Policy Title	**Safeguarding Code of Conduct for Staff, Volunteers and Visitors**
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This policy applies to all employees within Sebastian's Action Trust and any subsidiary whether on a permanent or fixed term contract, volunteers, trustees, contractors and visitors.
Sebastian's Action Trust reserves the right to review, revise, amend or replace the content of this policy, and introduce new policies from time to time, to reflect the changing needs of the charity and to comply with changes to legislation.

1. Purpose and Scope

This Code of Conduct sets out expected standards of behaviour for all staff, volunteers, trustees, contractors and visitors engaged with Sebastian's Action Trust (SAT). Where we use the term staff, this term encompasses all of the mentioned groups of individuals.

This policy applies across all settings including on-site community and online environments.

2. Safeguarding Commitment

SAT is committed to providing a safe, supportive and inclusive environment for all children and young people.

We recognise that children with disabilities may be at increased risk of abuse due to communication barriers, reliance on adults for care and social isolation. Staff must take additional care to ensure children's voices are heard and respected.

3. Position of Trust

All staff and volunteers are in a position of trust and must act professionally, always maintaining safe and appropriate boundaries.

4. Expected Standards of Behaviour

Staff must always:
- Treat children with dignity, respect and fairness
- Listen and respond appropriately to children
- Promote equality and inclusion
- Use appropriate and respectful language
- Challenge and report concerns
- Ensure activities are safe and supervised

Staff must never:
- Develop inappropriate relationships
- Show favouritism
- Use discriminatory or offensive language
- Ignore safeguarding concerns

5. Professional Boundaries

Staff must not form personal relationships with children or families outside their role, share personal contact details, or engage in unauthorised contact.

6. Physical Contact and Personal Care

Physical contact must be appropriate, necessary and respectful.

Staff must:
- Seek consent where possible
- Explain actions clearly
- Always maintain dignity

Intimate care must follow care plans and safeguarding procedures.

7. One-to-One Working

Always ensure transparency, including informing others of your location and keeping interactions observable where possible.

8. Online Safety

Staff must use approved platforms and always maintain professional conduct. Personal devices and accounts should not be used.

9. Communication and Social Media

Communication must be professional and through authorised channels only.

9.1 Online safeguarding rules for staff

Staff and volunteers in a family support role who interact with service users, parents, or carers on behalf of the organization must use their designated professional account when posting in organization-managed groups. This requirement does not apply to staff whose roles are not family support (for example fundraising, finance, back-office, or other non-client-facing functions), unless they are acting in an official capacity within the group.

If a member of staff or volunteer is also an active service user with the charity, procedures will be agreed on a case by case basis with the individual.

9.2 Procedure specific to Facebook

We have two Facebook pages as below:

/SebastiansActionTrust - this is a public page
/Sebastian's Action Trust Families | Facebook - This is a closed page, where people can join by invitation only.

Procedure for the use of Facebook is set out below:

- Do not give a child or young adult access to your personal social networking site.
- It is fine for members of staff and volunteers to 'like' and/or comment on the Facebook pages described above.
- Members of staff and volunteers who “like” and/or comment on either of these pages MUST make sure their profile privacy settings are set at a level that means other users are NOT able to see their profile beyond the minimum details allowed
- If a member of staff or volunteer is also an active service user with the charity, procedures will be agreed on a case by case basis with the individual. If you are historically friends with any service users on your personal account, to keep boundaries professional, your personal Facebook account should not be used to discuss the charity’s service provision.
- You can be friends with service users using your professional “Name SAT” account as you might use it to communicate with families if this is their preferred method of contact.
- If someone sends a new friend request to your personal profile, you should decline and you might like to use the following in your response: 'Thank you for your friend request, I am afraid that due to organisational guidelines I am unable to accept'.

10. Use of Mobile Phones and Images

Where possible SAT equipment should be used to take images. If you need to use a personal devices, please ensure you have read/signed the Staff Agreement relating to Photography/Videography at SAT events.

11. Low-Level Concerns

All concerns, including low-level concerns, must be reported promptly.

12. Reporting Concerns

Concerns must be reported immediately to the Designated Safeguarding Lead (DSL) – Assunta Soldovieri, Head of Family Services. Vanessa Avlonitis and Laura Weaving can deputise in Assunta’s absence. Refer to the Policy No 2 Safeguarding – Children and adults at risk.

13. Visitors

Visitors must be always supervised and adhere to this policy.

14. Parents and Carers

Parents are expected to support safeguarding practices within SAT.

15. Breaches

Breaches may result in disciplinary action and referral to statutory agencies, including the Disclosure and Barring Service (DBS).

16. Accountability

All staff must read, understand and follow this policy.