



# Code of conduct

## 1. General statement on intent

1.1 Survive expects its staff, volunteers and trustees to act in the best interests of Survive.

1.2 Contracts and volunteer agreements govern the key elements of our working relationship. Our Code of Conduct sits alongside those documents and sets out the expected standards of behaviour.

1.3 This policy is not an exhaustive statement of rules and regulations; rather it describes a basic framework within which our people are required to work which reflects our ethos and values.

## 2. Context

2.1. Our vision is to for all adults who have experienced rape, sexual assault or child sexual abuse to have access to our highly-valued services to find relief from distress; discover self-worth; reconnect with lives and relationships; explore and achieve their full potential.

2.2 Our mission is to help adult survivors of rape, sexual assault or child sexual abuse rebuild their lives, relationships and reach their potential by delivering specialist services.

2.3 Our values include a number of statements relating to the way we want our people to work:

<b>Integrity</b>	Survive will strive to communicate in an open, honest and transparent way. Our relationships with survivors will be based on mutual respect and trust. We will offer a safe space to survivors of sexual trauma where they can explore and talk about what has happened to them.
<b>Inclusive</b>	Survive's ethos is that everyone is equal. We respect differences while embracing diversity.
<b>Enabling</b>	Survive believes in survivor autonomy. We believe survivors are best placed to know what they need. We facilitate their exploration of options to make informed decisions. We put survivors at the heart of what we do. We develop and deliver a range of accessible, quality and evidenced-based services and innovate to meet the changing needs of survivors. By offering autonomy, we not only offer informed choices, we build confidence.
<b>Hope</b>	Survive strives to be compassionate in all that we do. We offer hope for positive change by helping our clients make sense of what has happened to them and reduce their feelings of isolation. By promoting self-worth, we help survivors find relief from the pain caused by sexual trauma and paths to reconnect with their lives and relationships.
<b>Courageous advocacy</b>	Survive will challenge those who do not support survivors. We will strive to raise awareness in all communities of the signs, prevalence and impact of sexual trauma including that which occurs between those who are or have been intimate partners. As the voice of survivors, we will challenge myths about sexual abuse. We will challenge and educate those in authority, in communities and in institutions to help them understand the pain of sexual trauma.

2.4. Survive also supports adult survivors of domestic violence through the Police, Fire and Crime Commissioner Supporting Victims of Crime contract.

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2.5 The nature of our work means:

- our clients may be vulnerable by nature of their experiences;
- our clients, funders, partners and communities have expectations regarding our standards of behaviour;
- our conduct in the workplace or externally when representing the charity, may reflect on Survive;
- our people are expected to work to the professional standards set by external bodies including, though not limited to, the British Association of Counselling Professions (BACP) and The Survivor's Trust (TST).

### **3. Expected standards of behaviour**

3.1 Survive expects its people to:

- maintain professional standards of conduct in the workplace (including remote delivery of services via telephone or online) and when representing Survive externally;
- ensure that their behaviour does not bring Survive into disrepute or adversely affect the dignity of its clients, staff, volunteers, trustees or damage the reputation of Survive or otherwise give rise to criticism of Survive;
- ensure that their behaviour does not bring the counselling profession into disrepute;
- perform the duties of their post diligently and to the best of their ability;
- comply with Survive's policies and procedures;
- ensure that the dignity and rights of clients, colleagues, funder and partners are recognised and protected at all times;
- treat others with fairness, equity and courtesy in accordance with Survive's policies and the law;
- not allow prejudice or bias to influence decisions in carrying out their work;
- not undermine any colleague's relationships with clients by making unjustifiable or ill-judged comments;
- provide a courteous, efficient and impartial service delivery to all organisations, groups and individuals;
- monitor and maintain their own physical and psychological health to enable them to work safely with clients and seek professional support and services as required;
- keep a healthy balance between their work and other aspects of their life;

3.3 You are expected to work to the BACP Ethical Framework for the Counselling Professions (see Appendix 1).

3.4 You must inform the CEO without delay of any criminal or disciplinary proceedings brought against you.

### **4. Maintaining boundaries, conflicts of interest and declarations of interest**

4.1 Survive expects its people to:

- establish and maintain appropriate professional and personal boundaries in their relationships with clients;
- exercise reasonable care in separating and maintaining a distinction between their personal and professional presence on social media;
- not befriend clients (or those known to be close to clients) on social media;
- not have sexual relationships or behave sexually towards clients, supervisees or trainees, or individuals known to be close to our clients;
- not exploit or abuse clients in any way: financially, emotionally, physically, sexually or spiritually.

4.2 Gifts from clients must not be encouraged and should be politely declined. Where the gift is of low value (e.g. chocolates) and it is likely to cause more offence to decline it, you can retain it or share with colleagues, however, it should still be declared to your line manager and a note should be made on the client's record on Charity Log.

4.3 You should avoid continuing or resuming any relationship with former clients, or those know to be close to former clients, that could harm the former client.

4.4 Where former service users wish to later become involved with the charity in trustee, service delivery, fundraising or spokesperson roles, you should actively engage with them to ensure their involvement will not be detrimental to their own wellbeing.

4.5 Survive expects any professional or personal interests that conflict with client interests to be carefully considered in consultation with a supervisor or experienced colleague or where appropriate, discussed with the client before services are offered.

4.6 Survive will address any incompatibilities between our contracts with clients and contractual agreements with third parties – always putting the needs of clients first.

## **5. Bullying and harassment**

5.1 Survive believes that everyone should be treated with dignity and respect. Bullying and harassment of any kind will not be tolerated in the workplace and could result in disciplinary proceedings.

5.2 Harassment is *“unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual”* (Equalities Act 2010). The relevant protected characteristics are age, disability, gender reassignment, race, religion or belief, sex, marriage and civil partnership, pregnancy and maternity and sexual orientation.

5.3 Bullying is characterised as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient (Advisory, Conciliation and Arbitration Service (ACAS)). Appropriate constructive feedback about your performance or attitude at work by your line manager or other senior staff will not normally be considered to be bullying.

5.4 Bullying or harassment may be obvious or it may be insidious. Whatever form it takes, it is unwarranted and unacceptable to the individual. Examples may include:

- spreading malicious rumours or insulting someone by word or behaviour (particularly on racial, sexual or disability grounds);
- copying material that may be critical of someone and distributing it to others who do not need to know;
- ridiculing or demeaning someone – picking on them or setting them up to fail
- exclusion or victimisation;
- preventing an individual's progress by intentionally blocking promotion or training opportunities;
- deliberately undermining a competent worker by constant criticism and overloading with work;
- unfair treatment.

## **6. Referrals to DBS**

6.1 All staff, volunteers and trustees undergo an enhanced DBS check prior to appointment.

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6.2 As a provider of a regulated activity, Survive will inform DBS of the following circumstances:

- if we withdraw permission for a person to engage in Regulated Activity with children and/or adults;
- if we have moved a person to another area of work that isn't Regulated Activity or if we have dismissed them. This includes situations when we would have moved the person but the person was re-deployed, resigned, retired, or left.
- if we think a person has:
  - engaged in relevant conduct in relation to children and/or adults. An action or inaction has harmed a child or adult or put them at risk or harm; or
  - satisfied the harm test in relation to children and/or adults, e.g. there has been no relevant conduct but a risk of harm to a child or adult still exists or
  - been cautioned or convicted of a relevant (Automatic Barring either with or without the right to make representations) offence.

6.3 Further information about the DBS referrals is found at Appendix 2

## **7. Office etiquette**

In the office (including when working online from home);

- area should look neat and tidy at all times;
- rubbish should be put in the bin straight away;
- collect anything you send to the printer straight away;
- unload boxes and put away contents on delivery;
- keep the main office clutter free;
- clear your desk at the end of each day;
- be mindful that conversations can be overheard;
- do not smoke outside the main office front door.

## **8. Dress code**

8.1 You should:

- present yourself appropriately to clients, funders, partners and the general public;
- not wear clothing that is detrimental to your own health and safety or that of others (e.g. flip flops are not considered to be safe footwear in the workplace);
- not wear clothing with slogans or pictures containing nudity or foul language or which may be deemed sexually offensive;
- not wear revealing attire that may make others uncomfortable or self-conscious;
- use common sense and sensitivity – if you have any doubts about whether an article of clothing is appropriate, then it is likely that others will share this doubt and therefore should not be worn.

8.2 Survive's policy is that the wearing of religious and cultural dress (including clerical collars, head scarves, skull caps and turbans) is allowable and must not be discouraged.

## **9. Enforcement, access and review**

9.1 Any failure to adhere to the required standards of behaviour may lead to disciplinary proceedings.

9.2 Line managers will provide a copy of this policy to all new staff, volunteers and trustees as part of their induction.

9.3 A hard copy of this policy will be kept in the policy folder in the Survive office and a soft copy will be stored on HR Breathe and Sharepoint.

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9.4 The Board of Trustees will review this policy every 3 years.

9.5 Staff, volunteers and trustees will be informed of any updates via team meetings.

**Other linked policies:**

Disciplinary

Grievance

EDI

Recruitment policy

Personal development and performance

IT policy

Confidentiality data protection and information sharing

## Appendix 1

### BACP Ethical Framework for the Counselling Professions Values, principles, qualities

#### Our fundamental values include a commitment to:

- respecting human rights and dignity
- alleviating symptoms of personal distress and suffering
- enhancing people's wellbeing and capabilities
- improving the quality of relationships between people
- increasing personal resilience and effectiveness
- facilitating a sense of self that is meaningful to the person(s) concerned within their personal and cultural context
- appreciating the variety of human experience and culture
- protecting the safety of clients
- ensuring the integrity of practitioner-client relationships
- enhancing the quality of professional knowledge and its application
- striving for the fair and adequate provision of services

#### Our core principles are:

<b>Being trustworthy</b>	honouring the trust placed in the practitioner.
<b>Autonomy</b>	respect for the client's right to be self-governing.
<b>Beneficence</b>	a commitment to promoting the client's wellbeing.
<b>Non-maleficence</b>	a commitment to avoiding harm to the client.
<b>Justice</b>	the fair and impartial treatment of all clients and the provision of adequate services.
<b>Self-respect</b>	fostering the practitioner's self-knowledge, integrity and care for self.

#### Key personal qualities to which members are strongly encouraged to aspire include:

<b>Candour</b>	openness with clients about anything that places them at risk of harm or causes actual harm.
<b>Care</b>	benevolent, responsible and competent attentiveness to someone's needs, wellbeing and personal agency.
<b>Courage</b>	the capacity to act in spite of known fears, risks and uncertainty.
<b>Diligence</b>	the conscientious deployment of the skills and knowledge needed to achieve a beneficial outcome.
<b>Empathy</b>	the ability to communicate understanding of another person's experience from that person's perspective.
<b>Fairness</b>	impartial and principled in decisions and actions concerning others in ways that promote equality of opportunity and maximise the capability of the people concerned.
<b>Humility</b>	the ability to assess accurately and acknowledge one's own strengths and weaknesses.
<b>Identity</b>	sense of self in relationship to others that forms the basis of responsibility, resilience and motivation.
<b>Integrity</b>	commitment to being moral in dealings with others, including personal straightforwardness, honesty and coherence.
<b>Resilience</b>	the capacity to work with the client's concerns without being personally diminished.
<b>Respect</b>	showing appropriate esteem for people and their understanding of themselves.
<b>Sincerity</b>	a personal commitment to consistency between what is professed and what is done.
<b>Wisdom</b>	possession of sound judgement that informs practice.

## Appendix 2

### Duty to inform DBS

