

STAFF AND VOLUNTEER CODE OF CONDUCT

At West End Wonders, every member of staff and every volunteer plays a vital role in creating a safe, positive and inspiring space where children can explore creativity and grow in confidence. The following standards outline the behaviour, responsibilities and boundaries expected from all adults working within our organisation.

1. Professional Conduct and Safeguarding Responsibilities

All staff and volunteers are expected to:

- Follow all West End Wonders safeguarding policies and procedures at all times.
- Ensure that only senior workshop leaders or management may access phones or laptops during workshop hours, and camera lenses must remain covered.
- Keep personal mobile phones switched off and stored away during sessions unless an emergency exception has been agreed.
- Pass on any worries, disclosures or concerns about a child's wellbeing to the Designated Safeguarding Lead without delay.
- Listen respectfully to worries raised by children, young people or parents.

2. Physical Contact and Personal Boundaries

- Avoid unnecessary physical contact with children.
- Only offer physical assistance when it is essential (e.g. first aid, safety support, or helping a child steady themselves).
- Whenever possible, ask the child's permission before offering physical help and ensure another adult is present.
- Never initiate one to one physical contact in private spaces.
- Maintain appropriate professional boundaries at all times and be mindful of the power imbalance inherent in working with young people.

- Understand that it is unlawful for anyone in a position of trust to engage in sexual behaviour with a young person under their care, even if that young person is over the age of consent, as set out in relevant UK legislation.

3. Keeping Sessions Safe and Inclusive

Staff and volunteers must:

- Keep safeguarding and workshop training up to date.
- Make sure children are supervised appropriately and that activities are delivered safely.
- Check that staffing ratios meet West End Wonders' requirements before a session begins.
- Ensure all props, costumes and equipment are safe, accessible, and suitable for use.
- Treat children with honesty, respect and fairness, whilst acknowledging their rights and individuality.
- Celebrate diversity and ensure everyone feels welcome, valued and included, regardless of ability, background, race, gender identity or sexual orientation.
- Use positive, constructive guidance to support children's development—never criticism, humiliation or shaming.
- Address unkind, aggressive, discriminatory or bullying behaviour among young people promptly and appropriately.

4. Professional Behaviour and Role Modelling

All adults at West End Wonders should:

- Model kindness, respect and positive behaviour at all times.
- Approach sessions with enthusiasm, reliability and a commitment to creating a warm, welcoming atmosphere.
- Build positive relationships with parents and keep them informed about their child's progress or any concerns.
- Prioritise a child's safety and wellbeing—stop an activity immediately if someone is hurt, administer first aid and seek further help when required.

5. Your Rights as a Member of the West End Wonders Team

Every staff member and volunteer has the right to:

- Enjoy their work and feel supported in their role.
- Receive clear information on safeguarding procedures and know what to do if something doesn't feel right.
- Access ongoing training relevant to their responsibilities.
- Be listened to by colleagues and management.
- Be involved and have their voice heard in organisational decisions.
- Be treated fairly, with respect, and without discrimination of any kind.
- Work in an environment free from physical or emotional harm, including from children or parents, with support available for conflict resolution when needed.

6. Breaches of the Code

We expect all staff and volunteers to uphold the standards outlined in this document. If behaviour falls short of these expectations:

- The issue will be addressed promptly and constructively.
- Steps will be taken to resolve the situation and offer any necessary support.
- Persistent concerns, repeated breaches, or serious misconduct may result in disciplinary action, which could involve external agencies and may lead to removal from the organisation.

We are committed to reviewing our policies and practice annually.

This policy was last reviewed on: 13th February 2026

Signed

Director of West End Wonders