

SEN-den Code of Conduct

1. Code of Conduct

SEN-den's Code of Conduct maps out what is expected of you, as a member of our team, at all times.

This includes how you work with families accessing SEN-den's services (both parents and children), staff, volunteers, therapists, practitioners, any other organisations, or individuals involved with SEN-den's work and members of the public who you interact with in your role at SEN-den.

By following it you will be able to check that you are doing the right thing and behaving in the right way and adhering to SEN-den's organisational values which include:

SEN-den's core values are:

- **Accessibility** – all families needing SEN-den's support should be able to hear about and access at least some of our services either face-to-face or online.
- **Inclusivity** – all parents and children under 8 in Enfield who are affected by autism, irrespective of background, income, language, whether they are pre- or post-diagnosis will have an opportunity to benefit from SEN-den's services. Mothers tend to engage more naturally with SEN-den's activities, but fathers are equally encouraged to participate.
- **Co-operation** – SEN-den works constructively alongside other service providers in Enfield, to ensure the families can benefit from a range of joined-up support services. SEN-den is not run by autism "experts" and we do not offer specialist autism advice to families; instead, we signpost families to other local / national services better equipped to advise them.
- **Quality** – SEN-den offer a good quality, safe, friendly service and information that is accurate and appropriate for families.
- **Learning-by-doing** – We are a relatively young organisation and our model is innovative. This means we are breaking boundaries and exploring new territory and we may make mistakes. Any input or feedback we receive from clients, positive or negative, matters to us. Wherever necessary and possible, we will actively learn from our mistakes.

As a member of the SEN-den team, you must always:

- Be a good role model with behaviour and an attitude that are in line with our values as an organisation.
- Comply with all applicable UK laws and guidance that apply to our work.
- Make sure you follow SEN-den's policies and procedures and keep informed of updates. Any questions or gaps in your understanding, please ask Lubna.
- Be responsible and accountable in the way you perform your role.

- Be fair and treat everyone with respect and dignity in accordance with our Equal Opportunities Policy.
- Respect privacy in line with our Data Protection and Safeguarding Policies; you must ensure that any sensitive or confidential information that is disclosed to you by a staff member or volunteer, a family, a therapist, or practitioner is dealt with in strict accordance with these policies.
- Communicate in an open and respectful way, whether in person, by phone, writing or digital media.
- You must not act fraudulently or dishonestly, or do anything which brings, or is likely to bring, SEN-den into disrepute or have a negative impact on SEN-den or its reputation.

2. Breaches of SEN-den's Code of Conduct

Where a member of our team does not follow SEN-den's Code of Conduct, it is known as a breach. If someone believes you have acted in a way that breaches this Code, they are entitled to let us know and we will formally investigate.

When SEN-den's Directors consider that a team member may not have met our expectations, an investigation will be carried out to establish whether those concerns are dismissed or upheld.

As part of this investigation procedure, we will give the team member details in writing of the behaviour being investigated and how it fails to meet our expectations. Where possible, we will provide any evidence relied on and explain what will happen next in the investigation process.

Following the outcome of an investigation by SEN-den's Directors, SEN-den will consider what actions to take. This will depend on the seriousness of the issue and the likelihood of the team member exposing SEN-den to risk if they continue in their role during or after the investigation.

The Directors have the right to determine that you will not be able to continue your volunteering, employment or other engagement with SEN-den. Whatever their decision, the outcome will be formally communicated to you in writing.