



Organisation: Unmask Your Potential Ltd
Policy owner: Helen Kent
Designated Safeguarding Lead: Helen Kent
Deputy Designated Safeguarding Lead: N/A
Online Safety Lead: Helen Kent
Version: 1.0
Date approved: 01/09/2025
Review date: 31/08/2026

5. Staff Code of Conduct and Safer Working Practice

5.1 Purpose

This Code of Conduct sets out the standards expected of anyone working for or on behalf of Unmask Your Potential Ltd. It is designed to protect children and young people, staff and the organisation.

5.2 Expected conduct

Staff must:

- Treat young people with dignity, respect and fairness
- Maintain professional boundaries at all times
- Work in a way that promotes safety, wellbeing and inclusion
- Follow safeguarding procedures
- Report concerns promptly
- Avoid behaviour that could be misinterpreted
- Be aware of power imbalances in adult-child relationships
- Use appropriate language and behaviour
- Respect confidentiality while recognising safeguarding duties
- Act as a positive role model

5.3 Prohibited conduct

Staff must not:

- Engage in sexual, intimate or personal relationships with young people
- Use personal social media to contact young people
- Share personal contact details unless specifically authorised
- Meet young people outside agreed provision arrangements
- Use humiliating, discriminatory, aggressive or sexualised language
- Transport young people alone without prior agreement and risk assessment
- Take images or recordings without consent and clear purpose

- Give or accept personal gifts outside agreed organisational practice
- Use physical contact except where necessary, proportionate and appropriate
- Smoke, vape, use alcohol or illegal substances during provision
- Work under the influence of alcohol or drugs
- Ignore safeguarding concerns

5.4 Communication

Communication with young people must be professional, purposeful and linked to provision. Staff must use agreed channels and avoid private, informal or unnecessary communication.

5.5 Physical contact

Physical contact should generally be avoided unless necessary to prevent harm, provide emergency first aid, or offer appropriate support where agreed and welcomed by the young person. Any physical intervention must be proportionate, necessary and recorded.

5.6 Lone working and 1:1 sessions

1:1 work must be planned and risk assessed. Staff must ensure:

- The venue or online platform is appropriate
- Someone knows where the session is taking place
- Start and finish times are recorded
- Any risks are discussed in advance
- Exit routes and emergency procedures are known
- Professional boundaries are maintained
- Safeguarding concerns are reported promptly

5.7 Gifts and personal items

Staff must not give or receive personal gifts from young people. Any exception must be agreed by the organisation and recorded.

5.8 Breaches of the code

Breaches of this code may result in supervision, retraining, disciplinary action, contract termination, safeguarding referral or LADO consultation depending on seriousness.

5.9 Review

This policy will be reviewed annually, or sooner if there are changes to legislation, statutory guidance, Suffolk safeguarding procedures or organisational practice.

This policy will be reviewed annually or sooner if:

- Statutory guidance changes

- Suffolk safeguarding procedures change
- There is a safeguarding incident or serious concern
- Provision changes significantly
- Commissioning requirements change

Approved by: Helen Kent

Role: Director

Signature: 

Date: 01/09/2025