



Date Adopted:	16th January 2018
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Date to be reviewed:	January 2020
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Policy on staff conduct and behaviour

All staff are given a copy of our staff handbook and 'Guidance for safer working practice' when they start at our setting. These two booklets underpin how we expect our staff to behave and conduct themselves whilst at our setting and when representing First Steps. There is detailed information on safeguarding, child protection, confidentiality etc within these documents. In addition all staff sign an online safety pledge, professional conduct and acceptable use agreement, which intends to support the online safety of First Steps and individual staff.

It is also our belief that staff should conduct themselves in a professional manner even when not at First Steps, as members of the public may interpret their behaviour as what may happen at First Steps. This is depending on the situation that they are in, but staff should be mindful of their actions at all times.

In conjunction with the different documents that all staff have; this code of conduct reinforces how we expect our staff to behave whilst here at First Steps.

Staff are expected to follow our setting's policies and procedures at all times. For further information on child protection, confidentiality, Prevent, behaviour management, SEND etc please refer to the specific policy within the policy folder.

Working as part of the nursery team

It is the aim of First Steps to provide a friendly and respectful working environment for all staff, students and volunteers, where they are able to feel valued by their colleagues and be assured

that any problems, which might arise, will be dealt with in an appropriate and professional manner. Staff conduct also has a big impact on the learning environment for the children and staff should be aware of this at all times.

In order for the above to be achieved all staff have a responsibility to conduct themselves in the following professional manner:

- To respect their colleagues as individuals and be aware of their needs
- To work as a team and support each other as much as possible
- To sort out problems promptly so that they are not allowed to develop and grow.
- Never to talk derogatorily about a member of staff to anyone behind that person's back
- To keep personal conversations to a minimum and for appropriate times – always putting the needs of the children first
- To value the views of all staff so that they feel that their contributions will be listened to.
- To offer help if they see other staff members struggling and to ask for help if they need it themselves
- To work in such a manner which promotes teamwork and support to the whole nursery team and not just the room in which they are working
- To follow the nursery policies and procedures at all times whilst working within the setting.
- To ensure that their actions are transparent and open at all times.
- To be confident to speak to the appropriate person with any concerns about a child or a member of staff.
- To respect confidentiality at all times
- To follow documents relating to online safety including online safety pledge, acceptable use agreement, professional conduct agreement.
- To ensure that any changes to home life are disclosed immediately
- To ensure that the 'staff disclosure by association' form is completed and that any changes are passed on to the appropriate person.

While the nursery appreciates the fact that staff may at times experience difficulties in their personal lives, it remains imperative that the undertaking of the role of working in a nursery requires a positive attitude and approach at all times. If it becomes apparent that this is not possible, the manager will discuss the situation with the member of staff and seek a way of helping to resolve the matter.

Staff should promote an open culture where small problems can be sorted out between themselves. However, if the situation is not resolved or the concern is of a more serious nature, the matter should be referred to either the senior member of staff or the manager.

Regular supervisions are held and these are a time where a frank discussion can be held about personal and professional well being and development. However, all staff are reminded that they can come and speak to a member of the leadership team at any time to discuss anything.

Working with parents and carers

The nursery also aims to provide a positive environment for all parents and carers who use the nursery so that they feel respected, valued, supported and listened to. We recognise that the way staff conduct themselves with parents plays a major part in achieving this. Staff therefore have a responsibility to conduct themselves with parents and carers in the following way:

- To be respectful and supportive of parents at all times
- To be sensitive to the needs, stresses and concerns of working/studying parents
- To be respectful and understanding of the differing cultures and beliefs of parents as long as they adhere to nursery policies and procedures and the current law of the land
- To be respectful of information shared with them in their role as keyperson and understand that more sensitive information will only be shared with the further team on a 'need to know' basis in adherence with the confidentiality policy

The nursery believes that if the above points are adhered to the best environment will be created for both staff, children and their families.