



# Engage Services Code of Conduct for Staff & Contractors

**Date Updated: 1st September 2021**

This code of conduct, sometimes known as the 'behaviour code' outlines the conduct Engage Services expects from all our staff and contractors. This code of conduct applies to 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 and reduce the possibility of unfounded allegations being made. It has been informed by the views of children and young people.

Engage Services takes seriously its responsibility for making sure everyone taking part in our services has seen, understood and agreed to follow the code of behaviour, and that they understand the consequences of inappropriate behaviour.

## Staff and Contractors

In your role at Engage Services, 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.

## Responsibility

You are responsible for:

- prioritising the welfare of children and young people
- providing a safe environment for children and young people
- ensuring equipment is used safely and for its intended purpose
- having a strong awareness of issues to do with safeguarding and child protection and taking action when appropriate
- following Engage Services principles, policies and procedures
- following the principles, policies and procedures of your placement school
- including our policies and procedures for child protection/safeguarding, whistleblowing and online safety staying within the law at all times
- modelling good behaviour for children and young people to follow
- challenging all unacceptable behaviour and reporting any breaches of the behaviour code to the designated safeguarding officer in a timely manner
- 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
- Engage Services has a 'no touch' policy and physical contact should be avoided outside of school guidance.

## Rights

You should:

- treat children and young people fairly and without prejudice or discrimination 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 group/organisation
- challenge discrimination and prejudice
- encourage young people and adults to speak out about attitudes or behaviour that makes them uncomfortable

## Relationships

You should:



- promote relationships that are based on openness, honesty, trust and respect
- avoid 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 your role at a client school
- If a child specifically asks for or needs some individual time with you, ensure other staff or volunteers know where you and the child are
- only provide personal care in case of emergency with another adult present unless it has been agreed that the provision of personal care is part of your role and you have been trained to do this safely.

## Respect

You should:

- listen to and respect children at all times 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, consume alcohol or use illegal substances
- 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.

## Upholding this Code of Conduct

As an Engage Services staff member and/or contractor you should always follow this code of conduct 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 internal disciplinary procedures. Depending on the seriousness of the situation, you may be asked to leave. 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 the designated safeguarding officer as soon as safe. If necessary you should follow Engage Services whistleblowing procedure and safeguarding and child protection procedures.

## Essential Links

You will receive a safeguarding introduction pack once you have passed through our compliance process.

This includes:



Reviewed March 2022

- Engage Services Safeguarding Training (Provided by Creative Education)
- Keeping Children Safe in Education - September 2021 Education  
<https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>

It is essential that you complete this training and read this document before starting any booking with Engage Services.

If you do not have access to either document please inform your consultant immediately or email our safeguarding lead [joseph.raffell@engageeducationservices.com](mailto:joseph.raffell@engageeducationservices.com)