



Rainbow Trees Pathway – Code of Conduct

1. Purpose and Scope

This Code of Conduct sets out the standards of behaviour expected of all staff, volunteers, and associates working for or on behalf of Rainbow Trees Pathway. It ensures our work with young people and their families is respectful, professional, safe, and consistent with our neuro-affirming, trauma-informed values.

This Code applies to all staff, whether employed, self-employed, or in a voluntary role, in all settings where support is provided – including schools, homes, community spaces, and online environments.

2. Our Core Standards

All staff must:

- Act in the best interests of the children, young people, and families we support at all times.
- Treat all individuals with dignity, respect, and compassion, regardless of background, neurotype, ethnicity, gender identity, sexuality, disability, culture, or religion
- Maintain clear professional boundaries.
- Work in a child-centred and neuro-affirming way, recognising and responding to sensory needs, communication differences, and individual preferences.
- Commit to ongoing training and reflective practice in line with our ethos.

3. Professional Conduct Expectations

Staff must:

- Be punctual, reliable, and prepared for all sessions and meetings.
- Maintain confidentiality in line with our Privacy Policy and Safeguarding and Child Protection Policy.
- Never share personal contact details with clients unless authorised under a written agreement.
- Avoid any behaviour that could be misinterpreted or that risks harming a young person or the reputation of Rainbow Trees Pathway.
- Immediately report any safeguarding concerns or disclosures, following our Safeguarding and Child Protection Policy.

4. Communication with Parents, Schools and Other Professionals

To ensure transparency, consistency and collaboration:

- All communication with schools, parents/carers, and professionals will be conducted respectfully and clearly, using secure and appropriate channels (e.g., encrypted email, professional phone calls, secure platforms).
- Written records of communication will be maintained securely and in accordance with GDPR.
- Staff will not use personal phones or social media for professional contact.
- Where appropriate, updates and reports will be shared with consent and in accordance with our Data Protection and Confidentiality Policy.
- Any meetings with schools or parents will be documented and conducted in a constructive, child-focused manner.
- We will seek to work in partnership with schools and families, valuing their input while advocating for the child's best interests.



5. Safeguarding Responsibilities

All staff must:

- Familiarise themselves with and adhere to our Safeguarding and Child Protection Policy, which reflects the requirements of the Children Act 1989 and 2004, Working Together to Safeguard Children (2018), and Keeping Children Safe in Education (2023).
- Attend mandatory safeguarding training and refresh it regularly.
- Immediately report any concerns about a child's welfare or staff behaviour to the Designated Safeguarding Lead (DSL).
- Cooperate with safeguarding investigations and child protection plans.

6. Confidentiality and Data Protection

Staff must:

- Comply with our Privacy Policy, which is based on the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
- Only collect, store, and share data that is necessary, with informed consent unless there is a safeguarding risk.
- Keep all client records securely stored and password-protected.
- Avoid discussing any case or client details in public or informal settings.

7. Use of Technology and Social Media

- Staff may only use approved communication tools to interact with young people or families.
- Personal social media accounts must never be used to engage with clients.
- Any digital content (e.g., photos or video) must not be shared without written consent and in accordance with our Media and Consent Policy.

8. Reporting Concerns and Whistleblowing

Rainbow Trees Pathway encourages a culture of openness and accountability. Any concerns about the conduct of a colleague, volunteer, or associate should be reported immediately to the DSL or via our Whistleblowing Policy.

9. Breaches of the Code of Conduct Breaches of this Code may result in disciplinary action, including termination of employment or referral to professional bodies or the Disclosure and Barring Service (DBS), in line with our Disciplinary Policy.

10. Monitoring and Review

This Code of Conduct is reviewed annually or as required by changes in legislation or best practice guidance. All staff will be asked to sign to confirm their understanding and agreement to uphold this Code.

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