Staff behaviour and duty policy

Statement of intent

At Little Fishes Pre-school we are committed to providing a safe and responsible environment where all persons are respected and all members of staff provide care and services of the highest quality.

Aim

We aim to promote positive behaviour in an environment where practitioners and staff respect each other, give positive feedback on ideas and support each other. We respect families' privacy and follow and adhere to all policies set out by the setting.

Implementation

Our designated staff members will co-ordinate any behavioural issues:

Nicky Catchpole – Manager and Designated Safeguarding Lead

Vicki Walton– Deputy Designated Safeguarding Lead and Special Educational Needs Co-ordinator and Inclusion Officer

- Ensure all members of staff are familiar with and understand all policies and procedures. If any points need clarification they must speak to the manager as soon as possible.
- Staff must wear name badges displaying name and position at all times.
- Staff are advised against being connected with parents on social media sites such as Facebook.
- Practitioners must treat one another with respect and as they would expect to be treated themselves.
- Practitioners should be approachable when other practitioners need to raise an issue with them, and practitioners should feel they can approach other practitioners to discuss issues that they need to raise. If they feel they need a mediator in such conversations, they should approach someone who they feel can be fair and unbiased.
- Practitioners should ensure that they are aware of their duties and responsibilities as set out on the daily rota and carry them out to a high standard.
- All practitioners should help to set up and tidy down activities.
- During opening hours when the children are present, as much time as possible should be spent interacting with the children in our care.
- Keep conversations with parents professional, and stick to necessary facts when addressing them.
- If practitioners need to talk to a parent about a personal issue, they must consider the language they will use and be sensitive, and depending on the nature of the

conversation whether they require another member of staff as a witness to the conversation.

- Discussions should be kept to 3 minutes (maximum) during a session, unless it is an immediate safeguarding issue – issues that need further discussion should be addressed when the children have left.
- Accident logs and register should be filled out as soon as they need to be, but any other paperwork, such as personal paperwork, should be attended to after the session.
- Children should not be ignored. If a child is trying to get your attention or is crying, they must be attended to immediately.
- Mobile phones should be kept in the tray in the store cupboard or in personal bags outside the room and should be checked briefly when absolutely necessary. Practitioners should give out the setting number (01280 705295) to anyone (including family and friends and tradespeople) a practitioner may expect a call from.
- Practitioners must understand and adhere to the Behaviour Policy, which includes the following:
    - Never single out or humiliate children.
    - Never use physical punishment or the threat of.
    - Never raise our voices in a threatening manner.
    - Only use physical restraint, such as holding, to prevent physical injury to the child, other children or adults and to prevent serious damage to property. Any incidents of this nature will be documented and the parent/carer will be informed on the same day.

STAFF BEHAVIOUR TOWARDS CHILDREN

Our staff are aware of adult behaviours that routinely disrespect or ignore boundaries and make children vulnerable to abuse. Staff behaviour is monitored closely through regular supervision.

ALLEGATIONS AGAINST STAFF AND WHISTLEBLOWING

- We ensure that all parents know how to complain about staff or volunteer action within the setting, which may include an allegation of abuse.
- We ensure that all staff know that it is their duty to report any concerns about fellow members of staff (whistleblowing). Advice can be sought from NSPCC Whistleblowing Advice Line on 0800 028 0285.
- We ensure that all staff members know that if they have concerns about a fellow staff member, their first point of contact is the Manager (Nicky Catchpole). If their concerns are regarding the Manager, they should approach the Deputy Manager and Deputy Safeguarding Lead (Vicki Walton) or the trustee with Safeguarding responsibilities (Yasmeen Epps).

- We follow the guidance of the Northamptonshire Safeguarding Children Partnership when responding to any complaint that a member of staff or volunteer has abused a child.
- We respond to any disclosure by children or staff that abuse by a member of staff may have taken or is taking place, by first recording the details of any such alleged incident. We continue, throughout the investigation, to keep clear records to evidence details of the allegation made.
- We notify the Multi Agency Safeguarding Hub (MASH), the Designated Officer and Ofsted as soon as an allegation has been made.
- We refer any such complaint immediately to the Local Authority's Designated Officer to investigate. We co-operate entirely with any investigation carried out by social services in conjunction with the police.
- Our policy is to suspend the member of staff on full pay for the duration of the investigation; this is not an indication of admission that the alleged incident has taken place, but is to protect the staff as well as children and families throughout the process.

DISCIPLINARY ACTION AND DISQUALIFICATION

In the event of any information being received, that may lead to the disqualification of an employee, Ofsted will be notified as soon as possible, but within 14 days of the setting becoming aware, and appropriate action will be taken to ensure the safety of the children in the setting. The following information will be given:

- Details of any order, determination, conviction, or other ground for disqualification from registration under regulations made under section 75 of the Childcare Act 2006;
- The date of the order, determination or conviction, or the date when the other ground for disqualification arose;
- The body or court which made the order, determination or conviction, and the sentence (if any) imposed; and
- A certified copy of the relevant order (in relation to the order or conviction).

Where a member of staff or a volunteer is dismissed from the pre-school or internally disciplined because of misconduct relating to a child, we notify the District Barring Service (DBS) as soon as possible, but at least within 14 days, so that the name may be included on the List for the Protection of Children and Vulnerable Adults.

Date policy adopted / reviewed November 2026

Signed on behalf of the Pre-School Trustees .....

Name and position of signatory Denise Smith (Chair)

Policy review date **November 2027**