



Better Lives Partnership (BLP) Staff Code of Conduct and Practice October 2025

Our commitment:

We, the entire staff team of Better Lives Partnership (BLP) recognise and support the creation, adoption and implementation of this, our Staff Code of Conduct and Practice.

This Code has been researched and created by us via our nominated representatives supported by the Chief Executive Officer and we take ownership of it.

We, as an entire staff team, are committed to the achievement and maintenance of the highest professional standards and ethics and commit to support each other in evidencing the standards of conduct and practice contained within our Code.

We recognise that while BLP is not subject to regulation from the statutory sector, there is a need for us to determine our own minimum professional standards with regard to conduct, practice and behaviours.

We have reviewed the required practice standards placed on regulated service providers via the Scottish Social Services Council (SSSC) and have also further reviewed the Scottish Government's Health & Social Care National Standards. We consider the standards contained within both documents to represent our commitment to conduct and practice.

We therefore adopt both documents where applicable to our service delivery.

Build and maintain trust and confidence in staff and the organisation

By establishing a strong foundation of trust and confidence, both individually as staff and collectively as an organisation, to ensure that staff, young people, their families, support networks, external agencies, the community, and the wider public perceive us as a professional, consistent, ethical, and trustworthy. We aim to create a robust framework of positive, cohesive, transparent and inclusive practise so staff within BLP feel confident and united in delivering a reputable, high quality service to maintain the equal confidence from young people and their families. Demonstrating to external agencies and the wider public that BLP value all who work at and attend BLP, cultivating a genuine sense of inclusivity and support throughout.

Entire Staff Team will:

- Communicate truthfully, respectfully and accurately with all
- Be reliable and dependable in their role. Honour work commitments to the best of their ability and declare any issues/conflicts of interest



- Create and maintain positive professional relationships, ensuring expectations and boundaries are clear
- Behave in a professional manner never bringing the organisations reputation into disrepute, or their suitability to work with vulnerable people
- Ensure young people, their families and other relevant parties are included where appropriate in decisions and planning. Ensure any and all plans are reflective of the young person and are effective/manageable as far as is practicable
- Respect individual's privacy and dignity, following BLP Staff Policies and Procedures
- Work positively together, to ensure a united and consistent practise where colleagues feel supported
- Actively promote BLP in a responsible manner

Create/build learning opportunities & positive progressions for young people

Young people attending BLP should be offered the opportunity to progress in a positive, meaningful, structured and person-centred way, regardless of any conditions or additional support needs. In addition, young people should be assisted to lead fulfilling and independent lives within their community, be aided in building skills, qualities and knowledge, whilst learning new skills, developing confidence to progress positively in life. Creating and building on existing learning opportunities will provide young people with the confidence, skills and knowledge to live happy, healthy independent lives with the correct level of support. Assisting young people to learn and grow is at the heart of BLP ethos.

Entire Staff Team will:

- Recognise young people's individuality, respecting their right to make choices on what and how they learn ensuring this is structured and meaningful
- Promote and encourage young people to identify their goals and learning needs for themselves, ensuring equality and inclusivity is maintained across all levels of capability
- Work openly, honestly and collaboratively with colleagues and young people to develop a learning plan considering personal goals and agreed outcomes
- Will share resources via the NAS Drive and on staff development days to maintain a standardised and consistent bank of learning materials
- Assist young people to achieve their goals, while remaining transparent about achievable goals at BLP to ensure they are not given false hope
- Develop and maintain positive and collaborative relationships with external agencies who will support young people in achieving personal goals and outcomes
- Take personal responsibility to identify training, development and learning needs of their own to have the correct knowledge and skills to support young people with their learning
- Engage with internal and external training and keep up to date with processes and practices of external providers of training and learning to provide accurate learning for young people



- Listen to feedback received from colleagues, management and young people on the delivery and availability of learning opportunities and act upon that feedback appropriately

Promote & protect the choices, rights and wellbeing of all

BLP promotes an environment where each individual's choices are valued, rights are respected and upheld and where their physical and mental wellbeing is prioritised. These principles demonstrate BLP's dedication for all to have the opportunity to decide and dictate their own support pathway as well as be part of a safe and supportive environment in which to thrive. Staff will uphold the rights and choices of individuals respecting dignity, personal beliefs, and identities and protects wellbeing through risk management.

Entire Staff Team will:

- Enable young people and families to participate actively in discussions and planning, allowing them to express views and wishes to provide person centred support
- Promote wellbeing through safe and inclusive program planning, with attention on mental health and trauma informed practise
- Recognise that all individuals have the right to a safe, supportive and respectful environment while part of BLP
- Follow best practise, procedures and policies that are in place and designed to keep all safe from risk and harm
- Immediately report any concerns of poor practise, dangerous or abusive behaviours and any concerns of abuse or harm
- Maintain awareness of your position of authority and influence while working with vulnerable groups of people

Professional Learning & Development of Staff

Recognise the importance of learning and developing skills for staff to deliver a high-quality service throughout the organisation by taking ownership of continued professional development. Staff to be well trained and skilled to provide high quality support. Staff maintain a steady, consistent level of training to enable them to be knowledgeable in their role and ensure that they are able to meet the needs of young people as well as adapt to any changes or challenges associated with their role. This will ensure staff create and maintain a sense of pride in their role, as well as achieve job satisfaction and expand their own professional learning and development.

Entire Staff Team Will:

- Complete any and all training the organisation deems to be 'mandatory' in their role and work in a safe and lawful manner, in keeping with organisational policies and procedures



- Be proactive in identifying and requesting training or learning to enhance skills and knowledge
- Seek support from the relevant person/people if they feel inadequately trained
- Contribute positively to learning and development of other staff members
- Show commitment to the BLP ethos and support each other to achieve this
- Be aware of and accept the expertise of other professionals who can contribute to their development and work with others to enhance their knowledge and skills
- Invite and listen to any feedback from others that will assist them to improve their practise or develop professionally, including preparing and engaging in performance check in
- Show willingness to their continued professional development for both their own professional growth and for the benefit of the organisation

Professional Values & Commitment

Clarify and reinforce the values that guide BLP ensuring all staff embody those values in their everyday practise. Clear, shared values foster a positive work place culture as well as a united and consistent service throughout. By defining the values clearly to staff, the organisation allows staff to show a commitment to their role within by following and demonstrating these to young people and others which will enhance their experience of person centred, respectful support.

Entire Staff Team Will:

- Show respect to all people they come into contact with in their role at BLP, valuing diversity, equality and fairness, never discriminate
- Uphold the organisations ethos and aims by working positively, openly and ethically with any and all people they come into contact with within their role at BLP
- Work collaboratively with young people, families and external agencies to best support young people's pathways to their future
- Maintain integrity in their role by demonstrating honesty, compliance and consistency in their practise
- Show dedication and willingness to fulfil their role within the organisation, demonstrating the ability to be sufficiently prepared to carry out day to day duties at work
- Collaborate and co-operate with management in positively developing BLP services, including contributing and signing up the Strategic Plan

Responsibility & Accountability of staff

Staff will perform their duties professionally while maintaining a culture of fairness, consistency and strengthening trust and integrity between staff members, service users and external agencies. Staff will uphold BLP's positive and trustworthy reputation, honour work related commitments and ensure the safety and wellbeing for all. Throughout the whole of the organisation everyone should be responsible for working together as a united and supportive team.



Entire Staff Team Will:

- Maintain that organisational practise is lawful, safe and effective by following organisation's policies, procedures and legislation
- Be responsible and accountable for decisions and actions made as part of their job role
- Be responsible and accountable for any work delegated to others
- Seek support if they are unable to meet the expected standard of practise
- Communicate openly and effectively any issues which they believe could impact on the ability to work competently and safely
- Be conscious of their job role and associated duties. Seek clarification if any aspects of the role are unclear
- Behave in an honest and transparent manner, reporting concerns of misconduct or poor practise to their line manager

Safeguarding

Staff should protect all vulnerable groups from harm or abuse by knowing their responsibilities, how to act and report if concerns arise. Safeguarding is a legal duty of care, as well as a serious moral issue. The Code of Conduct is important to inform staff of their duties in accordance with law and organisation's policies and procedures.

Entire Staff Team Will:

- Be aware of BLP's Safeguarding policy and reporting procedure, reviewing regularly and ensure training is up to date
- Be vigilant in recognising signs of abuse and harm, immediately reporting any concerns in the appropriate manner. Never ignore or attempt to deal with any concerns of abuse or harm
- Act in the best interests of anyone believed to be at risk while carrying out their role
- PVG check – Staff, Trustees and volunteers will update the organisation's Lead Signatory if any changes made; in accordance with PVG guidance
- Never form unprofessional or potentially harmful relationships with young people. This extends to digital communication, social media and out of work hours
- All staff, including Trustees and volunteers, must participate in safe recruitment practises as per the organisation's policies and procedures
- No medication should be administered by staff at BLP. Exception being emergency or recovery medications – Risk Assessment and training should be completed



As with all organisational documents; we recognise the need for our Code to be subject to review should legislative and/or innovation in Best Practice changes occur. We commit to monitor the environment for such changes/improvements legislation via subscription to monthly industry newsletters such as the Social Care Institute for Excellence (SCIE), the SSSC Website and the Scottish Government websites and bulletins and update our Code accordingly.

This review process will be led by Code Champions with the support of the Chief Executive Officer on a minimum of twice annual basis and as/when practice improvements/legislative changes occur.

Code Champions will be identified within each of our sites as point of contact for information/updates on the contents of the Code, should staff have any queries.

Code Champions will liaise with the SMT via Operations Director and the Chief Executive Officer on the adoption of our Code with existing staff as well as integrating the Codes into the recruitment process of new staff. The Code will be adopted at point of employment and used as a clear benchmark of standard of practise through the probationary period in order to imbed within our culture and reinforce the organisations ethos.

Our nominated representatives will present to the Board of Trustees our completed first Code and will provide the Board with annual updates on our review processes.

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