

Staff Policies and Code of Conduct

J&V Activity Buddies

Owner: Vendula Kufuor

Organisation: J&V Activity Buddies

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1. Purpose of These Policies

These policies set out the expectations, responsibilities, and standards for all staff, volunteers, and contractors working for J&V Activity Buddies. They are designed to ensure:

- Safety and dignity of service users
- High-quality, consistent support
- Legal and ethical compliance
- Professional behaviour at all times

All staff must read, understand, and follow these policies.

2. Safeguarding Adults and Children

J&V Activity Buddies is committed to safeguarding all individuals using its services.

Staff responsibilities:

- Report any concerns immediately to the Designated Safeguarding Lead (DSL)
- Never ignore signs of abuse, neglect, or exploitation
- Record concerns factually and promptly
- Follow the **Care Act 2014** and **Children Act 1989/2004**

Prohibited:

- Physical punishment or rough handling
- Any form of verbal abuse or intimidation
- Unauthorised contact outside of work duties

3. Code of Conduct

All staff must:

- Treat service users with dignity, respect, and patience
- Promote independence and choice
- Maintain professional boundaries at all times
- Act as positive role models
- Avoid discriminatory language or behaviour

Professional boundaries include:

- No personal relationships with service users
- No financial transactions with service users
- No accepting significant gifts or favours

4. Equality, Diversity & Inclusion

J&V Activity Buddies is committed to inclusive practice.

Staff must:

- Respect all backgrounds, beliefs, cultures, and identities
- Adapt communication to individual needs
- Challenge discrimination appropriately
- Promote equal access to activities and services

Discrimination of any kind will not be tolerated.

5. Confidentiality & Data Protection

All personal information must be handled in line with **UK GDPR**.

Staff must:

- Only access information required for their role
- Keep records secure and accurate
- Not discuss service users outside of professional settings
- Never share information on social media

Confidentiality may only be broken if there is a safeguarding risk.

6. Health & Safety

Staff are responsible for maintaining a safe environment.

Requirements:

- Complete risk assessments before activities
- Report hazards immediately
- Follow manual handling procedures where relevant
- Ensure safe transport and supervision at all times

Emergency procedures must be followed without delay.

7. Medication (If Applicable)

If staff are trained and authorised:

- Only administer medication as per care plan
- Record all medication accurately
- Never administer without consent or training
- Report errors immediately

8. Professional Behaviour & Boundaries

Staff must:

- Arrive on time and in appropriate attire
- Use respectful communication at all times
- Avoid use of mobile phones for personal use during care
- Not attend work under the influence of alcohol or drugs

Social media contact with service users is strictly prohibited.

9. Reporting & Incident Management

All incidents must be reported, including:

- Accidents or injuries
- Safeguarding concerns
- Behavioural incidents
- Near misses

Staff must complete an incident report form and inform a manager immediately.

10. Training & Development

All staff are expected to:

- Complete mandatory training (Safeguarding, First Aid, Health & Safety)
- Participate in ongoing professional development
- Attend supervision and appraisal meetings
- Maintain up-to-date knowledge relevant to their role

11. DBS and Recruitment

All staff must:

- Hold an enhanced DBS check before working with service users
- Provide references and right-to-work documentation
- Disclose any relevant changes in circumstances

Failure to disclose relevant information may result in dismissal.

12. Equality in Service Delivery

Services must be delivered fairly regardless of:

- Disability or additional needs
- Age
- Gender identity
- Sexual orientation
- Religion or belief
- Ethnicity or nationality

13. Whistleblowing

Staff are encouraged to report concerns about:

- Unsafe practice
- Abuse or neglect
- Poor professional conduct

Reports can be made confidentially to management. No staff member will face retaliation for raising genuine concerns.

14. Disciplinary Action

Breaches of policy may result in:

- Verbal or written warnings
- Additional training requirements
- Suspension
- Termination of employment

Serious breaches (e.g., abuse or safeguarding violations) may result in immediate dismissal and referral to external authorities.

15. Policy Review

These policies will be reviewed annually or sooner if legislation or service needs change.

This policy was created on the 20th June 2026