

# InceyWinceys Day Nursery

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## Staff Code of Conduct and Behaviour policy

### Policy Statement

Incey Winceys Day Nursery believes that it is essential for standards of conduct at work to be maintained to ensure delivery of high-quality services and also to protect the well-being of all its staff and children. The following policy will ensure that all staff are aware of the standards set by the nursery.

The purpose of this policy is to establish, and encourage, all staff to achieve high standards of conduct at work and to help provide a fair and consistent way of dealing with alleged failures to observe them.

Staff will be given a staff handbook during their induction and will always be able to refer back to this for clarification and policies are always available in each room for staff to refer back to.

### Procedure

- All staff are expected to give the highest possible standard of service to the public. Staff should conduct themselves with integrity, impartiality and honesty. Breaches of conduct and personal behaviour will be subject to disciplinary procedures.
- All staff have an absolute duty to promote and safeguard the welfare of children and to take appropriate action where they consider that a child may be at risk of suffering harm.
- The policy applies to all staff, volunteers and temporary/casual workers.
- Our Equality of Opportunity Valuing Diversity and Promoting Equality policy reflects one of the nursery's core values. All staff are entitled to fair treatment by others and to be treated with respect and dignity. In return, they are expected to treat others in this way.
- Staff must not use any information obtained during their employment for personal gain or benefit, nor should they pass it on to others who might use it for personal advantage.

**Revised on 9<sup>th</sup> October 2025**

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## **Disclosure of personal information relating to staff/children/public**

Many staff have access to personal information, for example, medicine forms. In order to comply with the General Data Protection Regulations, all staff must treat this information in a discreet and confidential manner, and adhere to the following guidelines:

- Written records and correspondence should be kept securely at all times. This should be on nursery premises unless prior permission is granted.
- Information relating to staff/children/public must not be disclosed either orally or in writing to unauthorised persons. Staff must be aware of maintaining confidentiality when conducting conversations in public that could identify the nursery, staff, children or parents
- Information relating to staff/children/public must not be given over the telephone unless the caller has given details of their right to ask for such information. Staff should check on the caller's right to information by obtaining their telephone number and calling back to check their identity or by asking for a written request for information.
- Confidential matters relating to staff/children/public should not be discussed in areas where they may be heard by passers-by, for example corridors, office.
- Any breach of confidentiality may be regarded as misconduct and be subject to disciplinary action.
- Staff are not permitted to make statements or write letters to the media.
- Where staff are aware, or have evidence of illegal, improper or abusive behaviour of another member of staff towards the children, he or she must notify it immediately to the nursery manager, unless the allegation is against the manager when he or she should bring it to the attention of the Designated Safeguarding Lead. Where a member of staff fails to report such concerns, this may be construed as misconduct and lead to disciplinary action.
- Incey Winceys Day Nursery believes in treating all staff with respect and trust in a mature, respectful and considerate manner and expects the same

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approach from staff. Incey Winceys Day Nursery expects employees to respect property, other staff and their property at all times. Staff should also demonstrate the characteristics they are trying to inspire in the children. Failure to observe the standards of behaviour expected breaks the bond of trust that is fundamental to Incey Winceys/staff relationships and may lead to disciplinary action.

- Where staff may need to take time off for any reason other than sick leave or training, this is agreed with the manager with sufficient notice (4 Weeks). Failure to notify absence is unauthorised absence, repeated incidents may lead to disciplinary action.
- All staff must alert their team before leaving, it is imperative for staff to always know who is in the building. Facial entry software may be used remotely or on site to monitor logs on entry to the building.
- Staff must not cause loss or damage through carelessness, negligence, a reckless act or breach of instructions. It is only a disciplinary offence if the individual is considered to be personally responsible.
- It is the responsibility of all staff to carry out reasonable instructions. In those circumstances where a member of staff refuses to obey a reasonable instruction, it will be necessary to investigate the situation and, depending on the outcome of an investigation, disciplinary action may be taken

## **Standards of Behaviour**

Staff should be aware of the following expected standards of behaviour in and outside of work time where attendance could be seen as representing Incey Winceys Day Nursery. The Staff Code of Conduct, staffing and employment policies will still apply e.g. regarding drug/alcohol abuse, harassment and discrimination:

- Staff should arrive on time for their shift and stay until the end of their shift time, or until they are in ratio, if needed. Staff are paid or given time off in lieu for overtime worked, and are expected to keep times logged.

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- Consideration and respect for others.
- Those in a position of management/senior management should not behave in any way that could undermine their position.
- Incey Winceys Day Nursery should always be seen in a favourable way by the public.
- All staff must lock their mobile phones securely away in their locker during the day and must not use them in rooms with children. Failure to do so will result in disciplinary action.

The whistleblowing policy is very clear about the expectation for staff to be vigilant if they see others not abiding by this rule and must report it.

- Smoking is not permitted in any part of the building or grounds at any time.
- Staff have a duty to familiarise themselves with all the safety regulations that apply to their job and the area in which they work. Refer to Health and Safety Policy.
- Any member of staff who commits a fraudulent act is liable to disciplinary action, which may include dismissal and possible criminal prosecution, even for a first offence. Staff involved in the investigation of alleged fraud may be required to sign an additional code of conduct relating to their specific duties.
- Staff must report to the nursery manager details of any arrest or criminal conviction or caution made against them by the Police (except for minor traffic offences, i.e. where they do not result in imprisonment or suspension of his or her driving licence), where the offence is also a breach of discipline and/or may have a direct impact on the employee's job, or where it calls into question their suitability to work with children.
- Where a member of staff has witnessed misconduct i.e. a fraudulent activity; he or she will have a duty to report such an incident.
- It is the Nursery policy that all current and prospective members of staff will have equal opportunity for employment, promotion and training on the basis of relevant ability, qualifications and merit. Staff must ensure that they do not

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unfairly discriminate on the grounds of gender, race colour, marital status, national or ethnic origin, nationality, sexual orientation, disability, age or religion. All job applicants and workers are treated equally and Incey Winceys Day Nursery will make reasonable adjustments where appropriate for disabled applicants and workers.

- Incey Winceys Day Nursery seeks to provide an environment for all members of staff, contractors, temporary workers and volunteers free from harassment, bullying, intimidation and victimisation. Disciplinary action will be taken against any employee who is found to have committed a deliberate or unlawful act of discrimination, sexual or racial harassment or bullying.
- A uniform is provided, consisting of polo shirts and jumpers, which should be worn on a daily basis unless stated by the manager. Smart suitable black trousers also form part of the uniform which you are expected to provide for yourself. Outdoor shoes are not to be worn within the baby room and suitable footwear must be worn at all times in all other rooms. Staff should ensure they are dressed decently, safely, and appropriate for the tasks they undertake. Nails should be kept to a reasonable length. Those who dress or appear in a manner which could be considered as inappropriate could render themselves vulnerable to criticism or allegation.
- No member of staff is permitted to discuss or post any information relating to any part of their work at Incey Winceys Day Nursery, including but not exclusive to, comments on other staff, children, the working day and practices. This includes but is not exclusive to Facebook, Instagram, snapchat and Twitter and is in line with our data protection and Confidentiality. Staff should not add the families of child who attend Incey Winceys Day Nursery to their social media profiles.
- Staff are solely responsible for the upkeep of accurate and appropriate developmental records for their key group, including up to date planning and carrying out of activities, daily observations, daily care diary logs, termly reports and termly parents evening. Failure to do so may result in disciplinary action.

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## Alcohol and drugs

Staff must ensure that they are not unfit for duty as a result of the effects of alcohol or drugs. Staff should be aware of the lasting effects of alcohol and drugs, both prescription and illegal, and ensure that any consumption of these substances does not impair their ability to discharge their duties.

Managers must investigate and not make assumptions as similar symptoms may occur in some illnesses. When in doubt managers are advised to contact the directors or seek advice.

Managers will encourage employees to seek help as soon as a problem is identified. Consideration will need to be made about the most appropriate action. To help bring any issues into the open a confidential meeting should be arranged with the individual (he/she may be accompanied by either a work colleague or union representative).

The meeting will be handled sensitively and focus on the wish to improve the employee's performance. The purpose should be to encourage the member of staff to admit there is a problem and explore the cause or reason for the problem.

It is important to establish whether any aspect of the job or stress has made the member of staff turn to drugs or alcohol. It should be emphasised that the member of staff should be encouraged to seek help from a GP or a specialist agency. Members of staff with a drink or drugs problem should have the same rights to confidentiality and support as they would if they had any other medical condition.

The consequences of continual poor performance need to be underlined if an employee is not ready to admit or refuses to recognise there is a problem. It is important to try and be supportive for as long as possible, however, where there are risks relating to health and safety action.

Where an employee continually fails to reach adequate performance levels and fails to accept help and/or improve then it may result in dismissal.