

Staff Code of Conduct 2027

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PERFORMERS THEATRE COMPANY

INTRODUCTION

Performers Theatre Company is dedicated to providing a safe, supportive and enriching environment for children, young people and adult participants.

As a member of staff or an individual working on behalf of Performers Theatre Company, your conduct plays a vital role in ensuring the safety, wellbeing and development of our students and performers.

This Staff Code of Conduct outlines the expectations and standards of behaviour for all employees, freelance teachers, teaching associates, creative and production personnel, technical staff and volunteers.

It applies to all classes, rehearsals, productions, events and other activities undertaken on behalf of Performers Theatre Company.

Everyone is expected to adhere to this Code of Conduct, regardless of their role or contractual arrangement.

Purpose of the Code of Conduct

The purpose of this Code of Conduct is to:

- Establish clear expectations for behaviour consistent with our safeguarding principles.
- Ensure a positive, inclusive and respectful environment for all students, performers, staff and parents/carers.
- Set standards for professional interactions with students, colleagues and the wider community.
- Protect the safety, wellbeing and dignity of everyone involved in our activities.
- Uphold the professional standards, values and integrity of Performers Theatre Company.

PROFESSIONALISM AND INTEGRITY

Role Model Behaviour

Staff at Performers Theatre Company are expected to serve as positive role models, demonstrating professionalism, respect and integrity in all interactions.

Staff should lead by example in:

- Respecting the rights and dignity of others: Treat every individual with fairness, kindness and respect, regardless of age, gender, race, religion, disability or background.
- Maintaining high standards of behaviour: Demonstrate appropriate conduct in professional activities and avoid behaviour outside work that could reasonably compromise safeguarding, professional boundaries or the organisation's legitimate interests.
- Professional appearance and behaviour: Dress appropriately for the environment and activities, ensuring a professional and suitable presentation.

Staff must act in accordance with the Equal Opportunities Policy and must not engage in bullying, harassment or discriminatory behaviour.

Confidentiality

Staff must respect the privacy of students, performers, families and colleagues.

Confidential information must only be accessed or shared where necessary for an authorised purpose, in accordance with safeguarding and data protection requirements.

This includes:

- Student Information: Personal, medical, safeguarding or other sensitive information must not be disclosed to unauthorised individuals.
- Social Media and Public Interaction: Staff must not share identifiable images, recordings or confidential information without appropriate authorisation and permissions.
- Company Information: Internal communications, financial information and other confidential organisational records must be handled appropriately.

Information must be managed in accordance with the GDPR and Data Protection Policy.

Confidentiality must never prevent staff from reporting safeguarding concerns, making protected disclosures or sharing information where legally required or necessary to protect someone from harm.

Boundaries and Relationships

Staff are responsible for establishing and maintaining appropriate professional boundaries with students and performers.

Staff must not:

- Engage in inappropriate personal, romantic or sexual relationships with children or young people under 18.
- Engage in behaviour that exploits a position of trust or creates inappropriate dependency.
- Display favouritism towards particular students.
- Initiate or maintain private social media conversations with students under 18 through personal accounts.
- Accept or initiate personal friend or follow connections with current students under 18.
- Arrange unauthorised one-to-one meetings or communication outside company activities.

All communication with children and young people must take place through approved company channels.

Where individual teaching, rehearsals or support sessions are required, appropriate safeguarding arrangements must be maintained.

Staff must also maintain professional boundaries with adult participants and avoid any abuse of authority or conflicts of interest.

Behaviour Expectations for Teachers

Staff should:

- Be punctual and prepared for every class, rehearsal or activity.
- Be polite, approachable and respectful in interactions with students, colleagues and parents/carers.
- Encourage positive behaviour and communicate clear expectations.
- Recognise and celebrate each student's individual strengths and achievements.
- Avoid derogatory comments, humiliation, inappropriate language or unnecessarily confrontational behaviour.
- Promote a creative environment while maintaining appropriate discipline and respect.

Staff must address behaviour calmly and consistently, using clear expectations and positive reinforcement.

Where behaviour falls below expectations, staff should:

- Address the behaviour rather than criticising the individual.
- Give clear, calm and age-appropriate instructions.
- Consider any additional needs or reasonable adjustments.
- Follow agreed procedures outlined in the Staff Handbook.

Consistency across all staff is essential in maintaining a safe, fair and predictable environment.

The Performers Approach

At Performers Theatre Company, we combine strong relationships with clear, consistent expectations.

Staff are expected to be:

- Warm and welcoming - every student feels valued.
- Clear and consistent - expectations are understood and applied fairly.
- Calm and confident - avoiding unnecessary confrontation while maintaining professional boundaries.

Our key principle is:
“We are kind, but we are not negotiable.”

This means maintaining clear boundaries and expectations while remaining respectful, compassionate and responsive to individual circumstances.

Firm expectations must always be applied alongside safeguarding responsibilities, reasonable adjustments and appropriate support for students with additional needs.

This approach should be visible in every interaction, every session and every decision.

Mobile Phones
Staff must follow the mobile phone arrangements outlined in the Staff Handbook.

This includes maintaining a mobile-free learning environment for children and young people during sessions, except where authorised exceptions apply.

Staff must consistently reinforce the expectation that student phones are handed in during sessions, with appropriate arrangements for medical needs and designated breaks.

Staff must also ensure that their own mobile phone use does not compromise supervision, safeguarding, professionalism or the effective delivery of activities.

Personal devices must not be used to capture or store identifiable images of students without appropriate authorisation and safeguarding arrangements.

Uniform and Presentation
Staff must model and uphold the uniform and presentation expectations outlined in the Staff Handbook.

They are responsible for ensuring that students understand and follow the relevant uniform requirements, including suitable clothing, footwear, jewellery and hair arrangements.

Expectations must be applied consistently and sensitively, taking account of individual needs and reasonable adjustments.

SAFEGUARDING AND CHILD PROTECTION

Duty of Care
All staff have a responsibility to safeguard children and young people and promote their physical and emotional wellbeing.

Staff must:
- Maintain appropriate supervision during all classes, rehearsals, productions and activities.
- Never leave children unattended or without suitable authorised supervision.
- Follow attendance register, arrival and collection procedures.
- Respond promptly to missing children in accordance with the Missing Child Procedure.
- Recognise and report signs of abuse, neglect, exploitation or emotional distress.
- Follow relevant risk assessments and health and safety procedures.
- Be familiar with emergency arrangements and first-aid reporting procedures.
- Ensure that teaching activities are appropriate for the age, ability and needs of participants.

Where adult and child performers participate together, staff must maintain the safeguarding arrangements established for the relevant production.

Staff must not assume that another individual has reported a safeguarding concern.

Physical Contact
Physical contact may occasionally be necessary to support teaching, particularly in dance, movement, performance and practical activities, or to protect a student from immediate harm.

Any physical contact must be appropriate, proportionate, respectful and justified by the activity or circumstances.

Staff should:
- Explain the purpose of physical assistance before making contact.
- Seek the student's agreement wherever practicable and appropriate to their age and understanding.

- Respect a student's discomfort or refusal and consider alternative teaching approaches.
- Avoid unnecessary or intrusive physical contact.
- Ensure that physical assistance takes place in an appropriate, observable setting wherever possible.
- Report any incident involving unexpected or concerning physical contact in accordance with safeguarding procedures.

Physical punishment, inappropriate restraint and the use of force as a means of discipline are prohibited.

Any physical intervention to prevent immediate harm must be lawful, necessary and proportionate, and must be reported and recorded appropriately.

Reporting Concerns

Staff must promptly report safeguarding concerns, disclosures or suspicions in accordance with the Safeguarding and Child Protection Policy.

If a child discloses a safeguarding concern, staff must:

- Listen carefully and remain calm.
- Avoid leading questions or conducting their own investigation.
- Reassure the child appropriately without promising confidentiality.
- Record the concern accurately and factually.
- Report it promptly to the Designated Safeguarding Lead (DSL), Sam Gibbs, or the Deputy Designated Safeguarding Lead (DDSL), Jess Eaton, where appropriate.

Where a concern involves the Principal or DSL, staff must follow the alternative reporting arrangements outlined in the Safeguarding and Child Protection Policy.

If a child is in immediate danger, staff must take appropriate emergency action, including contacting the emergency services where necessary.

Allegations and Concerns About Staff

Any concern about the conduct of a member of staff, freelancer or volunteer towards a child must be reported promptly through the safeguarding procedures.

Concerns must be taken seriously, including situations where behaviour may not meet the threshold for a formal safeguarding allegation but could indicate inappropriate professional conduct.

Staff must not investigate allegations themselves, confront individuals involved or attempt to resolve safeguarding matters informally.

The Principal or appropriate safeguarding lead will ensure that concerns are managed in accordance with the Safeguarding and Child Protection Policy and any applicable external reporting requirements.

Where an allegation involves the Principal, alternative reporting arrangements must be followed.

PROFESSIONAL RESPONSIBILITIES

All staff must uphold the non-negotiable expectations outlined in the Staff Handbook, particularly those relating to safeguarding, supervision, attendance, student safety and professional conduct.

Commitment to Continuous Professional Development (CPD)

Staff are expected to:

- Complete relevant safeguarding training and updates appropriate to their role.
- Participate in professional development where required.
- Remain informed about relevant developments in performing arts education, safeguarding and teaching practice.
- Be receptive to constructive feedback and opportunities for improvement.

Attendance and Punctuality

Staff must:

- Arrive punctually and prepared for all scheduled classes, rehearsals and activities.
- Ensure that children are appropriately supervised throughout the activity and until responsibility is transferred through authorised collection arrangements.
- Notify the Principal promptly of any absence, lateness or scheduling difficulties.
- Never leave a scheduled activity or supervision responsibility without appropriate authorisation and cover.

Preparing and Delivering Lessons

Staff are expected to:

- Prepare classes and activities in advance.
- Ensure that teaching is appropriate for participants' ages, abilities and developmental needs.
- Adapt teaching methods to accommodate additional needs and reasonable adjustments.
- Follow relevant risk assessments and safety arrangements.
- Maintain a positive, inclusive and supportive learning environment.
- Use equipment, props and teaching resources safely.

Interaction with Parents and Carers

Staff must maintain professional communication with parents and carers.

This includes:

- Providing constructive and respectful feedback about students' progress and development.
- Responding appropriately to questions and concerns within the responsibilities of their role.
- Referring complaints, sensitive matters or significant concerns to the Principal where appropriate.
- Maintaining confidentiality and professional boundaries.
- Using approved company communication channels for organisational matters.

Staff must not disclose information about other children or families when discussing individual concerns.

Attendance Registers and Student Information

Staff must follow the attendance and registration procedures established by Performers Theatre Company.

This includes:

- Ensuring attendance registers are completed accurately and promptly.
- Reporting unexpected absences or discrepancies where required.
- Checking relevant medical, emergency and safeguarding information where authorised and necessary.
- Keeping student information confidential and secure.
- Following the Child Collection Policy and Missing Child Procedure.

Accidents, Incidents and Emergencies

Staff must follow the Health and Safety Policy and relevant emergency procedures.

Any accident, injury, near miss, unsafe condition or other significant incident must be reported promptly and recorded through the appropriate company procedures.

Staff must cooperate with first aiders, venue personnel and emergency services as required.

USE OF FACILITIES AND RESOURCES

Staff must:

- Use company and venue resources, equipment, props and materials responsibly.
- Follow relevant health and safety requirements and risk assessments.
- Ensure that teaching and rehearsal spaces are left clean, tidy and safe.
- Report damage, faults or hazards promptly.
- Respect the rules and arrangements of external venues used by Performers Theatre Company.
- Protect confidential documents, equipment and digital resources from unauthorised access or use.

DISCIPLINARY PROCEDURES

All staff, freelancers and volunteers are expected to comply with this Code of Conduct.

Any suspected breach will be considered fairly and proportionately, taking account of the circumstances, seriousness of the concern and relevant contractual arrangements.

For employees, action may be taken in accordance with applicable disciplinary procedures and employment law.

For freelancers and volunteers, concerns will be managed in accordance with their agreements, organisational procedures and applicable legal requirements.

Depending on the circumstances, action may include:

- Informal discussion, guidance or additional training.
- Verbal or written warnings, where appropriate.
- Temporary changes to duties or suspension where justified and permitted.
- Termination of employment, an engagement or a volunteer arrangement where appropriate.

Serious safeguarding concerns will be referred through the relevant safeguarding procedures and, where required, to external authorities.

No disciplinary or contractual process will prevent appropriate safeguarding referrals or protected disclosures.

CONCLUSION

Everyone working on behalf of Performers Theatre Company plays an important role in providing a safe, professional and enriching environment.

By adhering to this Code of Conduct, staff contribute to a positive culture in which children, young people and adult performers feel respected, supported and encouraged to achieve their potential.

Our expectations reflect our commitment to excellence in teaching, safeguarding and professional conduct.

All staff are expected to familiarise themselves with this policy and the relevant procedures contained within the Staff Handbook.

RELATED POLICIES AND DOCUMENTS

This policy should be read alongside:

- Safeguarding and Child Protection Policy.
- Staff Handbook.
- Health and Safety Policy.
- GDPR and Data Protection Policy.
- Social Media Policy.
- Photographs and Images Policy.
- Equal Opportunities Policy.
- Anti-Bullying Policy.
- Child Collection Policy.
- Missing Child Procedure.
- Production and Rehearsal Policy.