

Staff code of conduct

Sweet Futures Limited



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Contents

1. Aims, scope and principles	2
2. Legislation and guidance	2
3. General obligations	2
4. Safeguarding	3
5. Staff/young person relationships	3
6. Communication and social media	3
7. Acceptable use of technology	3
8. Confidentiality	4
9. Honesty and integrity	4
10. Dress code.....	4
11. Conduct outside of work.....	4
12. Monitoring arrangements	4
13. Links with other policies	4

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1. Aims, scope and principles

This policy aims to set and maintain standards of conduct that we expect all staff to follow.

By creating this policy, we aim to ensure our company is an environment where everyone is safe, happy and treated with respect.

Staff have an influential position in the company, and will act as role models for young people by consistently demonstrating high standards of behaviour.

We expect all support staff, directors and volunteers to also act with personal and professional integrity, respecting the safety and wellbeing of others.

Failure to follow the code of conduct may result in disciplinary action being taken, as set out in our staff disciplinary procedures.

Please note that this code of conduct is not exhaustive. If situations arise that are not covered by this code, staff will use their professional judgement and act in the best interests of the company and our young people.

2. Legislation and guidance

In line with the statutory safeguarding guidance '[Keeping Children Safe in Education](#)', we should have a staff code of conduct, which should cover acceptable use of technologies, staff/young person relationships and communications, including the use of social media.

3. General obligations

Staff set an example to young people. They will:

- Maintain high standards in their attendance and punctuality
- Never use inappropriate or offensive language in the workplace
- Treat young people and others with dignity and respect

- Show tolerance and respect for the rights of others
- Not undermine fundamental British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs
- Express personal beliefs in a way that will not overly influence young people, and will not exploit young peoples' vulnerability or might lead them to break the law
- Understand the statutory frameworks they must act within

4. Safeguarding

Staff have a duty to safeguard young people from harm, and to report any concerns they have. This includes physical, emotional and sexual abuse, or neglect.

Staff will familiarise themselves with our safeguarding policy and procedures and the Prevent initiative, and ensure they are aware of the processes to follow if they have concerns about a young person.

Our safeguarding policy and procedures are available in the admin area. New staff will also be given copies on arrival.

5. Staff/young person relationships

Staff will observe proper boundaries with young people that are appropriate to their professional position. They will act in a fair and transparent way that would not lead anyone to reasonably assume they are not doing so.

If staff members and young people must spend time on a one-to-one basis, staff will ensure that:

- This takes place in a public place that others can access
- Others can see in to the room
- A colleague or line manager knows this is taking place

Staff should avoid contact with young people outside of business hours if possible.

Personal contact details should not be exchanged between staff and young people. This includes social media profiles.

While we are aware many young people and their parents/carers may wish to give gifts to staff, for example, at the end of the school year, gifts from individual staff members to young people are not acceptable.

If a staff member is concerned at any point that an interaction between themselves and a young person may be misinterpreted, this should be reported to their line manager or the CEO.

6. Communication and social media

Staff's social media profiles should not be available to young people. If they have a personal profile on social media sites, they should not use their full name, as young people may be able to find them. Staff should consider using a first and middle name instead, and set public profiles to private.

Staff should not attempt to contact young people or their parents/carers via social media, or any other means outside the business, in order to develop any sort of relationship. They will not make any efforts to find young peoples' or parents' social media profiles.

Staff will ensure that they do not post any images online that identify young people who are children/clients without their consent.

Staff should be aware of the company's e-safety policy

7. Acceptable use of technology

Staff will not use technology in the companies premises to view material that is illegal, inappropriate or likely to be deemed offensive. This includes, but is not limited to, sending obscene emails, gambling and viewing pornography or other inappropriate content.

Staff will not use personal mobile phones and laptops, or company equipment for personal use, in business hours or in front of young people. They will also not use personal mobile phones or cameras to take pictures of young people.

We have the right to monitor emails and internet use on the IT systems.

8. Confidentiality

In the course of their role, members of staff are often privy to sensitive and confidential information about the business, staff, young people and their parents/carers.

This information will never be:

- Disclosed to anyone without the relevant authority
- Used to humiliate, embarrass or blackmail others
- Used for a purpose other than what it was collected and intended for

This does not overrule staff's duty to report protection concerns to the appropriate channel where staff believe a young person is at risk of harm.

9. Honesty and integrity

Staff should maintain high standards of honesty and integrity in their role. This includes when dealing with young people, handling money, claiming expenses and using company property and facilities.

Staff will not accept bribes. Gifts that are worth more than £10 must be declared and recorded on the gifts and hospitality register.

Staff will ensure that all information given to the company about their qualifications and professional experience is correct.

10. Dress code

Staff will dress in a professional, appropriate manner.

Outfits will not be overly revealing, and we ask that tattoos are covered up.

Clothes will not display any offensive or political slogans.

11. Conduct outside of work

Staff will not act in a way that would bring the company into disrepute. This covers relevant criminal offences, such as violence or sexual misconduct, as well as negative comments about the company on social media.

12. Monitoring arrangements

This policy will be reviewed every 5 years, but can be revised as needed. It will be ratified by the full company board.

13. Links with other policies

This policy links with our policies on:

- Staff disciplinary procedures, which will be used if staff breach this code of conduct. It also sets out examples of what we will deem as misconduct and gross misconduct
- Staff grievance procedures
- Safeguarding
- E-safety