



SKY Autism Support Malvern

Code of Conduct Policy

Version: 1

Date of Issue: July 2026

Date of Review: July 2027

Author: SKY Autism Support Malvern

Approved by: Board of Trustees

1. Purpose and Scope

This Code of Conduct sets out the standards of behaviour expected of all individuals working or volunteering for SKY Autism Support Malvern ("SKY").

It applies to:

- Employees
- Sessional workers
- Volunteers
- Trustees (where appropriate in operational settings)

The purpose of this Code is to ensure that everyone working with SKY:

- Acts professionally, responsibly, and safely
 - Supports a positive and respectful environment
 - Safeguards the welfare of all people we support
 - Maintains public trust and confidence in the charity
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2. Our Values

All individuals representing SKY are expected to uphold the following values:

- Respect
- Inclusion
- Compassion
- Integrity
- Safeguarding first

We are committed to creating a safe, supportive, and inclusive environment for autistic individuals and their families.

3. Safeguarding Responsibility

All staff and volunteers have a duty to safeguard children, young people, and vulnerable adults.

You must:

- Follow SKY Safeguarding Policies at all times
- Report any safeguarding concerns immediately to the designated Safeguarding Lead
- Never ignore or dismiss a concern
- Act in the best interests of the individual at all times

Safeguarding always takes priority over all other responsibilities.

4. Professional Behaviour

All individuals must:

- Act in a respectful, calm, and professional manner
- Treat all people with dignity and respect
- Use appropriate and inclusive language
- Follow instructions from senior staff or session leads
- Work collaboratively as part of a team

Aggressive, discriminatory, or inappropriate behaviour will not be tolerated.

5. Boundaries and Relationships

To protect both staff and those we support:

- Personal relationships with individuals accessing SKY services must be appropriate and professional at all times
- Any pre-existing relationships must be declared
- Staff and volunteers must not engage in inappropriate personal communication (including social media contact) with individuals we support
- Confidentiality must be maintained at all times

Any concerns about boundaries must be reported immediately.

6. Safeguarding and Behaviour in Practice

When working with individuals who may display distress or challenging behaviour, staff and volunteers must:

- Remain calm and patient
 - Follow agreed SKY behaviour support strategies
 - Avoid physical intervention unless explicitly trained and necessary for safety
 - Seek support from senior staff where needed
 - Record and report incidents appropriately
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7. Confidentiality

All information about individuals, families, and internal matters must be treated as confidential.

Information should only be shared:

- On a need-to-know basis
 - With appropriate consent, or where safeguarding requires it
 - In line with GDPR and SKY policies
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8. Social Media and Communication

Staff and volunteers must:

- Not share any confidential or identifying information online
 - Be mindful that personal online activity may reflect on SKY
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9. Use of Authority and Position

No one working for SKY should:

- Use their position for personal gain
 - Exert undue influence over individuals we support
 - Offer private services or arrangements outside of SKY without approval
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10. Health and Safety

All staff and volunteers must:

- Follow SKY health and safety procedures
 - Report risks, hazards, or incidents immediately
 - Take reasonable care for their own safety and that of others
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11. Breaches of this Code

Failure to follow this Code of Conduct may result in:

- Informal discussion and support
- Formal investigation
- Suspension from duties
- Termination of employment or volunteering role

All concerns will be handled fairly and in line with SKY policies.

12. Reporting Concerns

If you are unsure about any aspect of this Code, or witness behaviour that concerns you amongst staff or members, you must report it to:

- The designated Deputy Safeguarding Lead: Ruth Wharton
ruth@skyautismsupport.com/ 07500123073
- A senior member of staff: Christina Walker - christina@skyautismsupport.com
- A Trustee if appropriate: Simon Macaulay Simon@skyautismsupport.com

All concerns will be taken seriously and handled confidentially.

Anonymous complaints may be considered, but it may not always be possible to provide a full response.

13. Review

This Code of Conduct will be reviewed annually or sooner if required.

Signed (Chair of Trustees): *S.Macaulay*

Date: 01.06.26