



STAFF CODE OF CONDUCT

Safe Working Practices for the Protection of Children and Staff

Underpinning Principles

The welfare of the child is paramount and all those working with children must set an appropriate example.

This code of conduct applies to all those working within our School, regardless of status, and you are advised to familiarise yourself with this important set of standards which we ask you to observe and comply with. It sets out to promote safer working practices in our interaction with children, with colleagues and with parents and the wider community.

This code of conduct is based on various guidance documents provided by the Department for Education and other bodies.

This guidance cannot provide a complete checklist of what is, or is not, appropriate behaviour for staff. However, it does highlight behaviour that is illegal, inappropriate or inadvisable. There will be occasions and circumstances in which staff have to make decisions or take action in the best interests of the child or young person which could contravene this guidance or where no guidance exists. Individuals are expected to make judgements about their behaviour in order to secure the best interests and welfare of the children in their charge and, in so doing, will be seen to be acting reasonably. Ideally individuals should:

- Discuss any proposed action with a senior colleague whenever possible.
- Record the events and any discussions/actions taken with reasons.

Expected behaviour

Teachers and other education staff are accountable for the way in which they exercise authority, manage risk, use resources and protect pupils from discrimination and avoidable harm.

All staff, whether paid or voluntary, have a duty to keep young people safe and to protect them from physical and emotional harm. This duty is in part exercised through the development of respectful, caring and professional relationships between staff and pupils and also through the behaviour demonstrated by staff which reflects integrity, maturity and good judgement.

Your behaviour and professional conduct must set a good example to all pupils within The Laurels School. Each employee has a responsibility to uphold our core values and reputation as an excellent educational establishment, both inside and outside of your normal working hours. You have a contract and job description for the work for which you are employed, and you are provided with the Staff Handbook which provides you with general information about some of the work rules, work environment, and policies under which the School operates, and to ensure that you do not conduct yourself in a way that is detrimental to the School or brings the School into disrepute.

An individual's behaviour, either in or out of the workplace, should not compromise her/his position within the work setting. The General Teaching Council for England's Code of Professional Values and Practice, which is now embodied within the standards for Qualified Teacher status, makes explicit that "teachers recognise the value and place of the school in the community and the importance of their own professional status. They understand that this requires judgement about appropriate standards of personal behaviour" (March 2009).

As a minimum, we ask you to have due regard to the following:

- Demonstrate high standards of conduct in order to encourage our pupils to do the same; children respond very well to the positive modelling by teachers of behaviours to be encouraged. You are asked to adhere to the school's prohibition on smoking including e-cigarettes on its premises, and where alcohol is available to adults at school events when children are present, be restrained in your use of the same.
 - Avoid using inappropriate or offensive language at all times whilst in the presence of our pupils and your colleagues. You will avoid shouting, making use of sarcasm and never intend to humiliate a child in your care.
 - Follow reasonable management instructions.
 - Not seriously humiliate, demean or undermine pupils, their parents/carers or colleagues or encourage others to do so.
 - The School has various additional policies and procedures to support the well-being of pupils – each is there for a reason and must be complied with.
 - If required, staff must cooperate and collaborate with both colleagues and external agencies to support the development of pupils.
 - Take reasonable care of pupils under your supervision with the aim of ensuring their safety and welfare at all times.
 - Fulfil the duties for which you have been contracted, including those which are part of each member of staff's specific job description.
 - Staff should work, and be seen to work, in an open and transparent way.
 - Staff should discuss and/or take advice promptly from their line manager or another senior member of staff over any incident which may give rise to concern.
 - If you suspect that a child has possession of 'prohibited items' on them, such as a knife or fireworks, please accompany the child and refer the matter to your Head or authorised deputy. The Head and authorised staff can use such force as is reasonable given the circumstances to conduct a search for the following "prohibited items":
 - Knives and weapons
 - Alcohol
 - Illegal drugs
 - Stolen items
 - Tobacco, cigarette papers and e-cigarettes
 - Fireworks
 - Pornographic images
 - Vaping Equipment
 - Any article that has been or is likely to be used to commit an offence, cause personal injury or damage to property. Force cannot be used to search for other items banned under the school rules and expectations.
- Further DfE guidance on the use of reasonable force can be found here: [Use of Reasonable Force](#)

Safeguarding

Have due regard for all elements of our Safeguarding policy, including:

All staff should know the name of the Designated Safeguarding Lead and Deputy Safeguarding Leads, be familiar with both the school's and the local child protection arrangements and understand their

responsibilities to safeguard and protect children and young people.

- Child Sexual Exploitation, including female genital mutilation, where staff have a statutory duty to report where pupils are at risk as well as when they suspect it may have occurred.
- If you suspect that colleagues or children seem at risk, please raise your concerns with your line manager, DSL, your Head or indeed directly with Croydon Children's social care. We believe it is essential to support whistleblowing procedures and a culture that enables issues about safeguarding and promoting the welfare of children to be addressed. You can read our Whistleblowing Policy found on our Policies section of our website.
- You should record the details of any incident/concern as soon as possible in writing, using the school Management Information System.
- If staff have a mental health concern about a child that is also a safeguarding concern, immediate action should be taken, following their child protection policy and speaking to the Designated Safeguarding Lead or a deputy.

Preventing Extremism and Radicalisation

Our policy on preventing Extremism and Radicalisation is set out in a separate policy document. Protecting children from the risk of radicalisation is part of our wider safeguarding duties and is similar in nature to protecting children from other forms of abuse. Teaching staff have a duty to uphold the teaching of fundamental British Values.

Professional Boundaries & Social Contact

As a result of their knowledge, position and/or the authority invested in their role, all adults working with children and young people in educational settings are in positions of trust in relation to the young people in their care. **A relationship between a member of staff and a pupil cannot be a relationship between equals.** There is potential for exploitation and harm of vulnerable young people and staff have a responsibility to ensure that an unequal balance of power is not used for personal advantage or gratification. Staff should therefore ensure that their behaviour and actions do not place pupils or themselves at risk of harm or of allegations of harm to a pupil (for example, in one-to-one tuition or tutorials, conveying a single pupil by car, engaging in inappropriate electronic communication with a pupil, showing excessive one-to-one attention beyond the requirements of their usual role and responsibilities etc).

Under no circumstances are adult staff, visitors or volunteers to enter/establish an inappropriate relationship with a pupil within the school, irrespective of age. Teaching, administrative and support staff are in a position of trust with all of our children, whatever their age, and breaking that trust is forbidden by law. Your conversation with children needs to use appropriate language and be contained within appropriate boundaries. If you suspect a child or other adult is becoming unreasonably attentive to you, please notify your line-manager, Headmistress or DSL immediately and seek appropriate support.

Staff should not establish or seek to establish social contact with pupils for the purpose of securing a friendship or to pursue or strengthen a relationship. Even if a young person seeks to establish social contact, or if this occurs coincidentally, the member of staff should exercise her/his professional judgement in making a response and be aware that such social contact could be misconstrued. Wherever possible, staff should avoid behaviour which might be misinterpreted by others, and report and record any incident with this potential.

Staff should not give their personal details such as home phone number or home e-mail address to pupils unless the need to do so is agreed with the Senior Management Team. Internal e-mail systems should only be used in accordance with school policy.

Staff using social media may not become 'friends' with pupils online. Staff should not upload content or photographs, or make comments that would bring themselves, the school or the teaching profession into disrepute (whether inside or outside of school).

Do not use Social Media such as Facebook, Instagram and Twitter for inappropriate contact/direct messaging with children, and liking their pages etc. is not permitted. In short, professional staff should not use any form of social media for private contact with children.

We have formally agreed social media sites to cover school events and trips, and on these, announcements can be made. Please keep your own social media identity as locked down as possible, so that children and parents at school cannot find out inappropriate information about you and your family. If staff wish to liaise with children over matters of work etc. then the approved medium is your Laurels email, which is 'watched' by our software.

Have due regard for our Acceptable User Policy (AUP), which contains detailed direction on the use of mobile phones and devices.

Staff are not permitted to provide personal gifts to pupils; any such awards made are in line with school policy and practice.

Favouritism is never permitted within our school, nor is unlawful discriminatory behaviour.

Where a person aged 18 or over is in a position of trust with a child under 18, it is an offence for that person to engage in sexual activity with or in the presence of that child, or to cause or incite that child to engage in or watch sexual activity. Any sexual behaviour by a member of staff with or towards a child or young person is both inappropriate and illegal.

Staff should never make sexual remarks to a pupil (including in email, text messaging, chat room, phone or letter communication), discuss their own sexual relationships with, or in the presence of, pupils.

Physical Contact and Restraint

Avoid putting yourself at risk of allegations of abuse or unprofessional conduct. Be very careful in making physical contact with a child, either for instruction or for pupil management. For reasons of instruction, such as physical education* contact may be inevitable, because you are supporting a gymnast for example, where you should work within the subject association's professional guidelines. On occasion, physical contact will be required for control, for reasons of H&S or pupil direction. Such force as used should be reasonable in the circumstances and for an appropriate purpose.

If you are involved in a pupil management incident requiring physical restraint of a child, do make sure that that the nature of the physical restraint used is recorded on iSAMs and reported immediately to the Head or the Designated Safeguarding Lead (DSL) or the deputy DSL's who will decide what to do next. Any physical restraint is only permissible when a child is in imminent danger of inflicting an injury on herself or on another, and then only as a last resort when all efforts to diffuse the situation have failed. Another member of staff should, if possible, be present to act as a witness. Irrespective of the setting, parents will be informed of any physical restraint used on their child the same day or as soon as reasonably practicable.

There are occasions when it is entirely appropriate and proper for staff to have physical contact with pupils, but it is crucial that they only do so in ways appropriate to their professional role. Staff should, therefore, use their professional judgement at all times. Staff should not have unnecessary physical contact with pupils and should be alert to the fact that minor forms of friendly physical contact can be misconstrued by pupils or onlookers. A member of staff can never take the place of a parent in providing physical comfort and should

be cautious of any demonstration of affection. Physical contact should never be secretive, or for the gratification of the adult, or represent a misuse of authority. If a member of staff believes that an action could be misinterpreted, the incident and circumstances should be recorded as soon as possible, the DSL informed and, if appropriate, a copy placed on the pupil's file.

There may be occasions when a distressed pupil needs comfort and reassurance. This may include age-appropriate physical contact. Staff should remain self-aware at all times in order that their contact is not threatening, intrusive or subject to misinterpretation. Where a member of staff has a particular concern about the need to provide this type of care and reassurance she/he should seek further advice from a senior manager.

***Physical education and other activities requiring physical contact**

Where exercises or procedures need to be demonstrated, extreme caution should be used if the demonstration involves contact with pupils and, wherever possible, contact should be avoided. It is acknowledged that some staff, for example, those who teach PE and games, or who offer music tuition, will, on occasions, have to initiate physical contact with pupils in order to support a pupil so they can perform a task safely, to demonstrate the use of a particular piece of equipment/instrument or assist them with an exercise. This should be done with the pupil's agreement.

Contact under these circumstances should be for the minimum time necessary to complete the activity and take place in an open environment. Staff should remain sensitive to any discomfort expressed verbally or non-verbally by the child.

School Trips and Visits and Off Site Activities (including showers and changing)

Teaching staff may be deployed for the teaching of sport and games, across multiple sites and partners/public facilities elsewhere, including those used by other schools and colleges. Those with responsibility for children and young people have a general duty of care towards them, however there are no specific legal requirements regarding the use of changing facilities.

Young people are entitled to respect and privacy when changing clothes or taking a shower. However, there needs to be an appropriate level of supervision in order to safeguard young people, satisfy health and safety considerations and also to ensure that bullying or teasing does not occur. This supervision should be appropriate to the needs and age of the young people concerned and sensitive to the potential for embarrassment. Staff would therefore need to be vigilant about their own behaviour, ensure they follow agreed guidelines and be mindful of the needs of the pupils.

Some of the School's activities are held off-site, and you are expected to cooperate fully to ensure the efficient use of coaches. We have very strict limitations around the use of staff cars, and where such use is authorised, the school carries appropriate insurance cover for the carriage of pupils. It is inadvisable for a teacher to give a lift in a car to a pupil alone. Wherever possible and practicable it is advisable that transport is undertaken other than in private vehicles, with at least one adult additional to the driver acting as an escort. If there are exceptional circumstances that make unaccompanied transportation of pupils unavoidable, the journey should be made known to a senior member of staff.

Behaviour Management

All pupils have a right to be treated with respect and dignity. Corporal punishment is unlawful in all schools. Equally, staff should not use any form of degrading treatment to punish a pupil.

Staff are expected to follow the systems laid out in the school's behaviour policy, consulting with a member of SMT where required.

Confidentiality

Members of staff may have access to confidential information about pupils in order to undertake their everyday responsibilities. In some circumstances staff may be given additional highly sensitive or private information.

They should never use confidential or personal information about a pupil or her family for their own, or others', advantage (including partners, friends, relatives or other organisations).

Information must never be used to intimidate, humiliate, or embarrass the pupil.

Confidential information about a child or young person should never be used casually in conversation or shared with any person other than on a need to know basis. In circumstances where the child's identity does not need to be disclosed the information should be used anonymously.

There are some circumstances in which a member of staff may be expected to share information about a child, for example when abuse is alleged or suspected. In such cases, individuals have a duty to pass on information without delay, but only to those with designated child protection responsibilities.

If a member of staff is in any doubt about whether to share information or keep it confidential he or she should seek guidance from a senior member of staff.

Any media or legal enquiries should be passed to the Senior Management Team.

Dress and Appearance

A person's dress and appearance are matters of personal choice and self-esteem. However, it is expected that staff set an example for pupils in this area, upholding high standards of smartness and professional attire. Detailed information about requirements can be found in the Staff Handbook. Specifically it is expected that:

- Staff should ensure that they are dressed decently (not viewed as offensive, revealing or sexually provocative), safely and appropriately for the tasks they undertake.
- Clothes should cover a person appropriately at or above the neckline. Short cut skirts, strappy tops & vests or low cut trousers at the waist should not be worn. Sandals should either have a heel or a back strap (ie. no 'flip-flops are allowed).
- Those who dress or appear in a manner which could be considered as inappropriate could render themselves vulnerable to criticism or allegation.
- Staff should adopt the manner of dress and appearance appropriate to their professional role which may be different from that adopted in their personal life. As professionals, a smart and tidy appearance is expected by all members of staff on all occasions.
- Staff should dress appropriately for the subjects they teach: eg. PE/games – tracksuit and trainers. No casual T-shirts (with slogans or writing on), jeans, or trainers should be worn. A less formal dress is permitted for school trips and off site activities, bearing in mind that even in this context they remain role models for their pupils.

Internet Use

The School has a clear policy for access and use of the Internet.

Under no circumstances should adults in school access inappropriate images. Accessing child pornography or indecent images of children on the internet, and making, storing or disseminating such material, is illegal and, if proven, will invariably lead to the individual being barred from working with children and young people.

Using school equipment to access inappropriate or indecent material, including adult pornography, is a breach of the school's ICT Acceptable User Policy and is likely to result in disciplinary action being taken.

Use of Mobile Phones

The school recognises that personal mobile phones have the potential to be used inappropriately. Personal mobile phones should not generally be needed or used by staff during the school day, except as set out in the guidelines below:

- Should Staff need to use their phone, best practice is that mobile phones, wherever possible, should not be used in the presence of the pupils.
- Mobile phones must only be used for school purposes, for example, logging into iSams.
- Staff should never give their mobile phone number to any pupils. This also includes past pupils under the age of 18 years.
- Staff should exercise caution when giving their mobile number to parents as this could be misconstrued. The school is aware that some staff members are also parents at the school.
- Games staff may use their mobile phones during games sessions and when responsible for children away from school, only to communicate arrangements to parents or colleagues or for emergency purposes.
- Trips and Visits Offsite: The staff member in charge should take one of the school mobile phones when off site. This phone should be used when communicating with parents. Other staff members on the trip or offsite should carry their mobile phones so they can communicate with colleagues when necessary or in an emergency.
- The use of mobile phones to take photographs is not permitted in accordance with the School's Acceptable Use Policy (AUP).

One-to-One Situations

Staff working in one to one situations with children and young people may be more vulnerable to allegations. Teachers and others must recognise this possibility and should plan and conduct such meetings accordingly. Every attempt should be made to ensure the safety and security needs of both staff and pupils are met. Specific types of activity, involving tutorials, 1:1 lessons for music and SEN must always be held in rooms which have vision panels or exceptionally in a room with the door held open. School leadership walks the site on at least a weekly basis to check on such issues.

Ensure all meetings whenever possible take place in an open area and not in remote or secluded locations around the School.

Pre-arranged meetings with pupils away from the School premises should not be permitted.

Sharing Concerns and Recording Incidents

All staff should be aware of the School's Child Protection and Safeguarding procedures, including procedures for dealing with allegations against staff. It may be necessary to suspend a member of staff from duty while an investigation is carried out. Staff who are the subject of allegations are advised to contact their professional association.

In the event of an incident occurring, which may result in an action being misinterpreted and/or an allegation being made against a member of staff, the relevant information should be clearly and promptly recorded and reported to a member of senior staff.

Members of staff should feel able to discuss with their line manager any difficulties or problems that may affect their relationship with pupils so that appropriate support can be provided or action can be taken.

Low Level Concerns

At times, the adult behaviour may not meet the thresholds for harm outlined above but are still considered to be a low-level concern. They may be small and cause no more than cause a sense of unease or a 'nagging doubt' - that an adult working in or on behalf of the school or college may have acted in a way that is inconsistent with the staff code of conduct, including inappropriate conduct outside of work. Examples could include, but are not limited to:

- Being over friendly with children;
- Having favourites;
- Taking photographs of children on their mobile phone;
- Engaging with a child on a one-to-one basis in a secluded area or behind a closed door;
- Using inappropriate sexualised, intimidating or offensive language.

These concerns should be shared in the first instance with the DSL who may, alongside the SMT, address them through staff training, reminders of appropriate behaviour and directly addressing unprofessional behaviour and supporting the individual to correct it at an early stage. The DSL should record these concerns in writing with the name of the person raising the concern unless they specifically request otherwise.

See Low Level Concerns Policy for further details.

Whistleblowing

Whistle-blowing is the mechanism by which staff can voice their concerns, made in good faith, without fear of repercussion. Whistle-blowing is when someone reports suspected wrongdoing at work, also referred to as 'making a disclosure which is in the public interest'. This may be if they feel something is not right, or illegal, or if someone is neglecting their duties, including:

- Someone's health, safety or welfare is in danger
- Damage to the environment
- A criminal offence
- The company isn't obeying the law (for example not having the right insurance in place)

- Covering up wrongdoing

The procedures for this are laid out in our Whistleblowing Policy.

We also are explicit about the receipt of Gifts from Customers and Clients - in short, anything of significant value must be declared to your employer, and in most cases returned to the donor. Ask a member of the SMT for further information if in doubt.

Further action

Failure to comply with this code of conduct may be dealt with as a disciplinary matter and, in the case of a serious breach, could result in dismissal.

Examples of what the School considers to be gross misconduct are detailed within the School's disciplinary procedure.

Records should be made of any such incident and of decisions made/further actions agreed, in accordance with school policy for keeping and maintaining records.

Staff should apply the same professional standards regardless of gender and sexuality.

Staff should be aware that breaches of the law and other professional guidelines could result in criminal or disciplinary action being taken against them.

Other applicable policies

The School has various policies and documents which relate to conduct, to which you are also expected to comply. Key policies are:

- PACT Charter of Educational Principles
- Safeguarding and Child Protection
- Health and Safety
- Acceptable User Policy (AUP)
- Data Protection Policy
- Equal Opportunities
- Behaviour
- Low Level Concerns

All these school policies are available on the school website.

Procedures for acting when abuse by one or more pupils against another is alleged (child on child abuse)

The school's Behaviour and Discipline Policy makes clear the expectations on pupils of acceptable behaviour towards other pupils. The school recognises that even if there are no reported cases of child on child abuse, such abuse may still be taking place and is simply not being reported. Children are vulnerable to abuse by their peers. All staff must challenge any abusive behaviours that they witness or are aware of.

However, if a child causes harm to another, this should not necessarily be dealt with as abuse: bullying, fighting and harassment between children are not generally seen as child protection issues. However, it may be appropriate to regard a young person's behaviour as abusive if there is a large difference in power (for example age, size, ability, development) between the young people concerned; or the perpetrator has repeatedly tried to harm one or more other children; or there are concerns about the intention of the

alleged perpetrator. If the evidence suggests that there was an intention to cause severe harm to the victim, this should be regarded as abusive whether or not severe harm was actually caused.

Child on child abuse can take different forms, such as:

- Bullying and/or verbal abuse (including abuse which takes place via technology); prejudice based and discriminatory bullying.
- Physical abuse which can include hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm.
- Sexual violence and sexual harassment including verbal harassment which can never be dismissed as 'jokes' or 'banter'.
- Upskirting, which typically involves taking a picture under a person's clothing without them knowing, with the intention of viewing their genitals or buttocks to obtain sexual gratification, or cause the victim humiliation, distress or alarm.
- Abuse in intimate personal relationships between peers.
- Sexting (also known as consensual and non-consensual sharing of nude and semi-nude images or videos).
- Causing Someone to engage in sexual activity without consent (such as forcing someone to strip, touch themselves sexually or to engage in sexual activity with a third party).
- Initiation/hazing type violence and rituals.

Different gender issues can also be prevalent when dealing with child on child abuse. The school recognises the gendered nature of child on child abuse, but that all abuse of this kind is unacceptable and will be taken seriously.

Consent

Consent is about having the freedom and capacity to choose. Consent to sexual activity may be given to one sort of sexual activity but not another. Consent can be withdrawn at any time during sexual activity and each time activity occurs.

It is important to know that: -

- A child under the age of 13 can never consent to any sexual activity;
- The age of consent is 16;
- Sexual intercourse without consent is rape.

It is also important to differentiate between consensual sexual activity between children of a similar age and that which involves any power imbalance, coercion or exploitation.

It is important that schools and colleges consider sexual harassment in broad terms. Sexual harassment (as set out above) creates an atmosphere that, if not challenged, can normalise inappropriate behaviours and provide an environment that may lead to sexual violence.

In order to minimise the risk of child on child abuse, the school will strive to create an environment that actively discourages abuse and challenges the attitudes which underlie it. Various areas of study help to develop pupils' understanding of acceptable behaviour and keeping themselves safe. Our systems enable pupils to raise concerns with staff, knowing that they will be listened to, believed and valued.

This will include:

- Educating pupils about the nature and prevalence of child on child abuse via Character Education/PSCHE/RSE and the wider curriculum.
- Fostering a culture of listening to pupils through the tutorial system, form time and Character Education sessions and through the student led Class Council.
- Pupils/Students being frequently told what to do if they witness or experience such abuse, the effect that it can have on those who experience it and the possible reasons for it, including vulnerability of those who inflict such abuse.
- Pupils being regularly reminded about the School's approach to such issues, including its zero-tolerance policy towards all forms of child on child abuse and what might happen if the abuse involves a pupil from another school or college.

The school seeks to engage parents on this issue by:

- Talking about it with parents, both in groups in parent sessions and one to one in parent-tutor meetings.
- Asking parents what they perceive to be the risks facing their child and how they would like to see the School address those risks and how tutors in particular can support pupils.
- Encouraging parents to hold the School to account on this issue.

Where a pupil (or a member of staff or volunteer) makes an allegation or raises a concern about the behaviour of a pupil or pupils against another pupil, and this is deemed to be or could be deemed to be a form of abuse, the allegation must be reported to the DSL.

Such abuse should be taken as seriously as abuse by adults and the same procedures should be used. Staff should not dismiss abusive behaviour as normal between young people and should not develop high thresholds before taking action. In the event of disclosures about child on child abuse, all children involved (whether perpetrator or victim) are treated as being 'at risk'. It is important to recognise that 'taking disciplinary action and still providing appropriate support are not mutually exclusive actions. They can, and should, occur at the same time if necessary.' (KCSIE Sept 2023)

The immediate response to an incident or reported incident:

- The school will take all reports seriously and will reassure the victim that they will be supported and kept safe. Staff will be careful to reinforce that the pupil is not creating a problem by reporting abuse or harassment.
- Staff will not promise confidentiality but will however only share the report with those people who are necessary to progress it.
- A written report will be made as soon after the interview as possible recording the facts as presented by the child. These may be used as part of a statutory assessment if the case is escalated later.
- Where the report includes an online element the school will follow advice on searching, screening and confiscation. The staff will not forward images unless unavoidable and only if another member of staff (preferably the DSL) is present.
- The DSL will be informed as soon as possible. Any allegations of child on child abuse will be investigated and recorded by the DSL, and advice will be sought from other agencies such as the CSCP and the police. Victims and perpetrators of child on child abuse, and any other pupils affected will mainly be supported through discussions with external agencies.

- The school will take the pupil's wishes and feelings into account when determining what action to take and what services to provide.

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