



Staff Behaviour & Code of Conduct Policy

Bijou Day Nursery & Crèche, Cowbridge

Policy owner: Nursery Manager / Rheolwr y Feithrinfa

Version: 2.0

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Approved by: Samantha Rennison, Responsible Individual / Unigolyn Cyfrifol

1. Policy Statement

Bijou Day Nursery & Crèche expects the highest standards of professional behaviour from all staff, students, volunteers, and agency workers. This Code of Conduct exists to safeguard children, maintain professional boundaries, and create a positive, safe working environment.

This policy is informed by the Children Act 1989 & 2004; Wales Safeguarding Procedures 2019; National Minimum Standards for Regulated Childcare (Wales) 2016; CIW guidance; Social Care Wales Codes of Practice; and the Equality Act 2010.

2. Professional Standards

2.1 General Conduct

- Act in a professional manner at all times, both within and outside the nursery, where conduct may impact on the setting's reputation or children's welfare
- Treat all children, parents, colleagues and visitors with dignity, respect and fairness
- Prioritise the safety, welfare and development of every child at all times
- Maintain confidentiality in accordance with our Data Protection & Confidentiality Policy and GDPR
- Follow all nursery policies, procedures and guidelines
- Attend work punctually, appropriately dressed, and in a fit state to care for children
- Disclose any circumstances that may affect suitability to work with children

2.2 Relationships with Children

- Always act in the best interest of the child
- Use positive language and tone of voice; never shout at, threaten, belittle or humiliate a child
- Physical contact must be appropriate and necessary (comforting, first aid, nappy changing, assisting)
- Never use physical punishment, withhold food/drink, or use any form of corporal punishment
- Avoid being alone with a child behind closed doors; maintain line of sight where possible
- Be alert to signs of abuse and report concerns immediately to the DSP
- Value and respect all children regardless of ability, ethnicity, faith, gender, sexuality or background

2.3 Relationships with Parents & Families

- Communicate professionally with parents at all times
- Do not form personal relationships or friendships with parents outside of the professional context that could compromise objectivity
- Do not contact families through personal social media accounts or personal phone numbers
- Share information about a child only with those who have parental responsibility or a legitimate need to know

2.4 Relationships with Colleagues

- Treat all colleagues with respect and professionalism
- Address disagreements constructively and through appropriate channels
- Do not engage in bullying, harassment, or discriminatory behaviour
- Support new colleagues, students and volunteers during induction and throughout their time at the nursery

3. Personal Devices & Social Media

- Personal mobile phones must be stored in staff lockers during working hours and are not permitted in childcare areas (refer to Camera & Mobile Phone Policy)
- Staff must not take photographs or recordings of children on personal devices
- Staff must not post any information about the nursery, its children, parents, or colleagues on personal social media (refer to Social Media Policy)
- Staff must not accept parents or carers as friends or contacts on personal social media accounts

4. Dress Code

- Wear nursery-branded uniform or clothing appropriate for active childcare
- Clothing must be clean, modest, and suitable for physical activities including floor play
- Closed-toe, flat or low-heeled shoes must be worn; no high heels, flip-flops, or open-toe sandals
- Long hair must be tied back; nails kept short and clean; jewellery kept to a minimum

5. Substance Use

- Staff must not attend work under the influence of alcohol, illegal drugs, or any substance that impairs their ability to care for children
- Smoking or vaping is not permitted on the nursery premises or within sight of children
- Staff taking prescribed medication that may affect their ability to care for children must inform the manager

6. Whistleblowing

If you witness or suspect any breach of this Code of Conduct, particularly where children's safety is concerned, you must report it immediately. Refer to our Whistleblowing Policy for full details. Staff can also call the NSPCC Whistleblowing Hotline on 0800 028 0285.

7. Breaches

Any breach of this Code of Conduct will be taken seriously and may result in disciplinary action up to and including dismissal. Where a breach involves a safeguarding concern, CIW and the DBS will be notified as required.

Bijou Day Nursery & Crèche
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