

Board Code of Conduct

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All Volunteers

All volunteers must:

- Ensure that you are aware of and comply with the charity's policies.
- Undertake any necessary training for your role.
- Listen to and respect other volunteers, beneficiaries and other stakeholders.
- Promote relationships that are based on openness, honesty, trust and respect.
- Treat everyone fairly and without prejudice or discrimination.
- Ensure language is appropriate and not offensive or discriminatory.

- Ensure any equipment is used safely and for its intended purpose.
- Challenge any unacceptable behavior and report any breaches of this Code of Conduct or any concerns without delay to a trustee.
- Report any allegations/suspicions of abuse.
- Respect everyone's right to personal privacy and ensure that any personal information is kept secure and not disclosed.
- Volunteers are not obligated to work at specific times, but if you commit to doing something and are unable to, ensure that the charity is made aware as soon as possible.

You must not:

- Allow concerns or allegations to go unreported.
- Develop inappropriate relationships such as contact with children or vulnerable people that is not a part of the work of the Charity or agreed with the trustees.
- Share your personal contact details (mobile number, email or address) or have contact with a beneficiary or vulnerable person via a personal social media account.
- Make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of anyone.
- Act in a way that can be perceived as threatening or intrusive.
- make inappropriate promises to children and young people, particularly in relation to confidentiality.

Trustee Board

As a board, collectively and individually, we will:

- **Act legally and properly** - by acting with integrity, honesty, within the law and our governing document, and in the charity's best interests at all times.
- **Create a safe space** – in which everyone is encouraged and feels able to speak.
- **Positively challenge** – each other, but avoid being confrontational - saying 'no', 'that won't work'.
 - Instead, we ask open questions that will help us work together to explore/test an idea, or suggestion - who, what, when and how, but not why, which can come across as accusatory).
- **Think, then speak** – what can I say succinctly that will most help the Board?
- **Feel able to ask the questions that need to be** – there is no elephant in the room or, if there is, we're all working together to get it out.
- **Act strategically** – by thinking externally and longer term.
- **Understand that operational delivery is the remit of the CEO / National Chaplain** - by recognising that it's not our role to manage operations, but to ensure these are led and managed well.

- **Focus on solutions** – by talking about the past, only to learn from it, avoid talking about what we can't do and, instead, focus on what we could do.
- **Welcome differing viewpoints** - respect each other's right to hold a different opinion and recognise our own right to do so too.
- **Don't make assumptions** – about who someone is, but rather respond based on the facts/content of what he/she said.
- **All contribute** - the contribution of the young, old, or those with lived experience is different to that of the professionals but isn't less than.
 - Everyone has something to give and something to learn.
 - And no one person is allowed to dominate the conversation to the exclusion of others.
- **Are slow to take offence** – and quick to apologise, always.
- **Give permission** – to everyone else to remind us when we inadvertently stray from the above.
- **Accept our responsibility** – for ensuring that everyone is treated fairly, with respect and kept safe from harm.