

Paces Sheffield

Date Reviewed: April 2026

Approved by: Senior Management Team

Next Review Due on: April 2027

Paces Sheffield's Code of Conduct sets out the standards of behaviour expected from all employees. Rules in relation to the conduct of all employees are set out in this Code of Conduct and there are examples of what Paces Sheffield considers to be gross misconduct which could result in summary termination of employment. This policy should be read in conjunction with the Paces Sheffield Code of Practice.

Employee behaviour

The following general standards are required by all Paces Sheffield employees:

- employees should behave in a respectful, professional and polite manner and ensure their behaviour does not breach the Equality Act 2010.
- employees should comply with all reasonable management instructions.
- employees should cooperate fully with colleagues and management.
- employees should uphold and further Paces Sheffield's positive public image at all times.
- satisfactory standards of performance should be maintained at all times.
- Paces Sheffield's policies and procedures should be adhered to at all times.
- Ensuring that nothing is done to take advantage of vulnerable children/ vulnerable adults and their families.
- Paying proper regard to safety and well-being of staff, families and the public.
- Working to the highest standards and complying with the law and relevant codes of practice.
- Undertaking self-monitoring and self-development.
- Keeping up to date with changes relevant to working practice.
- Sharing good practice.
- Taking on work within own level of competence and seeking help where necessary.
- Accepting responsibility for own work and resources given, including time.
- Avoiding and challenging inappropriate language.
- Maintaining confidentiality. Service users/pupils and their families should only be discussed appropriately and purposefully within the Charity/School. Discussion should not take place with or in front of anyone not working for the Charity/School, in particular identifying children and families by name and/or other personal details.
- Declaring any personal interest that may conflict with employer's interests.

For all staff working directly with children & vulnerable adults:

- Being accountable to managers, colleagues and families for what is done and why.
- Maintaining effectiveness, resilience and ability to help children/adults and their families, seeking help or withdrawing if personal resources are sufficiently depleted.
- Acknowledging limitations of competence and making an appropriate referral where necessary.
- Taking responsibility for professional development.
- Sharing results of research and application of knowledge and skills, giving credit to the work of others.
- Gaining permission from the individual and their family before conferring with other professional workers.
- Making the line manager aware if there is a conflict between their obligation to a pupil/vulnerable adult and/or their family and their obligation to Paces Sheffield.
- Be aware of the Paces School Safeguarding policy and Paces Adult Service Safeguarding Policy. These can be obtained from the Adult Service Manager and Head of Conductive Education.

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Equality, diversity and inclusion

An important core value of Paces Sheffield is the promotion of inclusivity and diversity. It seeks to ensure that the workplace is supportive of its staff and one where individual respect is shown to all members of staff, regardless of age, (dis)ability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, ethnic background, culture, sexual orientation, religion or belief, sex or any other factor. All staff will be supported and encouraged to perform to their potential.

For further information, employees should refer to the Equality, diversity and inclusion Policy.

Bullying and harassment

Paces Sheffield has zero tolerance to bullying and harassment.

Disciplinary action will be taken against inappropriate behaviour that shows lack of respect for others or causes people to feel threatened.

For further information, employees should refer to the *anti-Harassment and bullying* policy.

Gross misconduct

The following offences are examples of gross misconduct:

- unauthorised use of the Paces Sheffield's assets and equipment.
- insubordination e.g., refusal to carry out duties or obey reasonable instructions, except where employee safety may reasonably be in jeopardy.
- intentional sexual harassment, harassment, bullying.
- serious breach of rules, policies or procedures, especially those designed to ensure safe operation.
- divulging or misusing confidential information.
- theft or unauthorised possession of any property or facilities of Paces Sheffield or of any employee of Paces Sheffield.
- consumption of alcohol or drugs, or intoxication by reason of alcohol or drugs, which could affect work performance in any way or have an impact on other employees.
- having illegal drugs in the possession, custody or control of the employee while at work or on Paces Sheffield's premises.
- defrauding or attempting to defraud the organisation, its customers, clients, supporters, suppliers or fellow employees.
- unauthorised or inappropriate use of email, internet and/or computer systems.
- falsification of any Paces Sheffield records including reports, accounts, expenses claims or self-certification forms.
- serious damage to Paces Sheffield's property.
- violent, dangerous or intimidatory conduct.
- bringing unauthorised person(s) onto Paces Sheffield's premises.
- conviction of any criminal offence which may render the employee unsuitable for the role.
- serious abuse of time-keeping and attendance procedures.
- failure to follow Paces Sheffield's standard operating procedure.

Conduct outside work

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As a general rule, what employees do after working hours and away from the premises is a personal matter. However, Paces Sheffield may become involved in the following circumstances:

- At office parties, drinks events and other work-related social occasions.
- At third-party occasions where the employee has been invited in their capacity as an employee and representative of Paces Sheffield.
- At work-related conferences and training courses.
- Where the employee is away on business on behalf of Paces Sheffield.

Paces Sheffield's policies will continue to apply at all these events. An employee should not bring the organisation's name into disrepute. Improper behaviour will lead to investigation and possible disciplinary action, including dismissal and in cases of gross misconduct, a summary dismissal.

For further information, employers should refer to Paces Sheffield's Grievance and Disciplinary procedures.

Relationships with other members of staff, clients, supporters and customers

Paces Sheffield does not concern itself with the private lives of its staff unless they affect its effective operation or its reputation.

Members of staff who are relatives or who have a close personal relationship should not normally have a supervisory, assessing or authorising relationship with each other.

Employees must inform their line manager if they have a close personal relationship with another employee, a supporter or a client or customer which could be considered by colleagues or others, as impacting on the way they conduct themselves at work.

Criminal offences

For the avoidance of doubt, an employee must inform their manager in writing if they are under investigation for a criminal act (including road traffic offences) or have been arrested in connection with a criminal action. They must also inform their manager in writing if they have been found guilty and convicted of any offence or received a police caution. Failure to disclose this information may be treated as a disciplinary offence.

Furthermore, if an employee commits a criminal offence outside employment, Paces Sheffield will investigate the matter to ascertain whether there is any connection between the offence and the individual's employment. If there is an adverse finding in this respect, this could result in the employee's dismissal under the disciplinary procedure.

Attendance and timekeeping

Employees will not be paid if any working time is lost due to lateness or unauthorised absence. Persistent lateness will be dealt with under Paces Sheffield's disciplinary policy.

The following rules are required of employee's:

- employees should be present and ready to start work in line with their contractual working hours. They must also remain in the workplace and continue to work until they have completed their contractual working hours.
- employees should ensure they notify their line manager in accordance with Paces Sheffield's absence procedure if they are going to be absent from work.
- employees should liaise with their line manager if they wish to leave early or arrive late and follow the organisation's policy relating to time away from work during working hours.

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Representing Paces Sheffield

Paces Sheffield recognises the importance of work life balance. Whilst we do not intend to restrict outside activities, it is important to remember that activities whether during or outside of working hours which result in adverse publicity to Paces Sheffield, or which cause us to lose faith in your integrity, may give us grounds for your dismissal.

When attending any work-related social function an appropriate standard of conduct is expected from all employees. This includes, but is not limited to, any Christmas lunches, nights out, dinners or other social events with supporters, clients, suppliers, etc.

Work-related social functions can be a great opportunity to celebrate and get to know your colleagues better. However, it is important to remember that our policies on Anti-Harassment and Bullying; Disciplinary and Equality, Diversity and Inclusion apply fully at these events.

Fraternisation

Whilst you are encouraged to be friendly towards our clients/families/customers/supporters it is important that employees do not cross the professional boundaries. Employees should maintain professionalism at all times and under no circumstances should become overfamiliar or fraternise with clients/families/customers/supporters in a way that may be seen to disrupt the operations or reputation of the business.

Employees who are found to have acted unprofessionally or inappropriately may be liable for disciplinary action in line with Paces Sheffield's procedures.

Health and safety

Any accidents, however minor they may appear, should be recorded in Paces Sheffield's accident book as soon as possible.

Employees are responsible for ensuring they are familiar with Paces Sheffield's health and safety policies and procedures, including the consequences of breaching these.

If employees are attending the premises of a third party or service user, they are required to familiarise themselves with the applicable policies and procedures.

Employees should ensure they handle any hazardous materials with care.

Breaching any rules surrounding health and safety may lead to disciplinary action. A breach may be considered gross misconduct which can result in summary termination of employment. For further information, employees should refer to the Health and Safety Policy.

Bribery

Bribery is, in the conduct of Paces Sheffield's business, the offering or accepting of any gift, loan, payment, reward or advantage for personal gain as an encouragement to do something which is dishonest, illegal or a breach of trust. Bribery is a criminal offence. No gift should be given nor hospitality offered by employees to any party in connection with Paces Sheffield's business without receiving prior written approval from the employee's line manager.

Employees will face disciplinary action if it is discovered that they have accepted, offered or given any bribe, which could include dismissal for gross misconduct. Accepting a bribe also carries separate criminal liabilities for the employee personally and for Paces Sheffield.

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For further information, employees should refer to the Anti-Corruption and Bribery Policy.

Confidentiality

All information gained during the course of your employment is considered confidential, for the duration of your employment and post-employment. Employees are expected to keep this information confidential, unless required by law not to do so.

For further information, employees should refer to the Confidentiality Policy.

Competing with Paces Sheffield

Employees who undertake external activities that place them, or could place them, in competition with Paces Sheffield may be subject to disciplinary action.

If an employee wishes to undertake other employment while employed by Paces Sheffield, permission is required in writing from the employee's line manager.

Service user care

Paces Sheffield prides itself on providing service users with the highest standard of care always. The needs and general wellbeing of service users is an overarching focus that must be at the forefront of all employees' minds during the performance of their roles. All employees must treat service users with dignity and respect.

Employees must be aware that their behaviour and activities can impact on others, including service users. Employees should report any problems they perceive with service users to their line manager immediately.

If a complaint is made by a service user, or their family or support workers etc, employees must not try to resolve these themselves. Instead, employees should refer the complaint to their line manager immediately.

Abuse

Given the risk of abuse to children and service users, all employees are to be aware at all times of the possibility of abuse.

Abuse of service users is regarded by Paces Sheffield as an act of gross misconduct and the allegation could result in summary dismissal, in line with Paces Sheffield's disciplinary procedure. For further information, employees should refer to the Adult Service Safeguarding Policy.

Identification cards

ID cards show your name, the name of the organisation and a recent photograph.

ID cards must be worn at all times in the workplace. When conducting Paces Sheffield business away from the organisation's premises, you must ensure your ID card is worn and is visible at all times.

Property and equipment

Employees who cause any damage to Paces Sheffield's property through misuse, recklessness or carelessness may be required to repay to the organisation the cost of repair or replacement. Paces Sheffield reserves the right to recover this cost by way of a deduction from your next salary payment.

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When an employee's employment is terminated, employees should return all Paces Sheffield property, including IT equipment, stationery, work mobile phone or tablet, and any other items belonging to Paces Sheffield.

Searches

Paces Sheffield may require searches to be conducted of employees, by authorised persons. The organisation may reasonably request to search employee's person, clothing, bags, lockers or vehicles.

Paces Sheffield's authorised person will conduct the search, with an independent witness also in attendance. If an employee refuses to permit such a search, the appropriate authorities may be contacted to carry out the search for Paces Sheffield.

Failure to permit to a search may lead to disciplinary action. A refusal may be considered gross misconduct which can result in summary termination of employment.

Personal property

Paces Sheffield is not responsible for the loss, theft or damage to any personal property brought by employees on to Paces Sheffield's premises. Employees are responsible for the security and safety of their personal possessions at all times. Employees should keep these items safe in their lockable lockers or locked drawers.

Lost property should be handed to an employee's line manager if found.

Environment

Paces Sheffield aims to keep use of consumables to a minimum by promoting the effective and efficient usage of equipment, facilities, supplies and services.

Employees should make every effort to reduce wastage, turn off excessive lights or heating/cooling equipment, use water resources appropriately and switch off any electronic equipment which is not in use.

For further information, employees should refer to the Environment and Sustainability Policy.

Breaches

Breaches of Paces Sheffield's Code of Conduct are likely to be regarded as an act of misconduct to be addressed under Paces Sheffield's disciplinary procedure. Some of the above sections indicate the level of offence that could occur if breaches are found.