



Within the Wood Code of Conduct

All Staff working for Within the Wood, including subcontractors and volunteers, are expected to work to a professional standard and behave in a responsible and fair way towards participants, other members of Staff and the public.

We ask that all Staff adhere to our code of conduct, which means:

- Serving as a public face of Within the Wood, representing the organisation in a positive light to participants, clients, and potential clients.
- Being punctual, arriving and setting up in good time to be ready for the start of the session.
- Reporting back to Within the Wood with details of the session, including monitoring, accident and incident reporting and any feedback that may be useful.

Staff should act as responsible role models, maintain appropriate boundaries, and always act in an appropriate manner with participants of all ages. This includes:

- Always listening to and respecting participants regardless of their age, gender, culture, disability, racial origin, language, background, religious beliefs, or sexual orientation and not discriminating or demonstrating prejudice.
- Speaking to and about participants in a way that is respectful and fair, avoiding gossiping, singling out 'troublemakers' or favouritism, swearing, sexually suggestive or discriminatory (i.e., sexist, racist, homophobic, etc) remarks, comments or jokes to, or in front, of a participant.
- Never smoking in front of participants or consuming alcohol /drugs during the working day.
- Ensuring that if any kind of physical support or contact is required during activities, it is appropriate and only, when necessary, in relation to the activity.
- Ensuring that dangerous or otherwise unacceptable behaviour such as bullying by a participant or member of Staff is challenged and addressed and not tolerated in any way.
- Remaining calm, fair and in control when dealing with behaviour incidents, taking care not to act in a way which may be perceived as threatening. Staff should not use any physical punishment as part of disciplining participants. Shouting at participants should also be avoided or used very seldom and only if other alternative forms of managing behaviour has failed, especially if the safety of other participants is involved.



Within the Woods works with children and vulnerable adults. The Code of Conduct requires that staff:

- Ensure that the focus of any relationship with a child or vulnerable adult that Staff meet through Within the Wood programmes should always remain on the work. Staff should never invite or allow a child or vulnerable adult they meet through work into their homes or contact outside of work including through social media. Staff should not offer to transport a child or vulnerable adult alone in their cars unless in an emergency and having agreement from their parents/carers and/or partner organisation.
- Avoid unobserved situations of one-to-one contact with a child or vulnerable adult. If it is unavoidable, for instance helping a child with toileting, always ensure another adult knows where you are, with whom and why. In this situation it is also good practice to ask the child or vulnerable adult to bring a friend and try to remain in view of others in the vicinity.
- Are alert to signs of abuse and ensure concerns or allegations by a child or vulnerable adult are reported, including any made against Staff or adults working with Within the Wood. Reporting procedures are detailed in Within the Wood's Safeguarding policy.
- Are professional and not overly familiar to both adults and children when managing any social media pages. Any staff posting or sharing anything on the page will be aware that children may see this as it is a public page so to ensure it is relevant and appropriate. Children cannot use the Within the Wood page to make bookings or to contact any members of staff, if this occurs the staff member will tell the child to have a parent contact the page instead and will also let the safeguarding lead know.
- Do not use their personal phone during a session to take photos or send messages. A work phone and camera are available for use if necessary.