



Lambeth Young Carers

Carers' Hub Code of Conduct for Children & Young People

Reviewed May 2024

Next planned review in 12 month or sooner if required

Behaviour code for children and young people

This code of behaviour is there to make sure everyone who takes part in Carers' Hub activities knows what is expected of them and feels safe, respected and valued.

Carers' Hub must make sure that everyone taking part in our activities has seen, understood and agreed to follow the code of behaviour, and that they understand what will happen if there is inappropriate behaviour.

We expect people who take part in our services to display appropriate behaviour at all times. This includes behaviour that takes place outside our organisation and behaviour that takes place online.

This code of behaviour aims to:

- identify acceptable and unacceptable behaviour
- encourage cooperation, honesty, fairness and respect
- create an environment where your self-esteem, self-respect and self-confidence will grow
- encourage you to recognise and respect the rights of others
- encourage you to take responsibility for your own behaviour
- help resolve conflicts and make it clear what will happen if you do not to follow the code

Dos & Don'ts for Children & Young People

You should:

- be supportive and kind to others
- be friendly
- listen to others
- be helpful
- have good manners
- treat everyone with respect
- treat the space you are in with respect

- take responsibility for your own behaviour
- talk to the Carers' Hub team about anything that worries or concerns you
- follow this code of behaviour and other rules (including the law)
- join in and have fun!

You shouldn't:

- be disrespectful to anyone else
- bully other people (online or offline)
- behave in a way that could be intimidating
- be abusive towards anyone

The team will ensure you're familiar with the code of behaviour at the start of each activity. This is to remind you of what needs to happen for everyone to feel safe and be able to enjoy the activities.

What happens if the behavioural code is not followed

This code of behaviour is part of our process for making sure everyone who takes part in our activities gets the support they need. We want all young carers to feel comfortable and confident to make new friends and take part in activities safely.

We understand at Carers' Hub that young people can experience a wide range of challenging issues. We expect all young people to follow the code of behaviour. If you need further support we expect you to speak to a member of the Carers' Hub team they can help support you in a variety of ways.

If considered minor, poor behaviour is initially met with a reminder regarding our behavioural code, if poor behaviour continues or if more serious incidents occur, we may inform your parent(s)/guardian(s) if it is appropriate. The staff member will also talk with you about what happened and agree what support you need to improve your behaviour in the future. We might also decide that further steps should be taken, this might include restricting you from taking part in some activities.

Safeguarding procedures

If any member of staff or volunteer becomes concerned that your behaviour suggests you might be in need of protection or that you might present a risk of harm to other children and young people, they will follow Carers' Hub's safeguarding procedures. This might involve making a referral to the local authority.

If child protection procedures are necessary we will talk this through with you and your parents as soon as possible, unless doing so would put you in danger or interfere with a police investigation.

Carers' Hub

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