



NCS Trust Programme Delivery Personnel Code of Conduct

Responsible Manager	Tony Hannan
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Version Control

NCS Trust is committed to the continuous improvement of its service offerings and underpinning policies and procedures. It will review the functionality of this policy and related procedures on an annual basis unless an incident warrants it being reviewed sooner or if there is new legislation or guidance that must be taken into account.

Version	Date	Author and job title	Date of approval and by whom	Next Review due and by whom	Comments (changes applied)
1.0	23/10 /2018	Tony Hannan, Workforce Development Manager	Naim Moukarzel	October 2019, Tony Hannan, Workforce Development Manager	Introduction of procedure
2.0	01/09 /2020	Tony Hannan, Workforce Development Manager	Amanda Best	October 2021	Update to contents and format.
2.1	07/06 /21	Tony Hannan Workforce	Amanda Best	December 2021	Update to correct a typo

		Development manager			
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NCS Staff Code of Conduct

Seasonal delivery staff are at the heart of NCS and we're proud to have such a diverse and experienced group of people to lead and inspire young people on their NCS journey.

Members of our workforce have the opportunity to be role models to our NCS participants supporting a programme which has a positive impact on communities across the country. This opportunity comes with a responsibility to behave in a way that reflects the values of NCS & ensures the safety of all who participate in the programme.

Everyone working as part of an NCS programme, whether in a paid or unpaid role (referred to as "staff member" in this document) is expected to adhere to this code of conduct.

A staff member is any individual directly or indirectly employed or engaged by a provider, working on or observing the NCS programme or events related to it.

A staff member may be a volunteer, agency worker, worker, employee, freelancer or self-employed individual (including consultants) who is engaged directly/indirectly by a provider.

The NCS Trust Programme Delivery Personnel Code of Conduct (referred to as NCS Staff Code of Conduct):

- makes clear what is expected of all staff members;
- supports staff members in meeting their obligations to keep young people safe.

NCS Providers must take steps to ensure that the values and requirements outlined in this code of conduct are communicated to, and understood by, every staff member working on NCS programmes or programme related events. The Supplier must ensure that staff members follow the code of conduct provided by the Trust as a minimum; and must build upon the NCS Code of Conduct where appropriate.

The Supplier must take appropriate action if the NCS Staff Code of Conduct is breached by one of their personnel. Staff members should be clear that a breach of NCS Staff Code of Conduct could result in disciplinary action including dismissal, as appropriate. Staff should also understand that in certain

circumstances breaches could result in reports to regulatory bodies, relevant local authorities and/or the police, as appropriate.

Safeguarding Participants

Staff members must::

- Be aware of, actively establish and work within professional boundaries that are appropriate and which maintain the difference between themselves as a staff member and the participant in their charge.
- Avoid situations where they are alone with a young person. Staff must work in an open environment & avoid having conversations with young people where they are not clearly visible to others.
- Never take young people off site alone and / or without notifying another staff member and only to a public place. Never take young people to their home or that of another staff member
- Maintain a safe and appropriate distance from young people when using programme facilities (e.g. not sharing tents, shower facilities)
- Never share sleeping space with young people
- Avoid invading the privacy of young people when they are toileting or showering, changing or dressing.
- Only use appropriate physical contact with participants & only where necessary. If contact is necessary, (e.g. for the purposes of coaching or first aid), then explain to the participant what the contact is for, ask for permission and change your approach if they appear uncomfortable.
- Never engage in any form of relationship, sexual or otherwise, with a young person you work with even if they are over the age of consent. Such activity is prohibited regardless of the legal age of consent & will result in referral to the police.
- Not take pictures of young people on personal devices or post pictures of them on personal social media channels (unless requested to do so by your employer).
- Not encourage or assist others to break the law in any way.
- Report any incidents or concerns that cause you to believe that a child, a young person or vulnerable adult is, or is likely to be, at risk of harm. This includes a requirement under the Prevent duty to report if you suspect that a child or adult at risk may be under the influence of radicalisation or extremism.

Professional conduct

Staff Members must:

- Treat everyone with respect and dignity. As a role model to both participants and other staff members attitudes, behaviour and language have a direct effect on staff's capacity as such.
- Respect & listen to the insights of young people
- Use language that is appropriate, respectful, and inclusive at all times.
- Challenge the use of inappropriate, sexualised or discriminatory language by others.
- Never subject young people to any form of treatment that is harmful, abusive, humiliating or degrading.
- Never take part in bullying of any form, including name calling, 'banter' or constant criticism.
- Treat all young people equally and avoid favouritism.
- Involve young people in the decisions that affect them, as far as reasonably practicable.
- Apply behaviour management policies and procedures equally and fairly to young people who breach the NCS participant code of conduct.
- Never use physical means to restrain a young person.
- Avoid disclosure of their personal information to young people (e.g address, phone number, social media handle etc).
- Never communicate or engage with young people using "personal" digital or electronic methods such as texts, messaging, phone calls, personal emails or any form of social media.
- Refrain from smoking in front of young people
- Never drink alcohol or use illegal substances while on duty (covering all residential phases) and never carry out your duties whilst adversely affected by alcohol or other substances.
- Only travel with young people using means permitted by their employers policies. Staff should specifically never transport participants using personal vehicles unless directly requested to do so by their employer.
- Ensure that their choice of clothes and appearance is appropriate for the work being undertaken, particularly avoiding clothes that are revealing or unsafe.
- Ensure that they are readily identifiable as "staff members" at all times through the use of branded clothing and/or I.D. lanyards.

This code of conduct should be used by Delivery Partners in conjunction with the following policies:

- NCS Safeguarding Policy
- NCS Inclusion & Diversity Policy
- NCS Workforce Policy Document
- NCS Challenging Behaviour Policy