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APPROVED:	***MICHELLE HARVEY***
SIGNED:	***PAUL MILLS***
TO BE REVIEWED:	***SEPTEMBER 2027***

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SNAP STAFF CODE OF CONDUCT

1. INTRODUCTION

The Proprietors of SNAP are committed to ensuring that all staff maintain the highest standards of professional behaviour and conduct.

This Code of Conduct sets out the standards expected of all employees and individuals working on behalf of SNAP. It is intended to provide clear guidance regarding professional boundaries, safeguarding, confidentiality, integrity and appropriate conduct.

All staff should understand that failure to comply with this Code of Conduct may result in disciplinary action, up to and including dismissal.

The Code should be read alongside SNAP's other policies and procedures, particularly those relating to safeguarding, behaviour, health and safety, confidentiality, whistleblowing, equality and diversity, and disciplinary procedures.

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2. PURPOSE, SCOPE AND PRINCIPLES

The purpose of this Code of Conduct is to establish clear expectations regarding the professional behaviour and conduct of all staff working at or on behalf of SNAP.

All staff are role models and are in a position of trust and influence. Staff must therefore conduct themselves in a way that promotes positive behaviour, respect, safety and professionalism.

Staff are expected to:

- Treat all young people, parents/carers, colleagues and visitors with dignity and respect.
- Maintain appropriate professional boundaries.
- Promote equality, inclusion and diversity.
- Safeguard the welfare of young people.
- Maintain confidentiality.
- Follow SNAP policies and procedures.
- Act honestly and with integrity.
- Maintain professional standards both within and outside the workplace where their conduct may affect SNAP or their professional responsibilities.

This Code of Conduct applies to:

- All employees of SNAP.
- Centre and management staff.
- Teaching and learning staff.
- Administrative and support staff.
- Temporary and agency staff.
- Peripatetic staff.
- Volunteers and individuals working directly with young people on behalf of SNAP.
- Staff working at satellite or alternative locations on behalf of SNAP.

Employees of external organisations or contractors remain subject to the policies and codes of conduct of their own employing organisation, although they are also expected to comply with SNAP's safeguarding, health and safety and site-specific requirements while working with SNAP.

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3. SETTING AN EXAMPLE

Staff working in education have an important responsibility to model appropriate behaviour.

Staff must:

- Demonstrate high standards of professional conduct.
- Use appropriate and respectful language at all times.
- Avoid shouting, humiliating, ridiculing or deliberately embarrassing young people.
- Treat young people fairly and consistently.
- Demonstrate patience and understanding.
- Promote positive behaviour through their own actions.
- Follow reasonable management instructions.
- Maintain appropriate professional boundaries.
- Avoid behaviour that could place themselves or a young person at risk of an allegation of inappropriate or unprofessional conduct.

Staff should remember that young people may copy the behaviour they observe from adults.

4. SAFEGUARDING YOUNG PEOPLE

All SNAP staff have a responsibility to safeguard young people from harm, including:

- Physical abuse.
- Sexual abuse.
- Emotional abuse.
- Neglect.
- Exploitation.
- Bullying and harassment.
- Online abuse.
- Criminal exploitation.
- Radicalisation and extremism.
- Other forms of abuse or harm.

All staff have a duty to report safeguarding concerns immediately in accordance with SNAP's Safeguarding Policy.

The Designated Safeguarding Lead (DSL) for SNAP is:

Paul Mills

Staff must be familiar with SNAP's Safeguarding and Child Protection Policy and Whistleblowing Policy.

Staff must never promise a young person that information will remain secret. Where information raises a safeguarding concern, it must be shared with the appropriate member of staff or external agency.

Staff must not:

- Seriously demean or undermine young people, parents/carers or colleagues.
- Ignore safeguarding concerns.
- Investigate safeguarding allegations themselves.
- Share confidential safeguarding information with individuals who do not have a professional need to know.

5. YOUNG PERSON DEVELOPMENT AND WELLBEING

SNAP recognises that many young people may experience barriers to education and engagement.

Staff must therefore support young people in a way that considers their individual:

- Educational needs.
- Social needs.
- Emotional wellbeing.
- Behavioural needs.

- Communication needs.
- Additional needs.
- Health and welfare needs.

Staff should work collaboratively with colleagues, parents/carers, schools and relevant external agencies where appropriate.

Staff should encourage young people to develop confidence, independence, resilience and positive relationships while maintaining appropriate professional boundaries.

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6. PROFESSIONAL BOUNDARIES

Staff must maintain clear and appropriate professional boundaries with all young people.

Staff must not:

- Enter into inappropriate personal relationships with young people.
- Exchange personal or inappropriate messages with young people.
- Meet young people socially outside of agreed professional arrangements.
- Give or receive inappropriate personal gifts.
- Share personal information that could compromise professional boundaries.
- Use their position of authority for personal benefit.
- Engage in behaviour that could be interpreted as grooming or inappropriate conduct.

Any concerns regarding professional boundaries must be reported to the Centre Coordinator or DSL.

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7. PHYSICAL CONTACT AND RESTRAINT

There may be occasions where appropriate physical contact is necessary for teaching, support, safeguarding or health and safety purposes.

Staff must use professional judgement and ensure that physical contact is:

- Necessary.
- Appropriate.
- Proportionate.
- In the best interests of the young person.
- Consistent with SNAP policies and procedures.

Physical intervention should only be used where necessary to prevent injury or significant harm and must always be a last resort.

Any physical intervention or restraint must be reported immediately to the appropriate senior member of staff and recorded in accordance with SNAP's procedures.

Parents/carers and relevant professionals will be informed where appropriate.

Staff must never use physical intervention as a punishment or as a means of controlling behaviour unnecessarily.

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8. HONESTY AND INTEGRITY

All staff must maintain high standards of honesty, integrity and professionalism.

This includes:

- Accurate recording of attendance and progress.
- Accurate completion of documentation.
- Appropriate use of SNAP resources.
- Appropriate handling of money.
- Accurate reporting of incidents and safeguarding concerns.
- Declaring any potential conflicts of interest.

Staff must not:

- Falsify records.
- Misuse SNAP property.
- Misuse funds.
- Accept inappropriate financial benefits.
- Engage in bribery or fraudulent activity.

Any suspected fraud, bribery or serious misconduct should be reported in accordance with SNAP's Whistleblowing Policy.

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9. GIFTS AND HOSPITALITY

Staff must exercise caution when accepting gifts or hospitality from young people, parents/carers, suppliers or other organisations.

Small, inexpensive or token gifts may be accepted where appropriate, but staff should declare gifts where there is any doubt.

Personal or inappropriate gifts between staff and young people are not permitted.

Staff must never accept a gift or hospitality that could influence, or appear to influence, their professional judgement.

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10. CONFIDENTIALITY

Staff may have access to confidential information relating to young people, families, colleagues and SNAP.

Confidential information must only be shared with individuals who have a legitimate professional need to know.

Staff must not discuss confidential information:

- In public places.
- On social media.
- With friends or family.
- With other parents/carers.
- With young people who are not directly involved.
- With colleagues who do not have a professional need to know.

Safeguarding information must always be shared with the appropriate person where there is a concern regarding the safety or welfare of a young person.

Staff must comply with relevant data protection legislation and SNAP's Data Protection and Confidentiality procedures.

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11. SOCIAL MEDIA AND ONLINE CONDUCT

Staff must use social media responsibly and must ensure that their online behaviour does not compromise professional boundaries or bring SNAP into disrepute.

Staff must not:

- Add young people to personal social media accounts.
- Direct message young people through personal social media accounts.
- Post photographs or information about young people without appropriate authorisation.
- Discuss confidential SNAP matters online.
- Post material that could reasonably bring SNAP or the individual into disrepute.
- Share inappropriate or offensive material.

Staff should ensure that their privacy settings are appropriately managed.

Professional communication with young people should only take place through SNAP-approved communication systems and channels.

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12. USE OF TECHNOLOGY

Staff must use SNAP technology, internet access and communication systems appropriately.

Staff must:

- Follow SNAP's online safety requirements.
- Protect passwords and confidential information.
- Report any suspected cyber-security or safeguarding concerns.
- Ensure that young people are not exposed to inappropriate online material.

- Use technology for appropriate educational and professional purposes.

Staff must not use SNAP equipment for inappropriate or illegal activities.

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13. CONDUCT OUTSIDE WORK

Staff are entitled to a private life outside of work. However, staff should recognise that certain conduct outside work may affect their professional responsibilities or the reputation of SNAP.

Staff must not engage in conduct that could seriously damage:

- Their professional reputation.
- SNAP's reputation.
- The reputation of colleagues.
- The confidence of parents/carers or partner organisations.

Staff must inform SNAP where circumstances arise that may have a significant impact on their ability to undertake their role safely and appropriately.

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14. OUTSIDE EMPLOYMENT

Staff may undertake additional paid or voluntary work provided that:

- It does not conflict with their duties at SNAP.
- It does not create a conflict of interest.
- It does not negatively affect their performance.
- Working hours remain compliant with relevant requirements.
- Confidential information relating to SNAP is not shared.

Any potential conflict of interest should be discussed with the Centre Coordinator.

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15. PROFESSIONAL COMMUNICATION

Staff are expected to communicate professionally with young people, parents/carers, colleagues and external professionals.

Staff should:

- Remain respectful even when conversations are difficult.
- Avoid confrontational or inflammatory language.
- Maintain appropriate professional boundaries.
- Communicate information accurately.
- Record significant conversations where appropriate.
- Follow SNAP's agreed communication procedures.

16. HOME VISITS

Staff should not undertake home visits to young people or families unless the visit has been specifically authorised by SNAP management.

Where a home visit is considered necessary, appropriate risk assessments and safeguarding arrangements must be in place.

Where possible, home visits should involve two members of staff and must be recorded appropriately.

17. OFF-SITE ACTIVITIES

Staff remain responsible for the welfare and safeguarding of young people when undertaking activities away from SNAP.

Staff must:

- Follow the Educational Visits Policy.
- Complete relevant risk assessments.
- Maintain appropriate supervision.
- Follow safeguarding procedures.
- Ensure young people understand relevant safety requirements.
- Report accidents, incidents or safeguarding concerns immediately.

Staff must not undertake an off-site activity without appropriate authorisation.

18. SEARCHING YOUNG PEOPLE

Where staff have reasonable grounds to believe that a young person is in possession of a prohibited or dangerous item, the matter must be dealt with in accordance with SNAP's Behaviour and Safeguarding Policies.

Staff must not conduct searches unless they are authorised and appropriately trained to do so.

Any search must be reasonable, proportionate and carried out in accordance with relevant guidance and SNAP procedures.

19. EQUALITY, DIVERSITY AND INCLUSION

SNAP is committed to providing an inclusive environment in which everyone is treated with dignity and respect.

Staff must not discriminate against or harass anyone on the basis of characteristics protected by law.

Staff are expected to challenge inappropriate behaviour and report concerns in accordance with SNAP procedures.

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20. HEALTH AND SAFETY

All staff have a responsibility for maintaining a safe environment.

Staff must:

- Follow SNAP's Health and Safety Policy.
- Report hazards immediately.
- Report accidents and incidents.
- Follow risk assessments.
- Use equipment appropriately.
- Follow emergency procedures.
- Ensure young people are appropriately supervised.

Staff must never knowingly place themselves, colleagues, visitors or young people at unnecessary risk.

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21. ATTENDANCE AND PUNCTUALITY

Staff are expected to attend work reliably and punctually.

Staff must notify their line manager as soon as possible if they are unable to attend work.

Staff should ensure that they are prepared for their working day and arrive in sufficient time to fulfil their responsibilities safely and effectively.

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22. WHISTLEBLOWING

SNAP supports a culture in which staff can raise genuine concerns without fear of victimisation.

Staff should report concerns relating to:

- Safeguarding.
- Abuse or neglect.
- Serious misconduct.
- Fraud.
- Health and safety.
- Criminal activity.
- Breaches of professional boundaries.

- Serious breaches of SNAP policies.

Concerns should normally be raised with the Centre Coordinator, DSL or another appropriate senior member of staff.

Where appropriate, concerns may also be reported directly to relevant external agencies.

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23. DISCIPLINARY ACTION

All staff should understand that failure to comply with this Code of Conduct may result in disciplinary action.

Depending on the seriousness of the matter, this may include:

- Informal action.
- Formal investigation.
- Disciplinary action.
- Suspension where appropriate.
- Referral to external agencies or professional bodies.
- Dismissal.

Serious safeguarding concerns may also be referred to the relevant authorities.

APPENDIX 1 – EXPECTED PROFESSIONAL STANDARDS

All SNAP staff are expected to:

- Model positive behaviour.
- Treat young people with dignity and respect.
- Maintain professional boundaries.
- Use appropriate language.
- Avoid shouting, humiliation, sarcasm or intimidation.
- Follow reasonable management instructions.
- Promote inclusion and equality.
- Maintain confidentiality.
- Follow safeguarding procedures.
- Report concerns promptly.
- Maintain accurate records.
- Take reasonable care of young people.
- Follow risk assessments and health and safety procedures.
- Use physical intervention only where necessary, proportionate and permitted.
- Follow SNAP's procedures for off-site activities.
- Use social media responsibly.
- Maintain appropriate online boundaries.
- Protect confidential information.
- Work collaboratively with colleagues and external professionals.
- Support the emotional wellbeing and educational development of young people.

- Maintain a professional attitude both within and, where relevant, outside the workplace.
- Raise concerns where they believe a young person or colleague may be at risk.

SNAP recognises that it is not possible to provide a rule for every situation that staff may encounter. Staff are therefore expected to use professional judgement and always consider whether their actions are appropriate, proportionate, transparent and in the best interests of the young person.

Where staff are unsure about an appropriate course of action, they should seek advice from the Centre Coordinator or Designated Safeguarding Lead.
