

5.0 Code of Behaviour and Conduct

Purpose

This behaviour code outlines the conduct that the Lloyd Park Children's Charity expects from all our staff and volunteers, regardless of their position, role, or responsibility.

References to 'staff' throughout the policy relate to the following groups:

- All employees, agency staff, casual workers and apprentices
- All volunteers including Trustees and Sub-group Members
- Students on work placement, and
- anyone who is undertaking duties for the organisation, whether paid or unpaid.

The behaviour code aims to help us protect children and young people from abuse. It has been informed by the views of children and young people.

As staff within our Charity you are acting in a position of authority and have a duty of care towards the children and young people we work with. You are likely to be seen as a role model and are expected to act appropriately.

Staff also have an individual responsibility to maintain their reputation and the reputation of the organisation, both inside and outside working hours. This includes behaviour both inside and outside our work settings and behaviour-online.

This code of conduct is not an exhaustive list of acceptable and unacceptable standards of behaviour. In situations where guidance does not exist in this policy staff are expected to exercise their professional judgement and act in the best interests of children and the charity.

Professional Behaviour and Conduct

Staff are expected to demonstrate the highest possible standards of personal and professional conduct and behaviour and consistently act with honesty and integrity.

The Lloyd Park Children's Charity expects all staff to:

- act in accordance with the duty of care to children and always prioritise children's safety and welfare
- treat other staff, children, parents and the wider community with dignity and respect at all times
- provide a safe environment for children and young people by:

- ensuring equipment is used safely and for its intended purpose unless an appropriate risk assessment has been carried out and approved
 - having good awareness of safeguarding and child protection and taking action when appropriate.
- understand and adhere to our values, policies and procedures at all times including:
 - our policies and procedures for safeguarding and child protection, whistleblowing, and online safety
 - staff must not do or say anything which may bring our charity into disrepute
 - care should be taken by staff to avoid any conflict of interest between activities undertaken outside of the setting and responsibilities within your role at work
- show tolerance of and respect the rights of others and should uphold the fundamental British values including democracy, the rule of law, individual liberty, mutual respect, and tolerance of those with different faiths and beliefs
- model positive behaviour for children and young people
- always provide adequate supervision of children in our care including:
 - positioning and being vigilant
 - knowledge of the environment and ongoing risk assessments
 - effectively communicating with leaders and colleagues when your role means you are unable to provide adequate supervision, for example, when dealing with accidents and first aid
 - being child centred and always prioritising the safety and well-being of children
 - ensuring children are usually within sight and hearing of staff and always within sight or hearing
- challenge all unacceptable behaviour and reporting any breaches of the behaviour code to a manager or one of the Designated Safeguarding Lead team members
- reporting all concerns about abusive behaviour, following our safeguarding and child protection procedures
 - this includes behaviour being displayed by an adult or child and directed at anybody of any age

Respecting children and young people

You should:

- listen to and respect children at all times
- value and take children's contributions seriously, actively involving them in planning activities wherever possible
- respect a young person's right to personal privacy as far as possible
 - if you need to break confidentiality, in order to follow child protection procedures, it is important to explain this to the child or young person at the earliest opportunity

Unacceptable behaviour

When working with children and young people, you must not:

- allow concerns or allegations to go unreported
- take unnecessary risks
- smoke on the premises or while working with, or supervising children off site
- consume alcohol or use illegal substances whilst at work or near the setting premises whilst the setting is operating services for children and families
- develop inappropriate relationships with children and young people
- make inappropriate promises to children and young people
- engage in behaviour that is in any way abusive
 - including having any form of sexual contact with a child or young person.
- let children and young people have your personal contact details (mobile number, email or postal address) or have contact with them via a personal social media account
- act in a way that can be perceived as threatening or intrusive
- patronise or belittle children and young people
- make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children and young people
- use personal electronic devices within prohibited areas
- use, nor allow the use of, The Lloyd Park Children's Charity's property, resources, or funds, other than authorised purposes
- Generally, you should not give children presents or personal items. The exceptions to this are our support to families and children in need. Gifts of this nature should come from the organisation, normally through our Baby Bank procedures.

Diversity and inclusion

You should:

- treat children and young people fairly and without prejudice or discrimination and avoid behaviours such as embarrassing or humiliating children, making jokes at the expense of children, discriminating against, or favouring children and sarcasm
- understand that children and young people are individuals with individual needs
- respect differences in gender, sexual orientation, culture, race, ethnicity, disability and religious belief systems, and appreciate that all participants bring something valuable and different to the organisation
- challenge discrimination and prejudice
- encourage young people and adults to speak out about attitudes or behaviour that makes them uncomfortable.

Appropriate Relationships

Staff must maintain professional boundaries with children appropriate to their position and must always consider whether their actions are warranted, proportionate, safe and applied equitably. Staff should act in an open and transparent way that would not lead any reasonable person to question their actions or intent. Staff should think carefully about their conduct so that misinterpretations are minimised.

You should:

- promote relationships that are based on openness, honesty, trust and respect
- avoid showing favouritism
- be patient with others
- exercise caution when you are discussing sensitive issues with children or young people
- ensure your contact with children and young people is appropriate and relevant to the nature of the activity or service you are involved in
- ensure that there is more than one adult present during activities with children and young people
 - if a situation arises where you are alone with a child or young person, ensure that you are within sight or hearing of other adults
- Only provide personal care if this is part of your role and you have been trained to do this safely, or in the case of an emergency, and make sure there is more than one adult present if possible
- Staff need to take care that they do not accept any gift/offer of hospitality that might be construed as a bribe by others or lead the giver to expect preferential treatment. However, there may be occasions where families wish to give a small token of appreciation to staff, for example at religious festivities or at the end of the year.
- Personal gifts must not be given by staff to children and any reward to children should be in accordance with The Lloyd Park Children's Charity behaviour policy, recorded and not based on favouritism.

Physical Contact

There are occasions when it is entirely appropriate and proper for staff to have physical contact with children, but it is crucial that they only do so in ways appropriate to their professional role.

When physical contact is made with children it should be in response to their needs at that time, of limited duration and appropriate to their age, stage of development, gender, ethnicity and background.

Where feasible, staff should seek the child's permission before initiating contact. Staff should listen, observe and take note of the child's reaction or feelings and, so far as is possible, use a level of contact which is acceptable to the child for the minimum time necessary. It is not possible to be specific about the appropriateness of each

physical contact, since an action that is appropriate with one child in one set of circumstances may be inappropriate in another, or with a different child. Staff should therefore, use their professional judgement at all times.

Staff should be aware that even well-intentioned physical contact may be misconstrued by the child, an observer or by anyone to whom this action is described. Staff should never touch a child in a way which may be considered indecent. Always be prepared to explain actions and accept that all physical contact be open to scrutiny. Staff must not engage in rough play, tickling or fun fights with children.

Extra caution should be exercised where a child is known to have suffered previous abuse or neglect. Such experiences may sometimes make a child exceptionally needy and demanding of physical contact and staff should respond sensitively by deterring the child through helping them to understand the importance of personal boundaries.

Physical contact must never be secretive, for the gratification of the adult or represent a misuse of authority.

If a member of staff believes that an action could be misinterpreted, the incident and circumstances should be reported to your line manager, recorded and, if appropriate, a copy placed on the child's file.

Confidentiality

Members of staff may have access to confidential information about children, their parents/carers or their siblings. Staff must not reveal such information except to those colleagues who have a professional role in relation to the child on a need to know basis.

Staff should never use confidential or personal information about a child or his/her family for their own, or others' advantage (including that of partners, friends, relatives or other organisations). Information must never be used to intimidate, humiliate, or embarrass the child.

Staff have a statutory obligation to share with The Lloyd Park Children's Charity Designated Safeguarding Lead any information which gives rise to concern about the welfare or safety of a child or that might suggest a child is in need or at risk of significant harm. Staff should pass on information without delay in accordance with Lloyd Park Children's Charity safeguarding policy and procedures and this should be recorded. Staff must never promise a child that they will not act on or pass on any information that they are told by the child.

Staff should refer to the Department of Education's document Information sharing: advice for practitioners providing safeguarding services for further guidance on information sharing. If you are in any doubt about whether to share you should seek guidance from a member of the senior leadership team.

Any media or legal enquiries should be passed to the senior leadership team and only approved staff and members should communicate to the media about the setting.

Parents as employees

It is acknowledged that some staff also have children who attend the setting. It is recognised that in these cases the staff fulfil a dual role of parent and employee.

Parents as employees should ensure that they uphold boundaries between the two roles and that their behaviour does not constitute a conflict of interest. For example, they must maintain the same level of confidentiality despite social expectations and must not expect favourable treatment.

Parent-staff should discuss any inter-role conflict with their line manager.

Upholding this code of behaviour and conduct

You should always follow this code of behaviour and never rely on your reputation or that of our organisation to protect you.

If you have behaved inappropriately you will be subject to our disciplinary procedures which may result in, being dismissed from The Lloyd Park Children's Charity. We may also make a report to statutory agencies such as the police and/or the local authority child protection services.

If you become aware of any breaches of this code, you must report them to a member of the Designated Safeguarding Lead team. If necessary, you should follow our whistleblowing procedure and safeguarding and child protection procedures.

Whistleblowing

Whistleblowing is the mechanism by which staff can voice their concerns, without fear of repercussion. All staff have a duty to report any behaviour by a colleague which raises concern. Staff should refer to The Lloyd Park Children's Charity whistleblowing policy for further guidance. This is particularly important where the welfare of a child may be at risk.

Policy Name	Code of Behaviour and Conduct
Version Number	V4
This policy was developed by	The Safeguarding Team Governance and Accountability Sub Group

These people were consulted/ involved in developing the policy	Independent Safeguarding Service NSPCC Example Policy LBWF Example Policy
This Policy was adopted by	Governance and Accountability Sub Group
Date	September 2025
Signed	
Name	Bisi Oyekanmi
Role	Chairperson
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