



CODE OF CONDUCT POLICY

Purpose

This policy sets out the standards of behaviour and professional conduct expected when delivering mentoring and coaching sessions with children, young people, and families. It ensures that practice is safe, ethical, and consistent with safeguarding and wellbeing responsibilities.

The Code of Conduct is not exhaustive in defining acceptable and unacceptable standards of conduct and behaviour and in circumstances where guidance does not exist individuals are expected to use their professional judgement and act in the best interests of the child.

Principles

- **Respect and Dignity** – All children, families, and professionals will be treated with respect, courtesy, and fairness.
- **Safety First** – The welfare and safety of the child is the paramount consideration.
- **Professional Boundaries** – Clear, consistent boundaries will be maintained at all times to protect both the child and the mentor.
- **Confidentiality** – Information shared will be respected and only disclosed in line with safeguarding responsibilities.
- **Positive Role Modelling** – Mentors will model behaviour that promotes resilience, respect, and wellbeing.

For the Mentor/Coach

- Act in accordance with safeguarding laws and guidance (Children Act 1989/2004, Keeping Children Safe in Education 2025, Working Together to Safeguard Children 2023).
- Demonstrate the highest possible standards of personal and professional conduct and behaviour and consistently act with honesty and integrity.
- Always Maintain professional boundaries (e.g., no sharing of personal social media, phone numbers, or private relationships with young people).
- Ensure that the safety and welfare of the children and young people are of the highest priority.
- Recognise the statutory and moral duty to safeguard and promote the welfare of the young person. Be aware of the individual safeguarding responsibilities, the signs of abuse and neglect, to identify children who are suffering, or are likely to suffer, significant harm and to take appropriate action in such cases to prevent concerns from escalating.
- Ensure that they do not disclose confidential information to anyone who does not have the right to receive it. Where information is disclosed this should be in line with the principles of the [General Data Protection Regulations \(GDPR\) 2016](#) and the [Data Protection Act 2018](#). Equally staff should not prevent another person from gaining access to information to which that person is entitled by law
- Dress appropriately for the setting and role.
- Communicate clearly, calmly, and respectfully at all times.
- Respect cultural, religious, and individual differences.
- Maintain punctuality and reliability in all sessions.
- Avoid any behaviour that could be interpreted as favouritism, discrimination, or bullying.
- Do not accept gifts of significant value or provide gifts without prior agreement with parents/carers.
- Avoid situations that could compromise professional integrity (e.g., being alone in private spaces without appropriate safeguards).
- Seek supervision, advice, or training where needed.

For Children and Young People

- Treat the mentor and others with respect.
- Follow agreed boundaries that keep everyone safe (e.g., seatbelts in the car, road safety, respectful communication).
- Be open to engaging in sessions and share feelings or concerns respectfully.
- Respect property, space, and privacy of others.

For Parents/Carers

- Support the mentoring process by encouraging the young person's participation.
- Communicate any concerns or changes in circumstances promptly.
- Respect professional boundaries and confidentiality.

Confidentiality and Safeguarding

- Confidentiality will be respected, but **safeguarding overrides confidentiality**. Any concerns about harm, abuse, or neglect will be reported in line with statutory procedures.
- Information will only be shared on a "need-to-know" basis with relevant professionals.

Conflict of Interest

- Any potential conflicts of interest will be declared and managed transparently.

Breach of Code of Conduct

- Breaches of this policy may result in termination of services and, where appropriate, referral to safeguarding or regulatory bodies.

Review

This policy will be reviewed annually or sooner if legislation or practice guidance changes.

Last review: September 2025