



Behaviour Code
for Staff & Volunteers



Why we have a safeguarding behaviour code

Our code of behaviour seeks to inform understanding of our safeguarding expectations whilst working as a member of staff or volunteer.

It outlines the conduct we expect from our staff and volunteers to ensure that children and adults at risk are protected from abuse whilst participating in our activities and, that we meet our regulatory obligations.

Your role

All staff and volunteers are expected to meet our safeguarding standards which will include behaviours that take place privately or online.

These are highlighted during induction, and it is important to remember that you also represent Norwich City as an ambassador both privately and online.

Your safeguarding responsibilities:

- prioritising the welfare of children and adults at risk and championing their rights.
- providing a safe environment for children and adults at risk.
- modelling good behaviour for children and adults at risk to follow.
- challenging all inappropriate behaviour and reporting any breach of this code to your supervisor or safeguarding staff.
- having good safeguarding awareness and acting when necessary.
- following our published safeguarding principles, policies, and procedures.
- reporting all concerns about abusive behaviour.

Respecting children and adults at risk:

You should:

- always listen to the voice of children and adults at risk and value their viewpoint.
- take their contributions seriously and actively involve them in planning activities wherever possible.
- respect their right to personal privacy as far as possible.
- explain the reason for breaching any confidentiality request, to follow safeguarding procedures, at the earliest opportunity.

Appropriate relationships

You should:

- promote relationships that are based on openness, honesty, trust, and respect.
- avoid showing favouritism and remaining patient.
- never patronise or belittle children and adults at risk.
- ensure all contact with children and adults at risk is appropriate and relevant to the nature of the activity you are involved in.
- never develop inappropriate relationships with children and adults at risk.
- never make inappropriate promises to children and adults at risk.
- engage in behaviour that is in any way abusive or having any form of sexual contact with a child or adult at risk.
- exercise caution when you are discussing sensitive issues with children or adults at risk.

Safe Practice

You must:

- ensure that whenever possible, there is more than one adult present during activities with children and adults at risk.
- ensure that you are within sight or can be heard by other adults if you do find yourself in a situation where you are alone with a child or adult at risk.
- report the circumstances of any situation where a child or adult at risk has requested to speak to you in private as soon as possible.
- only provide personal care to a child or adult at risk in an emergency and make sure you are accompanied by another person.
- always act safely and not take unnecessary risks which may put children or adults at risk exposed to threats of harm.
- always act as a role model and never smoke, consume alcohol, or use illegal substances whilst working with children or adults at risk.
- always act calmly and never in a way that can be perceived as aggressive, threatening, or intrusive.
- always act professionally and never make sarcastic, insensitive, derogatory, or sexually suggestive comments or gestures to or in front of children or adults at risk.
- restrict personal contact with children or adults at risk and never allow them to have your personal contact details (mobile number, email, or postal address) or have contact with via any personal social media account.
- always report any concerns or allegations and never allow them to go unreported.

Equality Diversity and inclusion

You should:

- treat children and adults at risk fairly and without prejudice or discrimination.
- understand the individuality of children adults at risk who may have individual needs.
- respect differences in gender, sexual orientation, culture, race, ethnicity, disability, and religious belief systems, and appreciate that all participants add value to Club activities.
- always challenge discrimination and prejudice including language that is heard or used.
- encourage children and adults at risk to speak out about attitudes or behaviour that makes them uncomfortable.

Upholding this code of behaviour

You should always follow this code of behaviour and never rely on your reputation or that of Norwich City to protect you.

If you have behaved inappropriately, we may consider disciplinary action where necessary.

We may also make a report to statutory agencies such as police and/or local authority child or adult protection services.

If you become aware of any breaches of this code, you must report them to your manager or safeguarding staff.

Further information is available at canaries.co.uk/club/safeguarding