

St Albans Mencap

Charity number: 210073

stalbansmencap.org.uk

Handling Code of Conduct Policy

This policy outlines the expected professional conduct which should be carried out by all employees, bank workers and volunteers to ensure that its staff members are aware of the expectations of them whilst employed by St Albans Mencap.

Document control:

Version:	Date approved:	By:	Review due:
1.0			

Summary of changes:

Version:	Changes:
1.0	Converted old July 2021 version to new format (May 2026) for review

Aim

St Albans Mencap sets out to ensure that its staff members are aware of the expectations of them whilst employed by our charity. This policy outlines the expected professional conduct which should be carried out by all employees, bank workers and volunteers.

General

1. I will act in accordance with all legislation and all statutory and/or regulatory requirements relating to St Albans Mencap's work.
2. I will be loyal to and promote the aims and objectives of St Albans Mencap.
3. I will act in accordance with all statements, standards, policies and procedures and codes, of St Albans Mencap, with particular regard to St Albans Mencap's practice relating to safeguarding children and vulnerable adults, health and safety and equal opportunities policies.
4. I will deal fairly and honestly with my employer, my work colleagues, our service users, their parents/carers, our members and the public.
5. I will treat all service users, their parent/carers, our members and my work colleagues with appropriate respect and sensitivity, having regard to their diversity.
6. I will keep confidential all personal information relating to service users or any parent / carers or their respective needs in accordance with St Albans Mencap's Data Protection and Confidentiality policies.
7. I am committed to the principle of equal opportunity, in all areas of St Albans Mencap's activities, irrespective of race, colour, nationality, ethnic or national origin, religion or religious beliefs, marital status, gender, gender reassignment or sexual orientation, age or disability.

Financial or Other Benefits

8. I will declare any personal interest which might conflict with or be seen by others to affect my ability to perform my duties fairly, honestly and impartially.
9. I will decline, or surrender to St Albans Mencap, any gift of any kind offered or given to me as a result of my position in St Albans Mencap, unless, because of its token nature, St Albans Mencap expressly consents to its being retained by me.
10. I will not enter into any contract, whether oral or written, with any service user or any parent/carer with whom I come into contact through my work with St Albans Mencap, whether in the course of or outside my work.
11. I will not enter into any financial transaction of any kind with any service user or any parent/carer of such user with whom I come into contact through my work with St Albans Mencap, whether in the course of or outside my work.
12. I will not be a signatory to or beneficiary of any will or other legally binding document (including any cheque) of any such user or parent/carer with whom I come into contact through my work with St Albans Mencap, whether in the course of or outside my work.

Specific Conduct

13. I will behave appropriately at all times whilst working for St Albans Mencap. In particular, I will not smoke or drink alcohol or take any prohibited substance or be under the influence of alcohol or any prohibited substance, during my working hours.
14. I will ensure that all language and communication used by me in the course of my working with St Albans Mencap, whether oral, written, non-verbal or via social media, is appropriate to the situation and does not cause embarrassment to or reflect badly on St Albans Mencap.
15. I will not make or take personal calls on telephones or mobile phones made available to me through my working with St Albans Mencap, save for brief essential calls, which cannot readily be otherwise made or taken. In addition, I will not make or take personal calls on my personal mobile phone whilst working with a service user/group.
16. I will not use any computer equipment or facilities (and in particular any email or internet facilities) made available to me through my working with St Albans Mencap for any personal matters, save for brief essential communications or uses, relating to an urgent matter which cannot otherwise readily be dealt with. In addition, I will not access my emails via personal means to deal with personal matters during my time with a service user/group.
17. I will not use any car to transport any service user without the prior consent of St Albans Mencap. In any event, I will ensure that any such use is permitted by the relevant insurers.
18. I will not attend personal appointments during my working hours, or during the time supporting a service user. I will make my employer, service user and colleagues aware of any personal appointments set to take place within work hours with sufficient notice and ensure there is necessary cover organised before attending my appointment.
19. I will not leave a service user unattended for any period of time, except in the circumstances of needing to visit the toilet.
20. Dogs under no circumstances must enter the St Albans Mencap building, however it is deemed reasonable for them to be kept in the shutter area only and to be available for service users to enjoy them outside of the main building.

I agree to the above code of conduct. Specifically, I confirm that I have been given copies of, read, understood and will comply with St Albans Mencap's Safeguarding Children Policy & Procedure and Safeguarding Vulnerable Adults Policy & Procedure.

Signed

Name in block capitals

Date