



BEYOND LIMITS

Beyond the limits of conventional support

CODE OF CONDUCT POLICY

Date of Review	November 2025
Reviewed by	Director of Corporate Governance
Approval Body	Beyond Limits Board
Date Approved	09/12/2025
Date of Next Review	By 01/12/2026

This code of conduct sets out the standards of behaviour expected of all of us. It serves as the moral code by which we can all judge what is right and appropriate.

INTRODUCTION & AIMS

At Beyond Limits, we believe every person deserves a gloriously ordinary life, rich in choice, connection, and contribution. Our code of conduct is not just a list of rules and “does’ and don’ts,” it is a shared promise. It expresses how we treat one another, the people we support, their families and our wider community.

In keeping with the [values of the organisation](#), it guides us to act with humanity, respect and at all times, as well as integrity – to see the person before the process, the story before the service and the potential before the problem.



MONITORING ATTENDANCE

WE SEE EACH OTHER AS PEOPLE, NOT ROLES.

Every colleague regardless of title or experience deserves to be treated with kindness, curiosity, and respect. We listen deeply, value each other’s perspectives and remember that collaboration thrives when everyone feels heard and valued.

WE SPEAK WITH CARE AND HONESTLY

We use language that uplifts, not language that limits.

We give feedback thoughtfully and receive it with openness, knowing that honest conversations help us grow.

WE SUPPORT EACH OTHER’S WELLBEING

We look out for one another

We notice when someone is struggling and offer compassion, not judgement

We create an environment where everyone can bring their whole self to work – safely, confidently and with dignity.

HOW WE BEHAVE TOWARDS THE PEOPLE WE SUPPORT

WE HONOUR HUMANITY

We recognise that each person we support is on their own individual journey, they will walk this at their own pace, everyone has their own dreams and preferences.

Our role is not to take over, but to walk alongside, provide alternative narratives, advocate on their behalf and enable choice, independence and belonging.

WE FOCUS ON WHAT'S POSSIBLE

We never define someone by their label, diagnosis, or history. Instead, we ask, “what would make life meaningful for you? And we work together to make that happen.

WE PROTECT DIGNITY & PRIVACY

We hold people’s stories and information with care and confidentiality.

We act ethically and professionally, always seeking consent, inclusion and we hold respect for personal and professional boundaries.

HOW WE BEHAVE TOWARDS FAMILIES AND LOVED ONES

WE WORK IN PARTNERSHIP

Families and loved ones are essential allies in creating good lives. We listen to their insights, value their experience, and involve them meaningfully in decisions. [See our family charter.](#)

WE COMMUNICATE OPENLY & HONESTLY

We keep families informed, not only when things go well but also when challenges arise.

We speak with honesty and empathy, always focusing on solutions and shared understanding.

WE RESPECT BOUNDARIES

We recognise that every family’s journey is unique.

We offer support without overstepping, and guidance without judgement.

HOW WE BEHAVE TOWARDS OTHER ORGANISATIONS & PARTNERS

WE BUILD BRIDGES, NOT WALLS

We collaborate with others in a spirit of partnership, not competition.

We value other organisations who like our way of working and we support them, through the [small supports network](#) to work in a similar way.

We share learning, celebrate good practice and champion innovation across the sector.

WE ACT WITH INTEGRITY

We honour our commitments, communicate transparently, and uphold the reputation of Beyond Limits in every interaction.

WE ADVOCATE FOR CHANGE

We use our voice to influence systems and policies that promote inclusion, equality, and human rights. Ordinary Lives are not a privilege; they are a fundamental right for everyone.

HOW WE CARE FOR OUR ORGANISATION & COMMUNITY

WE TAKE RESPONSIBILITY

We act as stewards of [Beyond Limit's values](#), doing our best at all times to uphold these.

Whether in the community, online or in the workplace, we represent the organisation with professionalism and pride.

WE LEARN & GROW

We embrace reflection, learning, and personal development. Recognising that as we grow and develop, so do the people we support.

We welcome new ideas and challenge outdated practices that get in the way of better lives.

WE CELEBRATE SUCCESS

We take time to notice and celebrate the moment - big and small – that show people living the gloriously ordinary lives they choose.

IF SOMETHING GOES WRONG

We recognise at times that for whatever reason, people's conduct will fall short of what is expected. During these times we will endeavour to investigate and provide appropriate support. We will seek to learn from incidents and will punish honest mistakes. We will hold debriefs to help us learn any lessons and will change practices where needed. To help us with this process, we will refer to the [Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England](#). It is our expectation that all staff will be aware and adhere to this guidance in its entirety.

LIVING THE CODE

Within Beyond Limits there are some things that we just cannot accept. This means that if you come across behaviour from colleagues such as bullying and/or harassment, aggression and violence, discrimination of any kind and unsafe or illegal work practices then in line with this code of conduct you must "SPEAK UP."

This code of conduct is not something we sign and forget, it is something we live and breathe. Every decision, every conversation, every act of support is an opportunity to reflect our values.

We are not perfect – but we are always learning, always striving, and always remembering that being essentially human is at the heart of everything we do.

