



Staff Code of Conduct Policy

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HND Children's Care Ltd 'Code of Conduct' must be provided to all staff as part of their induction; managers must review the 'Code of Conduct' with individual staff members and both to sign to evidence that they have understood.

1. Company Expectations:

HND Children's Care Ltd have high expectations of the staff we employ; staff are always representing HND Children's Care Ltd and therefore need to behave in a professional manner. You may, during your course of employment have disagreements, with either HND Children's Care Ltd management or staff you work with. If you do have a dispute, then the guidelines are as follows:

- Behave in a civil manner to those you may have a dispute with.
- Not to involve other parties that are not involved in your dispute i.e., other staff members.
- This must not be discussed over the phone or in the staff office where children, families, staff, or outside agencies are not able to overhear conversations.
- Discuss with a manager in private or put it in writing following correct procedures.
- Any company disputes MUST NOT be discussed with other parties such as social workers, external professionals, families etc. or place the companies' reputation at risk.
- You must respect those who you work with, and bullying behaviour will not be tolerated such as name calling, discussing other staffs work practices etc.



- No paperwork from HND Children's Care Ltd must be taken home and if any staff are leaving HND Children's Care Ltd, they should ensure that any personnel documentation is returned to HND Children's Care Ltd
- Staff must never discuss children, families, or employees of HND Children's Care Ltd out of work or with anyone who has previously been employed by HND Children's Care Ltd. This will breach all aspects of confidentiality and may result in either HND Children's Care Ltd acting, or a report being made to the area safeguarding board.
- Staff MUST NOT disclose any information to the press / media regarding Platinum Services for Children, staff or children or their families.
- Staff are expected NOT to 'gossip' between each other especially during training days / handovers etc. This will be closely monitored and staff who are responsible for such things will be dealt with appropriately.

Failure to comply with the above could result in the disciplinary procedures being put in place or your employment contract terminated.

2. Social media, Internet, and mobile phones

Staff must comply with the following:

Facebook / Social Media Platforms:

- HND Children's Care Ltd computers are to be used for work only and not for personal use, e.g., staff should not be using HND Children's Care Ltd computers for social networking sites.
- Staff MUST ensure appropriate restrictions are on social media profiles so that children and their families cannot gain access to them.
- Staff MUST NOT be friends with any of our children or their families on Facebook, or other social media platform, including children and their families who have left HND Children's Care Ltd.
- Comments regarding HND Children's Care Ltd or any references to work MUST NOT be put on social media. Please remember, should anything be brought to light regarding inappropriate behaviour outside of work that brings into dispute your character for looking after children and families, HND Children's Care Ltd reserves the right to use this information with regards to your employment.

Internet:

- HND Children's Care Ltd computers are for work purposes only and any misuse of company computers will result in HND Children's Care Ltd acting; any inappropriate material found may result in the police being informed (if appropriate to do so, dependent upon circumstances)
- Inappropriate internet use on staff's own phones is prohibited, during working hours.



Mobile phones and house phones:

- Staff with work mobile phones must not use these for making personal phone calls. They are for work purposes only.
- Staff must NEVER give their personal phone numbers to any children, families, or their extended families etc. Children and families can only have the numbers for designated work phone
- If, in an emergency, staff need to contact children or families from a personal phone, staff are to withhold their numbers.
- Staff must NOT have children's or families phone numbers saved on their personal phones. Children's and families phone numbers can only be saved on company phones.
- Staff should not contact children or families on their mobile phones out of work hours. Staff must not make personal calls in front of children and families.
- HND Children's Care Ltd phones / 'landlines' should not be abused regarding making personal calls, we do appreciate that staff do work long shifts and want to make calls to home, but these should be limited.

3, Safe Caring Practices

- Staff must not ring each other on house phones for a 'CHAT'. Staff must ensure professional boundaries remain in place and safe caring practices are adhered to. This is to safeguard you and other staff when working with young people and families.

Staff must not discuss their home life in detail, it is okay to respond to questions asked in the form of how many children you may have or if you are married / partner. It is not appropriate to discuss personal circumstances i.e., nights out, things you have done at home, these situations can potentially upset the children and families who are placed within in our care.

Staff should always ensure that they are familiar with the children's care plans and understand their role and responsibility within this. If you are lone working with a child or family, make sure that your shift leader / manager is aware of:

- Where you are.
- What you are doing.
- Who you are with.
- The length of time the task may take.
- Any delays you experience when away from the building.

Staff must be aware of the importance of honesty and avoid placing the children or families in compromising situations e.g., carrying out personal errands / tasks and asking the young people or families not to tell anyone etc.



BEDROOMS ARE PRIVATE AND MUST BE RESPECTED - Always knock before entering. If you do need to enter a young person without knocking for safeguarding reasons, then make sure you inform shift leader and / or manager and go with them or another staff member to safeguard all parties.

- If staff are in children's bedrooms, they must always leave doors open.
- Be clear of what your role is and be aware of any risks and gender considerations for example.
- Ensure bedtime routines are clear and ensure all children settle safely in their own rooms.

4. Relationships with Children / Families:

HND Children's Care Ltd encourage staff to have positive relationships with children and their families in order for them to develop into well-adjusted adults. Staff often need a sense of humour to engage children, families, and staff must have a positive attitude when on shift and not bring any issues from their home life into work.

- Staff are to build relationships on openness and trust, staff must never keep secrets and ensure young people and families are aware of this especially if they ask to confide in you.
- Staff must always treat the children and families you work with fairly and equally.
- Staff must never swear when working with children and families and staff must make sure that if children or families are swearing then a voice reprimand is given.
- All children and families should be treated with dignity and respect.
- All staff must be respectful in addressing all children and families and must not use racist language or show discriminatory behaviour towards each other or any person associated with HND Children's Care Ltd.
- Children and families need their identity respecting and care should be taken to ensure diet as well as clothing, hair and skin care reflect this.
- Staff must ensure that any children or families, where English is not their first language has support through interpreters and advocacy.
- Staff need to ensure that no child or family is treated more favourably than another and that all are treated equally and fairly.
- Gifts or treats are not to be given to one child or family, and not another unless this is understood e.g., Birthdays, incentive schemes.
- Staff should not buy personal gifts for any child or family without the knowledge of the manager. e.g., a small birthday / Christmas gift or card is acceptable.
- Sanctions are fairly and appropriately applied as stated within the companies' policies and procedures.
- Play fighting is not prohibited with any of our children.
- You must never discuss one child or family in front of another or refer to other children or families that you work with.
- You must never get into a 'power struggle' with the children or families you work with, ensure that you always remain professional and if necessary, staff to walk away from the situation till you have gained back full control. REMEMBER, WE ARE RESPONSIBLE.



5. Working Practices:

- How you behave towards one another, how you support one another on shift is reflected in how the children perceive you.
- Children and families are very perceptive regarding 'picking up' on staff moods that can cause unsettlement and outbursts of behaviour. BEHAVIOUR AFFECTS BEHAVIOUR.
- Staff must NEVER smoke in front of children or families, or give children or families cigarettes, there must be No Smoking in company vehicles and if staff are transporting children or families in their own cars, they must not smoke while children or families are in the car.
- Staff must NEVER take children or families to their homes and ensure children and families do not know where you live.
- Staff must always ensure they are in a FIT state to work i.e., free from 'hangover' and be prepared to work your shift with commitment to the children or families you are caring for.
- Always ensure you are respectful to one another and do not compromise work-based relationships with sexual language, racist remarks, swearing or other unprofessional behaviour.
- Honour work commitments and remember that when do not turn into work and follow the correct procedure it impacts on the children we look after and your staff team.
- Always ensure that you are fit for work, and you do not bring home worries or issues to work.
- Staff must not come into work under the influence of alcohol or illegal substances.
- Staff are expected to maintain the same professional relationships with the children's and families' networks, as they should with the children and families themselves.
- Staff should always answer the phone with clarity, be polite and helpful.
- Staff must be aware of how they present to visitors to the home and be welcoming, courteous and polite.
- Staff must be clear with children they are not able to offer confidentiality and may need to pass on information shared to both the child's or family's social worker and the homes staff.
- Staff should not make unplanned visits to the homes of persons with a known history of violence without the agreement of the children's or family's social worker and manager of the home. Risk assessments must always be in place and where there is an element of risk visits should not be undertaken alone.
- Plans that have not been agreed and are outside of the Care Plan aims and goals must not take place, e.g., unplanned contact with a parent.
- Staff MUST NOT end their shift if paperwork and recording are incomplete. HND Children's Care Ltd reserves the right to ask staff to return to work and complete essential paperwork.

6. Transporting Children and Families:

- Staff are frequently alone with children and families during journeys. Risk assessments must always be in place to ensure safe transportation.
- Staff must transport, where possible young people or families, in the back of the car and must check individual risk assessments to check before transporting.
- Staff must be aware of confidentiality issues when taking a child or family to visit their wider family whilst other children or families are in the vehicle.
- Drivers must ensure they have the necessary insurance to carry out their tasks. Staff should provide documents to HND Children's Care Ltd to evidence that your car is insured,



taxed, and has a valid MOT certificate.

- Staff must ensure they drive safely and adhere to the Highway Code.
- Staff must maintain their cars and ensure that they are safe for road use, staff must ensure any personal items are kept out of view of young people and families.
- Staff should NOT USE THEIR MOBILE PHONES when driving weather personal or work related, staff must pull over when it is safe to do so to make / return calls.

7. Dress code and Body Language

Dress Code:

- Staff need to be aware that they represent HND Children's Care Ltd Residential, and their presentation reflects that role.
- Staff need to ensure their dress is appropriate to the role they are engaged in. Children are impressionable, and staff must present themselves as good role models.
- Staff should avoid clothing that restricts movement and ensure that footwear is safe for the job they are undertaking.
- Bare midriffs should not be seen; T-Shirts with controversial slogans etc. are not acceptable.
- Staff should ensure they wear appropriate / smart dress wear when attending meetings regarding our children or families and remember that you are representing HND Children's Care Ltd.
- Staff who sleep-in should ensure they are wearing appropriate clothing when needing to attend to a child. Day clothes / sports top and joggers are appropriate for example.

Body Language:

- Safe caring practices should always be followed, and staff must follow the Platinum Services for Children touch policy.
- Do not invade a child's or family's personal space. Be clear if your space is being invaded.
- Be aware of how a child is feeling
- Be aware of the dynamics brought about by gender to every situation.
- Be aware of your own and other person's body language.
- Be aware of any specific cultural norms and take advice if you have queries. e.g., covering of legs, or special headwear etc.
- Be non-threatening and non-sexual.
- The touching of the body is inappropriate by staff and children or families e.g., the genital area, the bottom, chest, thighs, and upper leg.
- Staff should gently make the child or family member aware of the inappropriateness of any of their actions by removing their hand and explaining why this has been necessary. This must be recorded and reported to your manager.
- The use of physical intervention is last resort and must only take place when other methods of calming a situation have failed and the child or young person is in a position to harm themselves or others. Physical intervention must only be undertaken by trained staff and full recording of the situation must follow.



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