



POLLYANNA PRE-SCHOOL CIO

STAFF CODE OF CONDUCT

Statement of Intent

Pollyanna Pre-School CIO values the professionalism and individuality of its staff, volunteers and students. We expect everyone working at or on behalf of the pre-school to reflect high professional standards in their dealings with children, parents, carers, colleagues, trustees, other professionals and the public.

Everyone must provide a positive model of behaviour by treating children and adults with friendliness, care, courtesy, dignity and respect. The safety, welfare and best interests of children must remain central to professional practice.

This Code sets out the standards expected and should be read alongside the Employee Handbook and the Pre-School's other policies and procedures. Failure to comply may result in appropriate action under the relevant procedure.

2. Scope

This Code applies to employees, managers, apprentices, students and trainees, volunteers, agency workers, contractors where relevant, and trustees when undertaking activities on behalf of the pre-school, as applicable.

The standards apply during working hours and whenever an individual is representing Pollyanna Pre-School CIO. Certain standards may also apply outside work where conduct has a clear and relevant connection to safeguarding, professional responsibilities, contractual obligations or the legitimate interests of the pre-school.

3. Professional Standards for Staff

All staff and other individuals working at the pre-school are expected to:

- Be reliable, punctual, responsible and professional.
- Be honest and trustworthy in word and deed.
- Carry out duties competently, safely, promptly and responsibly.
- Follow reasonable management instructions and work cooperatively as part of the team.
- Keep knowledge, qualifications and required training relevant and up to date.
- Show initiative and contribute positively to the pre-school.
- Act in the best interests of children at all times.
- Promote an environment free from discrimination, bullying and harassment.
- Maintain high standards of safety and hygiene.
- Follow all relevant pre-school policies and procedures.
- Communicate respectfully and professionally.
- Protect confidential information and personal data.
- Raise concerns promptly through the appropriate channels.

4. Safeguarding and Child Protection

Safeguarding is everyone's responsibility. All staff must understand and follow the Pre-School's Safeguarding and Child Protection Policy and the procedures of the Designated Safeguarding Lead (DSL) and Deputy DSL (where applicable).

Staff must remain alert to signs that a child may be at risk of harm, abuse or neglect and must report concerns promptly. Staff must never investigate safeguarding concerns themselves unless specifically required to do so as part of their role.

Staff must never use physical punishment, humiliating, threatening or intimidating behaviour towards a child, and must never engage in inappropriate physical, verbal or online contact.

Any concern about the conduct of another adult towards a child must be reported in accordance with the pre-school's safeguarding and whistleblowing procedures, even where the concern may appear minor.



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5. Professional Boundaries and Relationships with Children

Staff must maintain clear and appropriate professional boundaries at all times.

Staff must not form inappropriate personal relationships with children; show inappropriate favouritism; communicate with children through personal social media or messaging accounts; exchange personal contact details; give inappropriate personal gifts; take children away from the pre-school without authorisation; or use inappropriate language, humour or physical contact. Respect the rights of all children.

Physical contact may be appropriate where it meets a child's needs, such as comforting a distressed child or providing necessary assistance. It must always be appropriate, proportionate, respectful and consistent with safeguarding procedures.

Staff should consider how their actions could reasonably be perceived by a child, parent, colleague or external professional and seek advice from the Manager or DSL where unsure.

6. Low-Level Concerns About Adults

A low-level concern is information about the behaviour of an adult working with children that may be inconsistent with the standards and expectations of this Code but does not meet the threshold for an allegation of harm.

Examples may include unnecessary or inappropriate physical contact, overly familiar behaviour, inappropriate jokes or comments, unnecessary one-to-one time, inappropriate favouritism, inappropriate language or attempts to communicate with a child outside authorised channels.

Staff must not decide for themselves that behaviour is too minor to report. Concerns should be reported in accordance with the pre-school's safeguarding and whistleblowing policy and low-level concerns procedures. Genuine concerns raised in good faith will be treated appropriately.

7. Allegations Concerning Staff

Any allegation or concern that a member of staff, volunteer, student or other person working with children has harmed, may have harmed, or may pose a risk of harm to a child will be dealt with under the pre-school's safeguarding procedures and applicable statutory guidance.

The matter may need to be referred to the Local Authority Designated Officer (LADO), Ofsted, the police or another relevant authority. Staff must cooperate with appropriate safeguarding investigations.

The existence of an allegation does not, in itself, mean that an individual has committed misconduct. Appropriate procedures will be followed to establish the facts.

8. Relationships with Parents and Carers

Staff must treat parents and carers respectfully and courteously, communicate in a timely, professional and sensitive manner, work collaboratively and respect the privacy of information provided.

Staff should refer complaints, disputes or matters outside their authority to the Manager and must not discuss other children or families.

Staff must maintain appropriate professional boundaries. Private childcare, babysitting, social arrangements, financial dealings or other personal relationships with families must not compromise professional judgement, safeguarding or confidentiality. Any potential conflict of interest must be disclosed to the Manager.



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9. Relationships with Colleagues

Staff must develop relationships based on mutual respect, fairness and professionalism. Staff should be supportive, communicate positively, value colleagues' contributions, share expertise appropriately and provide constructive feedback.

Bullying, harassment, intimidation, discriminatory behaviour, abusive language or deliberate undermining of colleagues will not be tolerated. Disagreements should be addressed calmly and professionally and must not affect children's care or safety.

10. Equality, Diversity and Inclusion

Pollyanna Pre-School CIO is committed to treating everyone fairly and with dignity and respect. Staff must not discriminate against, harass or victimise any child, parent, carer, colleague, visitor or other person because of a protected characteristic or any other inappropriate reason.

Staff must comply with the Pre-School's Equality, Diversity and Inclusion Policy and support inclusive practice.

11. Confidentiality and Data Protection

Staff may have access to confidential information about children, families, colleagues and the pre-school. Information must only be accessed, used, discussed or disclosed where there is a legitimate reason and appropriate authority.

Staff must not discuss confidential matters in public or unauthorised settings, access records without a legitimate work-related reason, disclose personal information to unauthorised people, or share passwords or access credentials.

Staff must comply with the Pre-School's Data Protection Policy, keep personal information secure, report suspected data breaches promptly and follow procedures for storing, sharing, retaining and disposing of information.

Confidentiality does not prevent or restrict appropriate safeguarding reporting.

12. Mobile Phones, Cameras and Personal Devices

Staff must comply with the Pre-School's Mobile Phone and Camera Policy. Personal devices must not be used to photograph or record children, store children's images or confidential information, or communicate privately with children or parents unless specifically authorised.

Personal devices must not interfere with supervision or children's care. Staff must follow the pre-school's approved systems for work-related communication.

13. Social Media and Online Conduct

Staff must exercise appropriate judgement when using social media and online platforms. Staff must not disclose confidential information, publish unauthorised photographs or recordings of children, communicate with children through personal accounts, or make abusive, discriminatory, threatening or harassing comments about children, families, colleagues or the pre-school.

Staff must not present personal views as official statements of Pollyanna Pre-School CIO. Nothing in this Code prevents employees from exercising lawful rights to express personal views or raise legitimate concerns, subject to their legal and contractual obligations.

14. Close Personal Relationships and Conflicts of Interest

Close personal relationships may exist in a workplace and are not, in themselves, misconduct. They must, however, be appropriately managed where they could create a conflict of interest, breach confidentiality, create unfair advantage or involve misuse of authority.



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Examples include family, business/commercial/financial and romantic relationships with colleagues, parents or carers, professionals, suppliers or other persons connected with the pre-school.

Staff must declare an actual, potential or perceived conflict of interest to their line manager. Declarations will be treated sensitively and recorded appropriately. The pre-school will seek reasonable arrangements to manage identified risks fairly.

15. Gifts, Hospitality and Financial Relationships

Staff must not accept money, loans or other benefits from parents, carers, suppliers or others where this could create an actual or perceived conflict of interest.

Small, unsolicited gifts of a reasonable nature may be accepted where declining them would cause unnecessary offence, subject to the pre-school's procedures. Any gift or benefit that could reasonably be perceived as inappropriate or excessive must be discussed with the Manager.

Staff must not borrow money from parents or carers, enter inappropriate financial arrangements with families, or use their position for personal financial advantage.

16. Professional Communication

All communication, including face-to-face conversations, telephone calls, emails, messaging services and written records, must be respectful, accurate, appropriate and professional.

Staff must not use abusive, threatening, discriminatory, insulting or inappropriate language in communications connected with their work.

17. Honesty and Integrity

Staff must act honestly and with integrity. Staff must not falsify records, timesheets or working hours; provide false or misleading information; improperly alter records; claim qualifications or training they do not hold; misuse pre-school funds or property; or deliberately conceal serious misconduct or safeguarding concerns.

18. Dress and Personal Presentation

Staff should maintain a clean, safe and professional standard of dress and presentation suitable for working with young children. Clothing and footwear must allow staff to carry out indoor and outdoor duties safely.

Staff must wear the uniform provided where required and comply with reasonable health, safety, hygiene and PPE requirements. Clothing should be practical, appropriate and free from offensive or inappropriate wording or imagery. Accessories, jewellery, footwear and personal presentation must not create a safety or safeguarding risk.

19. Medication, Alcohol and Other Substances

Staff should inform the Manager where medication, treatment or a medical condition may affect their ability to carry out their duties safely. Information will be handled confidentially and shared only where necessary.

Staff must not attend work under the influence of alcohol, illegal drugs or any other substance that may impair their ability to work safely or care for children. Any medication kept at the pre-school must be stored safely and in accordance with applicable procedures.

20. Health and Safety

Everyone has a shared responsibility for health and safety. Staff must follow risk assessments and health and safety procedures, use equipment safely, report hazards, accidents, incidents and near misses, maintain appropriate supervision and use PPE where required.



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21. Use of Pre-School Property and Resources

Pre-School equipment, systems, facilities, funds and other resources must be used responsibly and primarily for legitimate pre-school purposes. Staff must take reasonable care of property, report loss or damage, protect passwords and return pre-school property when requested or when their employment or engagement ends.

22. Raising Concerns and Whistleblowing

Staff are encouraged to raise concerns about safeguarding, inappropriate conduct, unsafe practice, fraud, serious policy breaches, discrimination, harassment, health and safety or other matters that could place children, staff, families or the pre-school at risk.

Concerns should be raised through the appropriate Safeguarding, Whistleblowing, Grievance, Complaints or other relevant procedure. Where a concern involves the Manager or DSL, staff should follow the alternative reporting route set out in the relevant safeguarding or whistleblowing procedure.

Staff who raise a genuine concern in good faith will not be subject to detriment simply because the concern is not subsequently substantiated. Deliberately false or malicious allegations may be dealt with under the Disciplinary Procedure.

23. Conduct Outside Work

The pre-school will not seek to regulate lawful private activities simply because they occur outside working hours.

However, conduct outside work may have employment implications where there is a clear and relevant connection to safeguarding, professional responsibilities, contractual obligations or the legitimate interests of the pre-school. This may include online conduct and activities involving pre-school families where professional boundaries are affected.

Babysitting or private childcare arrangements between an employee and a parent are private arrangements and are undertaken at the employee's own risk. Such arrangements must not create inappropriate professional relationships, conflicts of interest, safeguarding risks or an implication that the arrangement is provided or endorsed by Pollyanna Pre-School CIO.

24. Compliance with Policies and Procedures

Employees are expected to familiarise themselves with policies and procedures relevant to their role and comply with them. Staff may be required to confirm that they have read and understood new or updated policies.

This Code should be read alongside the Employee Handbook and the Pre-School's safeguarding, data protection, mobile phone/camera, social media, health and safety, disciplinary, grievance and whistleblowing policies.

25. Breaches of the Code of Conduct

Failure to comply with this Code may result in action under the Pre-School's Disciplinary Procedure or another appropriate procedure.

Serious breaches may constitute gross misconduct and may result in dismissal in accordance with the pre-school's disciplinary procedure. Examples may include serious safeguarding failures, inappropriate conduct towards a child, serious breaches of confidentiality or data protection, bullying or harassment, violence or threats, serious dishonesty or fraud, theft, serious professional-boundary breaches, or deliberate breaches of health and safety requirements.

Where conduct raises a safeguarding concern, the pre-school will follow its safeguarding procedures and may need to make referrals to the LADO, Ofsted, police or another relevant authority.



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26. Management Responsibilities

Managers are responsible for modelling the standards in this Code, ensuring staff understand expectations, addressing inappropriate conduct promptly, dealing with safeguarding concerns appropriately, providing guidance and taking fair and proportionate action where standards are not met.

27. Review and Approval

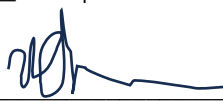
This policy will be reviewed at least annually or sooner where necessary due to changes in legislation, statutory guidance, EYFS requirements, safeguarding developments, pre-school procedures or identified areas requiring clarification.

Employee Acknowledgement

I confirm that I have received, read and understood the Pollyanna Pre-School CIO Staff Code of Conduct Policy. I understand the standards of professional conduct expected of me and that failure to comply may result in action under the appropriate pre-school procedure.

Review and Approval

This policy was reviewed and adopted on: 1st September 2026

Signed by Management Committee: 

Print Name: Nikita Wehrle

Version: 1.0 2026

This policy is reviewed **annually** or sooner in response to changes in legislation, guidance, or setting practices.