



Chichester Bell Tower Youth  
Drop-in Centre  
104 the Hornet  
Chichester  
West Sussex  
PO19 7JR

THE CHICHESTER CITY CENTRE DROP-IN

C/N: 1154818

## Staff Code of Conduct Chichester City Centre Drop-In Updated February 2023

Staff at the Chichester City Centre will be involved in working with young people in different contexts during the various sessions and services the charity provides. These can include supervising young people during group games, cooking activities, cleaning and tidying the space, talking to young people one to one, resolving conflict between two or more individuals, listening a safeguarding concern and more.

It is therefore of the utmost importance that staff of the Chichester City Centre Drop-In adhere to the code of conduct and apply this to each situation they find themselves in.

### General interaction

#### Do

- Have all one to one conversations in the main room where other staff are present.
- Initiate light conversations with young people during the session and seek to develop relationships with them and build rapport over time.
- Engage in the various activities with the young people, whether they invite you to join in, or you suggest an activity to them. (For example a game of chess, cards or a computer game)
- Say hello to each new young person attending.
- Listen to a more serious statement that a young person has volunteered to you, however do let them know that you may have to talk to someone else if there is a safeguarding concern.
- Supervise a young person or young people in the kitchen area and usher them out once they have completed the activity.
- Ask young people if they are ok if they look down or despondent.
- Laugh at the jokes young people make and have banter with them where appropriate.
- Walk away if the conversation becomes crude and inappropriate.
- Speak to the session leader if you feel you may have overstepped a boundary.
- Use your attitude to help to establish healthy and appropriate relationships with young people that can help them to grow in their understanding of healthy bounded relationships with adults. This may not have been their experience so far.

#### Do not

- Be alone with a young person behind a closed door or where other staff members are not present.
- Corner a young person and pressure them into talking to you. This includes outside the toilets or areas that are not the main room.

- Force a young person to answer your questions.
- Follow a young person off of the premises (even if they ask you to)
- Tell young people personal information about yourself.
- Give young people your contact information or home address.
- Tell young people secrets or agree to keeping secrets that they want to tell you.
- Shout at a young person or group of young people. Instead inform the session leader and allow them to deal with the situation.
- Tell crude jokes or stories
- Use expletives in your language
- Mock a young person, even if it is considered banter.
- Do not join in the mocking of a young person if other young people are mocking.
- Follow the young people into a toilet.
- Comment on the physical appearance of a young person. (If you are concerned by this speak to the session leader) - to be discussed with volunteers at volunteer evening.
- Stand in a young person's personal space.
- Block the exit so a young person cannot leave the building.
- Talk about a young person negatively behind their back to their peers.
- Force young people to share with you.

## **Social Media**

### **Do**

- Follow the Bell Tower social media accounts and interact with the content.

### **Do not**

- Look up young people on social media.
- Add young people as friends or follow them on any social media account.
- Ask young people to add you on social media.
- Give young people information regarding your social media accounts, including email addresses, phone numbers, home address etc.
- Comment on the Bell Tower's social media posts by addressing individuals or the names of individuals in photos or videos.

## **Physical Contact**

### **Do**

- Give young people a fist bump upon welcome if this is something that they have initiated.
- Take part in group games such as Bench Ball where slight physical contact may occasionally occur (for example when reaching for a ball that is in the air, you accidentally touch arms with a young person)

### **Do Not**

- Use physical force to take something from a young person's possession.
- Use physical force to block them from leaving the building.
- Use physical force to stop them misbehaving.
- Initiate hugs or physical contact with young people. Most often, it is not appropriate to have any physical contact with the young people.
- Put your arm around a young person.
- Hit or smack a young person.
- Lift a young person off of the ground

- Use force to win a game or tackle a young person if you are taking part in a ball game, even if this conflicts with the normal rules of the game.
- Use any form of physical affection with a young person.
- Get involved in breaking up a fight without the session leader present.
- Restrain a young person for any reason unless to assist the session leader.

## **Gifts**

### **Do**

- Give out snacks and drinks that are being served in the Drop-in provided by the charity to be given to young people free of charge.
- Give out cards or goodie bags that have been purchased by the charity and designed to be given to all young people without exclusion.

### **Do not**

- Give a young person anything from your personal possessions. Including money, food, items of clothing or equipment.
- Offer to provide transport of any kind to a young person.
- Accept any gifts from a young person, unless they are giving out Christmas cards or have made something in the crafts section at the Drop-in that they want to give generally to the Bell Tower to be displayed in the session for example.
- Offer to loan young people equipment or money.
- Write personalised cards or messages to any young person.

If you believe that a young person is in need of something that we may be able to support with, please speak to the session leader.

## **Photography and Video**

### **Do not**

- Take photos or videos of anyone during the session on your device. (Photos and videos may be taken of young people with permission and this must be done by the lead youth workers)
- Take any photos or videos of the young people on their devices that they have asked you to do on their behalf.
- Ask to be in any photos or videos that the young people are taking.
- Intentionally allow yourself to be in photos or videos taken by the young people.

## **Personal Information**

### **Do**

- Let the young people know your name and a bit about yourself if it naturally comes out in conversation.
- Show interest in their lives and hobbies.

### **Do not**

- Let young people know exactly where you live.
- Let young people know your personal contact information.
- Ask young people personal questions, unless they have already volunteered information that relates to that topic. For example, a young person voluntarily tells you that they are in a new relationship. It is appropriate to ask who the person is. It is not appropriate to ask a young person if they are in a romantic relationship without them volunteering the conversation to you.

## **Managing behaviour**

### **Do**

- Inform the session leader if there is misbehaviour.
- Ask the young people to stop disruptive behaviour or using abusive language and inform the session leader if they do not listen.
- Speak to the session leader if you are unsure of what is acceptable behaviour.

### **Do not**

- Raise your voice or shout at a young person for any reason.
- Use physical force to enforce rules.