

North East Sling Library

Code of Conduct

To ensure the safety and wellbeing of everyone involved in the activities of Coy Consultancy Services Limited and North East Sling Library ("the Sling Library"), the highest standards of behaviour and professionalism are expected of its representatives.

Remember, you are in a position of trust and responsibility. Following the guidelines below reduces the risk of your actions being misinterpreted, and helps keep everyone safe.

This Code of Conduct should be read alongside our Safeguarding & Child Protection Policy. It applies to all staff, consultants and volunteers acting on behalf of the Sling Library, in person and online.

Planning and preparation

- Make plans with the best interests of participants at the core, taking into account religious, cultural, ethnic or other particular requirements or needs.
- Ensure any activity, and any equipment used, poses no danger to participants and is not likely to cause an accident.
- Where possible, avoid being alone with a child without a parent or carer present. Our sessions and consultations are structured so a parent/carer is always present with their child; if this is ever not the case, another adult representative of the Sling Library should also be present.

Behaviour and professionalism

- Ensure your behaviour and language are appropriate to the participants, taking into account age, gender, cultural background and so on.
- Be friendly and approachable, but keep professional boundaries at all times.
- Do not be under the influence of alcohol or any illegal substance while representing the Sling Library.
- Avoid unnecessary physical contact. Fitting a carrier sometimes makes brief contact necessary; where this is the case, explain to the participant what the contact is for and why, ask permission first, and stop or change your approach if they seem uncomfortable.
- Do not share personal contact details (personal mobile number, personal social media) with clients; use the Sling Library's official contact channels.
- Do not arrange to meet clients or their children outside of official Sling Library sessions or bookings.

Online conduct

- Only post photos or video of children on Sling Library social media or website channels with a parent/carer's explicit consent, and remove it promptly if consent is withdrawn.
- Keep personal and Sling Library social media accounts separate; do not contact clients or their children through personal accounts.
- Discourage the use of negative or judgemental terminology, both in person and online.

Respect and attitudes

- Treat all participants fairly and with dignity and respect.
- Work in an open and accountable manner.
- Take seriously any suspicion or allegation of abuse, dangerous practice, or unsafe babywearing, and any disclosure of concern made to you.

- Understand your role in, and follow, the Sling Library's Safeguarding & Child Protection Policy and any other relevant procedures.
- Complete safeguarding induction and refresher training as required.

If you have a concern

If you are concerned about a child's welfare, or about the conduct of another representative of the Sling Library, report it to the Designated Safeguarding Officer as soon as possible — see our Safeguarding & Child Protection Policy for the full reporting procedure and emergency contacts. Do not investigate concerns yourself.

Breach of this Code

Failure to follow this Code of Conduct will be taken seriously and may result in suspension or removal from any role with the Sling Library, and, where appropriate, referral to external agencies.

Review

This Code of Conduct will be reviewed annually, or sooner following any relevant incident or change in guidance.

Signed: Rachel Coy – Owner, Coy Consultancy Services Limited

Date: 9 July 2026

To be reviewed by: 9 July 2027