

**PTIUK Code of Conduct**

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# Overview

Pathways to Independence UK Ltd (PTIUK) provides supported accommodation and training for young people who are care experienced. To provide this service, the organisation has established and operates under a core set of principles and values that have been developed with input from staff and service users.

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| **PTIUK ORGANISATIONAL PRINCIPLES*** Outcome- focused
* Person-centred
* Strengths-based
* Trauma informed
* Coproduction
* UASC specialist
 | **PTIUK ORGANISATIONAL VALUES*** diversity, encouraging individuality, and celebrating difference
* empowering each other
* respecting everyone and treating people with dignity
* equality of opportunity
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We aim to ensure that these principles and values inform and underpin every aspect of our service, including both who we are and what we do.

**Who we are**

All staff and volunteers are committed to the being inclusive, respectful and to behave in a way that is non-judgemental, fair, impartial and balanced. We also recognise the importance of being culturally aware and we are always anti-discriminatory in our practice.

We work in a Trauma Informed and person-centred way, always aiming to work collaboratively with young people to identify and meet their needs. This includes being honest, empathetic, and caring, and being accommodating and understanding of young people’s diverse viewpoints and experiences. We also strive to be calm, consistent and reliable, and we listen to young people and each other as active listeners.

We have a learning culture, and our staff are reflective and professionally curious; we think that our self-development is important. We are well-trained and have a strong and wide knowledge base. We are solution-focused and outcome-driven, and we have high expectations for the outcomes of young people.

**What we do: Outcomes for Young People**

We support, advise and guide young people with the overall aim of empowering young people to be independent and learn for themselves, and to reduce homelessness. This includes providing safe and suitable accommodation for young people, encouraging and strengthening independent living skills (ILS), supporting young people to meet health and wellbeing needs, and connecting young people to agencies, communities, support and learning opportunities.

**What we do: Ways of working**

Our principles and values require us to work in a way that allows us to differentiate and tailor our support to meet varied needs. We work closely with young people to identify problems and find solutions together, allowing us to co-produce individual targets that are SMART – Specific, Measurable, Attainable, Realistic and Timebound. We also safeguard our service users and manage risks to promote positive outcomes for all, and we actively tackle bias and discrimination in our own practice and on behalf of our young people.

We have developed and regularly review our policies and procedures to support our work with young people, and we work collaboratively with other agencies to ensure that there is coordinated multiagency focussed on supporting their needs. We maintain accurate record keeping and evidence-based reports, and request and provide assertive feedback.

**What we don’t do**

In our personal behaviour, every member of staff at PTIUK is committed to avoiding negative behaviour and attitudes that can impact on our ability to support young people. We do not judge or discriminate, ignore people, gossip, belittle people or make unkind jokes. In the case of a disagreement we do not argue with people or blame others, and we never use abusive language, violence or physical restraint.

It is fundamental to the way that we work that we never take away choice or make decisions for young people or without consulting them. We also recognising the importance of not crossing professional boundaries. We will not betray the trust of our service users, although we will also not keep secrets where a safeguarding issue is at stake. We will not show favouritism and will treat all service users and professionals with equal respect.

# Responsibilities

We act in the best interest of young people, and support young people to prepare for adult life

We promote and adhere to equalities in all aspects of our work.

We offer accessible and inclusive support

We act as positive role models

We safeguard young people from harm by following procedures and working with others

We provide safe and habitable environments

We consider trauma and adverse childhood experiences in all that we do

We share information according to confidentiality, safeguarding and GDPR procedures

We work in a multiagency way

We adopt an Anti-Bullying organisational culture

We carry out safer recruitment for all staff and volunteers

We follow best practice HR processes and respect dignity at work

We do no act as professional advocates or give professional advice (medical, legal, therapy, etc).

# Professional Boundaries and Positions of Trust and Authority

We support, advise and guide young people in a collaborative way, while maintaining professional boundaries.

We are confidential and respect privacy.

We understand the importance of maintaining a professional distance. All staff receive training in professional boundaries and understand the importance of acting to always maintain those boundaries. This includes understanding that we do not;

* Purchase gifts.
* Use our own money or possessions.
* have a sexual or personal relationship with young people
* meet a young person socially
* share personal social media
* invite a young person to our homes

We follow policy and procedures which are there to ensure all are protected and to maintain highest standards of professionalism and accountability. Ensure policy and processes are fair e.g. through Equality Impact Assessments.

We ensure that our regular work takes place within service hours.

We do not transport young people.

We look out for and manage risk to ensure safeguarding of our young people. We always record and report safeguarding concerns immediately and escalate as appropriate.

We support our staff through supervision, training, line management support and regular Reflective Practice.

# Record-keeping

We maintain accurate record keeping and evidence-based reports.

We record information accurately keeping in mind that young people may read it later in life.

# One to One Situations and Home Visits

We respect young people’s personal space, and have an agreed access policy, including not entering a resident’s bedroom without consent unless we believe that there is a risk to the resident or others.

We have a clear lone working policy, including dynamic risk assessments (re-assessing a situation as it develops) and support for the lone worker by someone off-site before, during and after lone visits.

As providers of supported accommodation, we do not provide intimate or personal care.

# Health and Wellbeing

We support young people to meet health and wellbeing needs

We are positive and focus on boosting self-esteem in others through recognition, praise etc.

We support young people to build healthy relationships, for example through house meetings.

We provide a safe and welcoming home environment for young people, so that they feel like they are living in a home, not just a house.

We ensure that all essential living items and services are available in the houses, and will act as quickly as possible to repair / replace items or address faults in essential services.

We provide First Aid advice and support.

We do not provide counselling.

We never administer medication or take responsibility for a young person’s medical treatment.

# Working with other organisations

We make it a priority to work collaboratively with other agencies to ensure that there is a multiagency approach to supporting young people.

We ensure that as best as possible our multiagency work is defined, time-limited, outcome driven and coming from a shared space.

We make sure that all engagement or correspondence is professional, evidenced based, clear, supportive and well mannered. Communication is timely and considered, and aimed at the correct person or level within an organisation.

We work with agencies to define the roles and responsibilities of each person and agency involved in multiagency working.

We ensure that any data shared with other organisations is sanctioned as per our respective data protection policies. We record and report all interaction with other organisations as we would with young people (contact records etc)

We do not to over-advocate for the young person

We ensure that any complaints raised about other organisations are taken to the PTIUK Line Manager first before actioning.

# Dress and Appearance

We believe staff should be **comfortable and appropriate** for the work required of them at PTIUK.

* Clothes and jewellery should be culturally-aware and not contain symbols or references that could invoke a negative response - anything promoting assertively political messaging should be kept to a minimum.
* Clothing should be appropriate for the weather, but staff should be aware of how much exposure is occurring to ensure service users, colleagues or other professionals will not be uncomfortable.
* Shoe wearing in young people's houses is dependent upon staff comfort. Staff should be aware that the removal of shoes is a common request both in communal spaces and bedrooms (during checks). Staff have the right to refuse to remove their shoes both on personal preference as well as for health and safety grounds (slippage, hygiene).
* Jewellery can be worn but staff should be able to tuck jewellery away if any loose articles might pose a health and safety risk, depending upon the activity.

# Use of Technology

We only use PTIUK equipment, email and internet access for activities related to our professional responsibilities (although use of the internet for personal use during formal breaktimes is allowed)

We follow the rules and guidelines for appropriate use of technology outlined in the PTIUK Employee HR Handbook and the PTIUK Access Policy.

We keep and share information appropriately and securely.

We are careful about keeping our personal and professional lives separate on social media. We do not talk about or claim to represent PTIUK on social media unless we have been asked to do so for and by the organisation.

We never share our personal social media details with young people in our service.

# Accountability and Whistleblowing

We are committed to the highest standards of openness and accountability.

We know that if we have a concern about a matter related to safeguarding, health and safety or other matters in the public interest, we can and should raise this. We understand that in this case, we will always be listened to and treated fairly, as outlined in the PTIUK Whistleblowing policy.

**Pathways to Independence Housing (UK) Ltd**

|  |  |
| --- | --- |
| **Name:** |  |
| **Job Title:** |  |
| **Place of Work:** |  |
| **Line Manager:** |  |

I confirm I have received a copy of the Pathways to Independence Housing (UK) Ltd Code of Conduct and that I have read this and understood the contents.

I also confirm that I have sought clarification from my line manager on any issues outlined in the Code of Conduct which I am not clear about.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please return this form duly completed and signed to your line manager.