



Staff Code of Conduct (Non-school Alternative Provision)

Policy title	Staff Code of Conduct (Non-school Alternative Provision)
Applies to	All staff, volunteers and contractors
Policy owner	Danielle Martin Head of Centre / DSL
Approved on	05/26
Review cycle	Annual
Status	Policy

1. Purpose and ethos

This Code sets clear, shared expectations for the conduct of everyone working at Therapy Wood, including agency staff, volunteers and contractors who have contact with pupils. It protects pupils, colleagues and the organisation by making behaviours and boundaries explicit and by creating a culture where concerns are identified and addressed early.

2. Scope and accountability

The Code applies at all times when representing the organisation, on-site and off-site, in person and online. All individuals are responsible for reading and following the Code and associated policies. Leaders are responsible for modelling the standards, challenging poor practice, and seeking advice from the DSL or HR where needed.

3. Legal and policy context

The Code is underpinned by Keeping Children Safe in Education (2025), the DfE Non-school Alternative Provision Voluntary National Standards (2025), Working Together to Safeguard Children (2023, updated 2025), the Equality Act 2010, UK GDPR/Data Protection Act 2018 and relevant health and safety law. It should be read alongside policies on safeguarding and child protection, safer recruitment, behaviour, online safety, data protection, risk assessment, physical intervention, searching and screening, whistleblowing and complaints.

4. Professional relationships and boundaries

Staff cultivate warm, respectful, professional relationships that prioritise pupils' safety and learning. Power imbalances are recognised and never exploited. Favouritism, gifts of more than nominal value, or personal disclosure that blurs professional roles are avoided. Staff do not initiate or accept 'friend' or 'follow' requests with pupils or recent leavers (within 12 months) on social platforms and do not communicate via personal accounts. Any pre-existing community/family connections are declared to the Head of Centre/DSL so that risks can be managed.



Physical contact is limited to what is reasonable, proportionate and in the pupil's best interests (e.g., first aid, comfort when appropriate and in line with training, or to prevent immediate harm). Staff are alert to pupils' preferences and potential for misinterpretation and always record and report any incident that could be misconstrued.

5. Safeguarding culture and low-level concerns

Concerns about a pupil's welfare are reported immediately to the DSL or a Deputy, following the safeguarding policy. We promote a culture where 'low-level concerns' about staff conduct (behaviours that do not meet the threshold of harm but may be inconsistent with the Code) can be shared early with the Head of Centre/DSL and recorded sensitively. Allegations that a member of staff has harmed a child or may pose a risk are reported to the Head of Centre who will consult the LADO in line with statutory guidance. Whistleblowing routes are available if the normal process is not appropriate.

6. Contact outside the setting and one-to-one work

Unplanned one-to-one contact with pupils is avoided where possible and, when necessary, is time-limited, takes place in a visible area (or a room with vision panels), and is recorded on the daily log. Home visits are only carried out when authorised and risk-assessed, using the agreed lone-working procedures. Staff do not transport pupils in their own vehicles unless specifically authorised, insured and risk-assessed. Personal phone numbers, social media handles and private messaging are not used; organisational channels are used instead.

7. Digital conduct and use of technology

Organisational devices and accounts are used for work, with strong passwords and multi-factor authentication where available. Staff never access, create or share illegal or inappropriate content and report accidental exposure immediately. Recording or photographing pupils is done only with organisational devices, for legitimate purposes, with consent and in line with data protection and image-use policies. Devices are never left unlocked or unattended in public areas; personal data is stored and transferred securely.

8. Confidentiality and information sharing

Information about pupils and colleagues is confidential and shared on a need-to-know basis only. Safeguarding information may be shared without consent if a child is at risk of harm, in line with KCSIE and Working Together. Staff use organisational email/MIS to store and transmit pupil information; personal devices or cloud storage must not be used. Data breaches are reported immediately to the Data Protection Lead.



9. Conduct, appearance and fitness to work

Staff present themselves in a manner that is professional, safe and suitable for the activities being undertaken, following local dress expectations (e.g., closed shoes in workshops, no dangling jewellery). Punctuality, reliability and readiness to teach/support are expected. Staff must not attend work under the influence of alcohol or illegal substances; prescription medication that may affect safety must be discussed with a manager/HR.

Smoking/vaping follows site rules and is never in view of pupils.

10. Use of physical intervention, searching and confiscation

Only trained staff may use reasonable force to prevent harm, following the Physical Intervention/Positive Handling policy; every use is recorded and reviewed with the pupil and parents/carers as appropriate. Searching and screening are undertaken only in line with policy, with consideration for dignity, proportionality and safeguarding. Prohibited items and weapons are managed in accordance with the policy and the law, and the DSL is informed without delay.

11. Conflicts of interest and gifts

Staff disclose any personal or financial interests that could reasonably be perceived to influence their work, including relationships with suppliers, venues or families. Small tokens of gratitude from families may be accepted in line with local rules; anything that could be perceived as inducement is declined and recorded. Staff do not borrow/lend money or personal items to/from pupils or their families.

12. Equality, diversity and inclusion

We treat everyone with dignity and respect, actively challenge discrimination and harassment, and make reasonable adjustments to remove barriers for pupils and colleagues. Language and behaviour reflect our commitment to inclusion and the Public Sector Equality Duty (as applicable).

13. Training and supervision

Induction confirms understanding of this Code, safeguarding, online safety, health and safety and behaviour policies. Ongoing training keeps practice current. Supervision and line management are used to reflect on dilemmas, boundaries and the emotional load of the work.



14. Breaches of the Code

Any breach may lead to informal management action, formal disciplinary action (up to and including dismissal) or referral to external agencies where appropriate. Honest mistakes are addressed through reflection and support; wilful or repeated breaches are treated as misconduct. Where there is potential harm to a child, the safeguarding procedure takes precedence.

15. Acknowledgement

All staff, agency workers and volunteers must sign to confirm they have read, understood and will follow this Code and related policies. A copy is stored on the personnel file and renewed after substantive updates.

Appendix: Staff acknowledgement form

I confirm that I have read and understood the Therapy Wood Staff Code of Conduct (Non-school AP) and agree to abide by it. I understand how to raise safeguarding concerns, low-level concerns, and whistleblowing alerts, and I know where to find related policies.

Name: _____

Role: _____

Signature: _____

Date: _____

Line Manager signature: _____

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