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**Code of Conduct**

# Introduction

This document sets out the standards of conduct expected of everyone who represents or undertakes work on behalf of PACT, which includes employees, contractors, volunteers (including Trustees and student placements) and adoption panel members.

Everyone is expected to maintain the highest possible standards of conduct and this code of conduct sets out your obligations, establishes clear expectations, promotes accountability, fosters a positive and inclusive culture, safeguards people and protects the charity’s reputation.

# The code of conduct

PACT’s code of conduct is based on six core principles. You must:

1. Protect the rights and interests of people you work with
2. Strive to establish and maintain trust and confidence
3. Promote the empowerment of individuals while protecting them as far as possible from danger or harm
4. Respect the rights of people that use PACT services whilst seeking to ensure that their behaviour does not harm themselves or other people
5. Uphold public trust and confidence in PACT
6. Be accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills

Specifically:

# Protect the rights and promote the interests of people that use PACT’s services

This includes:

* Treating each person as an individual
* Respecting and, where appropriate, promoting the individual’s views and wishes
* Empowering individuals to take control of their lives and make informed choices about the decisions they make
* Respecting and maintaining the dignity and privacy of the individuals that use PACT services
* Promoting the charity’s equality, diversity and inclusion mission and values
* Respecting diversity and differing cultures and values and advocating for everyone’s sense of belonging

# Strive to establish and maintain trust and confidence

This includes:

* Being honest and trustworthy
* Communicating in an appropriate, open, accurate and straightforward way that is respectful to others
* Respecting confidential information and clearly explaining PACT’s policies about confidentiality and working to these policies
* Being reliable and dependable
* Honouring work commitments, agreements and arrangements and, when it is not possible to do so, explaining why
* Declaring to PACT issues that might create conflicts of interest and making sure that they do not influence your judgement or practice
* Declaring to PACT any concerns, investigations, allegations or criminal proceedings which could impact on your fitness to practice, represent or undertake activities on behalf of PACT
* Adhering to policies and procedures about accepting gifts, money, hospitality or sponsorship from people that use PACT services or from people who directly or indirectly provide products or services to PACT

# Promote independence while protecting individuals as far as possible from danger or harm

This includes:

* Complying with the PACT’s safeguarding policy and immediately notifying PACT of any causes for concern
* Promoting independence and assisting people to understand and exercise their

rights

* Using established processes and procedures to challenge and report dangerous, abusive, discriminatory or exploitative behaviour and practice
* Following practice and procedures designed to keep you and other people safe from violent and abusive behaviour at work
* Bringing to PACT’s attention or the appropriate authority, resource or operational difficulties that might get in the way of the delivery of safe services
* Use the Whistleblowing Procedure to inform PACT’s senior management of

situations where the practice of colleagues may be unsafe or unlawful

* Complying with PACT’s health and safety policies, including those relating to substance abuse
* Undertaking risk assessments as necessary
* Take complaints seriously and responding to them or passing them to the appropriate person

# Respect the rights of people while seeking to ensure that their behaviour does not harm themselves or other people

This includes:

* Recognising that individuals have the right to take risks and helping them to identify and manage potential and actual risks to themselves and others
* Following risk assessment policies and procedures to assess whether the behaviours represent a risk of harm to themselves or others
* Taking necessary steps to minimise the risks from doing actual or potential harm to themselves or other people
* Ensuring that relevant colleagues and agencies are informed about the outcomes and implications of risk assessments

**5. Uphold public trust and confidence in PACT**

This includes:

* Not abusing, neglecting or harming anyone
* Not exploiting anyone, in any way
* Not abusing the trust of people, or the access you have to personal information about them, or to their property, home or workplace
* Not forming inappropriate personal relationships with individuals that use PACT services
* Always establishing and maintaining clear and appropriate professional boundaries in your relationships with people who use PACT’s services and colleagues
* Not discriminating unlawfully or unjustifiably
* Not condoning any unlawful or unjustifiable discrimination by individuals using PACT services or colleagues
* Not putting yourself or other people at unnecessary risk
* Not behaving in a way, in work or outside work, which would call into question your suitability to work for PACT

**6. Be accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills**

This includes:

* Meeting all relevant standards and working in a lawful, safe and effective way
* Being able to justify and be accountable for your actions or your omissions
* Maintaining clear and accurate records
* Informing PACT about any personal difficulties that might affect your ability to do your job competently and safely
* Seeking assistance from PACT if you do not feel able or adequately prepared to carry out any aspect of your work, or you are not sure about how to proceed in a work matter
* Working openly and co-operatively with colleagues and treating them with respect
* Recognising and respecting the roles and expertise of workers from other agencies and working in partnership with them
* Undertaking relevant training to maintain and improve your knowledge and skills and contributing to the learning and development of others