

STAFF CODE OF CONDUCT

Also see the following linked policies:

- [Pace standards of practice](#)
- [Disciplinary, conduct and capability policy](#)
- [Grievance Policy](#)
- [Supervision Policy](#)
- [Appearance and Dress code policy](#)

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 school is an environment where everyone is safe, happy and treated with respect.

We expect that all our staff will act in accordance with the personal and professional behaviours set out in their professional standards.

We expect all support staff, trustees 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 Pace and its children.

Duty of Care

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

Staff will familiarise themselves with our child protection and safeguarding policy and procedures, and the Prevent initiative, and ensure they are aware of the processes to follow if they have concerns about a child. Our child protection and safeguarding policy and procedures are available on Sharepoint and BreatheHR.

Staff need to set an example to our children. Therefore, they will:

- Maintain high standards in their attendance and punctuality
- Never use inappropriate or offensive language in school
- All children should be treated equally and with respect and dignity
- Show tolerance and respect for the rights of others
- Understand the statutory frameworks they must act within
- Adhere to their professional standards ie Teachers' Standards.

Confidentiality

All information regarding students should remain confidential and only shared when it is in the interest of the child to do so (adhering to the requirements of GDPR).

Information can be highly sensitive and care should be taken not to embarrass or humiliate the child.

Conversations involving children should not be undertaken in communal areas and/or in the presence of “non staff” adults.

Information received about children should be handled in a discreet and confidential way.

Information about staff members and Pace issues should only be shared on a “need to know” basis and in a discreet and professional manner i.e. not “gossip”.

Matters discussed within professional supervision meetings between a supervisor or line manager and their supervisee must remain confidential unless permission has been granted by the individual concerned and as per the supervision policy.

Personal Integrity

Maintain “duty of care” to parents, carers and children at all times.

Propriety and behaviour – Behaviour should not lead any reasonable person to question their suitability to work with children. Staff should not engage in criminal unlawful or unprofessional behaviour.

Dress/appearance – appropriate dress should be worn for their role, in keeping with ‘Staff dress code’.

Pace staff and volunteers are expected to demonstrate unconditional positive regard, patience and respect for colleagues, families and external visitors.

Pace staff and volunteers are expected to act as ambassadors for Pace both during and outside of working hours, representing Pace as an organisation in a professional way that is representative of Pace values, habits, policy and practice.

Professional Behaviours and Communication

All Pace staff, including volunteers should embody Pace values and habits at all times. These are summarised in the table below:

We are...	What that means in practice...	The habits we seek to cultivate...
Child- and family-centred	We always place the children, young people and families we support at the very heart of all that we do.	Focus, empathy

Innovative	We are creative problem-solvers, both in meeting the needs of our children, young people and families and organisationally.	Creativity, problem-solving
Specialist	We are committed to achieving and continually advancing best practice in our field. We are intellectually curious and always seek to learn.	Curiosity, learning
Dedicated	The dedication of our staff and volunteers is greater than one finds in many organisations. We believe that this is an important part of our success.	Passion, commitment
Compassionate	Our practice is always informed by a sense of intelligent compassion for the children and families we support and by deep respect for each other. Intelligent compassion is always informed by what is in the best long-term interests of the child and the family and Pace's long-term sustainability.	Compassion, respect
Aspirational	We aspire to the very best outcomes for our children, young people and families. We aspire to be the best we can be, both as individuals and as an organisation.	Positive, ambition

All staff and volunteers must have regard for professional boundaries, discretion and diplomacy at all times but particularly when communication is taking place in an open plan area where other colleagues are present. Corridor conversations of a sensitive nature must be avoided.

Communication in regards to others must remain respectful and have due regard for the other person as per Pace values and habits.

If a member of staff has a concern or is unhappy for any reason, they should seek out the most appropriate way to address this concern by initiating a conversation with the most appropriate person.

All conversations ideally should work towards a resolution.

Self-awareness, personal reflection and feedback in relation to these values and habits should be part of everyday practice for all Pace staff and volunteers, and should be referenced throughout supervision meetings.

All staff must:

- Respect the dignity and privacy of all children.
- Be honest and trustworthy and not become involved with behaviours which damage Pace's reputation including communication via social networking.
- Actively promote an understanding of the diverse nature of British society with a view to encouraging tolerance of others and racial harmony.
- Actively guard against the promotion of partisan political or religious views which seek to undermine fundamental British values.
- Work openly and respectfully with colleagues.

Wellbeing – fitness to practice

You must inform the management team of any health or personal conditions which may affect your ability to perform your role.

Personal responsibility should be taken when considering manual handling.

Safer working practice

Staff will observe proper boundaries with children 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.

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

While we are aware many children and their parents may wish to give gifts to staff, for example, at the end of the school year, gifts from staff to a child is not acceptable.

If a staff member is concerned at any point that an interaction between themselves and a child may be misinterpreted, or if a staff member is concerned at any point about a fellow staff member and a child, this should be reported in line with the procedures set out in our child protection and safeguarding policy.

Communication

Staff should not attempt to contact children or their parents via social media, or any other means outside school, in order to develop any sort of relationship. They will not make any efforts to find children's or parents' social media profiles. Therefore do NOT accept children or parents at Pace as Face book friends and it is advisable to set your profile's security and privacy settings to "friends only".

All work related conversation should take place via teams and not via whatsapp. Perhaps the only exception to this would be an urgent/emergency out of hours message or communication which could not wait until the next day or be sent via email. Whatsapp groups for Pace staff must only be used for social chat and support and the rare need for an out of hours emergency message.

Any comments, messages, gifs, photos/videos shared on a whatsapp group between Pace staff which are inappropriate, could cause offence, or are not in keeping with Pace values and ethos will be reported to the school management team to follow up with the individual concerned.

Staff should not share information with children and families with whom they work. They should not request or respond to any personal information which is not within the remit of their professional role. This includes use of mobile phones numbers, websites, blogs and videos.

Children should not be invited into the home of staff unless firmly agreed with their parent/carers and senior management.

Communication between children and staff should take place within clear professional boundaries, where contact should only be made for professional reasons.

Social contact – In order to prevent impairment of professional judgement, adults working with children should not have social contact with them or their families unless the reason has been discussed with and agreed by senior management.

Transporting Children

Children should only be transported in staff cars when there is no other feasible alternative, e.g. minibus/taxi and when children are transported, all vehicles should be road worthy and have the appropriate insurance. Agreement should be sought by management, with all necessary paperwork completed.

Revised: September 2024

To be reviewed: September 2025

To be reviewed by: HR

NB: ALL STAFF MUST HAVE READ AND UNDERSTOOD THE CHILD AND STAFF POLICIES AT PACE. FAILURE TO COMPLY WITH THESE POLICIES MAY RESULT IN DISCIPLINARY PROCEDURE.