



TRANSFORMING CHILDREN'S HEALTH THROUGH PLAY

Safeguarding Code of Conduct

1.0 Starlight's Purpose and Values

Childhood illness can have severe long-term impact on well-being and development for children and their families. Starlight uses the power of play to improve the physical, emotional, mental and social wellbeing during a child's illness. We provide the opportunity, space and resources for play so children can escape the reality and routine of treatment and make the experience more positive. We do this by working together, responding to the world around us, taking time to understand and being trusted to do our best.

Our most important responsibility is to ensure our activities are provided in an environment that is caring, nurturing and safe for all. Children's welfare should always be prioritised in our work. To achieve this, we support, encourage and expect all colleagues, including trustees and volunteers to strive to the highest possible standards with respect to safeguarding. We have developed this Code of Conduct to identify clear expectations of the behaviour of our team members, trustees and volunteers.

All those who work for or with Starlight, including trustees and volunteers, share the responsibility for safeguarding not only the children and their families but also their colleagues.

2.0 Scope

Trustees and senior managers have a collective duty to take all reasonable steps to protect from harm, all people who come into contact with Starlight. This includes people who benefit from the charity's work, our colleagues and volunteers.

All members of the Starlight community are required to commit to and follow this Code of Conduct. This includes trustees, and all staff (including part-time staff, contractors and those on a fixed term contract) and volunteers. Any breaches of this Code of Conduct will be dealt with according to our disciplinary policy.

Suppliers and Youth Panel participants must sign a bespoke Safeguarding Code of Conduct.

The staff with specific safeguarding responsibilities at Starlight are as follows:

Lead Trustee for Safeguarding	Paul Gathercole
Lead Director for Safeguarding	Director of Play in Healthcare – Laura Walsh
Deputy Lead for Safeguarding	TBC
Deputy Lead for Safeguarding	TBC

This Code of Conduct should be read with the Starlight safeguarding policy, which sets out the steps staff must take should they have a safeguarding concern.

3.0 The Code



WHAT YOU SHOULD DO

- Demonstrate commitment to safeguarding and take the necessary steps, in line with Starlight's policies to reduce risk, particularly to children.
- Treat everyone with dignity and respect. All individuals have a right to equal protection regardless of their race, culture, age, gender, disability, religion, sexuality, sexual orientation or political persuasion.
- Be friendly and approachable but professional in your interactions.
- Physical contact with children can be potentially subject to misinterpretation and therefore avoid physical contact unless it is initiated by a child and this should be limited to high fives and fist bumps.
- Any digital communication must be to the same high standard as if it were an in person communication.
- In the delivery of in person activities where parent/carers are not required to supervise, Starlight staff should have appropriate agreements, plans and designated emergency contacts in place.
- Respect the right to personal privacy but never agree to keep any information relating to the harm of a child or adult at risk confidential.
- Report on all suspicions, concerns, allegations or disclosures of abuse made by a child or any inappropriate behaviour by a colleague, including any allegations made against you. Follow Starlight Safeguarding Procedures for this purpose.
- Speak to your manager if you have any concerns a child and/or their family is attempting to contact you in a way you consider inappropriate or is not in line with the Code of Conduct.
- Any allegations against a member of staff or trustee should be reported to the **Director of Play in Healthcare**. Allegations against the CEO or a trustee also need to be raised with the **chair of the Trustee Board**. Any allegations involving the Director of Play in Healthcare to be raised with the **CEO**. All other safeguarding related concerns to be reported to the **Head of Play**.

WHAT YOU SHOULD NOT DO

- Share your personal contact details (personal phone or mobile number, email, home address or social networking links) with any family or child.
- Befriend children and families you meet through your work or volunteering on social media, except for members of the Starlight Youth Panel, who may connect with you on LinkedIn.
- Take photos of children on your personal mobile phone.
- Physical contact isn't prohibited but do not initiate anything beyond high fives and fist bumps. Children should always be responded to, but for everyone's protection, be mindful of your response and keep physical contact to a minimum.
- Let a child leave an in person event/workshop without parent/carers except in exceptional circumstances which are individually risk assessed and written permission has been given by parent/carers.
- Starlight staff, volunteers and others working with or for Starlight should never be in a situation where they are on their own with children (e.g. 1 to 1 in a room with a closed door or where they are the only adult with a child).
- Transport a child or young person with whom you are working in your own vehicle.
- Do not make sarcastic, insensitive, derogatory or discriminatory comments or gestures to or in front of children or young people.
- Work under the influence of alcohol or non-prescribed drugs.
- Smoke or vape in front of children and families.
- Engage in sexually provocative behaviour, use inappropriate or sexually suggestive language or gestures either in person, verbally or via texting/emails.
- Make promises of future contact with the families. Even asking the child to "let you know how they get on" can raise hopes that one will keep in touch with them after the interaction.
- Give or receive gifts from or to a child's family for influence or bribery.