



Policy Name:	Code of Conduct for Clients
Policy Owner:	Issha Barr, Gina Graham
Policy Contributors:	Senior Management Team and Coordinators
Date Created:	05/08/2021
Next Review Date:	05/08/2022

1. Description:

The Client Code of Conduct is based on Anawim’s Core Values which are:

Value 1: Anawim believes in the intrinsic value of every person and welcomes each woman without judgement.

Value 2: We are deeply committed to listening to our women and building our services around their needs.

Value 3: We help women to navigate the complex challenges they are facing and we do all we can to support them for as long as they need us.

Value 4: Anawim empowers women to make positive changes to try to turn their lives around, helping them – one step at a time – to become independent.

Value 5: We want the best for our women and to make sure their basic needs are met. We won’t rest until we’ve done all we can to keep them safe.

2. Purpose of the Code of Conduct:

The purpose of this Code of Conduct is to ensure Anawim’s clients are aware of their responsibilities whilst engaged with Anawim. This includes any clients who may access Anawim’s services via Drop-In, our Helpline, make a self-referral or who are referred to us from another professional.



For women let down by the system.

For women with nowhere else to turn.

For women who’ve suffered.

Text ANAWIM to 70085 to make a £5 donation.
To make a referral, visit www.anawim.co.uk/what-we-do/make-a-referral

Anawim – Birmingham’s Centre for Women is a registered charity (1159706) and a company limited by guarantee registered in England and Wales (9322109).

3. Scope:

This Code of Conduct specifically covers the activities and expected behaviour of Anawim clients whilst engaging with Anawim's services.

Any clients who are referred to a caseworker will have an initial assessment at the beginning of their engagement and will be provided with this Code of Conduct, so that they can read and understand their responsibilities. During their initial assessment, clients must sign the Engagement Contract and this Code of Conduct before the engagement starts. They also have access to advice where necessary and are encouraged to raise any concerns with their assigned Caseworker.

This Code of Conduct will also be displayed on Anawim's website and will be readily available to any woman who accesses our services via Drop-In or the Helpline.

Anawim is committed to providing a safe and welcoming environment in which everyone feels valued and respected and where clients feel their needs are being met. We believe that there are real benefits to having a diverse workforce and client base and aim to ensure that everyone can feel welcome in an environment which is free from discrimination, harassment, bullying and victimisation.

We oppose all forms of unlawful or unfair discrimination on the grounds of colour, race, nationality, ethnic origin, sex, marital status, disability, parental responsibilities, age, religion/belief or sexual orientation.

Please note that Anawim is a charity and although we receive some funding from the Government or Council, this is limited and often limits the amount of support we can offer. Although we will strive to provide all women with a caseworker, sometimes resources will not allow and you may be allocated to a volunteer or student, under the guidance of a caseworker. A caseworker will endeavour to assist you with your needs, however, it must be within the remit of what is reasonable and what is available e.g. accommodation.



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Anawim's clients' responsibilities and principles are as follows:

4. Ethical Principles and Values:

Integrity

- Clients are required to sign in/out when entering the Anawim centre and are expected to conduct themselves in a respectful manner to Anawim's staff, volunteers or other professionals and other clients.
- Clients have a responsibility for their own behaviour towards staff, volunteers, other professionals and other clients and the following behaviour/actions will not be tolerated:
 - Staff/Volunteer and client coercion
 - Abusive behaviour towards another client or any Anawim staff or volunteers
 - Any forms of exploitation of other clients e.g. financial, sexual, psychological
 - Substance misuse whilst onsite or partaking in Anawim activities
 - Threats to harm others
 - Anything that will cause reputational harm/damage to Anawim or any of Anawim's clients, staff or volunteers

Please note this the above list is not exhaustive. If in the event any Anawim client is found to be engaging in such behaviour, they may be asked to leave the premises and may be excluded or partially excluded from accessing Anawim's services.

- Clients must adhere to the Anawim rules and guidelines when in Anawim buildings for Fire Regulation and Evacuation, Health & Safety and any other related policies that ensures their safety.

Confidentiality and Reliability

- Clients must provide accurate information to enable Anawim to support their needs. We will preserve the confidentiality of the information we acquire but may be required to



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disclose client information to a third party under certain circumstances. This may be due to but not strictly limited to occurrences where:

You tell us that you are going to harm yourself or someone else

In cases of safeguarding concern e.g. risk or potential risk to a child or a vulnerable adult

If a court of law requests information

If you disclose information or knowledge of a crime

- By engaging with Anawim, Anawim clients are agreeing that their data can be stored securely on our internal database. Client data will be stored for 6 years after their engagement with Anawim has ended as per General Data Protection Regulations. After 6 years, their data will be destroyed.

5. Monitoring and Review:

This policy is reviewed annually.

- **Disciplinary actions** - includes complaints handling and specific penalties for any violation of the code.

Clients must discuss any issues or raise complaints with the Case worker in the first instance. If the case worker is not available, or escalation is required, raise the complaint with the Service Managers or contact the Chief Operating Officer who will endeavour to respond in a reasonable timeframe.

Any violation of the Policy will result in termination of the client relationship with Anawim.

6. Supporting Documentation:

- Complaints Policy
- Safeguarding Policy
- Initial Assessment Pack



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- Support Engagement Contract

Sign Off:

Name:	Role:	Date:	Version No:
Issha Barr	Service Manager	04.08.21	V1.0
Gina Graham	Service Manager	04.08..21	V1.0



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