

First Steps (Bath)

Parents and carers code of conduct.

Purpose of this Code.

It is the aim of First Steps (Bath) to work in partnership with parents & carers to provide a safe, friendly, and respectful atmosphere and environment for all children, staff, and families. Staff, students, and volunteers at First Steps have a duty to respect the staff, student and volunteer code of conduct, and in turn, there is an expectation that parents & carers take note of their responsibilities and ensure that the ethos continues.

First Steps is committed to ensuring that all children are safeguarded whilst attending services, and parents and carers can help to maintain our responsibilities in the following ways.

General responsibilities of parents and carers:

- To make themselves familiar with this code and put it into practice.
- To respect the non-judgmental, inclusive, and respectful ethos of First Steps
- To ensure positive interactions between children, staff, students, and volunteers by using positive language.
- To ensure children are safe, always supervise them, whilst in the care of a parent and carer and do not take photos or videos of children whilst in First Steps rooms or gardens unless by permission of a Senior Manager
- To ensure children are receiving full adult attention, do not use mobile phones and other electronic devices with imaging and sharing capabilities whilst in the First Steps Centre rooms or gardens.
- To use social media responsibly, not to fuel campaigns and complaints or target individuals.
- To model healthy lifestyles to children and not smoke, use e-cigarettes, take illegal drugs, or consume alcohol on or in First Steps rooms or gardens, or places where First Steps services are being delivered.
- To avoid undue worry or gossip, talk through any concerns directly with staff, not letting allegations go unreported.
- To report allegations responsibly, ensure that any allegations are reported to the appropriate staff members, this allows us to investigate and address the matter effectively.
- To listen and understand, when raising concerns, please listen to the responses provided by staff. This helps to avoid misunderstandings and undue complaints, ensuring a constructive dialogue.
- To keep children safe when using the internet to follow e-safety guidelines. (See appendix two e-safety guidelines)

[Use of e-cigarettes in public places and workplaces \(publishing.service.gov.uk\)](http://publishing.service.gov.uk)

(See appendix one – for ground rules for groups)

Links to other policies

- Compliments and Complaints Policy and Procedure
- Code of Conduct
- Safeguarding & Child Protection Policy

Policy Drafted by Roz Lambert August 2015

Shared with multiagency vulnerable families meeting August 2015

Reviewed and updated by SMT April 2016

Reviewed By Trustees May 2018
Reviewed by SMT April 2019
Reviewed by SMT April 2020
Reviewed by SMT April 2021
Reviewed by SMT EYFS reforms July 2021
Reviewed by SMT April 2022
Reviewed by SMT April 2023
Reviewed by SMT April 2024
Reviewed by SMT April 2025



Parent Group- Agreement

- Please be gentle and respectful.
- Give lots of praise and use positive language. Please note that discriminatory language is unacceptable.
- Maintain confidentiality within the group and use social media responsibly. To avoid undue worry and gossip, talk through concerns directly with staff.
- Please always supervise your children and ensure that they are receiving your full attention.
- Please take important calls before or after the session and keep mobile phones and other electronic devices with imaging and sharing capabilities in your bag.
- Please do not take pictures or videos of children whilst in First Steps rooms or gardens.
- Please do not bring products containing nuts onto the premises.
- To avoid accidents please keep hot drinks away from children.
- To model healthy lifestyles please do not smoke, consume alcohol, or take illegal drugs whilst on First Steps premises.
- Have fun and please feel free to ask our advice, make comments and give suggestions.



E- safety guidelines

How the web can help

The web and digital technology can support developmental play and learning in many ways – from fun games that teach numbers and letters, to helping build social skills at an early age.

Things to watch out for

Because of the way the web works, your child could be only a couple of clicks away from stuff you don't want them to see, like pornography or violence.

What you can do to keep your child safe.

- **Switch off WiFi**

If your child's playing with your phone or tablet, you can switch off mobile data and the WiFi connection to make sure they don't come across anything dodgy.

- **Whitelist**

Setting up a whitelist of safe sites can be a great way to introduce your kids to the web.

- **Parental controls**

Parental controls can help you manage what your kids see online by blocking websites and apps you think are unsuitable for your child.

- **Talk**

Make sure the people who care for your kids have the same safeguards in place that you do. Remember, you know your child better than anyone, so choose what works for you. Below is a link to a web site that gives you further information and ideas to support safe use of the internet for older children. <https://www.internetmatters.org/advice/0-5/resources/>