

A Code of Conduct for Workers & Volunteers at High Peak Community Arts

Background

All our activities are planned, risk assessed and staffed with paid and unpaid workers to minimise the chance of harm coming to our young or adult participants.

All workers are chosen for their skills and personal qualities. All workers and volunteers have a DBS Certificate (Data and Barring Service) and either have received recent Safeguarding Training or will receive this within 6 months of working for us, repeated every 2 years. They are supportive and respectful facilitators and they work to their agreed roles and this Worker Code of Conduct in their interactions with young and adult participants. In addition, youth projects establish shared ground rules at the beginning of projects to reinforce the importance of respect and positive participation. Article 12 of the UN Convention on the Rights of the Child calls us to give young people the opportunity to express their views, and see those views acted on.

Best Practice

All workers and volunteers connected to our work share a responsibility to promote the welfare of all participants, especially children and young people, to keep them safe and practise in a way that protects them.

Workers should role model the kind of respectful behaviour we want all the team and participants to share and experience.

Workers & volunteers should:

- Plan thoughtfully in the area of their role.
- Listen and respond to others' ideas and concerns; this will build balanced relationships based on mutual trust that empowers participants.
- Show respect for the differences between people.
- Spot barriers to participation, such as shyness, lack of confidence or disability. Help to adapt activities to reduce these barriers.
- Give constructive, enthusiastic feedback rather than negative criticism.
- Contribute to the risk assessment of activities by passing on potential hazards spotted, and artists should keep up-to-date with Health & Safety regulations within their art practice.
- Be familiar with High Peak Community Arts Safeguarding procedures, including the attached "Safeguarding Guidelines – Signs, symptoms and action".
- Take a positive attitude to resolving problems.
- Reflect honestly on their own practice and attitude within sessions and seek feedback, supervision or training as necessary.
- Recognise the strength of the team in supporting each other's practice.

Safeguarding (see also *Applying Safeguarding to work at High Peak Community Arts*)

- Raise all safeguarding incidents or concerns, no matter how minor with either the Lead Worker present or the Safeguarding Coordinator. If this is not possible due to their implication in an allegation or they are unavailable, notify the Trustee Safeguarding Lead who will follow HPCA Safeguarding Policy to respond (see end note for contacts).
- Share information with the team where this is helpful to caring for a participant's wellbeing.
- Never promise to keep a secret.
- Do not spend too much time with one child/ young person and avoid unnecessary physical contact. If one-to-one working alone is necessary, make sure other workers know where you are, for how long and that you are within sight of others.
- Avoid giving a lone child/ young person a lift in your car unless travelling with another adult and try to get parental consent.
- Any contact with project participants outside of sessions should be either through HPCA staff, or with their full knowledge and agreement.

Bullying

We define bullying as repeated hurtful behaviour which is intended to harm either physically or emotionally. We recognise the detrimental effect experiencing bullying has on wellbeing.

We want to prevent bullying or put a stop to it as quickly as possible. All workers have a responsibility to:

- Challenge bullying and inappropriate behaviour calmly and firmly.
- Reinforce the ground rules.
- Support the target of bullying to feel they are in a safe space.
- Share information with the team and take part in agreeing actions.

Behaviour Management

In our Youth Programme behaviour management on out-of-school activity is a delicate balance. Participants need greater freedom than they get at school, and a new culture of behaviour has to be established fresh for each project.

Emotions are infectious. Inevitably workers get frustrated by behaviour from some participants, but we should always mirror the attitude we want to get back from them.

Some rules of thumb:

- Set Ground Rules at the beginning of a project with the whole group.
- Include a warning system.
- Display them.
- The whole staff team are there to support each other.
- Sometimes behaviour can be ignored up to a point.
- Use positive techniques to diffuse challenging behaviour – offer alternatives.
- Avoid sarcasm.
- Find 'challengers' a role – but nothing more special than people who aren't messing about.
- If these things don't work, tackle on a one-to-one.
- Use these code phrases to offer or ask for support:
 - If you feel yourself wanting to shout – “Can I borrow you?” Or “Can I borrow your opinion?”

- If you think someone else is shouting too much – “Do you need anything?”, or “Can I help?”
- Don’t be afraid to apologise if your temper has snapped

Online, digital and photography

Workers should take any opportunity to reinforce safe use of the internet, social media and mobile devices:

- If participants talk about activity online or internet connected apps, find out if anyone has talked to them about safety and risks and whether they connect with people they don’t know.
- Share these conversations with other workers, so patterns of concern are spotted.

Photography and video are important tools in creating work in our projects which all workers and volunteers may use.

- The Programme Manager will notify which participants have consent for images to be taken.
- In school sessions images should be taken on HPCA equipment only.
- In the youth programme volunteers should never take photographs on their own devices.
- In out of school sessions artists may take photos on their own devices to record their own practice. These photographs should be wide shots of whole groups and close ups showing back of head / hands only. Artists can request photos from HPCA to use in their work portfolios. Use of these photos is described in the artist’s contract.

Freelance artists are encouraged to link to our Facebook page and Twitter profile. We advise our freelance workers to consider their personal use of social media in the following ways:

- Social media can be an important part of promoting freelance work and freelancers should consider creating a separate professional profile or page and manage all work-related contact through this profile or page.
- All work relating to High Peak Community Arts should only appear on Facebook, Twitter or Instagram.
- Never host material containing images or video of participants without the agreement of HPCA and the necessary consent from participants and parents (as above). Even with this consent no participant should be identifiable by name.
- Freelance workers must not approach project participants on social media, or accept friend requests from young people.
- Freelance workers should inform a member of HPCA staff if any project participant approaches them on social media. If there is other non-HPCA activity which a participant can be signposted to, freelancers should direct this information through their professional profile or page and keep all messages on the public ‘walls’ of these pages. Again, inform HPCA staff of this contact, or pass information on to HPCA to send on to participants.
- When using social media professionally staff should avoid campaigning for their own personal views on matters unrelated to our charitable objectives, for example showing political allegiance.
- HPCA staff may use social media messaging as a communication tool relating to projects, e.g. dates, times, cancellations etc.

Legal Framework

Further information on key legislation and guidance is available from the NSPCC website:

- Child protection: www.learning.nspcc.org.uk/child-protection-system
- Bullying: www.learning.nspcc.org.uk/child-abuse-and-neglect/bullying
- Bullying: www.learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse

Breaches of the Code of Conduct

Staff at High Peak Community Arts are happy to provide feedback, advice and supervision to workers and volunteers to improve their practice and help reflect on their strengths and challenging areas.

If a worker or volunteer's conduct falls below the standard set out in this document the Programme Manager in charge of the project will discuss necessary improvements and where necessary will record in writing the minimum requirements. If a worker or volunteer is implicated in a Safeguarding allegation they will be suspended until the allegation has been reviewed by the Safeguarding Lead and Trustee Safeguarding Lead. They will follow the Disciplinary Procedure to determine any action to be taken and the further involvement of the worker or volunteer in High Peak Community Arts' work. Their decision can be appealed through the Board of Trustees, with an independent representative of the worker or volunteer's choosing.

Related documents

Safeguarding Policy & Guidelines

Applying Safeguarding to work at High Peak Community Arts

Code of Conduct (includes Anti-Bullying Statement, Digital and Online Policy)

Disciplinary Procedure

Contacts – In the event of a safeguarding concern, contact the staff project manager (Alison or Sophie) and if not available or implicated, make contact in the order below, unless the next contact is implicated in an allegation.

HPCA Safeguarding Coordinator

Sophie Mackreth 01663 744 516
07881 905 459

HPCA Nominated Safeguarding Trustee

Maia Preston 07969 392 526

HPCA Chair of Trustees

Ann Lyon 01663 741 776

Other HPCA Staff

Alison Bowry (Programme Manager) 07528 159 283

Susie Bennett (Finance & Admin Manager) 01663 744 516

If no officer from HPCA is available, report to Starting Point via Call Derbyshire:

Call Derbyshire: 01629 533 190

If it is felt the young person is in danger the police should be contacted immediately:

Derbyshire Police: 0845 123 33 33