



Behaviour & Conduct Policy

This policy aims to set clear standards of service and to regularly review and improve performance. Sussex Against Bullying's resources will be used effectively and efficiently in order to provide the highest standard of service to all stakeholders.

Sussex Against Bullying will openly provide clear information about its services, which will be easily accessible to everyone who needs them. All enquiries and complaints will be dealt with in a prompt manner. Present and potential users of Sussex Against Bullying services will be consulted with, and their views will be used to continually improve the service provided.

1. Standards of customer care

- (a) Sussex Against Bullying will answer all correspondence from the public – including letters, emails and other forms. The target is to respond within 5 working days.
- (b) Sussex Against Bullying staff will see people punctually when an appointment has been made at its office. If no appointment has been made, Sussex Against Bullying staff will endeavor to see people as promptly as is reasonably possible. Duration of appointment to be agreed when booked. The target is to see people within 10 minutes of any appointment that has been made.
- (c) Telephone calls will be answered in a fast and helpful manner. Answerphone messages on main enquiry line will be responded to daily. The target is to answer calls to main telephone enquiry line within six rings.
- (d) Sussex Against Bullying will provide clear and straightforward information about its services and those of other local voluntary organisations to help people find the information needed. The target is to publicise telephone enquiry number and email addresses and the Sussex Against Bullying website for public enquiries.
- (e) Sussex Against Bullying will publicise its complaints procedure and promptly deal with any complaints received. The target is to publicise the complaints procedure on the Sussex Against Bullying website and have complaints procedure displayed in Sussex Against Bullying's offices.
- (f) Sussex Against Bullying will do everything that is reasonably possible to make its services available to everyone, including people with specific needs. The target is to consult with users and potential users regularly about the services Sussex Against Bullying provides, and report annually to the Trustee Board. It is also to consider changes in service as a result of the consultation.

2. Staff and volunteer expectations

- (a) Staff will ensure the safety of all young people by providing effective supervision, proper pre-planning of sessions, using safe methods at all times.
- (b) The wellbeing and safety of participants will be a priority.

- (c) Young people will be encourage to participate, be treated fairly and feel valued. Their rights and responsibilities will be enforced.
- (d) All young people will be encouraged not to discriminate on the grounds of religious beliefs, race, gender, social classes or lack of ability.
- (e) Staff will not allow rough or dangerous play, bullying, or the use of bad language or inappropriate behavior.
- (f) Staff will appreciate the efforts of all young people, be positive, approachable and offer praise to promote the objectives of the organisation at all times.
- (g) Allegations of abuse of any kind or poor practice will not go unchallenged or unrecorded. Incidents and accidents to be recorded in the line with the club's procedures. Parents will be informed.
- (h) Staff will not use sanctions that humiliate or harm young people. They will foster team work to ensure the safety of all young people.
- (i) Staff will report accidents or incidents of alleged abuse or poor practice to the designated person. They can administer minor first aid in the presence of others and where required refer more serious incidents to the "first aider".
- (j) Staff will have access to telephone for immediate contact to emergency services if required.
- (k) Staff will establish and address the additional needs of disabled participants or other vulnerable groups.
- (l) Staff will not abuse members physically, emotionally or sexually. They will maintain appropriate relationships based on mutual trust and respect.
- (m) Maintain confidentiality about sensitive information whilst respecting and listening to the opinions of young people.
- (n) Staff will be a role model for young people by displaying consistently high standards of behaviour and appearance. For example by using appropriate non-offensive language, being punctual and prepared, not smoking in the presence of the young person or consuming alcohol before or during a tiem when they are expected to be responsible for a young person.
- (o) Staff will not spend excessive amounts of time alone with young people unless there are exceptional circumstances. They will not travel alone with a young person or take them to their home.
- (p) All staff are expected to treat all others with respect and dignity and to ensure they are up to date with current issues and appropriately trained.

3. Parent and carer expectations

- (a) Parents and carers will provide positive reassurance and encouragement without placing them under undue pressure.
- (b) Co-operate with Sussex Against Bullying to ensure that all pertinent information about a young person is known to staff caring for that young person.
- (c) You will assist the young person in making sure they are equipped and on time for any event.

- (d) Parents and carers will communicate clearly and respectfully with staff to support the young person.
- (e) Parents and carers will lead by example by not smoking at venues used by Sussex Against Bullying or around young people. They will encourage positive and healthy lifestyle choices and provide emotional and psychological support.

4. Child and young person expectations

- (a) Young people will be on time with the correct equipment needed for events and activities.
- (b) They will treat others with dignity and respect. Being positive, encouraging and supportive to others.
- (c) Take responsibility for their actions and report anything they are not happy about.
- (d) Young people will not drink alcohol or take unprescribed drugs whilst at any venue, activity or event run by Sussex Against Bullying.
- (e) Young people will refrain from smoking whilst at any venue, activity or event run by Sussex Against Bullying. In the event that they do smoke this should be within the current legislation.
- (f) Young people will not threaten or use aggressive, violent or abusive behaviour or actions.
- (g) Young people will respect the rights, dignity and worth of all participants regardless of age, gender, ability, race, cultural background or religious beliefs or sexual identity.
- (h) They will not get involved in inappropriate peer pressure and push others into something they do not want to do. They will refrain from bullying or persistent use of rough and dangerous play

5. Overall behavioural expectations

- (a) All members of staff, volunteers, parents, carers and young people will use appropriate and non-offensive language. Speaking with dignity and respect.
- (b) All persons will be permitted to express their thoughts, feelings and opinions in an appropriate manner according to the audience.
- (c) All persons will promote a positive and healthy lifestyle and refrain from negatively influencing others.
- (d) No person will consume drugs or non-prescription drugs.
- (e) All relationships will be age appropriate and professional.
- (f) All persons retain a responsibility to challenge and report any inappropriate conduct of another.

Review date: 7th August 2019
Reviewing person: Benjamin Checkley

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