

Introduction and Values

Peat Rigg is a Social Enterprise that endeavours to deliver Outstanding Outdoor Learning experiences to all our clients.

This document forms part of Peat Riggs Operational Procedures, as an outline of the behaviours, attitudes and professionalism that ALL Peat Rigg staff and volunteers are expected to demonstrate.

This document is not an exhaustive list, other situations may occur which will require the application of the same high standards.

If any member of staff is unsure about any part of this document they should seek clarification by discussing the matter with the Director.

Breaches of the Code of Conduct and the standards expressed in it could result in disciplinary action, including dismissal for serious offences (See Discipline Procedure).

Core Principals of Professional Practice

- Staff are expected to place the wellbeing, safety and the very best learning outcomes of every child or visiting adult, at the centre of their professional practice.
- Staff are expected to have high expectations for all clients: helping them to be safe, to progress and have a rewarding experience regardless of their background or personal circumstances.
- Staff should model the behaviours, values and attitudes that we seek to instil in all young people attending courses: including an enthusiasm to facing challenges, honesty, tolerance and a genuine concern for others
- Staff should be able to reflect on own practice, develop own skills, knowledge and expertise and adapt accordingly to learn with and from colleagues, both within and outside Peat Rigg.
- Staff are expected to promote Peat Rigg in a positive manner.
- Act in accordance with Peat Riggs operational policies: specifically, the Safeguarding, Equality and Diversity and Social Media policies.
- Staff should discuss and/or take advice promptly from the Director or a senior member of staff over and incident which may give rise to concern.
- Records should be made of any such incident and of decisions made, or further actions agrees

General Standards and Expectations

Relationships with Young People and Visiting Staff

All Staff will:

Encourage the highest possible level of achievement for all clients.

Always act, and be seen to act, in the child's best interests

Value and respect all clients equally regardless of gender, ethnicity, religion, belief, disability or special educational needs.

Treat all clients in a polite, positive, respectful and considerate manner.

Avoid any situation or conduct which would lead any reasonable person to question their motivation and intentions.

Use a positive statement rather than a negative one, so that young people can learn what is expected of them in any situation

Use a calm tone of voice at all times, to explain something to or instruct the young person, so that they can follow the words without feeling threatened or uncomfortable.

There is an expectation that Peat Rigg staff will know the names of the visiting members of staff, before and during the course. It is also expected that Peat Rigg staff will learn the names of the group that they are working with at the earliest opportunity.

Responsibilities

As professionals, all Peat Rigg Staff will:

Maintain an atmosphere of trust, support and respect between all Peat Rigg staff

Work reliably in accordance with Peat Riggs policies and procedures

Work as part of the team: contributing as well as learning from others and helping to build a strong workforce.

Challenge prejudice in the workplace and support all other staff members in their working practice

Support the development of other staff members

Avoid workplace gossip and negativity: To help prevent poor communication and poor collaboration.

Arrive on time for events/activities appropriately dressed

Take responsibility for the working environment, leaving it as others would wish to find it

Challenge unprofessional behaviour in an appropriate manner

Behave in a positive way despite any personal problems that we may have, especially in front of clients.

Peat Rigg will:

Provide a safe working environment

Value all staff members and provide appropriate support when necessary

Treat all staff members fairly and consistently

Listen to the ideas and concerns of all staff members

Provide the appropriate training, development opportunities and management support to enable personal and professional development

Endeavour to make Peat Rigg an enjoyable place to work

Be aware of the work-life balance of all staff members

Confidentiality

Members of staff may have access to confidential information about students and visiting staff in order to undertake their every-day responsibilities. This information should never be used to intimidate, humiliate, or embarrass the individual.

Confidential information should never be used casually, or shared with any person other than on a need-to-know basis

Situations may arise where a member of staff becomes aware that they should share confidential information (for example if abuse is alleged or suspected). In this situation individuals have a responsibility to pass information on without delay, but only to those with designated child protection responsibilities (see Safeguarding Policy)

Adults need to be aware that although it is important to listen to and support young people, they must not promise confidentiality or request young people to do the same under any circumstances.

Additionally, concerns and allegations about adults should be treated as confidential and passed to a senior member of staff without delay.

Honesty and Integrity

Staff must maintain the highest standards of honesty and integrity in their work. This includes the handling and claiming of money.

Staff have a duty to report any concerns they have about any adult or child taking part in a course at Peat Rigg. Peat Rigg has a duty to investigate and take appropriate action.

Dress and Appearance

All staff should consider the manner of dress and appearance appropriate to their professional role.

A clean, smart and professional appearance is expected wherever possible, for all members of staff.

Staff should be dressed decently, safely and appropriately for the tasks that they undertake.

Staff who dress or appear in a manner which could be considered inappropriate (which might include some types of tattoos or piercings) could make themselves vulnerable to criticism or unprofessionalism.

Appropriate personal presentation is expected of all staff.

Jewellery should not be ostentatious and should never compromise the safety of the individual.

Behaviour Management

All people have the right to be treated with respect and dignity.

Appropriate behaviour management is primarily concerned with maintaining the highest safety standards and safeguarding the well-being of all concerned.

Staff should not use any form of degrading behaviour to punish a young person.

The use of humour can be very useful to help diffuse a situation. However, sarcasm is inadvisable as it may not be misconstrued or not appropriate.

Staff will never use demeaning or insensitive comments in any situation.

Whistle blowing

This section represents an overview of the main whistleblowing policy which can be found in the links below

Whistleblowing is the term used when someone wishes to raise concerns about:

- Malpractice
- Wrongdoing
- Illegality or
- Risk in the organisation (for example, crimes, civil offences, miscarriages of justice, dangers to health and safety)

Whistleblowing may also include the cover up of any of the above concerns

Legal Basis

The Public Interest Disclosure Act 1998, known as the Whistleblowing Act, is intended to promote internal and regulatory disclosures and encourage workplace accountability and self-regulation.

Whistleblowing at Peat Rigg

Should any member of staff have any concerns their first course of action should be to discuss their concern to a Senior member of staff or one of the Directors.

If this is inappropriate, the next action will depend on the area of concern: This list is not exclusive, but could include:

Issue	Contact
A Safeguarding issue	<ul style="list-style-type: none">• North Yorkshire Safeguarding Children Board
A Health and Safety issue	<ul style="list-style-type: none">• The Health and Safety Executive• Adventurous Activities Licensing Authority• Ryedale District Council
A criminal offence	<ul style="list-style-type: none">• North Yorkshire Police

Policy Compliance

All staff will annually read, review and continue to comply with all Peat Rigg's currently policies and procedures. This will be logged down in the Staff Qualifications Matrix.

Links to other relevant policies;

[Safeguarding Policy](#)

[Discipline Procedure](#)

[Whistleblowing Policy](#)