Reach Support Services Code of Conduct & Professional Standards

1. Purpose

This Code of Conduct Policy sets out the standards of professional behaviour expected from all employees, volunteers, and contractors working with Reach Support Services. It ensures that we provide safe, respectful, and high-quality support to the individuals we serve.

2. Scope

This Code applies to: all staff; volunteers; agency workers; all services and locations operated or managed by Reach Support Services; all interactions with service users; families, carers; colleagues; external partners.

3. Core Principles

3.1 Respect and Dignity

Treat all service users, families, and colleagues with kindness, courtesy, and respect. Promote independence, choice, and dignity at all times. Never discriminate against anyone based on age, race, gender, religion, disability, or any other protected characteristic.

3.2 Professional Integrity

Maintain honesty and transparency in all professional dealings. Declare any conflicts of interest and avoid behaviour that could bring the organization into disrepute. Do not accept or offer gifts, money, or favours that may compromise professional judgment and the wellbeing of service users.

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3.3 Confidentiality
Protect the privacy and confidentiality of service users and colleagues. Share information only when necessary and in line with GDPR and safeguarding requirements.

3.4 Commitment to Safeguarding
Recognize and report any signs of abuse, neglect, or exploitation. Follow all safeguarding policies and procedures without delay. Cooperate fully in any investigation involving the safety or welfare of a child, young person, or a vulnerable individual.

4. Professional Standards

4.1 Quality of Care and Support
Deliver person-centred care that meets the physical, emotional, social, and cultural needs of each individual. Follow care plans, risk assessments, and support protocols accurately. Record all support activities truthfully and clearly.

4.2 Competence and Continuous Development
Only undertake tasks for which you are trained and competent. Take part in ongoing training and supervision to improve knowledge and skills. Accept constructive feedback and use it to improve performance and services.

4.3 Working Relationships
Foster positive, collaborative relationships with colleagues and external partners. Communicate clearly and respectfully at all times. Avoid gossip, bullying, harassment, or any unprofessional conduct.

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4.4 Use of Technology and Social Media

Use work devices and systems responsibly and only for work-related purposes. Never post service user information or work-related content on personal social media. Represent Reach Support Services professionally online and offline.

4.5 Appearance and Conduct

Dress appropriately and professionally for your role. Arrive on time, ready to work, and avoid any behaviour that may impair your performance (e.g., being under the influence of alcohol or drugs). Follow all workplace policies, including health and safety guidelines.

5. Breaches of the Code

Any breach of this Code of Conduct may result in disciplinary action, up to and including dismissal. Serious misconduct (e.g., abuse, theft, falsifying records) will be reported to relevant authorities and may result in legal action.

6. Declaration

All staff and volunteers are required to read and sign this Code of Conduct upon induction and reaffirm their commitment annually.

Last reviewed: May 2025
Next review due: May 2026
Approved by: Jamie Tugby

Signature: