



Communication Policy and Professional Conduct 2025 - 2026

Introduction:

Future Roots believe that all communication should be open and honest, no matter what the form it takes. However, in order to keep young people and staff safe and to ensure there are appropriate professional boundaries in place and that these are understood by children, young people and staff.

We aim to ensure professional boundaries are maintained beyond the day-to-day communication with young people during their sessions.

Policy Statement:

Future Roots' work sometimes bring our staff into contact with their participants via online and mobile technology. While this can be used positively, staff and participants need to be protected from any potential safeguarding or dependency issues. Staff should not establish or seek to establish social contact with participants for the purpose of securing a friendship or to pursue or strengthen a relationship. If a participant or parent seeks to establish social contact, or this occurs coincidentally, the member of staff should exercise their professional judgement and maintain appropriate boundaries. There will be occasions when there are social contacts between students / participants

and staff, where for example the parent and staff member are part of the same social circle. These contacts, however, will be easily recognised and openly acknowledged. Any such contacts and interactions must still be treated with discretion by staff.

Nevertheless, there must be awareness on the part of those working with young people that some social contacts, especially where these are not common knowledge can be misconstrued as being part of a grooming process or other safeguarding concern. This can also apply to social contacts made through outside interests or through the staff member's own family. It is recognised that staff can support a parent who may be experiencing some difficulty. Care needs to be exercised in those situations where the parent comes to depend on the staff member for support outside their professional role. This situation should be discussed with the Director and where necessary referrals made to the appropriate support agency. In order to safeguard both staff and participants, the following policy guidance is being issued.

Social Networking:

Communication and correspondence by staff on social media platforms should be discreet and maintain the integrity of the organisation. Under no circumstance whatsoever should there be any private unsolicited posts on any media /networking site about Future Roots, participants or members of staff which could identify individuals.

By agreement and parental consent, occasional social media or website posts about events, positive achievements or events may include pictures of staff and or young people. Any narrative should be anonymised unless specific consents have been gained.

To maintain appropriate professional boundaries, it is strongly advised that staff **do not** add participants or their parents/carers as friends on any social network or messaging site as it will be extremely difficult to maintain an appropriate distance from discussions that could lead to a conflict of interest or a dependency on the contact with a member of staff.



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Future Roots run a Facebook page to which monitored access can be granted. Young people who are granted access can post messages for Future Roots through this forum. This platform is monitored by Future Roots Staff.

Personal Telephone Numbers & Email:

Staff must not give personal telephone numbers or email addresses to carers and never to participants. Should it be necessary for carers/participants to have contact details, this should be the office number and e mail.

In an exceptional case when it is necessary to use a personal contact phone number, the Director should be informed before any contact is made.

The only exception to this is where, by agreement, young people are aged 16+ (Year 12) and attending recognised Future Roots programmes such as Internships and/or The Futures Programme and there are planned pick up and drop off transport arrangements.

Personal telephone numbers and e mails may be held by Future Roots for business continuity purposes and for emergency contacts.