



CODE OF CONDUCT – Staff, Visitors and Parents

Introduction

At the Life Nursery we strive for outstanding quality of care and have a strong ethos of *“Happy Children, Happy Families, Happy Team. Creating a fun and inclusive community nursery for all our children to flourish and achieve, through being independent learners.”* In order for this to happen it is important for the code of conduct at work to be maintained to protect the wellbeing of staff, children and anyone else who enters the nursery.

Scope

This policy affects all staff, visitors, apprentices, volunteers and parents.

Purpose

The purpose of this policy is to set out to provide information and establish ways of promoting high standards of conduct in the nursery in a fair and consistent way to ensure staff, parents, visitors are all working together in achieving the expectations set out in this policy. Everyone who enters The Life Nursery will be treated fairly by others and with respect.

Roles and Responsibilities - Staff

- Staff should ensure they remain professional at all times.
- Staff should provide high quality of care and learning to provide opportunities for ALL children to develop and make progress.
- Staff should conduct themselves in a way that is with integrity, remain impartial and be honest in all situations.
- All staff have the responsibility of ensuring the safeguarding and welfare of all children and must follow the Child Protection and Safeguarding policy procedures should they feel that a child is at risk of harm.
- All staff are responsible to follow procedures to ensure the health and safety of parents, carers, work colleagues, children and themselves at all times. Reporting all occurrences of violence, aggressive/threatening behaviour and serious verbal abuse to the Manager or Deputy and then the Board of Directors.

Roles and Responsibilities – Staff, Parents, Carers and Visitors

- Parents, carers, visitors and staff have the responsibility to conduct themselves appropriately in line with this policy behaving in a reasonable manner at all times. The nursery does not tolerate violence, threatening behaviour, verbal or physical abuse, intimidation or harassment towards staff and each other in the nursery or nursery grounds.

Staff - Managing Children's Behaviour

EYFS (2025) (3.74) state *‘Providers must not give or threaten corporal punishment or any punishment which could negatively affect a child's well-being. Providers must take reasonable steps to ensure that corporal punishment is not given by anyone who is caring for or is in regular contact with a child, or by anyone living or working in the premises where care is provided. Any early years provider who does not meet these requirements commits an offence. A person will not be considered to have used corporal punishment (and therefore will not have committed an offence), if physical intervention was taken to*

avert immediate danger of personal injury to any person (including the child) or to manage a child's behaviour if absolutely necessary'.

- **Staff, Parents, Carers and Visitors - Unreasonable Behaviour**

In order to provide a safe nursery environment, The Life Nursery will not tolerate staff, parents, carers and visitors exhibiting the following:-

- Disruptive behaviour which interferes or threatens to interfere with the day to day running of the nursery or any other area of the nursery.
- Using loud and/or offensive language, swearing, cursing, using irrelevant or disrespectful language or displaying bad temper.
- Threatening to do harm to a member of the nursery staff, visitors, fellow parent/carer or child, regardless of whether or not the behaviour constitutes a criminal offence.
- The use of physical aggression towards another adult or child. This includes physical punishment or verbal abuse against your own child on nursery premises.
- Damaging or destroying nursery property or the property of another person.
- Abusive or threatening emails or text/voicemail/phone messages or other written communication to staff, visitors, fellow parents/carers or children.
- Offensive or derogatory comments regarding the nursery or any of the children, parents and staff at the nursery on Facebook or other social media sites.
- Smoking and consumption of alcohol or drugs or being under the influence of alcohol or other drugs whilst on the nursery premises is not permitted.
- Dogs being brought onto the nursery premises is not permitted, apart from guide dogs.

Staff, Parents, Carers, Visitors - Smoking, Vaping, Alcohol and Drugs

The Life Nursery complies with the health and safety regulations and the Safeguarding and Welfare Requirements of the Early Years Foundation Stage (2025) in ensuring the nursery is a non-smoking environment – both indoors and outdoors.

It applies to ALL staff, parents, carers, visitors and contractors entering the nursery building and premises.

Procedures

- No smoking signs are displayed prominently.
- Staff who do smoke, do not so during working hours, unless on a scheduled break and off the premises.
- E-cigarettes are not permitted to be used on the premises.
- Staff will not be permitted to work in the nursery under the influence of alcohol or drugs.
- It is a criminal offence for employees to smoke in 'smoke free areas'.
- Staff must inform the Manager if they believe any medication may affect their ability to care for children. If this is the case, they should seek medical advice and only work directly with children if the advice is that the medication is unlikely to impair their ability to look after children.
- If staff are concerned about releasing a child to a parent/carer whom they believe to be under the influence of alcohol or drugs, they must seek advice from the Manager/Deputy.

Low Level Concerns

Keeping Children Safe in Education 2025 state:- *The term 'low-level' concern does not mean that it is insignificant. A low-level concern is any concern – no matter how small, and even if no more than causing a sense of unease or a 'nagging doubt' - that an adult working in or on behalf of the school or college may have acted in a way that:*

- *is inconsistent with the staff code of conduct, including inappropriate conduct outside of work, and*
- *does not meet the harm threshold or is otherwise not serious enough to consider a referral to the LADO.*

Examples of such behaviour could include, but are not limited to:

- *being over friendly with children*
- *having favourites*
- *taking photographs of children on their mobile phone, contrary to school policy*
- *engaging with a child on a one-to-one basis in a secluded area or behind a closed door, or*
- *humiliating children.*

Keeping Children Safe in Education 2025 state:- *It is crucial that all low-level concerns are shared responsibly with the right person and recorded and dealt with appropriately.*

Staff - Procedure for managing a Low Level Concern at The Life Nursery

- If a low level concern is raised then the Manager/Deputy or alternatively the Board of Directors should be informed and they must gather as much evidence as they can by speaking with the person to whom raised the concern, the individual who the concern is relating to and any witnesses
- If the concern was raised anonymously, speak to the individual and any witnesses
- Manager and Board of Directors or alternatively the Board of Directors to discuss and decide what action (if any) will be taken
- All low level concerns MUST be recorded, together with any action taken and a justification for this decision and action taken
- Any low level concern MUST be reviewed periodically to determine any patterns occurring. If a pattern is identified, the nursery will refer to their disciplinary procedures or if the concern moves from a low level concern to meeting the 'harm' threshold, a referral to LADO will be made
- All low level concerns and outcomes MUST remain confidential
- Any low level information will be retained along with staff's personnel file for six years

Recording of a Low Level Concern

- All concerns will be logged in writing and will include:-
 - Date
 - Name of person sharing concern
 - Name of individual to whom concern is relating to
 - Details of the concern
 - Context in which the concern arose
 - Action taken

Expectations of everyone.....

- Respect the ethos of The Life Nursery
- Mutual respect for each other
- To work in partnership with parents/carers and each other in the interests of the children
- Act as a positive role model to the children, encouraging positive behaviour whilst on the nursery premises.

Communication of Concerns

Any concerns you may have about the nursery must be made through the appropriate channels by speaking to the Nursery Manager/Deputy Manager or alternatively the Board of Directors.

Procedures and Actions of a Concern/Incident

Should any of the above actions occur, The Life Nursery may/will take appropriate action to deal with the situation. Where possible the nursery will resolve or diffuse violent/aggressive situations through discussion with the individual/s involved.

The Board of Directors may feel it necessary to issue a warning letter to the individual stating that repeats of such behaviour may lead to not being allowed on the nursery premises.

Where conflict cannot be resolved or diffused or there is the possibility of imminent physical harm towards an individual or nursery property, the nursery reserves the right to call the local police station to intervene or in cases of extreme emergency, by dialling 999 or to call the appropriate authorities.

Staff - Disciplinary Action

- Staff are made aware that failure to adhere to the code of conduct at The Life Nursery may result in disciplinary action (see Disciplinary and Rules Procedures – Employee Handbook).

Relevant Legislation:-

<https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>

Safeguarding Support Limited

This policy was reviewed by Louise Gray, Manager – September 2025

Signed.....