

# Start Safe - our code of behaviour

Start Safe is The Prince's Trust code of behaviour when working with Children and Young People. It provides clear guidance on the behaviours we expect of all our members of staff and volunteers.

It is the responsibility of everyone at The Trust to ensure their behaviour is consistent with this code in any face-to-face and online programmes and activities with Children and Young People.

In order to achieve our aim of supporting children and young people whilst keeping them safe, we expect you to read this code and follow it. If you are unclear or unsure about any of the requirements, speak to your Manager or, if you are a volunteer, your Prince's Trust point of contact.

1. You must treat all Children and Young People with respect and dignity, ensuring that Children and Young People are at the centre of what we do.
2. You must act in the best interests of Children and Young People in line with any recommendations and guidance set by The Trust's Safeguarding Team.
3. You must abide by all local and national laws that protect Children and Young People.
4. You must challenge attitudes and behaviours that do not meet the standards of this code.
5. You must maintain professional boundaries when working with Children and Young People at all times, even during difficult circumstances.
6. You must create safe environments where Children and Young People feel supported to raise any concerns they may have.
7. You must plan all activities and sessions with Children and Young People and record these appropriately.
8. You must be open and transparent in all forms of communication with Children and Young People.
9. You must report any concerns relating to the safety and wellbeing of a Child or Young Person.
10. You must report any concerns, allegations, or suspicions of abuse.
11. You must not act in any way which could lead to the harm, exploitation or abuse of a Child or Young Person.
12. You must not overstep the safe boundaries of your role by engaging in inappropriate friendships or sexual relationships with Children or Young People, or members of their family.
13. You must not meet a Child or Young Person you know through the Trust, outside the context of your role within The Trust.
14. You must not contact Children and Young People that you have met through The Trust from your personal social media accounts.
15. You must not allow or encourage activities that lead to bullying behaviour - this includes initiation ceremonies, dares or forfeits.
16. You must not take part in inappropriate physical, verbal, sexual behaviour with or in the presence of a Child or Young Person.
17. You must not carry out your duties for The Trust whilst under the influence of alcohol or drugs.
18. You must not act or behave in a way that puts Children and Young People into unsafe situations.
19. You must not trivialise abuse or let it go unreported.
20. You must not rely on the reputation of The Trust, or your position, to protect you from any complaints or allegations.

## What to do when:

- You are concerned about the welfare of a child or young person.
- A child or young person has told you that they are being abused or exploited.
- You are made aware of a complaint, concern or allegation about a member of staff or volunteer involving a child or young person.

If you are a member of staff, you must report safeguarding concerns directly to the Safeguarding Team.

If you are a volunteer, you must report any safeguarding concerns to your point of contact at The Trust, they will then escalate this to the Safeguarding Team.

**However**, if you are unable to get in contact with your Prince's Trust point of contact, or your concern relates to inappropriate or unsafe behaviour by a Prince's Trust member of staff or volunteer you must contact the Safeguarding Team directly.

## How to contact the safeguarding team

The safeguarding line and inbox are monitored by a Safeguarding Advisor 9am to 5pm, Monday – Friday. There is an extended service on the safeguarding line outside of these hours - but it should only be used if sharing the concern **cannot** wait until the next day.

- call the safeguarding line on **020 7543 1212**
- or email the safeguarding inbox on [safeguarding@princes-trust.org.uk](mailto:safeguarding@princes-trust.org.uk)

## Remember

- If you believe a Child or Young Person to be at immediate risk of significant harm **you must** contact the emergency services by dialling 999 and requesting the appropriate service.
- It is your duty to report a safeguarding concern, it is **not** your duty to investigate the concern.