Staff & conduct

Staff behaviour and professional conduct

Professional boundaries, respectful care and reporting concerns about adults.

Draft for centre review | Prepared 16 November 2026

Operational review required

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

Expected conduct

Treat children and families with dignity, courtesy and respect. Model calm behaviour, maintain appropriate boundaries and follow the safeguarding, behaviour, confidentiality and health-and-safety policies.

Complete the required induction and training and work only within the approved role, competence and supervision arrangements. Report changes that may affect suitability or safe work promptly to the manager.

Boundaries and devices

Never humiliate, threaten, physically punish or exploit a child. Do not promise secrecy. Personal care, one-to-one support and physical intervention must follow the approved procedures.

Do not use personal messaging, social accounts, images or gifts to form private relationships with children. Use only authorised channels for family communication and approved devices and permissions for photographs.

Personal phone use must not distract from supervision. Outings require an approved means of emergency communication. Maintain confidentiality in conversations and records.

Reporting

Report concerns about a child or adult immediately through safeguarding procedures. If the concern involves the manager or DSL, use the independent local-authority or police route as appropriate.

Record significant incidents accurately and support fair review. The provider must consider relevant LADO, police, regulator and DBS duties; staff departure does not automatically close a safeguarding concern.

Centre review before adoption

Confirm the named safeguarding contacts, staff checks, training, reporting route and device rules.