

STAFF CODE OF CONDUCT

Holiday Clubs, Wraparound Care and Childcare Provision

Purpose

This Code sets the professional standards expected of all AJB staff, coaches, activity leaders, managers, volunteers and other adults working on behalf of AJB. It applies during Holiday Clubs, HAF, Breakfast Clubs, After-School/Wraparound Care, school delivery and other AJB provision.

1. Core Expectations

- Put children's welfare first.
- Act professionally, respectfully and inclusively.
- Maintain appropriate adult-child boundaries.
- Follow safeguarding, health and safety and operational procedures.
- Be reliable, punctual and fit to carry out duties safely.
- Report concerns, mistakes and incidents honestly.

2. Professional Boundaries

- Do not seek or encourage inappropriate personal relationships with children.
- Do not show favouritism or create 'special' relationships.
- Avoid unnecessary one-to-one situations in secluded areas or behind closed doors.
- Use physical contact only where appropriate, proportionate and justifiable for safety, care, instruction or reassurance.
- Do not share inappropriate personal information or discuss adult matters with children.
- Do not use sexualised, intimidating, humiliating, discriminatory or offensive language.

3. Communication With Children & Families

Communication must be professional and related to AJB activity. Staff should use approved AJB communication routes rather than personal social-media accounts or informal private messaging with children.

Parent/carer conversations should be courteous and factual. Sensitive matters should not be discussed publicly or in front of unrelated children/families.

4. Phones, Photography & Social Media

- Personal phones should not be used for photographing or filming children.
- Use only authorised AJB arrangements/devices for approved images.
- Personal phone use during supervision should be limited to legitimate operational/emergency needs or authorised breaks.
- Do not post confidential, identifying or inappropriate information about children, families, colleagues or partner schools.
- Do not connect with children through personal social-media accounts.

5. Supervision & Accountability

Staff must know which children they are responsible for, maintain required supervision and follow attendance, handover and collection procedures. A staff member must not leave a group in a way that creates unsafe supervision.

6. Behaviour Management

Staff must use AJB's positive behaviour approach. Corporal punishment, humiliating punishment, threats, intimidation or degrading treatment are prohibited. Physical intervention may only be used where lawful, necessary and proportionate to prevent harm and must be reported/recorded as required.

7. Personal Care

Personal or intimate care must follow AJB procedures, preserve dignity and privacy, and maintain staff accountability. Staff must never use personal care as an opportunity for unnecessary contact or isolation.

8. Confidentiality

Information about children, families and staff is confidential. Share information only where required for safe care, safeguarding, legitimate management or legal duties. Safeguarding information must never be withheld on the basis of confidentiality.

9. Equality & Inclusion

Staff must model inclusive behaviour, make appropriate reasonable adjustments, challenge discriminatory conduct and avoid assumptions about children or families.

10. Gifts, Favouritism & Financial Boundaries

Staff must not use gifts, money, favours or preferential treatment to create inappropriate relationships. Any unusual or significant gift offered to or by a child/family should be discussed with management.

11. Alcohol, Drugs, Smoking & Fitness for Work

Staff must not work while impaired by alcohol, illegal drugs, misuse of medication, fatigue or another condition that makes safe performance impossible. Smoking/vaping must follow site rules and must not occur while supervising children.

12. Concerns About Adult Conduct

REPORT LOW-LEVEL CONCERNS AND ALLEGATIONS – DO NOT DISMISS THEM BECAUSE THEY SEEM 'SMALL'.

Any concern that an adult has acted inconsistently with this Code must be reported through AJB safeguarding arrangements. If the concern involves the DSL or another person who would normally receive it, use the alternative escalation route in the Safeguarding & Child Protection Policy.

13. Whistleblowing

Staff must raise genuine concerns about unsafe, unlawful or inappropriate practice. No member of staff should suffer retaliation for raising a concern in good faith.

14. Breaches

Breaches may result in safeguarding action, removal from duties, investigation, disciplinary action, referral to external agencies or other proportionate action.

Staff Declaration

Staff Member	
I confirm I have read and understood this Code	☐ Yes
Signature	
Date	