



friends on the hill code of conduct

1. introduction

- 1.1 at friends on the hill, we are committed to creating a welcoming, inclusive, and respectful environment for all children, parents, and staff. the code of conduct sets out the standards of behaviour expected from everyone at the club. it is essential that all parties – children, parents, and staff – work together to maintain a positive atmosphere and ensure that the club remains a safe and enjoyable space for learning and socializing.
- 1.2 this code of conduct sets out our expectations for children, parents/carers and staff. It is designed to comply with ofsted guidelines, best practice standards, and to inform our policy and procedure framework including our behaviour management policy, safeguarding children policy and staffing policy.

2. expected behaviour for children

- 2.1 at friends on the hill, we expect all children to demonstrate behaviour that is respectful, responsible, and considerate of others. all children are expected to:
- 2.2 treat everyone with respect: this includes listening to others, valuing each other's opinions, and using kind language.
- 2.3 follow instructions from staff in a positive and respectful manner.
- 2.4 engage in activities cooperatively, sharing resources and working as part of a team.
- 2.5 respect others' personal space and avoid any physical aggression or intimidation.
- 2.6 demonstrate responsibility for their actions and choices. this includes understanding the consequences of poor behaviour.
- 2.7 celebrate diversity by treating everyone equally and appreciating differences in race, religion, culture, and background.

- 2.8 use appropriate language and avoid any form of discriminatory language or behaviour, including racism, sexism, ableism, and bullying.

3. expected behaviour for parents/carers

- 3.1 parents and carers play an essential role in supporting the club's values and ensuring the well-being of all children. we ask that parents and carers:
- 3.2 support the club's values and behaviour expectations by reinforcing positive behaviour at home.
- 3.3 respect the staff and their professional role in managing the children's behaviour and day-to-day operations of the club.
- 3.4 communicate respectfully with staff regarding any concerns or issues, and refrain from using inappropriate language or behaviour.
- 3.5 be aware of their child's actions and collaborate with staff to address any ongoing behaviour concerns in a constructive manner.
- 3.6 maintain a positive partnership with the club to foster a safe and nurturing environment for all children.

4 expected behaviour for staff

staff at friends on the hill are role models for children and must adhere to high standards of behaviour and professionalism. staff are expected to:

- 4.1 treat all children, parents, and colleagues with respect and dignity, maintaining a professional and positive approach at all times.
- 4.2 promote positive behaviour by providing clear expectations, praise, and encouragement.
- 4.3 address inappropriate behaviour promptly and fairly, following the procedures outlined in the behaviour management policy.
- 4.4 challenge discrimination and bias: ensure that all forms of discrimination, including racism, sexism, and bullying, are immediately addressed and reported following the club's guidelines.
- 4.5 promote an inclusive environment where all children feel safe, supported, and valued regardless of their background or abilities.
- 4.6 maintain confidentiality when dealing with sensitive information, respecting the privacy of children and families.
- 4.7 ensure safeguarding practices are followed at all times, prioritizing the safety and well-being of the children in our care.
- 4.8 engage in regular professional development to improve behaviour management techniques and maintain the highest standards of care.

5 breaches of this code of conduct

- 5.1 in cases of misconduct or breach of conduct, the following procedures will be followed

- 5.2 for children:
 - 5.2.1 the behaviour management policy should be followed
- 5.3 for parents and carers:
 - 5.3.1 disrespectful or inappropriate behaviour by parents/carers towards staff or other children may result in a meeting to discuss concerns.
 - 5.3.2 if the situation does not improve or escalates, parents/carers may be asked to leave the premises and further action may be taken.
- 5.4 for staff:
 - 5.4.1 staff who breach the code of conduct will be subject to the club's internal procedures and staffing policy, which may include discussions, training, or disciplinary action, depending on the severity of the behaviour.

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