



OUTREACH • BARN • FARM • POST 16

Code of Conduct Policy

Policy Note

<p>For the purposes of this policy, Orchard Therapeutic Farm (OTF), Orchard Therapeutic Outreach (OTO), Orchard Therapeutic Barn (OTB), Orchard Therapeutic Active (OTA) will together be referred to as “the Services”</p>
<p>This policy applies to all employees, volunteers, trustees, and contractors of the Services, as well as anyone representing Orchard Therapeutic Farm, Orchard Therapeutic Outreach, Orchard Therapeutic Barn or Orchard Therapeutic Active in an official capacity.</p>

Key Principles

Young Person’s Voice	How this applies to the Code of Conduct
<p>I have confidence that the adults who support me understand me, are skilled and work effectively together to best meet my needs.</p>	<p>Operating an employee Code of Conduct helps ensure that all staff understand what is expected of them so the young people using the service are treated with fairness, understanding and due regard for their needs.</p>
<p>I receive high-quality, tailored support that sustains my health and wellbeing.</p>	<p>Operating a Code of Conduct helps ensure that all staff work to high-quality standards and fulfil their duties in supporting each young person's health and wellbeing.</p>

<p>I have strong, trusting and meaningful relationships within my support system and can rely on the adults around me.</p>	<p>Operating a Code of Conduct helps build an effective support system for each young person which is consistently approachable, dependable, trustworthy and empathetic.</p>
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This Policy should be read in conjunction with our other Policies on:

- Employee Responsibilities
- Induction
- Duty Of Candour
- Consent
- Confidentiality and Data Protection
- Disclosure & Barring Service (DBS)
- Equal Opportunities
- Safeguarding
- Staff Handbook
- Vision an Mission

Policy Statement

<p>Policy Aims</p> <p>This Code of Conduct sets out the values, standards and expected behaviours required of all employees of the Services. It exists to ensure that young people receive safe, respectful and high-quality support from adults who act with professionalism, honesty and integrity at all times.</p> <p>All staff are expected to conduct themselves in a manner that upholds the Services’ values, protects young people from harm, and maintains public confidence in the organisation.</p>
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In order to ensure a safe environment and high-quality support for young people, all employees and managers of the Services are expected to act in a professional and competent manner at all times, with the best interests of the young people in mind.

The following Code of Conduct has been developed to instruct staff to make sure they are behaving appropriately and meeting the standards expected of them in their practice.

Code of Conduct

The Services have a duty to ensure that all adults working with young people are competent, trustworthy and act in their best interests. All staff must therefore:

- Treat all young people, families, colleagues, volunteers and visitors with dignity, respect and courtesy.
- Act with honesty, integrity and professionalism at all times.
- Uphold the rights of young people, including dignity, privacy, equality, inclusion, safety, welfare and informed consent.
- Behave in a way that reflects the organisation's values, mission and professional standards.
- Comply with all relevant UK legislation, employment law, health and safety regulations and safeguarding guidance.
- Maintain confidentiality in accordance with the Data Protection Act 2018 and UK GDPR.
- Carry out duties diligently, safely and to an acceptable standard of performance and attendance.
- Follow all reasonable and lawful management instructions.
- Log in and out of shifts correctly for safeguarding, supervision and payroll purposes.
- Adhere to the organisational dress code and maintain a safe, professional appearance.
- Use company property responsibly, safely and only for its intended purpose.
- Declare any conflicts of interest or potential conflicts immediately.
- Comply with updated DBS checks when requested.
- Report any police involvement or circumstances that may affect suitability for work.
- Not misuse position, authority or access to gain advantage for themselves or others.
- Not provide false or misleading information.
- Not consume alcohol or take illegal drugs while on duty.

- Not accept casual gifts or favours from young people or families.
- Not show bias or favouritism, including in procurement decisions.

Confidentiality and Handling of Personal Information

Staff must treat all information obtained through work as confidential unless:

1. it is already public,
2. there is a lawful reason to share it, or
3. disclosure is required for safeguarding purposes.

Personal information must always be handled in line with the Data Protection Act 2018, UK GDPR and organisational policy. Staff must seek advice from their manager or DSL if uncertain about confidentiality.

Professional Boundaries with Young People

Maintaining clear boundaries with Young People is essential to protect both them and staff. You must not discuss one young person with another, accept responsibility or engage in collusion with unlawful behaviour. You must not invite young people into your home, share your personal address or telephone number, or establish social media friendships with them. Alcohol, cigarettes, tobacco, or lighters must never be provided to young people.

When interactions with young people occur outside of work, they must be avoided wherever possible. If unavoidable, they should be conducted in a professional manner, reported to your manager, and recorded in the service user's records. Personal gifts should not be accepted except where refusal would cause offence; such gifts should be of low value, culturally appropriate, and recorded. Staff should avoid any financial transactions with young people, whether buying from or selling to them. If you have prior knowledge of a service user, this must be disclosed immediately to your manager.

Personal information about yourself should only be shared with young people when it is right, necessary, and helpful, and any such disclosure should be recorded.

Relationships with Colleagues

Personal relationships between colleagues must not result in preferential treatment or undermine professional objectivity. Close family members or couples are not permitted to work in a direct supervisory relationship. Any relationship which could create a conflict of interest must be declared to the Director, who will determine the appropriate arrangements to ensure fairness and transparency

Relationships with Contractors

All personal or business relationships with current or potential contractors or consultants must be declared. Staff must not show special favour to businesses connected to friends, partners, or relatives.

Staff Whose First Language is Other than English

- Orchard Therapeutic Services uses English as its standard language for communication about all aspects of young people's support (this includes using interpreters/translators where necessary). Speaking in a language everyone can understand helps uphold good standards of transparency, consistency, and respect in the service we provide.
- It is important that staff whose first language is other than English do not cause offence to others by communicating with one another in the presence of coworkers and young people (whose first language is English) in languages other than English.
- Staff whose first language is other than English should only use their first language as part of private conversations away from colleagues and young people. Persistent use of languages other than English when carrying out the work of the service will be regarded as uncourteous to young people and colleagues, who may feel uncomfortable if they do not understand what is being said.
- Effective sharing of information is also necessary for safeguarding. As English is the standard language used by the Services, using other languages could

have serious consequences, compromising young people's health, safety or welfare if crucial information is not communicated effectively. Where there is evidence that communicating in a non-English language has led to any of the following, the Services will treat it as a disciplinary matter:

- Causing offence, as described above
- Showing a lack of respect for and/or not meeting young people's needs to be treated with dignity at all times
- Putting young people's safety at risk
- The staff involved in any such incidents could be subject to formal disciplinary action on the grounds that they are breaching this Code of Conduct and not meeting the standards of care and diligence that we expect of them.

Gifts and Hospitality

To avoid conflicts of interest, staff must not accept gifts from vendors, suppliers, or contractors. Service user gifts may be accepted only if of low value and appropriate, and all such gifts must be reported and recorded. Hospitality should be declined if it could be perceived as exerting improper influence over the organisation.

Dress Code

Staff are expected to dress appropriately for the environment, ensuring safety, professionalism, and respect for cultural and religious sensitivities. This includes:

- Wearing the **provided uniform** at all times while on duty, including during trips, outreach visits, and off-site activities.
- Wearing **appropriate footwear** on the farm and during activities: closed-toe, sturdy shoes or boots (no sandals, flip-flops, or heels).
- Keeping **jewellery minimal and secure**; avoiding long or dangling items for safety.
- **Hair** must be tied back when working with animals, machinery, or food.
- **Tattoos** that could be considered offensive, inappropriate, or inconsistent with the organisation's professional image must be covered where possible.
- Managers may require staff to change inappropriate clothing before continuing work.

Smoking and Vaping

Smoking and vaping are not permitted inside any buildings, vehicles, or in front of young people. Staff must only use designated outdoor areas during allocated break times.

Mobile Phones

Personal mobile phones must not be used during the workday. The personal photography or recording of young people, their work, or the premises is prohibited. Only the use of work mobiles can be used on /off site. All images must be uploaded to the work iCloud. Staff are able to access their phones during their breaks.

Transport of Young People

Staff transporting young people must follow the organisation's transport policy, hold appropriate licences, and ensure vehicles are roadworthy, insured, and safety compliant.

Attendance and Work Duties

Staff must attend shifts on time and record attendance accurately. Lawful and reasonable instructions from Managers must be followed. All equipment should be handled with care, and resources should be used appropriately and proportionately. Conflicts of interest should be avoided, and any relevant police involvement should be reported immediately to your manager.

ICT and Social Media Use

Staff must comply with the organisation's ICT Acceptable Use and Data Protection policies. Organisational IT systems must not be used to access or circulate offensive or harmful material. Social media must not be used to make negative comments about the Services or its work.

Work-Related Events

The Code of Conduct applies at all times during work-related events, whether on or off site. Staff are expected to maintain professionalism, moderate their alcohol consumption, and never use illegal drugs. Behaviour which could bring the organisation into disrepute will be treated as a disciplinary matter.

Reporting Concerns

Any safeguarding, health and safety, or misconduct concerns must be reported immediately to the Designated Safeguarding Lead or line manager.

Breaches of the Code

Any breach of this Code of Conduct will be addressed under the Services' Disciplinary Policy. Serious breaches may result in dismissal and/or referral to the relevant authorities.

Policy Monitoring and Review

Compliance with this Policy and its procedures will be monitored by manager, together with independent reviews by both internal and external audit on a periodic basis.

The CEO is responsible for the monitoring, revision, and updating of this Policy.

This Policy will be kept under review in light of operational experience and national guidance. The first review will take place one year from adoption, and positive action will be taken to resolve any issues.

After reading this Policy, you should be able to:

- Understand what the Code of Conduct is and how it operates.
- Understand how the Code of Conduct Policy operates at the Services and have an awareness of the actions we take in preventing, identifying and reporting concerns.
- Understand the role you play in the Code of Conduct Policy.

If you have not understood any of these points, please ask your Line Manager or trainer for further help.

Authorisation and Signature

This Policy is the authorised version agreed by the CEO of the Services. All employees are expected to follow this Policy and failure to do so could result in disciplinary action.

A handwritten signature in black ink, appearing to read 'Ludivine Parmentier', written in a cursive style.

Ludivine Parmentier

Chief Executive Officer