

Responsible Officer	Safeguarding Lead	Policy Approved	Trustees
Review Required	Annually	Date	March 2025
Safeguarding Our Guests – Code of Conduct V8			

All volunteers, helpers and staff are expected to provide a safe and supportive environment, which secures the well-being and very best outcomes for the guests (service users) of SoundCafe Leicester.

The basic principle of good conduct is that no person involved with SoundCafe Leicester should exploit their role to gain inappropriate access to guests. [Any approach to an individual guest to perform as a musician or artist outside of SoundCafe is not permitted.](#)^{*1}

Everyone should therefore practice the following:

- Listen, value and respect everyone as an individual
- work with one another in an open and transparent way
- involve guests in decision making as appropriate
- encourage and praise achievement
- actively contribute to a culture where inappropriate behaviour is not tolerated; providing an example of the good conduct you wish others to follow
- ensure that whenever possible there is more than one volunteer/helper present during activities with our guests or at least that you are within sight or hearing of others
- be aware of our guests and fellow colleagues personal space, limit physical contact to a ‘side hug’ or hand contact. Recognising that for some guests or volunteers contact in any form is not acceptable
- inappropriate behaviour e.g. any sexually provocative activity at SoundCafe Leicester should be reported.
- report any incident, concern or inappropriate behaviour to the session lead on the day, seeking further support and guidance, including any allegation made against yourself or others
- ensure any contact with guests is appropriate and in relation to the activity being undertaken
- always ensure language used at SoundCafe Leicester is appropriate and not offensive or discriminatory (including emails and text messages)
- only meet guests at SoundCafe Leicester (i.e. not outside of organised or formal interactions), unless in the course of work with other bona fide services or organisations where other relevant policies may apply
- personal information may only be shared with SoundCafe Leicester officers and volunteers e.g. email addresses and mobile phone numbers.

Signed:

Name (Print):

Role:

Date:

Please note:

- Photographs or videos, including those obtained by a camera phone, must not include any guest unless agreed by the individual concerned.
- Photographs or information obtained through SoundCafe Leicester must not be shared in any social media format.
- Sexual relationships with guests are strictly forbidden.



