



Staff Code of Conduct

Ely and Caerau Integrated Children's Centre

1. Purpose of This Policy

This policy sets out expectations for how staff should interact with one another and with parents or carers at the Children's Centre. Our goal is to create a respectful, professional, and positive working environment where children, families, and staff feel safe and supported and where our work is effective in achieving the goals of the Centre.

2. Expectations for Staff Conduct

All staff are expected to:

- Treat each other, parents, carers, and visitors with respect and courtesy at all times.
- Work as a team, supporting one another and promoting a positive, child / family-focused culture.
- Maintain professional boundaries and avoid behaviour that could cause conflict, discomfort, or misunderstanding.
- Speak in a calm, polite, and respectful tone – especially when dealing with disagreements or stressful situations.
- Avoid gossip, inappropriate jokes, or personal comments that may upset others or affect team harmony.

3. Communication Between Staff

Good communication is key to a strong, effective team.

Staff should:

- Use clear, positive language when speaking with colleagues.
- Listen actively and respectfully, giving others a chance to speak without interruption.
- Raise any concerns or disagreements privately and professionally, using a restorative approach for conflict resolution.

- Personal conversation between staff should be kept for break times. When in the rooms staff focus should be on child interactions and / or observations.
- Keep all conversations about children or families confidential, only sharing with relevant staff as needed.

4. Communication with Parents and Carers

Only contracted, senior or appointed 1:1 staff to hold conversations with parents about their child

When speaking with parents or carers, staff should:

- Use friendly, welcoming, and respectful language at all times.
- Be sensitive and supportive, especially when discussing concerns or challenging topics.
- Be an active listener and ensure parents are given the opportunity to talk and ask questions.
- Be honest and clear when sharing information about a child's day or development.
- Avoid using jargon – explain things in a simple and helpful way.
- Keep conversations to the point and professional.
- Maintain professional boundaries in conversation with parents, do not share personal information and maintain a neutral viewpoint if parents share personal information. Other than safeguarding concerns, maintain confidentiality.
- Always call the child by the parent's chosen name for him / her without abbreviation or lengthening.

5. Use of WhatsApp and Digital Communication

We recognise WhatsApp can be a helpful tool for quick communication between staff. However, it must be used professionally.

When using WhatsApp:

- Unless there is an emergency, (such as needing to let people know that you will not be in for a shift the next day) work related group chats should only be used during the hours that the Centre is open unless previously agreed by all Whatsapp group members (gift collections are not work related and can be used outside of working hours)
- Keep all messages polite, professional, and relevant to work.
- Avoid sending messages that could be misunderstood or cause offence.
- Do not share any confidential information or photos of children on a group WhatsApp.

- Do not use group WhatsApp, private Whatsapp (direct messaging) or text message to communicate concerns or complaints to your line manager or your team members. These should always be discussed in person. Please think carefully before sending messages.

Work Email and use of Google Drive

- There is an expectation that all staff will use their work email ending is @cardiffeccc or their Cardiff.gov email to aid communication
- It is your responsibility to ensure you can log in and out of this email
- Staff may use the quiet times when on a late shift after 5pm or when children have all left before 6pm to check work emails.
- It is your responsible to use staff email and Google Drive professionally

6. Supporting a Positive Environment

- If you see or experience unkind or unprofessional behaviour, speak to your line manager (in the first instance) or a senior staff member.

- We are all responsible for maintaining a culture of kindness, professionalism, and teamwork.

7. Breaches of This Policy

- Any breaches of this policy will be taken seriously and may lead to a formal meeting or disciplinary action, depending on the situation.
- Any concerns regarding breaches of policy must be discussed with management and NOT discussed amongst team members (this is GOSSIP!). Concerns should be dealt with under the strictest of confidence.

Remember: We are role models for the children and families we serve. Let's treat each other with the same care and respect we give to the children in our care.