

Review Date- 03/05/2026

Trinity Support Services Staff Behaviour Policy/Code of Conduct

Purpose and Scope

This policy outlines the expected professional behaviour and conduct of all staff, volunteers, and contractors working for Trinity Support Services. It exists to protect children, young people, families, and staff, and to support a safe, transparent, and accountable culture, particularly in edge-of-care services and Return Home Interviews (RHIs).

This policy applies to all situations where staff may come into contact with children or families, both in person and online, and includes any concerns or allegations made about staff behaviour.

Principles and Professional Conduct

All Trinity staff must:

- Act professionally, respectfully, and with integrity at all times.
- Uphold the safety, dignity, and rights of children and young people.
- Maintain clear boundaries and avoid any behaviour that could be misinterpreted or cause harm.
- Never use their position of trust for personal gain or emotional, physical, or sexual exploitation.
- Follow safeguarding and whistleblowing procedures where concerns arise.
- Recognise that their behaviour both in and outside the workplace may impact their suitability to work with children.

Low-Level Concerns

A **low-level concern** is defined as any concern – no matter how small – that an adult working with children may have acted in a way that:

- Is inconsistent with the staff code of conduct.
- Does not meet the harm threshold but may still be inappropriate.

All low-level concerns must be reported to the Designated Safeguarding Lead (DSL) and recorded securely, with due regard to confidentiality, proportionality, and transparency. Patterns of behaviour may lead to a formal safeguarding response.

Safeguarding Allegations or Concerns

Any concern that a member of staff has:

- Harmed a child,
- May pose a risk of harm,
- Committed a criminal offence against or related to a child,

must be referred immediately to the DSL and the Local Authority Designated Officer (LADO), in line with statutory guidance. If the allegation concerns a DSL or senior leader, it must be reported directly to the LADO.

Professional Boundaries – RHIs and Edge of Care Work

Staff must maintain professional boundaries at all times, particularly when conducting Return Home Interviews (RHIs) or supporting children on the edge of care:

- Maintain neutrality and objectivity.
- Use professional curiosity without speculation or leading questions.
- Avoid over-familiarity, favouritism, or informal communication outside of professional settings.
- Disclosures must be passed on via safeguarding channels and not kept confidential.
- All records must be factual, accurate, and contemporaneous.

Use of Technology and Digital Conduct

Staff must:

- Use only approved communication platforms when contacting children or families.
- Never engage with children or families via personal social media or messaging apps.
- Not share personal contact details, images, or opinions inappropriately online.
- Follow data protection laws in recording and storing information.

Confidentiality and Information Sharing

Staff must respect confidentiality but also understand that safeguarding concerns override this duty. Information must be shared lawfully and appropriately under:

- The Data Protection Act 2018 / UK GDPR
- Working Together to Safeguard Children (2023)

Suitability and Fitness to Practise

All staff must immediately disclose to management any:

- Police investigations, arrests, or charges.
- Change in personal circumstances that may impact their work with children.
- Health or wellbeing issues that may affect their role.

Training and Awareness

All staff will receive regular training on:

- Safeguarding and child protection
- Reporting low-level concerns and allegations
- Professional boundaries
- Equality, diversity, and inclusion

Breaches of the Code

Breaches of this policy may lead to disciplinary action, including dismissal. Persistent low-level concerns or one-off serious breaches will be addressed in line with Trinity's Disciplinary Policy and referred to relevant external bodies where necessary.

Legal and Statutory Framework

This policy is underpinned by the following statutory guidance and legislation:

- Keeping Children Safe in Education (KCSiE) 2023
- Working Together to Safeguard Children (2023)
Children Acts 1989 and 2004
- Education Act 2002 (Section 175)
- Sexual Offences Act 2003 (abuse of trust provisions)
- Data Protection Act 2018 / UK GDPR
- Equality Act 2010
- Health and Safety at Work Act 1974

Contact Details

- **Designated Safeguarding Lead (DSL):** Zoe Ashman/zoe.ashman@trinitysupportservices.info
- **Deputy DSL:** Tracy Dean/tracy.dean@trinitysupportservices.info

Policy Review Statement

This policy will be reviewed annually or sooner in response to changes in legislation, regulation, or best practice.

Contact Information

For any questions or concerns regarding this policy or staff are encouraged to contact the following individuals:

- Zoe Ashman (Company Director)
- Email: zoe.ashman@trinitysupportservices.info
- Tracy Dean (Company Director)
- Email: tracy.dean@trinitysupportservices.info