



01	First Steps Childcare value and support our staff. We take the safety and welfare of our children and staff seriously. This policy ensures staff behave in an appropriate manner, act as positive role models for, and protect all children in their care. Within this policy we will also ensure that any changes to staff behaviours or ways of working are closely monitored discussed and supported to ensure all children are safeguarded throughout their time at First Steps.
02	All staff, volunteers, and students are responsible for safeguarding and promoting the welfare of children and young people. This responsibility extends to a duty of care for those adults employed, commissioned, or contracted to work with the children. These adults who work with children are responsible for their own actions and behaviour and should avoid any type of conduct which would lead any reasonable person to question their motivation and intentions. At First Steps Childcare, all staff will work and be seen to work, in an open and transparent way. We will ensure that this professional standard is applied to all children and families regardless of culture, disability, gender, language, racial origin, religious belief, and/or sexual identity
03	First Steps Childcare will not tolerate rudeness towards the children, their parents/carers or member's of the public. Objectionable or insulting behaviour or bad language will render the staff member to disciplinary action.
04	At First Steps Childcare our staff will: • Be approachable and friendly, while still being objective and professional and not blurring relationship boundaries. • Offer advice and support to parents in a respectful way, including initiating possibly difficult discussions, directing parents to other relevant services and making appropriate referrals. • Be professionals. • Focus on the care and development of each individual child, not making comparisons with other children or breaching confidentiality.
05	Expected staff behaviour Within our nursery we expect our staff to: • Treat children with kindness and respect. Putting children first, their safety, Welfare, and ongoing development is the most important part of their role. • Behave as a positive role model for the children by challenging sexist, racial, Ethnic, and gender stereotypes, and by promoting positive representations of the differing types of families and lifestyle choices in the nursery. • Remain professional at all times and demonstrate caring attitudes to all. • Work respectfully with colleagues as part of the whole nursery team; cohesively and openly. • Not share any confidential information relating to the children, nursery or families using the facility. • Feel confident to come to the managers with concerns, frustrations or difficulties in the knowledge that managers will listen and support them to find solutions. • Maintain the public image of the nursery and do nothing that will bring the nursery into disrepute.

	• Ensure that relationships with parents and carers are respectful and professional. We recognise that at times these relationships can be challenging, so ask all staff to seek support in supervision or sooner if needed. • Not talk about parents, personal issues, or complaints about work in front of or while working with children. All conversations that take place while children are present must be suitable for children to hear. Staff must be mindful of conversations about body image, personal lives or accident or incidents that are not suitable for children to hear. • Not to be under the influence of alcohol or any other substance that may affect their ability to care for children. If staff feel medication or any other issue is affecting their ability to care for children, they must speak to the manager immediately.
06	Monitoring staff behaviour Within the nursery managers will: • Conduct regular observations of all staff, during which we will look at interactions with children and peers. • Have regular supervision sessions with all staff in which we will help staff develop professionally, share concerns or frustrations, and support them to find resolutions. In addition, ongoing suitability will be monitored and recorded. • Operate a whistleblowing policy that enables team members to discuss confidentially any concerns about their colleagues. • Ensure all new staff members are suitable with the appropriate checks as detailed in the Safeguarding and Safer recruitment policies. • Ensure new staff are closely supervised by line managers / managers during their induction and trial period. New staff will not be left alone with children or carry out intimate care routines during their induction and will be closely supervised during the trial period of their employment. Any staff behaviours that cause concern, such as sudden changes in behaviours, changes of beliefs, changes in relationships with children or adults, sickness, lateness, and standards in work slipping, will be investigated further by the managers.
07	Procedures to be followed: If we have a concern about changes in staff behaviour within the nursery, an immediate meeting will be called with the individual and a member of management to ascertain how the person is feeling. We will aim to support the staff member wherever possible and will seek training and/or mentoring where appropriate. In situations where we are not able to find solutions we will follow the competency proceedings. These procedures are in place to ensure all staff are able to continue to work with the children as long as they are suitable to do so, but if any behaviours cause concern about the safety or welfare of the children then the procedure in the child safeguarding policy and/or allegations against staff will be followed. All conversations, observations, and notes on the staff member will be logged and kept confidential.

Prepared by	First Steps Childcare
Date	April 2025
Review date	April 2026