



# Carers Hub Lambeth

## Carers' Hub Code of Conduct for Adult Carers

Reviewed May 2024

Next planned review in 12 months or sooner if required

This Code of Conduct/Behaviour applies to:

- all adults engaging with Carers' Hub at all levels
- all interactions that members of Carers' Hub have, both in person and online

This Code helps Carers' Hub to provide a positive, inclusive and welcoming environment that reflects our values and where everyone feels safe, supported and respected.

We expect people who take part in our services to display appropriate behaviour at all times. When attending in-person or online meetings, events and appointments we expect service users to:

- be supportive and kind to others
- be courteous to others, allowing everyone the opportunity to speak and comment one at a time
- be helpful
- treat everyone with respect, and respect each other's opinions and views
- 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)

Carers' Hub **will not** tolerate service users:

- Using foul, abusive or offensive language (e.g.: swearing or remarks that are discriminatory)
- Making threats or unreasonable demands towards staff, trustees, volunteers or other service users
- Criticising any individual personally, whether they are a staff member, trustee, volunteer or other service user
- Discriminating against any staff member, trustee volunteer or other service user on the grounds of race, colour, age, religion or political beliefs, disability or illness,

gender, marital status, sexual orientation, class, learning difficulty, appearance or employment status

- Engaging in any form of harassment
- Engaging in any form of unlawful or illegal activity; or attempting to coerce persons into engaging into such activity
- Engaging in any form of physical or verbal assault; or threatening behaviours

## **What happens if the behavioural code is not followed**

This code of behaviour is part of our process for making sure everyone who engages with our offer gets the support they need. We want all carers to feel comfortable and confident to come as they are and take part in activities safely.

We expect all carers to follow this code of behaviour. If you need further support we expect you to speak to a member of the Carers' Hub team who will attempt to support you. If the behaviour is considered minor, poor behaviour is initially met with a reminder regarding our code of conduct, if poor behaviour continues or if more serious incidents occur, we have the right to offer a formal or a final warning and subsequently, we might decide that further steps should be taken which might include restricting you from taking part in Carers Hub activities.

## **Safeguarding procedures**

If any member of staff or volunteer becomes concerned about your safety or the safety of others, they will follow Carers' Hub's safeguarding procedures. This might involve contacting emergency services and/or making a referral to the local authority.

If following safeguarding procedures is necessary, we will talk this through with you as soon as possible unless doing so would put you or others at risk of harm or interfere with a police investigation.

## **Carers' Hub**

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