



COMMUNITY
SPORTS
FOUNDATION

STAFF AND VOLUNTEER CODE OF CONDUCT

REVIEW DATE: JUNE 2022



Policy Outline

The Norwich City Community Sports Foundation (“Foundation”) has a code of conduct that outlines the behaviour expected from all their staff and volunteers. This includes agency staff, interns, students on work placement and anyone who is undertaking duties for the Foundation, whether paid or unpaid.

This code of conduct is here to help the Foundation protect children, young people, and adults at risk from abuse.

Everyone involved with the Foundation has a responsibility for setting the standards, making sure there is equal access and opportunity for all, and that fairness and respect is upheld. The code of conduct allows the Foundation to uphold their internal values of trust, integrity, responsibility, and partnership working and allows the Foundation to maintain a consistent approach to any breach.

The Foundation expects all involved (whether paid or unpaid) with the Foundation’s activities to adhere to the code of conduct.

Equality, Diversity, and Inclusion

Individuals involved with the Foundation, must treat everyone equally and sensitively regardless of age, disability, gender, race, ethnic origin, culture or social background, sexual orientation, religious belief, political affiliation, or any other personal characteristic/feature. The Foundation is opposed to any form of violent, abusive, offensive, or discriminatory behaviour.

Individuals involved with the Foundation, has a responsibility to treat everyone with dignity, respect, sensitivity, and fairness. Individuals should be aware of the special needs and increased vulnerabilities of children and Adults at Risk and recognise that some face additional barriers.

Every child or Adult at Risk involved in the Foundation’s activities should be able to participate in an enjoyable and safe environment and be protected from poor practice and abuse.

Your Role as a Staff Member or Volunteer

In your role at the Foundation, you are acting in a position of trust and authority and have a duty of care towards the children, young people, and Adults at Risk the Foundation works with. You are likely to be seen as a role model by the participants and are expected to behave appropriately.

The Foundation expects people who take part in their services to always display appropriate behaviour. This includes behaviour that takes place outside the Foundation and behaviour that takes place online.



Responsibility of Staff and Volunteers

At all times, you are responsible for:

- Prioritising the welfare of children, young people, and Adults at Risk
- Providing a safe environment for children, young people, and Adults at Risk
 - Ensuring equipment is safely used and for its intended purpose
 - Ensuring that your safeguarding knowledge and awareness is up to date by attending and completing all relevant training provided
 - Take action regarding safeguarding and child protection when appropriate
- Adhering to all Foundation principles, policies, and procedures, including those for safeguarding, child protection, 'speak up', and online safety
- Living the Foundation's [vision and values](#)
- Complying with all health and safety legislation and ensuring that all accidents, incidents, and near misses are reported to the Foundation's Compliance Manager
- Never taking photographs, images, or videos of participants on your personal devices. Photographs, images, or videos must only be taken on a Foundation work device, and you must have signed the Foundation's 'Mobile Device Agreement'.
- Familiarising yourself with the Foundation's Photography and Image Sharing policy and Photography and Image Sharing code of conduct, which can be found on the Foundation's website.
- Staying within the law at all times
- Modelling good behaviour to all participants
- Challenging all poor practice and reporting any breaches of this code of conduct to the safeguarding team
- Reporting all concerns about abusive behaviour, following our safeguarding and child protection procedures, including inappropriate behaviour displayed by an adult or child and directed at anybody of any age
- Arriving promptly for work and ensuring that you have the correct equipment to complete the expected tasks
- Ensuring that matters of a confidential or sensitive nature are not discussed or shared outside of the people who 'need to know'
- Acting professionally whilst wearing the Foundation's or Norwich City Football Club's kit. You must not smoke, vape, or consume alcohol or misuse substances whilst in your kit and should not post negative comments about Norwich City Football Club or the Foundation on your social media or online.

Whilst driving, you are responsible for:

- Abiding by the Highway Code when driving the Foundation's vehicles
- Informing the Compliance Manager of any endorsements / penalty points on your driver's licence



Respecting Children, Young People and Adults at Risk

At all times, you should:

- Listen to and respect participants.
 - If a concern is raised, explain to the participant as soon as possible what you are doing with the information and who you are passing it on to
- Value and take participant's contributions seriously
- Remind participants of their relevant code of conduct
- Create an environment where participants feel safe, respected, and listened to
- Follow up promptly and effectively on any concerns raised by participants
- Treat all participants fairly and without discrimination and prejudice
- Understand that everybody is an individual with individual needs
- Respect differences in gender, sexual orientation, culture, race, ethnicity, disability, and religious belief systems and appreciate that all participants bring something valuable and different to the group
- Challenge and report discrimination and prejudice
- Encourage all participants to speak out about attitudes or behaviour that makes them uncomfortable

Appropriate Relationships

You should:

- Promote relationships that are based on openness, honesty, trust, and respect
- Avoid showing favouritism
- Be patient with others
- Exercise caution when you are discussing sensitive issues with children, young people, or Adults at Risk
- Ensure your contact with children, young people and Adults at Risk is appropriate and relevant to the nature of the activity you are involved in
- Ensure that whenever possible, there is more than one adult present during activities with children, young people, and Adults at Risk
 - If a situation arises where you are alone with a child, young person, or Adult at Risk ensure that you are within sight or can be heard by other adults
 - If a child, young person, or Adult at Risk specifically asks for or needs some individual time with you, ensure that other staff or volunteers know where you and the child / Adult at Risk are
- Not provide personal care to a child, young person, or Adult at Risk; this is not the same as providing first aid to a child, young person, or Adult at Risk



Inappropriate Behaviour

When working with children, young people, or Adults at Risk you must not:

- Allow concerns or allegations to go unreported
- Take unnecessary risks
- Smoke, consume alcohol, or use illegal substances
- Develop inappropriate relationships with children, young people, and Adults at Risk; this includes online
- Engage in behaviour that is any way abusive
 - Including having any form of sexual contact with a child, young person, or Adult at Risk
- Let children, young people or Adults at Risk have your personal contact details (mobile number, email, or postal address) or have contact with them via a person social media account
- Act in a way that can be perceived as threatening or intrusive
- Patronise or belittle children, young people, or Adults at Risk
- Make sarcastic, insensitive, derogatory, or sexually suggestive comments or gestures to or in front of children, young people, or Adults at Risk

Upholding this Code of Behaviour

You should always follow this code of conduct and never rely on your reputation or that of the Foundation to protect you.

If you have behaved inappropriately, you will be subject to the Foundation's disciplinary procedures. Depending on the seriousness of the situation, you might be asked to leave the Foundation. We might also make a report to the relevant agencies, such as the police, the local authority child protection services, the Football Authority (FA) or the Premier League.

If you become aware of any breaches of this code, you must report them to the Foundation's safeguarding team. If necessary, you should follow our 'Speak Up' procedure and safeguarding procedures.

Policy Review:

Policy Issue Date **June 2022**

Date of Next Update **June 2023**

This code of conduct is next due for a general review on the above date. It may however be reviewed and updated earlier, in the event of a change in Foundation requirements, or relevant legislation.