



Trustee and Volunteer Code of Conduct

September 2018

Document Description

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Introduction

This code of conduct sets out the expectations of Luna Children’s Charity (“Luna”) with regard to the personal behaviour of its Trustees and volunteers. At present Luna has no employed staff, but the terms of this policy apply to anyone undertaking any activity directly in support of Luna, whether remunerated or not. In this document, the term ‘volunteer’ means any individual working on behalf of Luna, including its Trustees, who have additional responsibilities set out in the next section, and must lead by example.

In addition to the responsibilities that apply to any registered charity which raises money from the public in pursuit of its charitable objectives, Luna takes seriously its obligations as a mental health charity which promotes human rights. This means it must at all times work to challenge the stigma associated with mental health and promote international law and conventions related to mental health and human rights, and in particular those developed for children. In addition, Luna’s activity, and in particular its training programmes and fundraising activity, must be designed to avoid or minimise emotional distress and prevent psychological harm.

This code of conduct should be read in conjunction with Luna’s other key operational policies (Safeguarding, Diversity, Recruitment, Data Protection, Fundraising, Expenses) plus the role description and volunteer agreement for the particular individual concerned.

It is the specific responsibility of the Trustees of Luna Children’s Charity to:

- Act within the terms of Luna’s Constitution as a charitable incorporated organisation (CIO) registered in the UK
- Respect fully and act in accordance with the law of the jurisdiction of each country within which Luna operates

¹ Trainees and CATT practitioners are classified as Luna’s beneficiaries and are not deemed to be volunteers as are its trustees and trainers

- Ensure Luna upholds the UN Convention on the Rights of the Child, any local or national protocols relating to children’s rights, eg the African Charter on the Rights and Welfare of the Child, plus WHO, international or national Mental Health Declarations.
- Respect and ensure compliance with the terms of the CATT training licence with Trauma Psychology UK.
- Act in Luna’s best interests as a whole, considering what is best for Luna and its beneficiaries and avoiding bringing it into disrepute.
- Be aware of any conflicts of interest or loyalty which may arise as a result of other activity (see section 6 of Luna’s Constitution)
- Have a sound and up-to-date knowledge of Luna and the diverse contexts and cultures within which it operates.
- Attend meetings and other appointments or give apologies, engaging fully in discussions and decision-making processes.
- Prepare fully for meetings and the work of Luna – reading papers, querying unclear or difficult things and thinking through issues in good time before meetings.
- Actively engage in respectful discussion, debate and voting in meetings, contributing positively and constructively, listening carefully, challenging sensitively and avoiding conflict.
- Act jointly and accept a majority decision, make decisions collectively, standing by them and not acting individually unless specifically authorised to do so.
- Work considerately and respectfully with all, respecting diversity, different roles and boundaries, and avoiding giving offence.
- Display the highest standards of personal integrity and transparency as expected of those in a position of public trust.

General statement of expected standards of conduct

Volunteers are expected to display respect for the law and the highest standards of professionalism at all times, depending upon their background and experience, and to apply their training to their activities or assignments. They will comply with this Code of Conduct and abide by all Luna’s policies² that are applicable to them. Whether overseas or in UK volunteers must display respect for those of a different age, gender, culture and/or race, and behave in a way that does not bring Luna into disrepute. Where possible, Luna will supply information and training to assist understanding of the history and circumstances of different peoples and cultures. This is particularly relevant to overseas assignments.

² Luna policies at September 2018 are:

- Safeguarding Adults
- Safeguarding Children
- Data Protection & Privacy
- Diversity
- Expenses
- Recruitment

Volunteers must maintain confidentiality around the CATT protocol (which is copyrighted and trademarked, and operated by Luna under licence to Trauma Psychology UK), protect the identity of individual children and ensure that no harm is caused to any child or vulnerable person as a consequence of any Luna activity. Volunteers are expected to report to the Safeguarding Officer any concerns that are raised by any behaviour observed or reported to them in the course of their work.

In the event of a difference of view about how to manage a particular situation or issue, the volunteer will follow the advice and instructions of the identified responsible officer or Trustee.

What constitutes inappropriate conduct?

The following is a comprehensive but not exhaustive list of the types of issues which Luna regards as inappropriate conduct.

Failure to work/perform agreed responsibilities without notification

Volunteers give their time and energy to Lunas without remuneration. However, it may be that Luna is reliant on the volunteer to meet its obligations. So volunteers should not fail to perform responsibilities which they have agreed to undertake without notice, explanation or discussion with their responsible officer or a Trustee.

Discreditable conduct

It is discreditable conduct for a volunteer to be rude and un-obliging towards members of the public who have dealings with Luna.

Inappropriate sexual relations and sexual harassment

A sexual relationship refers to both relationships involving penetrative sex and relationships involving non-penetrative sex. Inappropriate sexual relationships are any that are non – consensual or illegal, or sexual relationships between Luna volunteers and anyone being trained by Luna OR children under the age of 18 (regardless of the age of consent in a particular country) OR vulnerable adults in receipt of mental health treatment. Other sexual relationships will be considered inappropriate if they tarnish or bring the name of the charity into disrepute. Sexual harassment is any unwanted sexual advance which creates offence or distress to the other party.

Inappropriate appearance and dress

Inappropriate Appearance includes persistent personal uncleanliness. Inappropriate dress is any clothing of a revealing nature, which may cause offence to members of the public in a particular social or cultural context. A crucial aspect of working in different cultural environments is understanding and respecting the cultural norms within that society.

Drinking or being drunk whilst representing Luna

A volunteer is considered drunk if it is clear from their lack of physical coordination/behaviour that they are under the influence of alcohol and are incapable of effective communication or performing their tasks or duties. This excludes courtesy drinks where deemed appropriate.

Doing private business or work whilst representing Luna

A volunteer is expected to devote their time to the work they have agreed to do on behalf of Luna, in particular if they are on a Luna-funded training trip. They should not undertake private business or work during this period unless this has been expressly discussed and agreed, or they are also working for an organisation in partnership with Luna.

Conflict of Interest

A volunteer has a conflict of interest if they are engaged in any activity outside of Luna, which compromises the work of Luna, the confidentiality of the CATT protocol or the terms of the CATT licence, or if such activity is inconsistent or incompatible with the proper performance of their work or their role. For Trustees, see section 6 of Constitution.

Breach of confidence

It is a breach of confidence for a volunteer to make an unauthorised disclosure on confidential matters, or reveal the identity of individuals to unauthorised persons. In particular, this applies to information about children held in case records.

Disrespectful conduct and bullying

A volunteer is disrespectful if by words or conduct s/he degrades or defames any person without due cause, or outside the professional or legal boundaries. Bullying is use the superior strength or influence to intimidate or control another individual.

Use of abusive or insulting language

A volunteer uses threatening, abusive or insulting language if they use language terms, which ridicules or shows contempt for another and is likely to disrupt the normal functions of Luna or bring the name of the organisation into disrepute.

Malicious conduct

It is malicious conduct for a volunteer to make or publish any statement orally or in writing, which they are unable to verify by proof or evidence and is calculated to bring Luna or other people into hatred, dishonour, disgrace or to give the impression that some wrongful conduct or breach of law has been committed.

Withholding information

It is inappropriate for a volunteer to withhold information deliberately, or without justification, that is of value or importance to the work or reputation of Luna. In particular, Luna expects that volunteers will raise any issue of concern and will not penalise 'whistleblowing'.

Summary of illegal acts

This section highlights some key areas of illegal activity which will warrant a response from Luna Trustees under this Code of Conduct. However, this should not be regarded as an exclusive list.

Making Threats

A volunteer makes threats if intending to cause fear and alarm by an act or omission. Making threats is a criminal offence.

Assault

This is when a volunteer unlawfully strikes, touches or in some other manner directly or indirectly applies force to another person. Assault is a crime.

Fighting

This is an exchange of blows between two or more individuals. If an injury is inflicted the matter should be reported to the police and will be subject to UK Law or county of incident.

Fraud

It is fraud to unlawfully make, with intention to defraud, a misrepresentation whether written, oral or by conduct, which causes actual prejudice or which, is potentially prejudicial to another. Fraud is a crime as well as a civil offence.

Falsifying, altering and failing to protect records and personal data

A volunteer falsifies and alters a record if they make any record or document which intentionally makes false statements. This is a crime and it amounts to fraud. Volunteers are legally obliged to protect any personal data in their possession on behalf of Luna.

Embezzlement

A volunteer is guilty of embezzlement if they convert to their own use any property which has been received by them on behalf of Luna.

Forgery

It is forgery to falsify any signature document or written information and to communicate the same to another with the intent of causing harm or any outcome which is potentially prejudicial or harmful to Luna.

Sanctions

Luna has no formal disciplinary policy because it employs no staff. However, any breach of this Code of Conduct reported to Trustees will be investigated in a manner that is proportionate to the breach. Minor matters will be dealt with through counselling or mentoring. More serious matters will be referred to a sub-committee of Trustees and those involving Trustees will be dealt with in accordance with *section 9: Retirement and removal of Charity Trustees* of the Constitution. If a volunteer is found to have been in breach of this code of conduct, and this is of a sufficiently serious nature, then they may be asked to cease their activity on behalf of Luna, or informed that their services will not be required again by the Charity.