

Quick Reference Summary

Staff Safety, Wellbeing, Safeguarding and Professional Conduct Policy

This summary provides an overview of the key requirements within this policy. It does not replace the full policy, which all staff, coaches, volunteers and sub-contractors must read and follow.

Our Core Principles

At Exciting Education we are committed to:

- Safeguarding and promoting the welfare of children and young people.
- Maintaining safe professional boundaries.
- Providing a safe working environment for staff.
- Promoting equality, diversity and inclusion.
- Supporting staff wellbeing.
- Delivering services with professionalism, integrity and respect.

Safeguarding: What You Must Do

- ✓ Always put the welfare of children first.
- ✓ Remain alert to signs of abuse, neglect, exploitation or harm.
- ✓ Report safeguarding concerns immediately to:
 - The Designated Safeguarding Lead (DSL) within the setting; and
 - Exciting Education's Designated Safeguarding Lead.
- ✓ Keep factual written records of concerns.
- ✓ Share information when necessary to safeguard a child.
- ✓ Attend required safeguarding training.
- ✗ Never promise confidentiality to a child.
- ✗ Never investigate safeguarding concerns yourself.
- ✗ Never delay reporting concerns.

Professional Conduct

- ✓ Treat everyone with dignity, respect and fairness.
- ✓ Maintain appropriate professional boundaries at all times.
- ✓ Follow school, local authority and organisational policies.
- ✓ Act professionally both in person and online.
- ✗ Never engage in inappropriate personal, romantic or sexual relationships with current clients.
- ✗ Never behave in a way that could bring Exciting Education into disrepute.

Communication and Social Media

- ✓ Use authorised work communication channels.
- ✓ Keep records secure and confidential in line with our policies.
- ✓ Follow data protection requirements.
- ✗ Do not contact children through personal mobile phones, email accounts or social media.
- ✗ Do not accept friend requests from current child clients.
- ✗ Do not discuss clients, schools or confidential matters online.

Lone Working and Personal Safety

- ✓ Inform Exciting Education where and when you are working.
- ✓ Carry a charged mobile phone.
- ✓ Follow agreed lone-working procedures.
- ✓ Leave immediately if you feel unsafe.
- ✓ Report any safety concerns promptly.

Working in Family Homes

- ✓ Obtain approval from Exciting Education before any home visit.
- ✓ Work only in a communal area of the home.
- ✓ Ensure a parent or carer remains present within the property.
- ✓ Ensure dangerous animals and dogs are kept in a different room within the property.
- ✓ Maintain professional boundaries at all times.
- ✗ Never work with a child in a bedroom.
- ✗ Never enter a home if you have concerns for your safety.

Physical Contact

- ✓ Ensure any physical contact is appropriate, necessary and proportionate.
- ✓ Record and report any significant incidents.
- ✗ Do not initiate unnecessary physical contact.
- ✗ Do not engage in rough play.
- ✗ Do not use physical punishment.

Staff Wellbeing

Exciting Education is committed to promoting staff wellbeing through:

- Professional supervision.
- Reflective practice.
- Safeguarding support.
- Appropriate training.
- Reasonable workload expectations.
- Access to management support.

Staff are encouraged to seek support early if wellbeing concerns arise.

Data Protection

- ✓ Follow UK GDPR and Data Protection Act 2018 requirements.
- ✓ Keep information secure.
- ✓ Report data breaches immediately.
- ✓ Access only information necessary for your role.
- ✗ Never share confidential information without authorisation unless safeguarding requirements require disclosure.

Serious Incidents

Immediately report:

- Safeguarding allegations.
- Abuse concerns.
- Threats or violence.
- Police involvement.
- Serious injuries.
- Data breaches.
- Any incident that may place a child, family or staff member at risk.

Whistleblowing

If you have concerns about:

- Unsafe practice,
- Safeguarding failures,
- Professional misconduct,
- Illegal activity,

you must report them following the procedure detailed in our complaints policy.

You will be supported when raising concerns in good faith.

Remember

**If in doubt, prioritise safety, seek advice and report concerns immediately.
Safeguarding is everyone's responsibility.**

Exciting Education Ltd

Staff Safety, Wellbeing, Safeguarding and Professional Conduct Policy

1. Policy Statement

Exciting Education Limited is committed to safeguarding and promoting the welfare of children, young people, vulnerable adults, staff, coaches and volunteers.

This policy sets out the standards of professional conduct, safeguarding responsibilities, staff safety requirements and wellbeing expectations applicable to all employees, self-employed Emotional Logic Coaches, contractors, associates and volunteers working on behalf of Exciting Education.

All personnel must read, understand and comply with this policy.

2. Professional Standards and Conduct

Drawing upon the principles of the Teachers' Standards published by the Department for Education, Emotional Logic Coaches are expected to uphold the highest standards of professional conduct.

Coaches uphold public trust in the profession and maintain high standards of ethics and behaviour by:

- Treating colleagues, clients, pupils and members of the public with dignity and respect.
- Building relationships rooted in mutual respect and appropriate professional boundaries.
- Safeguarding the wellbeing of children, young people and adults.
- Demonstrating honesty, integrity and professionalism.
- Showing tolerance of and respect for the rights, views and beliefs of others.
- Promoting equality, diversity and inclusion.
- Not undermining democratic values, the rule of law, individual liberty, mutual respect and tolerance.
- Ensuring personal beliefs are not expressed in ways that exploit vulnerabilities or encourage unlawful behaviour.
- Respecting the ethos, policies and procedures of schools, local authorities and partner organisations.
- Maintaining professional standards of appearance, attendance, punctuality and communication.

Staff must not engage in any conduct, whether during working hours or outside work, that could bring Exciting Education into disrepute.

3. Staff Wellbeing

Exciting Education recognises that supporting children, young people and families can be emotionally demanding.

The organisation is committed to promoting staff wellbeing through:

- Regular professional supervision and reflective practice.
- Access to safeguarding consultation and support.
- Access to line management support where appropriate.
- Encouraging a healthy work-life balance.
- Managing workloads reasonably.
- Providing appropriate training and professional development.
- Supporting staff affected by distressing incidents or safeguarding concerns.
- Promoting a culture where staff feel safe to raise concerns.

Staff are encouraged to seek support at an early stage if they experience stress, wellbeing concerns or challenges affecting their work.

4. Safeguarding Responsibilities

All staff, coaches, contractors and volunteers have a responsibility to safeguard and promote the welfare of children and young people.

Individuals are responsible for:

- Prioritising the welfare of children and young people.
- Providing a safe environment for all service users.
- Being alert to signs of abuse, neglect, exploitation and harm.
- Following safeguarding and child protection procedures.
- Taking immediate action where concerns arise.
- Reporting concerns, allegations or disclosures promptly.
- Maintaining appropriate records.
- Participating in safeguarding training and updates.

5. Reporting Safeguarding Concerns

Where a child or vulnerable person may be at risk of harm, staff must:

1. Listen carefully and remain calm.
2. Avoid asking leading questions.
3. Never promise confidentiality.
4. Record the concern accurately and factually.
5. Report the concern immediately to:
 - The Designated Safeguarding Lead within the setting; and
 - Exciting Education's Designated Safeguarding Lead.
6. Submit a written record as soon as possible.

Staff must never investigate safeguarding concerns themselves.

Where a child is in immediate danger, emergency services should be contacted without delay.

Safeguarding concerns must never be delayed whilst waiting for parental consent.

6. Equality, Diversity and Inclusion

All children, young people, families and colleagues must be treated fairly and without discrimination.

Staff must:

- Respect all protected characteristics under the Equality Act 2010.
- Challenge discriminatory attitudes or behaviour.
- Foster inclusive environments.
- Recognise and value diversity.
- Support individuals according to their needs.

Discrimination, harassment, victimisation or bullying will not be tolerated.

7. Professional Relationships and Boundaries

When working with children and young people, staff occupy a position of trust.

Staff should:

- Build relationships based on openness, honesty and respect.
- Avoid favouritism.
- Exercise caution when discussing sensitive issues.
- Maintain appropriate professional boundaries at all times.
- Ensure interactions remain relevant to the support being provided.
- Respect privacy while recognising safeguarding obligations.

Staff must not:

- Develop inappropriate personal relationships.
- Engage in romantic or sexual relationships with current clients of any age.
- Exploit professional relationships for personal gain.
- Become involved in family disputes.
- Offer personal gifts or accept significant gifts without permission.

8. Respect and Confidentiality

Staff should:

- Listen to children and young people respectfully.
- Take their views seriously.
- Encourage participation and engagement.
- Respect privacy wherever possible.

However, confidentiality cannot be guaranteed where:

- There are safeguarding concerns.
- A child or another person may be at risk.
- Disclosure is required by law.
- Disclosure is necessary to protect welfare.

Where confidentiality must be broken, staff should explain this whenever appropriate.

9. Digital Communication and Online Safety

Staff must:

- Use approved business communication systems.
- Use company email addresses where provided.
- Store information securely.
- Protect passwords and devices.
- Follow GDPR and data protection requirements.
- Report any online safety concerns.

Staff must not:

- Communicate with children through personal email accounts.
- Use personal social media to communicate with children or families.
- Connect with current child clients through social networking sites.
- Share confidential information electronically without proper safeguards.

10. Social Media

Staff are expected to behave professionally online.

Staff must not:

- Post content that could damage the reputation of Exciting Education.
- Share confidential information.
- Engage in inappropriate online discussions involving clients or schools.
- Make comments that could undermine professional relationships.

Professional standards apply equally online and offline.

11. Physical Contact

Physical contact should:

- Be appropriate, necessary and proportionate.
- Meet the needs of the child rather than the adult.
- Take place in an open and observable environment where possible.

Staff must not:

- Initiate unnecessary physical contact.
- Engage in rough play.
- Use physical punishment.
- Use physical intervention except where lawful, necessary and proportionate.

Any significant physical intervention must be reported and recorded.

12. Unacceptable Behaviour

When working with children and young people, staff must not:

- Ignore safeguarding concerns.
- Take unnecessary risks.
- Smoke, vape, consume alcohol or use illegal substances whilst working.
- Attend work under the influence of alcohol or drugs.
- Wear clothing that is excessively revealing or potentially offensive.
- Make inappropriate promises.
- Engage in abusive conduct.
- Behave in a threatening, intimidating or intrusive manner.
- Patronise or belittle children.
- Use sarcastic, discriminatory, insensitive or sexually suggestive language.
- Provide personal contact details to children.
- Engage in any conduct that could bring Exciting Education into disrepute.

13. Lone Working

Many Emotional Logic Coaches work independently within schools and community settings.

Where lone working takes place:

- Exciting Education must know the location of the staff member.
- Staff must carry a charged mobile telephone.
- Staff must follow agreed check-in procedures.
- Visits must be recorded in advance where appropriate.
- Staff must assess personal safety risks before commencing work.
- Any concerns must be reported immediately.

Staff should withdraw from any situation in which they feel unsafe.

14. Home Visits and Family Home Working

Occasionally services may be delivered within family homes.

The following requirements must always be followed:

- Home visits must be approved in advance by Exciting Education.
- Coaches should assess potential risks before accepting the visit.
- Coaches must not enter a property where safety concerns exist.
- Exciting Education must be informed of visit dates, times and location.
- Coaches must have access to a charged mobile phone.
- Sessions should take place in a communal area such as a living room, kitchen or garden.
- Sessions must never take place in a child's bedroom or isolated area.

- A parent or carer must remain available within the property throughout the session.
- Dangerous pets and dogs should be secured in another room.
- Visits should not proceed where infectious illnesses present a significant risk.

If safety concerns arise during a visit, staff should leave immediately and notify Exciting Education.

15. Health and Safety

Staff are responsible for:

- Taking reasonable care of themselves and others.
- Following health and safety guidance.
- Reporting hazards promptly.
- Reporting accidents, incidents and near misses.

The organisation will provide appropriate support and guidance to minimise workplace risks.

16. Serious Incidents

Any incident involving:

- alleged abuse;
- violence or threats of violence;
- police involvement;
- serious injury;
- safeguarding allegations;
- significant breaches of policy;

must be reported immediately to Exciting Education management and the Designated Safeguarding Lead.

A written record must be completed as soon as possible.

17. Whistleblowing

Staff have a duty to raise concerns about:

- unsafe practice;
- safeguarding failures;
- professional misconduct;
- unlawful behaviour;
- breaches of organisational policies.

Staff who raise concerns in good faith will be supported and protected from victimisation or retaliation.

Concerns should be reported using the procedure detailed in the company complaints policy to:

- The Designated Safeguarding Lead;
- A Director of Exciting Education; or
- An appropriate regulatory authority where necessary.

18. Data Protection and Confidential Information

All staff must comply with:

- UK GDPR;
- Data Protection Act 2018;
- Exciting Education's Privacy Policy;
- Information security procedures.

Staff must:

- Access only information necessary for their role.
- Store information securely.
- Dispose of information safely.
- Report any data breaches immediately.

Confidential information must never be disclosed without appropriate authorisation unless safeguarding or legal obligations require disclosure.

19. Training Requirements

All staff delivering services must complete:

- Safeguarding training.
- Regular safeguarding updates.
- Data protection training.
- Health and safety training (where applicable).
- Any additional training required by schools, local authorities or commissioners.

Training records will be maintained by Exciting Education.

20. Breaches of this Policy

Failure to comply with this policy may result in:

- Additional supervision or training.
- Removal from assignments.
- Disciplinary action.
- Termination of engagement or contract.
- Referrals to schools, local authorities, professional bodies, DBS or police where appropriate.

21. Policy Review

This policy will be reviewed annually, or sooner if:

- Legislation changes;
- Statutory guidance changes;
- Serious incidents occur;
- Organisational needs require amendment.

Contact Information

Designated Safeguarding Lead (DSL)

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