

Companion information sheets
- TSS Code of Conduct template
- TSS Role of Safeguarding Officer
- TSS Safeguarding and Protection overview

Other relevant links can be found on our companion sheets