

## CODE OF CONDUCT guidance

The fundamental principles of the Social Services and Well-Being (Wales) Act are:

**Voice and control** - putting the individual and their needs, at the centre of their care, and giving them a voice in, and control over reaching the outcomes that help them achieve well-being;

**Prevention and early intervention** - increasing preventative services within the community to minimise the escalation of critical need;

**Well-being** - supporting people to achieve their own well-being and measuring the success of care and support;

**Co-production** - encouraging individuals to become more involved in the design and delivery of services.

## working with children

Good practice when working with children and young people means you must:

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| ✓ | Treat all children and young people with respect.   |
| ✓ | Be an excellent role model in the company of children and young people.   |
| ✓ | Ensure that whenever possible, there is more than one adult present during activities with children and young people or within sight or hearing of others; always working in an open environment avoiding private or unobserved situations. |
| ✓ | Respect a young person's right to personal privacy; being aware of personal space and keeping an appropriate distance; that physical contact with a child or young person may be misinterpreted.  |
| ✓ | Consider how you develop relationships with young people, to preclude any activity which could in any way be deemed inappropriate or exploitative.  |
| ✓ | Securing parental consent in writing to act <i>in loco parentis</i> , if the need arises to administer emergency first aid and / or other medical treatment to children or young people.  |
| ✓ | Attaining written consent if staff / volunteers are required to transport children and young people in their cars.  |
| ✓ | Always operate within your organisation's principles, policies and specific procedures.   |
| ✓ | Give guidance and support to staff who are inexperienced working with children and young people.  |
| ✓ | Always take allegations of harm seriously - neither exaggerate or trivialise.   |

## And you must not:

X	Have inappropriate physical or verbal contact.
X	Jump to conclusions without checking the facts.
X	Take a chance or ignore a risk when common sense, policy or practice suggests a more prudent approach.
X	Discriminate against, show differential treatment or favour particular individuals to the exclusion of others.

A child is anyone under the age of 18 years.

## working with adults at risk

### Good practice when working with a vulnerable person means you must:

✓	Treat all with respect; respect right to personal privacy; right to make own decisions.
✓	Always operate within your organisation's principles, policies and specific procedures.
✓	Give guidance and support to staff who are inexperienced working with vulnerable adults.

### Staff and volunteers must never:

X	Hit or otherwise physically assault or abuse a vulnerable person.
X	Develop physical, sexual relationships with a vulnerable person.
X	Develop relationships with vulnerable people, which could in any way be deemed inappropriate or exploitative.
X	Act in ways that may be abusive or place vulnerable people at risk of abuse.
X	Use language, make suggestions or offer advice, which is inappropriate, offensive or abusive.
X	Behave in an inappropriate or sexually provocative manner.
X	Allow vulnerable people, with whom they are working, to stay overnight at their home unsupervised.

X	Do things of a personal nature that vulnerable people are able to do for themselves.
X	Condone, or participate in the behaviour of vulnerable people, which is illegal, abusive or unsafe.
X	Act in ways intended to shame humiliate or degrade vulnerable people.
X	Discriminate against, show differential treatment, or favour particular individuals to the exclusion of others.



## Companion information sheets

TSS Code of Conduct template  
TSS Role of Safeguarding Officer  
TSS Safeguarding and Protection overview

**Other relevant links can be found on our companion sheets**