**EYE OPPORTUNITY GROUP**

**26 CASTLETON WAY, EYE, SUFFOLK IP23 7BH**

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**Registered Charity Number 287907**

**CODE OF CONDUCT POLICY**

1. **General Statement of Policy**

This policy is to be used as a guide for all parent/carers, volunteers, staff, extended family, visitors and professionals who access our setting.

Eye Opportunity Group will strive to provide a safe, welcoming and happy environment for the children and families that access our service. We believe that by working together, parent/carers, families, staff and professionals can provide long-lasting and beneficial effects on the children's learning and emotional well-being.

1. **Revision History**

This policy and related guidance will be monitored by the Management Committee on a regular basis for compliance and will be reviewed annually.

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| **Date approved or amended** | **Signed** |
| 31 March 2021 | Jayne Stansfeld |
| 5 April 2022 | Anna Chambers |
| 15 January 2023 | Laura Chapman |
| 8 January 2025 | Laura Chapman |
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1. **Mission Statement**

Eye Opportunity Group places great value on:

* The physical and emotional wellbeing of the children: We will be mindful of individual children’s varying needs in all that we do. In close partnership with parent/carers and families, we will strive to deliver personalised learning, development and care to help children get the best possible start in life.
* Providing an open, welcoming environment where everyone's contribution is valued, respected and positively encouraged.
* Promoting positive attitudes to diversity and difference, helping children to learn and to value different aspects of their own and other people's lives.
* Encouraging parent/carers to support and participate in the day-to-day activities that we provide for the children.
* Providing a safe and secure environment, in which children will thrive, staff will feel supported and valued, and parents will feel that their views and opinions are important.
1. **Health and Safety**

Our health and safety policies and procedures must be adhered to within the setting at all times; copies are available in the policies folder.

Everyone will receive a setting induction where key policies and procedures are discussed, and where everyone is made aware of the procedures for the Emergency Evacuation of the building in case of fire or other critical incidents.

1. **Communication**

Communication is key to prevent misunderstandings and potentially volatile situations. We

encourage a culture of polite consideration toward others using acceptable verbal and non-verbal language. At no time will aggressive or offensive language or behaviour be acceptable from anyone.

1. **Children’s Development**

Discussions around behaviour or development should have the objective of supporting the child and family. Children’s behaviour and development should only be discussed among staff on a need-to-know basis and not be discussed outside of the group (other than with relevant professionals supporting the family). Children’s behaviour and development should not be discussed in the presence of the children.

1. **Respect**

We are an inclusive setting and we celebrate diversity. Everyone is valued and respected and we aim to promote positive attitudes towards diversity and difference among the community. All users of the group are expected to remain respectful at all times when on the premises.

The following will not be tolerated:

* Disruptive behaviour which interferes or threatens to interfere with EOG’s normal operation or activities
* Any inappropriate behaviour on the premises
* Threatening in any way, a member of staff, visitor, fellow parent/carer or child
* Damaging or destroying EOG property
* The use of physical, verbal or written aggression towards another adult or child associated with EOG
* Smoking, use of e-cigarettes, taking illegal drugs or the consumption of alcohol on the premises. (Alcohol may only be consumed during authorised fundraising events)
* Dogs being brought on to the premises (other than assistance dogs)
1. **Confidentiality**

Confidentiality is paramount and everyone is expected to comply with the setting’s Confidentiality and Data Protection Policy. Please respect the confidential nature of information gained or behaviour observed in relation to other children and adults.

Confidential documents and records are to be stored accordingly.

1. **Mobile Phones and Cameras**

Staff members must keep personal mobile phones in a secure place, in a staff-only area. However, it is recognised that in certain situations it may be necessary for staff to have access to a mobile phone. If a staff member needs to have access to their personal mobile phone during session time, e.g. to access a medical app, this must be agreed with the Manager in advance of the session, and the mobile phone is to be used for this purpose only.

Staff personal mobile phones or similar devices must not be used to take photographs of children. Photographs of children must only be taken with the setting’s camera and only with prior permission of the parent/carer. Failure to comply will result in disciplinary action.

Parents/visitors should not use their mobile phones within the areas that children use; we ask that they use the family room upstairs or go outside the setting if they have a need to make/answer phone calls.

Please also refer to EOG’s Online Safety (inc. Mobile Phones and Cameras) Policy.

1. **Staff Conduct**

Staff will act in a professional and sensible manner towards others (parents, colleagues, visitors, professionals and children) in all situations. Sensitive situations must be handled with special consideration and an empathetic attitude.

Staff have a duty to report any behaviour by colleagues that raises concern. (See our Whistleblowing Policy).

The staff must:

* Abide by the standards of conduct as set out in this policy.
* Respect individual needs and value the cultural practices and beliefs of the children and families that use our service.
* Work with colleagues, the Committee, management and parent/carers to provide an environment that encourages positive communication and feedback. Their views and opinions are valuable in enabling the evaluation of Eye Opportunity Group’s service.
* Act as positive role models at all times.
* Ensure that parent/carers or other visitors are not left alone with children that are not their own and are not placed in situations where they may feel uncomfortable.
1. **Parents/Carers, Families and Other Visitors**

Parents/carers, families and other visitors to the setting must:

* Abide by the standards of conduct as set out in this policy.
* Be respectful towards staff, other parents/carers and other professionals within the setting.
1. **Breach of Code of Conduct**

Any breach of the Code of conduct will be treated promptly and taken very seriously. The management will endeavour to determine the appropriate course of action which may include, but is not limited to any of the following procedures.

* A first and final warning meeting/letter being issued to inform the relevant person of the outcome of the investigation and that another breach of conduct will not be tolerated.
* A restraining order being sought against the relevant person, which will in effect prevent that person from attending the setting.
* The suspension and possible permanent withdrawal of a child's place. This action will only be taken if all other avenues have been explored and the management feel that this is the only possible course of action left.
* If the staff are presented with a difficult or volatile situation and they feel that there is immediate risk of harm, the Police will be contacted and their assistance requested to help deal with the situation.
1. **Policy Sharing**

For this policy to be effective everyone concerned must be made aware of it and assume responsibility for it. To ensure that this happens:

* This policy will be shared to all who access the service, including parents, volunteers, students and visitors, by offering copies or verbal explanations. Staff are made fully aware of this policy and agree to abide by its terms and conditions by signing to say they have done so.
* This policy will be provided to staff upon acceptance of employment and they will be made aware of the serious implications of not acting within its boundaries.
* This policy will be reviewed at least once a year or as and when required with the involvement and inclusion of the Committee and staff.

This policy has taken into consideration the following legislation.

* Child Wellbeing and Safety Act 2005
* Children, Youth and Families Act 2005
* Children's Services Act 1996
* Disability Discrimination Act 1992
* Equal Opportunity Act 1995
* Human Rights and Equal Opportunity Commission Act 1986
* Occupational Health and Safety Act 2005
* Sex Discrimination Act 1984
* Workplace Relations Act 1996