

**Safeguarding Code of Conduct  
for Staff, volunteers and all others who provide services at  
Islington Centre for Refugees and Migrants**

The Centre works to create a safe environment for all those participating in its work and places Safeguarding at the core of its services, activities, events and practices.

Please read the safeguarding policy statement on our website. Staff and volunteers will receive Safeguarding Training annually. A copy of our policy is available from the Safeguarding Officer.

Islington Centre clients are vulnerable. Many have suffered serious abuses of their human rights and are facing numerous challenges now. All Islington Centre Personnel (Volunteers, Staff, Practitioners) should strive to follow best practice and agree to the following:

- Be kind and respectful to all Centre clients, treating them equally and striving to support them within the activities and services of the Centre.
- Be professional and maintain a high standard of personal behaviour at all times. Be friendly with clients, but not friends.
- Unless it is part of your role, do not ask clients personal or sensitive questions. It is likely that you will see clients who are facing specific difficulties in their life. You should refer them to the Support Service within the Centre.
- Recognise the trust placed in Centre staff by clients and treat this trust with the highest responsibility.
- Encourage and respect clients voices and views.
- Work in an open and accountable manner at all times. Work in view of others whenever possible. Be wary of working alone and unobserved. If this isn't possible, make sure others are aware. Be willing to accept questions or criticism regarding good practice.
- Expect others to work in an open and accountable way, question and criticise the practice of others if necessary.
- Use appropriate and respectful forms of communication. Physical aggression, intimidation, verbal abuse and persistent shouting are not acceptable. Any form of assault (e.g. hitting, kicking, pinching, slapping) will be reported.
- Be aware of the potential for peer abuse (e.g. bullying, discrimination, victimisation or abusing others) and be aware of and attempt to minimise harm caused by unequal power relations between clients
- Be inclusive and involve all clients ensuring no bias on the basis of gender, disability, ethnicity, religion or any other status
- Use appropriate language at all times. Do not swear and never make sexual or suggestive comments to any client. If a client makes such comments be ready to enforce these boundaries in your response.
- Do not be under the influence of drink, drugs or illegal substances when working.
- Don't engage in any online activity that may compromise your professional responsibilities.
- Use physical contact only where necessary. If contact is necessary (e.g. for first aid) explain what the contact is for and change your approach if he/she appears uncomfortable. If you need to comfort a client, use minimal contact. (For example, hold a hand if necessary rather than hug).
- Be aware of situations that can be misunderstood (e.g. being alone with a client in a room or a car, may make you vulnerable to allegations of misconduct).
- Don't take photographs or video of clients including on personal phones and cameras without express permission from the Safeguarding Officer or Chief Executive.

- Always be vigilant and aware of how actions can be misinterpreted by clients. Be aware of and respect an individual's personal space. Actions made with good intentions can seem intrusive and intimidating.
- Physical relationships are not permitted between Centre personnel and clients.
- Don't give out your personal email/number/details without permission of the Safeguarding Officer. Permission will only be given in exceptional circumstances.
- Don't be friends on any social media platform/application without permission from the Safeguarding Lead. Permission will only be given in exceptional circumstances.
- Don't arrange to meet a client outside the centre without permission of the Safeguarding Officer or Chief Executive.

**Reporting concerns:**

- Take seriously any suspicion or allegation of abuse and report any concerns (either verbally or non-verbally expressed by a client) to the Safeguarding Officer or Chief Executive without delay.

**The Chief Executive and Safeguarding Lead will ensure:**

- A culture of openness exists to enable any issues or concerns to be raised and discussed. The Centre has a Whistleblowing Policy available from the Chief Executive.
- Work is planned and organised so as to minimise risks.
- Clients are empowered and there is discussion of their rights, what is acceptable and unacceptable, and what they can do if there is a problem.

**Contact**

Lead Safeguarding Officer: Stephen Spencer [stephen.islingtoncentre@gmail.com](mailto:stephen.islingtoncentre@gmail.com)

Chief Executive: Andy Ruiz Palma [islingtoncentre@gmail.com](mailto:islingtoncentre@gmail.com)

This is not an exhaustive or exclusive list, so please talk to the Chief Executive or Safeguarding Officer if you have any further suggestions or concerns.

**Declaration**

- I understand and agree to comply with all the above requirements
- I consent to a DBS check if required by Islington Centre
- I agree to disclose any previous spent/unspent convictions or disciplinary procedures

Signed:	
Print Name:	
Date:	