



Southampton



Southampton Street Pastors Code of Conduct

Code of Conduct

This code of conduct was written by Ascension Trust and adopted by Southampton Street Pastors.

Definitions

- **Street Pastors** - Street and school pastors volunteers or the Street Pastor/School Pastor initiatives.
- **Volunteers** - street pastors, prayer pastors, school pastors and other persons volunteering their services to support the work of the Southampton Street Pastors.
- **Management Committee** - the trustees and any other committees or steering groups they empower to assist in the day to day running of the charity.

Introduction

This Code of Conduct sets out the personal and professional standards which are expected of all Street Pastors staff, volunteers and Management Committee members as they carry out their work and/or ministry in connection with the Street Pastors Initiative. It forms part of the Street Pastors Licence Agreement, the Volunteers' Agreement and all employment contracts.

It is essential that all those connected with the Street Pastors movement observe this Code of Conduct so that we can provide, at all times, a good quality of service to those we seek to help, and so that we can preserve our reputation as a professional organisation with high standards of integrity, transparency and accountability.

Our Ethos

- Our role is not to preach or evangelise, but to be the “good news”, though we are always ready to share our faith if invited to do so. Our calling is to listen, care and provide practical help on a non-judgemental basis to anyone and everyone we meet on the streets.
- We help and support anyone and everyone without discrimination on grounds of race, ethnicity, gender, sexuality, disability, religion, political persuasion or any other reason.
- We conduct ourselves in a manner reflective of the compassion and dignity of Christ; we use common sense and good judgement and refrain from any conduct or activity which is illegal, unethical, inappropriate or otherwise damaging to the reputation of Street Pastors. We do not express views, use language or display materials which other people might reasonably find offensive.

- We respect, and are courteous towards, those with whom we work, our stakeholders, those we help and the general public. In particular, we respect differences in custom, culture and religion and accommodate those differences as far as possible in the delivery of our services.

Accountability and Transparency

- We serve under the authority of the Ascension Trust Board of Trustees and in line with the Street Pastors' Licence Agreement and other Street Pastors' policies and procedures. Staff and volunteers carry out all reasonable instructions of their supervisors, Coordinators and Management Committee members.
- We are individually accountable for our decisions and actions and we submit ourselves to whatever scrutiny is appropriate for our position.
- We are as open as possible about all the decisions and actions which we take. We are able to give reasons for our decisions, and restrict information only when the need for confidentiality arises or in order to comply with the law.

Conflicts of Interest

- We do not take decisions in order to gain financial or other material benefits for ourselves, our families, our friends or our churches.
- We do not place ourselves under any obligations, financial or otherwise, to outside individuals or organisations that might influence us in the performance of our duties.
- We always declare any private interests which may conflict with our duties, and take steps to resolve such conflicts in order to protect the reputation and values of Ascension Trust and the Street Pastors movement.

Use of uniforms

- Street Pastors wear the authorised Ascension Trust Street Pastors uniform whilst on duty. No other labels, brands, charities, badges, ribbons, etc., are worn or promoted whilst wearing the Street Pastors uniform.
- No member of a Street Pastors' Management Committee, staff or volunteer wears/uses the Street Pastors uniform at any time *other than* when on duty or when taking part in an organised, official event promoting the Street Pastors Initiative.

Press, Radio and Television

All Street Pastors staff, volunteers and Management Committee members adhere strictly to the Street Pastors' Media Policy. In particular, if a Management

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Committee member, staff or volunteer is contacted by the media and there are actual or potential implications for Street Pastors nationally, all such queries or requests are redirected to the Ascension Trust Management Team. In the event that the query or request has implications only for the local Street Pastors Initiative, it is redirected to the local Coordinator in the first instance who consults with one or more members of the local Management Committee. In times of doubt, the Ascension Trust Management Team is contacted for guidance.

Gifts

No personal gifts, monetary or otherwise are accepted by any Street Pastor other than calendars, named pens and small promotional materials. Donations made either to Ascension Trust and/or the local Street Pastors Initiative are handed to the Co-ordinator and recorded. When in doubt, supervisors or local Co-ordinators are consulted.

Hospitality

It is accepted that from time to time Management Committees members, staff or volunteers may give and receive meals and refreshments. Any expenses incurred for hospitality are kept to a reasonable level. Individual local Coordinators decide what is considered “reasonable” after consultation with their Management Committees. In the event that expenses are incurred above the agreed level, they are assessed by the local Coordinator who, if approving of the expenditure, records the approval in a log book.

Integrity at work

Street Pastors seek at all times to observe the highest standards of integrity. In cases of maladministration, or where it is believed that the law is being broken or the integrity of the Street Pastor brand is being compromised, this may be reported to the Management or Trustees of Ascension Trust by sending a letter in an envelope marked ‘**Private & Confidential**’.

This facility may only be used where there is a clear case of an illegal act being committed, or where there is a serious threat to the Street Pastors brand, and where repeated efforts to address this in accordance with the usual line of accountability have demonstrably failed.

This facility may be used for ‘whistle-blowing’ and no other purpose.

Confidentiality

Whilst we value transparency of operations there will be times when high levels of confidentiality are required.

We comply with the provisions of the Data Protection Act 2018 and abide by procedures designed to protect the confidentiality of information held about

Management Committee members, staff, volunteers, those we work with, those we seek to help and our other stakeholders.

Confidential information about Ascension Trust, the Street Pastors Initiative and the people involved in the ministry (e.g. private addresses and phone numbers, salaries, terms of contracts, etc.) are not disclosed or caused to be disclosed to any unauthorised persons.

By extension this means that volunteers will not make contact with people they have encountered on the streets or accept contact attempts made to them, including by telephone or through social media. Any contact will only be made through the local Co-ordinator (and staff, at their discretion).

There may be situations where information may be shared with a third party, for example if a client poses a danger to him/herself, or if required by law, in accordance with the Data Protection Act 2018 or the Freedom of Information Act 2000. If in doubt the local Co-ordinator is consulted.

Any equipment, records, files, data or manuals used in connection with the Street Pastors Initiative remain the property of Ascension Trust and are returned to supervisors or local Co-ordinators if and when staff, volunteers or Management Committee members terminate their relationship with Street Pastors and Ascension Trust.

Reviewed by SSP Trustees, 22 May 2023.

Date of next review May 2028

Version 3 February 2012	Reviewed and updated
Version 4 June 2017	Reviewed and updated
Version 5 May 2023	Updated the Data Protection Act 2018

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