PO Box 112, East Molesey, KT8 8EN
www.elmbridgecan.org.uk contact@elmbridgecan.org.uk

Code of conduct for staff and volunteers

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The Charity Commission requires us to have a clear code of conduct which sets out the charity's culture and values and how people in Elmbridge CAN should behave.

Our organisation is based on common humanity, respect for difference and the belief that in sharing and learning from each other we all gain.

We value our staff and volunteers greatly and believe that only in working together can we make a real difference. In order to do the best work that we can, and keep those we support safe, as well as our organisation, we require all of our team to follow this code of conduct.

As a representative of Elmbridge CAN you are required to ensure your conduct is in keeping with the organisation's values and aims and abide by the organisation's policies and procedures. For employees, this includes the terms and conditions of your employment (as outlined in your employment contract) and for volunteers, this includes the expectations outlined in your volunteering agreement.

These standards apply to all trustees, employees (including contractors and consultants), students on placement and volunteers.

All members of staff and volunteers must:

- complete checks as required including a Disclosure & Barring Service (DBS) check if required for the role
- disclose any criminal record, caution, reprimand or warning (subject to filtering rules) received prior to or during the course of employment/volunteering
- inform your manager of any safeguarding enquiries past or ongoing relating to you, anyone in a significant relationship with you, your immediate family and/or members of your household
- sign and agree to abide by your volunteer agreement
- enter into and abide by your employment contract
- complete mandatory training, including safeguarding training, within the required timeframe
- read, understand and adhere to the policies and procedures that relate to your role, including the Safeguarding Policy and Procedure, Boundaries Policy, Privacy Policy, Data Protection Policies, Security Measures Guidance and the Car Insurance for Volunteers Information Sheet, (and speak to your (volunteer) manager regarding any queries

- only contact families and provide support as agreed with Elmbridge CAN in advance and feedback to your (volunteer) manager regularly regarding meetings with families, promptly raising any concerns
- be familiar with and follow our Safeguarding Policy
- record and report any incidents or concerns that cause you to believe that a child, young person or adult at risk is, or is likely to be, at risk of harm. This includes if you suspect that a child or adult at risk may be under the influence of radicalisation or extremism)
- keep all family names, addresses and personal details strictly confidential within the organisation (sharing information only in accordance with our Safeguarding Policy/in an emergency to prevent harm)
- use our Whistleblowing policy to raise any concerns about the way in which Elmbridge CAN is being run
- Follow appropriate health and safety practices and report any concerns or incidents where someone has been, or could have been, harmed.
- read our regular email bulletins with key information regarding new/updated policies
- respond to direct messages from your (volunteer) manager and keep appointments for regular check ins
- take guidance from your volunteer manager/ Elmbridge CAN Directors and Trustees on the performance of your volunteer role or role under employment, as appropriate

Members and staff and volunteers must not:

General Conduct

- discriminate against any employee, volunteer, individual or family because of their gender, age, disability, ethnicity, sexuality, religion or political views
- harass and/or bully any employee, volunteer, individual or family
- promote racist/extremist views in person or online
- wear clothing which carries wording or images that may be offensive or cause damage to our reputation
- smoke in the course of volunteering and/or employment unless in a designated area and not whilst working (e.g. with individuals, families or children present)
- misrepresent what you can offer or mislead (i.e. make clear that we cannot give professional/qualified advice, only signposting)
- behave or communicate with children, young people or adults at risk in ways which seek to build inappropriate relationships in order to abuse or put them at risk
- carry out their duties whilst adversely affected by alcohol, solvents or drugs
- enter into a romantic or sexual relationship with a supported individual (including the use of suggestive conversations, comments, texting, emails, social media communication)
- engage in any form of sexual harassment, abuse or exploitation of any persons of any age inside or outside of my work with Elmbridge CAN
- use a relationship with a supported individual or your family/contacts for personal gain (the acceptance of small low value gifts are permitted in line with our boundaries policy)
- Misappropriate or waste Elmbridge CAN resources
- Offer or accept any bribe, incentive or otherwise engage in any form of corruption
- Otherwise act in a way that is incompatible with Elmbridge CAN values or could bring the organisation into disrepute

Confidentiality

- discuss the personal details of your work with others outside of Elmbridge CAN
- share information (including photos) about the families we support on personal social media (e.g. Facebook)
    - *Staff/volunteers may advertise Elmbridge CAN events open to the public but not disclose information about any of the work you have undertaken with individuals we support. This may only be done via Elmbridge CAN organisational social media with the permission of those featured (or their parent/guardian). All internet uploads/social media posts must via our website administrator*
    - *it is not permitted to share photos of groups/hubs/house fitouts with friends/family)*
    - *it is not permitted to forward messages containing photos/names/addresses of details we support to other contacts*
- share photographs of supported individuals on Elmbridge CAN Whatsapp groups.
    - *Personal details/photos should be shared on a strict need to know basis. If you are looking for items/support for an individual please phrase your request in non-identifiable terms (e.g. lift to Walton needed for 65 year old lady on Tuesday)*
- forward correspondence with identifiable details (e.g. names, addresses/photos of individuals we support) outside of the organisation
    - *If you are going to your contacts to ask for donations/items/info please make sure the information does not name specific people or addresses*
    - *To maintain the confidentiality of addresses, only registered volunteers/staff members are permitted to make deliveries*
- act other than in accordance with the Data Protection Policy

Contact with the media or other organisations

- Make comments to the press/on social media on behalf of Elmbridge CAN without first informing and gaining the permission of the Director or Trustee board
- Contact politicians or other organisations on behalf of Elmbridge CAN without discussing this first with their (volunteer) manager and gaining the permission of the Director or Trustee board

If staff do not adhere to this code of conduct we may take disciplinary action, which could include dismissal.

If our volunteers do not adhere to the code of conduct we will look at: whether

- they need more training/supervision, additional support in/adjustments to their role
- should be moved to another role
- they can continue to volunteer with Elmbridge CAN

In certain circumstances breaches of the Code are found, such action will also result in reports to Regulatory bodies, relevant Local Authorities and/or the police, as appropriate.