

BGNS	Code of Behaviour	
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	Name	Signature	Date
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Document Number	PO03
Version	03
Document Status	Approved

The Code of Behaviour sets out the standards of behaviour that is expected from all our members not only in the performance of their volunteer roles but also when representing the group or when dealing in any capacity with the general public.

Volunteers must always operate within the principles and guidelines determined by the Blunham Good Neighbours Group for client confidentiality, home visits, working outside, doing odd jobs, driving and any other role, as given in the volunteer pack.

Trustees and Committee members will always be ready and willing to discuss any issues and offer advice and support where needed.

As volunteers we must always provide an example of good conduct. We must respect the rights of clients and colleagues alike particularly in respect of confidentiality, unless the safety and welfare of a client are at risk

Safeguarding

Always report all unacceptable behaviour and all allegations or suspicions of abuse, to the named designated person on the phone number provided:

Designated person Linda Canty

If unavailable notify the phone manager 07480 999601 who will pass the report on to the named designated person or the responsible committee member.

In an emergency where a person or persons are at immediate risk of harm the volunteer must dial 999 and ask for the appropriate service.

All volunteers, and committee members have an obligation not to intimidate any person who is or is likely to be a complainant, a witness or involved in an investigation relating to safeguarding or to a breach of the Code.

Any matter that raises a suspicion of criminal wrongdoing can be referred to the police;

Dealing with Clients

Always treat clients openly and with respect. Many of our clients are vulnerable with issues such as short term memory loss, hearing or sight loss. Therefore it is important to ensure that all information given to them is open and clear, particularly financial dealings.

For instance:

- Give receipts when providing transport outside of Blunham if the total cost is felt to be substantial (eg over £25.00, or if the client requests a receipt), and when receiving substantial donations for the group.
- If shopping for a client it is recommended that volunteers should both give receipts and take precautions to ensure the client understands the monetary transaction.

Working together

All volunteers and Committee members should respect each other and our clients, be open to other points of view and be able to work together in harmony. We may not always agree, and it is the right of all Volunteers and Committee members to challenge when we disagree. Disagreements are healthy and should be productive. We must seek to maintain respect and courtesy within the group and towards our clients.

Working with Children

Remember that your DBS clearance is for supporting adults (18+) only, so please ensure that wherever possible, when supporting adults with children you are not left alone with a child and you do not give lifts to unaccompanied children.

Change History	
Version Number	Change Detail
02	Telephone number typo corrected and reg charity number added to footer
03	Under Working Together 'and Duty' deleted