



Staff Code of Conduct

Our Commitment

At Clare House Nursery, we are proud to provide a warm, caring and nurturing environment where children feel safe, valued and inspired to learn.

Every member of our team plays an important role in creating this environment. We expect all staff, students, volunteers and visitors to work together with kindness, professionalism and integrity, always placing the safety, wellbeing and best interests of the children in our care at the centre of everything we do.

This Code of Conduct outlines the professional standards expected of everyone working within our nursery and should be read alongside our safeguarding policies, safer recruitment procedures and all other nursery policies.

Our Values

At Clare House Nursery we will always:

Put children first. Treat everyone with kindness, dignity and respect.

Work together as one team.

Celebrate every child's and adults individuality.

Promote equality, diversity and inclusion.

Be honest, professional and trustworthy.

Continue to learn and develop our practice.

Professional Conduct

All staff are expected to:

- Arrive punctually and be ready to begin work at the agreed time.
- Dress appropriately for working with young children.
- Wear suitable footwear for the nursery environment.
- Display their identification badge where applicable.
- Maintain high standards of personal hygiene.
- Follow all nursery policies and procedures.
- Take responsibility for maintaining a safe, clean and welcoming environment.
- Behave professionally both inside and outside of work where their conduct could affect the reputation of Clare House Nursery.

Safeguarding Children

Safeguarding is everyone's responsibility.

Every member of staff must:

- Follow the Nursery Safeguarding and Child Protection Policy at all times.
- Report any safeguarding concern immediately to the Designated Safeguarding Lead (DSL) or Deputy DSL.
- Maintain professional boundaries with children and families.
- Never ignore concerns or assume someone else has reported them.
- Complete all safeguarding training as required.
- Promote a culture where every child feels safe, listened to and respected.

Positive Relationships

We aim to build trusting relationships with children and adults by:

- Speaking calmly and respectfully.
- Listening to views.
- Supporting emotional wellbeing.
- Using positive behaviour guidance.
- Never shouting at, humiliating or threatening each other.
- Respecting dignity, privacy and individuality.

Working Together

We believe great teamwork creates the best outcomes for all.

Staff will:

- Support one another.
- Respect individual learning styles.
- Communicate openly and respectfully.
- Share ideas and good practice.
- Offer help when colleagues need support.
- Celebrate each other's successes.
- Raise concerns professionally and respectfully.
- Partake in room get togethers
- Link into CPD opportunities

Bullying, discrimination, harassment or intimidating behaviour will not be tolerated.

Following Nursery Policies and Procedures

At Clare House Nursery, all staff are expected to read, understand and consistently follow the nursery's policies, procedures and working practices. These have been developed to ensure the highest standards of care, safeguarding and professionalism, while meeting the statutory requirements set out by the Early Years Foundation Stage (EYFS), the Department for Education (DfE),

Ofsted, Working Together to Safeguard Children, and all other relevant legislation and national guidance.

By following our policies consistently, we ensure that every child and family receives safe, high-quality and equitable care, regardless of which member of staff is supporting them. Consistent practice helps to create a secure, predictable environment where children feel safe, staff work confidently as a team and parents can trust that our procedures are applied fairly and professionally.

All staff have a shared responsibility to:

- Read and adhere to all nursery policies and procedures.
- Apply policies consistently in their daily practice.
- Participate in policy updates, staff meetings and training to ensure their knowledge remains current.
- Seek advice from the Nursery Manager or senior leadership team if they are unsure about any policy or procedure.
- Raise concerns where practice does not reflect the nursery's policies or statutory requirements, helping to maintain a culture of openness, accountability and continuous improvement.

By working together and following agreed procedures, we maintain a consistent, professional approach that protects children, supports families and ensures Clare House Nursery continues to meet and exceed statutory requirements and best practice guidance.

Relationships with Families

We value our partnerships with parents and carers.

Staff will:

- Be welcoming and approachable.
- Treat all families fairly and respectfully.
- Maintain confidentiality.
- Share information honestly and professionally.
- Respect different cultures, beliefs and family backgrounds.
- **Work collaboratively to support every child's development.**

Professional Boundaries

At Clare House Nursery, we pride ourselves on building warm, caring and trusting relationships with our children and families. While these relationships are an important part of our role, it is essential that appropriate professional boundaries are always maintained to safeguard children, families and staff.

All staff are expected to:

- Always behave in a professional manner that promotes the safety, dignity and wellbeing of every child and adult.
- Treat all fairly and with respect.

- Maintain appropriate physical contact, ensuring it is always in the child's best interests, age-appropriate and responsive to their individual needs. Wherever possible, staff will seek the child's consent before initiating physical comfort or support by using simple, age-appropriate language such as, "Would you like a cuddle?", "Can I help you?" or "Would you like me to sit with you while you fall asleep?" Staff will also be responsive to children's non-verbal communication, recognising that younger children or those with additional needs may communicate their wishes through their body language, facial expressions or gestures. A child's response will always be respected unless immediate physical intervention is required to protect them or others from harm.
- We believe that seeking consent, listening to children's verbal and non-verbal communication, and respecting their choices helps children to feel safe, valued and in control of their own bodies. This supports the development of trust, secure attachments, confidence and positive relationships throughout their time at Clare House Nursery.
- Never show favouritism or form relationships with children or families that could be perceived as inappropriate. Staff should develop warm, nurturing and professional relationships with all children, helping them to build safe and secure attachments based on trust, consistency and respect. While recognising the importance of key person relationships, staff should work together to ensure every child feels valued, supported and able to form positive, secure relationships with other members of the team. This collaborative approach promotes children's emotional wellbeing, confidence and resilience, ensuring continuity of care whenever their key person is unavailable.
- Avoid sharing personal information with parents or carers that is not relevant to their professional role.
- Politely decline gifts of significant value and report any gifts received in accordance with the nursery's Gifts and Hospitality Policy.
- Never babysit for, transport or provide private childcare for current nursery families without the prior written agreement of the Nursery Manager and Committee.
- Never meet current nursery children or families socially in a way that could compromise professional boundaries.
- Immediately report any situation that may create a conflict of interest or make them feel uncomfortable.

Professional boundaries protect everyone.

By maintaining appropriate relationships both in person and online, we protect children, support families, safeguard ourselves and uphold the reputation and values of Clare House Nursery.

Confidentiality

Children, families and colleagues have the right to privacy.

Staff must:

- Keep all personal information confidential.
- Only share information where there is a legitimate safeguarding or professional need.
- Follow GDPR and nursery confidentiality procedures.
- Never discuss children or families in public places or on social media.

- Social Media and Online Conduct

Our online behaviour should reflect the same professionalism that we demonstrate within the nursery.

Staff must:

- Think carefully before posting photographs, videos or comments online, remembering that parents, carers and members of the local community may view personal social media accounts.
- Ensure that any images or comments shared publicly reflect the professional values of Clare House Nursery.
- Never post content that could damage the reputation of the nursery, colleagues, children or families.
- Never discuss nursery matters or share confidential information online.
- Never post photographs, videos or information that identifies children attending the nursery.
- Never use personal mobile phones or personal devices to photograph or record children.

Professional Relationships with Parents

To maintain clear safeguarding boundaries:

- Staff must not accept or send friend requests to current parents or carers on personal social media accounts (including Facebook, Instagram, Snapchat, TikTok, X, WhatsApp, or similar platforms).
- Staff must not communicate with parents using personal social media or personal messaging services.
- All communication with families should take place through approved nursery systems or with the knowledge of the Nursery Manager.
- If a parent contacts a member of staff through a personal social media account, the staff member should politely decline the request and inform the Nursery Manager.
- Staff should be mindful that even where social media accounts are private, photographs, comments and online activity can be shared by others and may affect public confidence in the nursery.

Mobile Phones and Smart Devices which include watches

To protect children and maintain safeguarding standards:

- Personal mobile phones and smart watches must only be used in accordance with the nursery's Mobile Phone Policy.
- Personal devices must never be used to photograph or record children.
- Nursery devices must only be used for authorised purposes.

Failure to comply with this policy will be treated as a serious safeguarding concern. Any breach will be investigated promptly by the Nursery Manager in accordance with the nursery's safeguarding and disciplinary procedures. Where appropriate, advice will be sought from Human Resources (HR), and disciplinary action may be taken, which could include formal warnings or dismissal, depending on the nature and seriousness of the breach.

Health, Safety and Wellbeing

Everyone has a responsibility to:

- Follow health and safety procedures.
- Report hazards immediately.
- Promote safe working practices.
- Support children's and adults physical and emotional wellbeing.
- Look after their own wellbeing and seek support when needed.

Equality, Diversity and Inclusion

At Clare House Nursery, we are committed to creating a welcoming, inclusive and respectful environment where everyone is valued for who they are.

We celebrate diversity and believe that every child, family, member of staff, volunteer and visitor has the right to be treated with dignity, kindness and respect.

We are proud to support the LGBTQ+ community and are committed to ensuring that no person is treated unfairly, disadvantaged, harassed or discriminated against because of their sexual orientation, gender identity, gender reassignment, family structure or any other protected characteristic under the Equality Act 2010.

We expect all members of our nursery community to treat one another with respect and to challenge discrimination, prejudice, bullying or harassment in any form. Any behaviour that undermines the dignity, safety or wellbeing of another person will be taken seriously and managed in line with our policies and procedures.

We promote an environment where everyone feels safe to be themselves, where differences are celebrated, and where children learn from an early age about kindness, inclusion, respect and acceptance of others.

At Clare House Nursery, we believe that every person belongs, every family matters, and everyone deserves to be treated with fairness, compassion and respect.

Professional Development

We encourage every member of staff to continue developing their knowledge and skills.

Staff are expected to:

- Attend mandatory training.
- Participate in supervision.
- Attend get together meetings.
- Reflect on their own practice.
- Be open to feedback.
- Share new learning with colleagues.

Speaking Up and Professional Curiosity

If something doesn't feel right, we expect every member of staff to speak up.

At Clare House Nursery, we promote an open, honest and supportive culture where concerns can be raised without fear of blame or reprisal. Staff should always follow the nursery's Safeguarding Policy and Whistleblowing Policy whenever they have a concern about the welfare of a child, the conduct of a colleague or any practice that may place children or adults at risk.

We encourage all staff to be professionally curious. This means not accepting things at face value, but respectfully asking questions, seeking clarification and exploring concerns when something does not feel right.

Professional curiosity is not about questioning people unnecessarily; it is about creating a culture where we respectfully check in with one another, offer support and feel confident to ask questions when something appears different or gives us cause for concern. By looking out for each other as well as the children in our care, we help to protect everyone, promote staff wellbeing and maintain an open, honest and transparent working environment where safeguarding is everyone's responsibility.

No concern is too small to share. If you are unsure, always seek advice from the Designated Safeguarding Lead (DSL) or Deputy DSL. By speaking up, asking questions and acting with professional curiosity, we all play a vital role in keeping us all safe and in maintaining a positive culture where everyone feels supported, respected and accountable.

Our Promise

Together we will create a nursery where:

- Everyone feel safe.
- Everyone feel welcomed.
- Everyone feel respected and supported.
- Everyone is encouraged to grow, learn and thrive.

Staff Declaration

I have read and understood the Clare House Nursery Staff Code of Conduct. I agree to uphold these professional standards and understand that failure to do so may result in disciplinary action.

Employee Name: _____

Signature: _____

Date: _____

Manager: _____

Signature: _____

Date: _____