

**Baby Unit for 0 – 2 year old children**

**Day Nursery for 2 – 5 year old children**

**Before and after School Holiday Care for 5 – 16 year old children**

**Primary School Holiday Care for 5 – 16 year old children**

**Staff Code of Conduct Policy**

**Policy Statement**

Twixus Childcare believes that it is essential for standards of conduct at work to be maintained to ensure delivery of quality services and also to protect the well-being of all its staff and children. The following policy will make sure that all staff are aware of the standards set by Twixus.

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.

**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 Valuing Diversity and Promoting Equality policy reflects one of Twixus 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.

**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 Data Protection Act 1998, 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.
* Information relating to staff/children/public must not be disclosed either orally or in writing to unauthorised persons.
* 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, reception.
* Any breach of confidentiality may be regarded as misconduct and be subject to disciplinary action.

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.

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

* Consideration and respect for others.
* Twixus should always be seen in a favourable way by the public.
* Smoking is not permitted in any part of the building or grounds at any time.
* Staff should never smell of cigarette smoke.
* 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.
* 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; he or she will have a duty to report such an incident.
* Twixus 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 Twixus uniform should be worn on a daily basis unless stated by the manager. Smart suitable trousers also form part of the uniform which you are expected to provide for yourself. Suitable footwear must be worn at all times. Open toed shoes, sandals and flip flops are not permitted in the nursery setting for Health & Safety reasons. Staff should ensure they are dressed decently, safely, and appropriate for the tasks they undertake. Those who dress or appear in a manner which could be considered as inappropriate could render themselves vulnerable to criticism or allegation. All body piercings (except studded earrings) and tattoos are expected to be covered at all time. Staff are not permitted to wear hooped earrings on Twixus premises.
* No member of staff is permitted to discuss or post any information relating to any part of their work at Twixus Childcare, including but not exclusive to, comments on other staff, children, the working day and practices. This includes but is not exclusive to Facebook and Twitter and is in line with our safeguarding and privacy policies. Staff should not add the families of child who attend Twixus to their social media profiles.

**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 a senior manager.

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

***Acceptance and Application of Terms:*** *The Management and Staff at the Twixus Childcare Centre has agreed (by signature) to uphold the legislative terms and working practices of this policy. This policy will be reviewed annually and/or when legislative terms or practical application requires amendments.*