



2.1 Staff Conduct and Behaviour Policy

Ecclesall Kids Club expects all our staff and volunteers to follow our **Staff Behaviour and Conduct Policy**, which provides guidance on the standards of behaviour and performance required from our staff and volunteers. The guidance aims to encourage staff and volunteers to meet the highest possible standards of conduct. Club staff and volunteers (eg the Committee) are in a position of trust and influence as role models for the children in their care and we ask them to demonstrate behaviour that sets a good example to all users of the setting.

Club staff and volunteers also have a responsibility to maintain their reputation and the reputation of the Club, both during and outside of working hours, this includes posting on social media and networking sites/apps (eg Facebook and Whatsapp etc).

Behaviour Principles

- Our staff team are ambassadors for Ecclesall Kids Club and we ask them to conduct themselves professionally at all times.
- Staff wear Lanyards or badges with their names on at **all times** to help our users to get to know them.
- Staff should treat each other and anyone attending the Club (children, parents/carers and visitors) courteously and with respect.
- Our staff will acknowledge or greet parents and carers when they arrive to pick up or drop off their children.
- We expect staff to value all the children, to get to know them as individuals and to comply with the Club's **Equalities policy** at all times.
- We expect our staff to build relationships with parents and carers (in particular key work children) to support two way communication about the children in their care, though we recognise there may be limited opportunities for them to do this, due to time for that interaction to take place in a pick up or drop off scenario. We request that parents and carers offer our staff the same courtesy as good relationships can only benefit the children in our care.
- We value our staff and pride ourselves on our ability to retain them as continuity in our type of setting is key. We have created a **Parent/Carer Behaviour Policy** to mirror this policy as we have had a few occasions where staff have been abused and shouted at and we will not tolerate this type of behaviour. All incidents of inappropriate behaviour towards staff are recorded and monitored. The Club reserves the right to suspend or exclude a parent whose behaviour towards our staff does not meet acceptable standards or where repeated incidents of inappropriate behaviour towards staff undermines trust and confidence. The Management Committee will take all such decisions based on the evidence recorded.
- We are always happy to receive feedback when we've got it right and we are also happy to receive feedback regarding where we can improve.

Shouting, being verbally aggressive, swearing and abusive behaviour will not be tolerated from anyone at the Club either towards each other or to children/parents. If any member of staff or

volunteer exhibits this behaviour they will be subject to the Club's Disciplinary Procedure. Any breaches of expected behaviours will be investigated and resolved in line with our **Staff Disciplinary policy**.

If our staff are subjected to inappropriate or abusive behaviour, including verbal abuse from parents or carers, they will be expected to report this to the Play Manager and in some instances this may be escalated to the Management Committee. Any breaches will be dealt with in line with our **Parent/Carer Behaviour Policy**.

Dress code

Whilst working at Ecclesall Kids Club staff will need to help to set up and pack away the setting, prepare food, facilitate craft activities and engage in physical activities with the children. The clothing and footwear worn should be chosen accordingly, taking into account comfort, health and safety, and practicality. Revealing clothing and high heels should not be worn. Though we don't have a uniform, clothing should not be dangerous with sharp appendages, studs and any jewellery and piercings worn should also be safe and not able to be pulled causing harm to the staff member or children in their care.

Whilst on duty all our staff and volunteers will wear the Ecclesall Kids Club Lanyard or badge with their name on it at all times to enable themselves to be identified to parents and carers and for security/safeguarding reasons.

Confidentiality and Social Media

Staff and volunteers must not pass on any information about children attending the Club, or their parents and families, to third parties.. The only exception to this rule is information sharing with specific external agencies if there is a safeguarding issue. ('Third parties' includes other parents, friends, other children at the Club, the press, etc.) **See Data Protection Policy**.

Posting any material relating to the Club or its users on social media sites is forbidden. Any breach of conduct will be dealt with in line with our **Staff Disciplinary Policy**.

Use of mobile phones, Laptops and cameras

Staff personal mobile phones must be kept locked away during working hours and may only be used by exception and in accord with our **Mobile Phone policy**.

Club laptops must only be used by the Manager or Leaders outside club operating hours, the use of Laptops is strictly prohibited when children are present unless in a designated area away from the children and laptops must be locked securely away during club operating hours. Only by exception may laptops be used in club time and this must be away from the children (e.g. in the Office).

Staff must not use their personal mobile phones or cameras to take photographs at the Club during working hours, nor should they allow parents, carers or other children to do so. Under certain circumstances and with parental permission photographs may be taken with the club camera or tablet for internal club use only. Any breach may be considered Misconduct and will be dealt with in line with our Staff Disciplinary Policy.

The **Mobile Phone policy and Laptop Policy** contain further details.

Smoking, alcohol and drugs

Staff are not permitted to smoke anywhere on the Club premises, including the outside play areas.

Staff are not permitted to bring alcohol or illegal drugs onto the Club premises. If a member of staff arrives at work under the influence of alcohol or drugs they will be asked to leave immediately and disciplinary action may be taken.

If a member of staff is taking prescription drugs which might affect their ability to function effectively, they must discuss this with the Play Manager (or leader in charge) immediately and agree a safe and lockable place for storage of any prescription medicines. The club reserves the right to ask for a capability assessment or medical advice where the member of staffs medical condition may impact their ability to safely look after the children in their care or pose a risk to themselves or colleagues. The individual member of staff will be supported in strictest confidence and their consent to any process requested along with input from an occupational Health Adviser (eg SOHAS) or their own medical practitioners.

Misconduct and Gross Misconduct

For episodes of **Minor Misconduct** we will always follow the **Disciplinary Process** and Procedures. For episodes of **Gross Misconduct** the Club will always follow the Disciplinary Policy and Procedures. The degree of severity of the incident and the number of times it has happened determine whether the breach in standards of performance, behaviour or conduct is classed as Minor Misconduct or Gross Misconduct.

Examples of Minor Misconduct may include, but are not restricted to

- One off breaches of the Safeguarding Policy and procedure, such as not locking a door to the outside or inside areas, leaving gates unsecured when children are outside, not supervising staff adequately when a Leader is inside or outside. Allowing children to play around the exits or the locks increasing the chances of escape. Providing no issues have resulted from this breach which have resulted in injury or safeguarding risk eg a child leaving the premises.
- Minor breaches in any of the clubs policies, failing to check the First Aid box, failing to carry out health and safety forms or fire drills by timetable.
- Not ensuring staff are properly inducted in your setting or supervisions or carried out regularly and effectively to drive improvement.
- Minor breaches the Club standards of our **Behaviour Management Policy** in the way we deal with challenging behaviour in our children or the way we address each other.
- Failure to undertake development or training identified at supervision by the deadline set.
- Incorrect registration of children.
- Persistently failing to meet deadlines set by the Committee, Coordinator or Club Manager.
- Dishonesty
- Breach of confidentiality or data protection
- Misuse of equipment and materials, including false expenses claims and false time accounting.
- Engaging in activities of the premises which could bring the Club into disrepute
- Supplying false or misleading information when applying for employment
- Abusive, obscene language or gestures
- Performance related issues for example, a neglect of duty which undermines the Club
- Failure over time to perform work to satisfactory standards, excessive levels of sickness absence or failure to carry out the duties described in the employment contract or job description in spit of support given to improve via a performance action plan.
- Refusal to carry out a reasonable request of a Manager or Leader.
- Being verbally abusive, shouting or deliberately undermining work colleagues, children or parents. Insubordination with regard to following a reasonable management request, undermining peers or the Leaders/ Manager.

Examples of Gross Misconduct may include, but are not restricted to:

- Any breaches of Statutory duty with regard to Early Years, Safeguarding, Health and Safety or Equality and Diversity.
- Repeated breaches of the Safeguarding Policy and procedure, such as not a locking door to the outside areas, leaving gates unsecured when children are outside, incorrect registration of children.
- Repeatedly failing to keep accurate and incident, or concern reports and other administrative reports, e.g health and safety, pay sheets and risk assessments, supervision, appraisal. Both to the standards required and by the deadlines required.
- Failure to comply with or undertake Mandatory or Statutory driven training and development by the deadlines agreed e.g. Safeguarding or First Aid training.
- Serious breaches of the Club standards set out in our **Behaviour Management Policy** in the way we deal with challenging behaviour in our children.
- Failure to comply with the Club's **Equalities policy** eg not taking account of known medical conditions or reasonable adjustments we have been notified about in the way we support all our children and in particular our SEN children.
- Repeated complaints or negative feedback from parents and colleagues with regard to the standards set out in the staff Behaviour and Conduct Policy.
- Failing to comply with health and safety requirements
- Physical violence, threats or verbal abuse toward a child or a colleague
- Ignoring a direct instruction given by the Manager or Leader.
- Bullying, sexual or racial harassment
- Being unfit for work through alcohol or illegal drug use
- Theft, fraud or falsification of documents including expenses, time claims and unsubstantiated sickness absence claims that result in the payment of SSP or not.
- Repeated failure to follow the clubs policies eg insufficient notice of leave, being absent without leave, text notification of absence (unless absolutely unavoidable) so insufficient cover cannot be found
- Repeated contact of colleagues or Committee about work matters whilst on they are on leave/the club is closed.(emergencies withstanding).
- Serious Confidentiality, Data Protection or health and safety breaches
- Being disqualified under the terms of the Statutory Framework for the Early Years Foundation Stage (Section 75 of the Childcare Act 2006) or the Children's Act 1989.

The Manager and/ or Management Committee will investigate any alleged incidents thoroughly and any decisions on disciplinary penalties or dismissal would be made in line with our **Staff Disciplinary Policy and Procedures**.

This policy was adopted by: Ecclesall Kids Club	Date 4.1.17
reviewed: 23/2/22	Signed: <i>Ecclesall Kids Club Committee</i>