



Special Kids Bexhill's Code of Conduct

The aim of Special Kids Bexhill is to support families whom have special needs children/young adults up to and including 25years. As parents/carers of children with special needs ourselves, we are all unpaid volunteers working as trustees to ensure that this support reaches those families that need it. To help and ensure that every member gains the most from our adapted activities, events and support network. We expect you to read and comply with the following code of conduct at all Special Kids Bexhill activities, events, fundraising events or under any circumstances where you are representing Special Kids Bexhill. Upon becoming a member you will sign to agree to abide by this code of conduct.

What you can expect from Special Kids Bexhill trustees:

They will;

- Create a safe, welcoming and non-judgemental environment for all members.
- Give respect and understanding for all.
- Treat all members equally.
- Make reasonable adjustments to the venues we hire wherever possible and in the best interests of Special Kids Bexhill as a whole.
- Listen to all our members concerns and respond appropriately and refer to Special Kids Independent Review Team if appropriate.
- Respond to queries within the arranged time limits.
- Acknowledge all activities and trip bookings within a reasonable time frame.
- Maintain confidentiality unless conflicting with the safeguarding policy regarding all members or a completed disclosure form has been received.
- Book a variety of viable venues to suit our members where possible.
- To ensure the safety and enjoyment of all members trustees have the right to deem an activity unsuitable for a specific child - despite all reasonable adjustments – and therefore spaces will not be allocated or payments accepted. Parents/carers will be advised of this decision and the rationale behind it.

- Monitor as closely as it is possible to the Special Kids Bexhill Closed Facebook group, ensuring that only Members of Special Kids Bexhill who have filled and signed a current membership form are allowed access to it. To assess and only permit appropriate posts to be added.
- Will not share any information from the Special Kids Bexhill Closed Facebook group unless it is a safeguarding matter.
- Only use photos of members who have given permission via their membership form. Not use photos in any **new** publications on their Facebook page, flyers, website and any other publications after a member leaves Special Kids Bexhill.

In return we ask that all Special Kids Bexhill members;

- All members must behave with respect.
- Must note that the address that the charity uses is a trustee's family home, where they live with their own special needs children. Anything being dropped into the address should only be done with prior arrangement with the trustee. Under no circumstance should anything be dropped in after 9pm or before 9am (not even if just being posted through the door).
- Any physical, emotional, verbal abuse or rudeness by members towards trustees or other members will not be tolerated
- Any threatening behaviour that is derogatory, slanderous and/or libellous from any parent/carer/member, be it verbally, physically or written (Including on social media), whether it be direct or insinuated will not be tolerated. This may result in termination of your membership to Special Kids Bexhill in accordance with our constitution.
- Parents/carers who display inappropriate behaviours during an event/activity will be asked to leave along with those that are with them the venue immediately e.g. use of inappropriate language or behaviour, intoxication of alcohol/drugs.
- Fill in their membership form truthfully. Anyone found to have put false information on their form will have their membership of Special Kids Bexhill reviewed.
- Treat all venues that we access with respect and do not deliberately damage them.
- Parents/Carers and ALL children attending any Special Kids Bexhill activity or fundraising event must obey the rules of each individual venue as well as any extra rules set out by Special Kids Bexhill. The rules set by the venues can be found on the venues own websites. Special Kids Bexhill's rules can

be found within the activities emails Special Kids Bexhill send out each term.

- Communicate with our trustees. Concerns or complaints should be raised at the time of the event as they can usually be resolved effectively. More formal complaints should be raised in writing or via Email. Complaints procedure available on request. Questions and queries can be sent via text, email or Facebook message the Special Kids Bexhill page.
- Respond to communication from trustees within the stated time limit.
- Once you have booked on an activity or trip you pay for these within two weeks of booking. (Overnight trips will have their own time scale) And if you need to cancel for any reason you let us know as soon as you can. It is our general policy that we don't give refunds. All payments for all activities and coach trips are non-transferable. If you book for your children and then 1 or more of your family are unable to attend, those extra spaces will be allocated by the trustees to those on the waiting list. Members cannot give spaces to anyone.
- Actively supervise and be responsible for your own children and their actions at all events and activities. A responsible parent/carer over the age of 18 must be with them at all times.
- Parents/Carers are to actively support their child/children to share and take turns with the venues/Special Kids Bexhill's equipment at activities.
- Non-members may be allowed to attend to events at the discretion of the trustees but may be asked to pay the non-subsidised price. Permission must be obtained prior to booking.
- No alcohol or intoxicating substances to be consumed at any of our activities and trips to ensure the safety of all and that the children remain the responsibility of their parents/carers. (see separate information for overnight/residential trips) This does not include parent/carer evening meals.
- If you wish to smoke (any form of smoking including ECigs) whilst attending our events please make sure that your children/young adults with special needs and any other children you are responsible for are being actively supervised by another adult who has agreed to take responsibility for them. Make sure that you are only smoking in appropriate places that are not near the entrance/exit to the event venue. Have consideration for other members whilst smoking, especially while they are loading and unloading their children/young adults from their vehicles. In addition to this, please follow the rules of the venue regarding when and where to smoke.
- Please ensure when taking photos at any of our events, you only post your own family on social media or have gained prior permission from all other

members or members parents/carers featured in your pictures. This also includes posting them to Special Kids Bexhill Facebook page and group as not all our members have given permission for this.

- Whilst at our events, if an incident occurs with your child and someone else's child, please feel free to inform the parent, and then allow them to parent their own child in the way they deem appropriate. Alternatively, feel free to approach a trustee (wearing their blue T-shirt) informing them of the incident, who can then inform the parents involved. Should the trustee deem the incident to be severe enough, then an Incident Action Form (IAF) will be filled in.
- To ensure that your children follow this code of conduct within their individual capabilities.
- Understand that if permission for Special Kids Bexhill to use photos on their Facebook page, flyers, website and any other publications has been given via their membership form that they cannot request that Special Kids Bexhill remove all/any photos should the member leave Special Kids Bexhill. Understand that Special Kids Bexhill will not use photos in any **new** publications on their Facebook page, flyers, website and any other publications after a member leaves Special Kids Bexhill.
- Understand that Section 2 of their membership form will be kept if they leave Special Kids Bexhill. Section 1 will be destroyed.
- Do not block any admin on the Facebook group. Anyone who blocks admin or deactivates their Facebook account will be removed from the Special Kids Bexhill Facebook group until such time that they unblock admin or reactivate their Facebook account.
- Understand that the Special Kids Bexhill Closed Facebook group although limited to members of Special Kids Bexhill, is still Social Media and think carefully about sharing information that is sensitive in nature (i.e. personal information) and understand that they post any information of their own accord.
- Understand that Special Kids Bexhill will only allow information to be shared to our Facebook group/page /website/ mailing list of members from organisations that are able to be checked and verified by trustees as officially registered with the appropriate bodies and being appropriate for Special Kids Bexhill.
- To never, under any circumstances, share/repeat/screen shot any posts or information that has been posted in the Special Kids Bexhill Closed

Facebook group. Any member found to be doing this will be removed from the Special Kids Bexhill Closed Facebook group and may have their membership of Special Kids Bexhill removed.

- At our swimming activities, all children under 18 and anyone with special needs of any age must have an appropriate adult in the water and actively supervising them at all times at the ratio of no more than 3:1 adult. Any child under 18 or anyone with special needs without an adult in the water actively supervising them at this ratio will be asked to leave the pool. This may jeopardise their chances of attending future swimming activities. In addition to our ratios, members must also make sure they are up to date and abiding by the ratios and rules each swimming pool has.

If a member of Special Kids Bexhill fail to comply with the above or acts in a manner that is not in the best interests of Special kids Bexhill as a whole the trustees have the right to remove any member of Special Kids Bexhill. Equally if a member has a concern over the conduct of a trustee these should be raised with any trustee and after being reviewed by Special Kids Independent Review Team will be dealt with in accordance with the constitution.