



Appendix A4

Code of Conduct for Working with Adults

This code describes the standards of conduct, behaviour and attitude expected of all church workers working with adults, including adults at risk, to ensure that you are providing a compassionate, caring and supportive environment.

Safeguarding adults at risk means protecting an adult's right to live in safety, free from abuse and neglect (14.7 of the Care and Support Statutory Guidance issued under the Care Act 2014). The safeguarding duties apply to an adult who:

- has care and support needs (whether or not the adult is being provided any services from the local authority or other statutory body to meet their needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

All workers of the church should agree to the following code of conduct when working with adults. You are responsible for and have a duty to ensure that your conduct does not fall below the standards detailed in this code, which are also supported and detailed in the Care Act 2014 (14.1.99)

Be accountable

- Be honest with yourself and others about what you can do, whether or not the adult is being provided with any services.
- Recognise your abilities and limitations.
- Only carry out or delegate tasks agreed in your role description.
- Be able to justify and be accountable for your actions.
- Ask your leader/supervisor for guidance if you feel inadequately prepared to carry out any aspect of your role.
- Tell your leader/supervisor about any issues that might affect your ability to perform your role.
- Always establish and maintain clear and appropriate boundaries in your relationships with people.
- Never accept any offers of loans, gifts or benefits from anyone you are supporting or anyone close to them.
- Comply with United Reformed Church (URC) policies and procedures.
- Tell your leader/supervisor or person in charge of safeguarding if you are concerned that another worker is acting outside of this code of conduct.

Promote the privacy, dignity, rights and wellbeing of people

- Always protect the rights of people and treat them with dignity, respect, and compassion.
- Ensure that a vulnerable adult is not treated, without justification, any less favourably than the way in which a person who is not an "adult at risk" would be treated in a comparable situation.

- Always act in the best interest of people, with their present and past wishes and feelings being considered.
- Put the needs, views and wishes of people first, helping them to control and choose the help and support they receive.
- Always gain consent before providing help and support. You must respect a person's right to refuse if they can do so, but also report any concerns if you feel that someone does not have the capacity to consent.
- Always maintain the privacy and dignity of people who have help and support, and their carers.
- Promote people's independence, while helping them maintain existing family and social contacts.
- Always make sure that your actions do not harm an individual's health or wellbeing.
- You must never abuse, neglect, harm or exploit anyone.
- Challenge and report dangerous, abusive, discriminatory or exploitative behaviour.
- Always take comments and complaints seriously; respond to them in accordance with *Good Practice 5* and inform your leader/supervisor/safeguarding designated person.

Work effectively with other volunteers/colleagues

- Understand and value your contribution and the vital part you play in the church.
- Recognise and respect the roles of other church workers/colleagues and those from other denominations and agencies; work in partnership with them.
- Work openly and co-operatively with other church workers/colleagues, including those from other denominations and agencies, and treat them with respect.
- Work openly and co-operatively with people who have help and support, including their families or carers, and treat them with respect.
- Honour your commitment to the church and be reliable, dependable and trustworthy.

Effective communication

- Make efforts to assist and facilitate communication, using whatever method is appropriate to the needs of the individual.
- Always explain and discuss any help and support you are offering/providing with the person; only continue if they give consent.
- Communicate respectfully with people in an open, accurate, effective and straightforward way.
- Communicate effectively with other church workers/colleagues as appropriate.
- Maintain clear and accurate records of the help and support the church provides, as appropriate.
- Recognise both the extent and the limits of your role, knowledge and ability when communicating with people who have help and support.

Respect people's right to confidentiality and decision-making

- Treat all information about people who need help and support, and their carers, as confidential.
- Ensure people participate as fully as possible in any decisions being made, with support in place to help that participation in a way understood by the adults.
- Only discuss or disclose information in accordance with legislation and URC policy.
- Always seek guidance from your leader/supervisor regarding any information or issues that you are concerned about.

Training, policy and procedure

- Attend all necessary training which helps to support you in your role.
- Complete all necessary safeguarding training at least every three years.
- Have a good awareness of URC policy and procedures, including *Good Practice 5*.

Uphold and promote equality, diversity and inclusion

- Respect the individuality and diversity of all people, including those we encounter and work with.
- Treat all adults equally and inclusively and do not discriminate on grounds of age, gender reassignment, ethnicity, race, religion/belief, cultural background, sexual orientation and disability.
- Promote equal opportunities and inclusion for the people we encounter and work with.
- Report any concerns regarding equality, diversity and inclusion to a leader/supervisor as soon as possible.

I agree to abide by the above code of conduct while working with adults, including adults at risk.

on behalf of
[church name]

Name of worker:

Signed:

Date: