



Code of Conduct and Personal Behaviour

Policy statement

Funtastic Kids believes that it is essential for standards of conduct at work to be maintained to ensure delivery of a quality services and also to protect the well being of all its employees and pupils. The following policy will make sure that all employees are aware of the standards set by Funtastic Kids Ltd.

The policy applies to all employees, temporary/casual workers and sub contracted (self-employed) workers of Funtastic Kids.

Confidentiality

Employees must not disclose official/confidential information. Employees must not use information obtained in the course of their employment for personal gain or benefit, nor should they pass it on to others who might use it in such a way. Also for information relating to patents and intellectual property.

Information on children may not be disclosed without the consent of the child's parent, or where a child is of reasonable understanding, the child. The only exceptions to this are:

- To safeguard the welfare of the child, information may be disclosed in accordance with the Funtastic Kids' safeguarding policy and Working Together To Safeguard Children (DfE December 2020).
- Where information is requested by the Police to detect or prevent offending.
- Where otherwise allowed to be disclosed by a legal obligation (for example, to give information to a child protection case conference), or an Order of a Court.

It may not be appropriate to agree to maintain confidentiality, where to do so would cause harm or allow unacceptable practices to persist.

See also Data Protection Policy, Safeguarding Policy and Whistleblowing Policy

Disclosure of information

Employees of Funtastic Kids may in the course of their duties have access to confidential information. The law requires that certain types of information must be available to LA Members, auditors, government departments, service users and the public. Employees will obtain permission and advice from the Directors before sharing personal information.

Employees must not use any information obtained during their employment for personal gain or benefit, nor should they pass it on to others who might use it for personal advantage.

Disclosure of personal information relating to employees/children/public

Many employees have access to personal information relating to other employees, children and other members of the public. All employees must treat this information in a discreet and confidential manner (the Data Protection Act 2018 and GDPR in force from May 2018) and adhere to the following guidelines:

- Written records and correspondence should be kept securely at all times.
- Information relating to staff/children/public must not be disclosed either orally or in writing to unauthorised persons.
- Information relating to children/public must not be given over the telephone unless the caller has given details of their right to ask for such information. Employees should check on the caller's right to information by obtaining their telephone number and calling back to check their identity or by asking for a written request for information.
- Confidential matters relating to staff/children/public should not be discussed in areas where they may be heard by passers-by, i.e. corridors, reception, lifts, staff room, etc.
- Any breach of confidentiality may be regarded as misconduct and be subject to disciplinary action.

As a general rule, employees of Funtastic Kids should not make statements or write letters to the media, if in doubt they should refer such matters to the Directors.

Conflict of Interest

All employees should ensure before they undertake additional employment that there is no conflict of interest with their duties or with Funtastic Kids' interests e.g. work with another holiday camp provider at the same time as working with Funtastic Kids. If staff work in a school during term time, there should ensure there is no conflict of interest and as such, should refrain from discussing the practices or incidents which have occurred at Funtastic Kids during school holidays without discussing with the directors first.

Inventions and Patents

The Patents Act 1977 as amended by the 1988 UK Copyright, Designs and Patents Act states that inventions and patents, e.g. plans, reports, designs, unique processes or software, etc. are the property of the employer if:

- They have been made in the course of the employee's normal duties; or
- They have been made in the course of duties specifically assigned to the employee and where invention might be reasonably expected; or
- It was made in the course of the employee's duties and at the time the employee had (because of the nature of his or her duties and particular responsibilities arising from them) a special obligation to further the interests of the employer.

Relationships

Employees should always remember their responsibilities to the community they serve and ensure courteous, efficient and impartial service delivery to all groups and individuals within the community.

Contact with Pupils and other Young People

The DfE produced an advisory document called 'Guidance for Safer Working Practice for adults who work with children and young people'. The document was updated in April 2020 to reflect the online learning during the Covid 19 pandemic.

<https://www.safeguardingschools.co.uk/guidance-for-safer-working-practice-for-adults-who-work-with-children-and-young-people-in-education-2019/>

Funtastic Kids has endorsed this guidance and staff are expected to be guided by it. The guidance includes information on dealing with:

- Infatuations
- Social Contact
- Physical Contact
- Physical Education and other activities which require physical contact
- Showers and Changing
- Pupils in Distress
- Behaviour Management
- Care, Control and Physical Intervention
- Sexual Contact with Young People
- One to One Situations
- Overnight Supervision and Examinations
- Transporting Children
- Educational Visits and After School Clubs
- First Aid and Administration of Medication
- Intimate Care
- Sensitive areas of the Curriculum
- Photography, Videos and other Creative Arts

Appointment and Management of staff

Employees involved in the recruitment of internal and external staff must ensure that the decision to appoint is based on merit, (see the Safer Recruitment Policy). An appointment that is based on anything other than the ability of the candidate to do the job may leave the company vulnerable to allegations of discrimination. Employees must not be involved in an appointment where they are related to an applicant or have a close personal relationship with him or her.

For the purposes of this guidance the definitions of partners/relatives are ongoing personal and emotional relationships, marriage and close family members.

Gifts and Hospitality

Employees must not accept significant personal gifts from parents or children. However, there are occasions when children or parents wish to pass small tokens of appreciation to staff, e.g. at Christmas or as a thank-you and this is acceptable. However, it is unacceptable to receive gifts on a regular basis or of any significant value, generally not exceeding the value of £25.00. It is the responsibility of the person receiving the favour to prove that it was not received dishonestly. Employees must ensure:

- When acting in an official capacity they must not give the impression that their conduct both inside and outside work with any person or

organisation is influenced by the receipt of gifts, rewards and hospitality or any other such consideration.

- They think about the circumstances in which offers are made and are aware that they may be regarded as owing a favour in return.
- They have permission from their line managers before accepting such offers and are aware that the offers may have to be returned or refused.
- That when gifts or hospitality have to be declined those making the offer should be courteously but firmly informed of the procedures and standards operating within the company.
- Employees must be particularly wary from accepting gifts from a child where it is suspected that a child has a crush on the employee.

Matters of Conscience

Where an employee believes he or she is being required to act in a way which is illegal, improper, unethical, or in breach of the company's conventions, which may involve possible maladministration, or which is otherwise inconsistent with this policy he or she should refer to the Directors or to the LADO for advice.

Where an employee is aware, or has evidence of illegal, improper or abusive behaviour of another employee he or she should refer to the Directors.

Where an employee is aware, or has evidence of illegal, improper or abusive behaviour of another employee towards a child, he or she must notify immediately the managers or Directors, or the LADO.

Where an employee fails to report such concerns, this may be construed as misconduct and lead to disciplinary action.

Personal behaviour

The company believes in treating all employees with respect and trust in a mature, respectful and considerate manner and expects the same approach from employees. The company expects employees to respect the Company property, the hosting school's property, other employees and their property and the public at all times. Employees also demonstrate the characteristics they are trying to inspire in children. Failure to observe the standards of behaviour expected breaks the bond of trust that is fundamental to the employer/employee relationship and may lead to disciplinary action.

Please all refer to the Smoking, Alcohol and Drugs Policy and Social Media Policy.

Absence from work

All absence should be approved prior to it being taken. Failure to notify absence is unauthorised absence and could leave children at risk of harm (insufficient ratios).

Poor timekeeping

Supervisors and Managers must set a timekeeping standard that is known to all employees. This standard should be applied consistently with employees arriving and departing from their place of work at the agreed times. Failure to abide by good timekeeping could put children at risk of harm (insufficient staff to child ratios).

Negligence

Negligence arises from failure by the employee to exercise reasonable care in his or her work. Employees must not cause loss or damage through carelessness, negligence, a reckless act or breach of instructions. It is only a disciplinary offence if the individual is considered to be personally responsible.

Refusal to obey a reasonable instruction

It is the responsibility of all employees to carry out reasonable instructions. In those circumstances where an employee refuses to obey a reasonable instruction, it will be necessary to investigate the situation and depending on the outcome of an investigation it may result in disciplinary action.

Social behaviour

Employees should be aware of the following expected standards of behaviour when attending work related events in and outside of worktime where attendance could be seen as representing the company:

- Consideration and respect for others
- Those in a position of management/supervision should not behave in any way that could undermine their position
- The company should always be seen in a favourable way by the public

Please also refer to the Smoking, Alcohol and Drugs Policy and Social Media Policy.

Derogatory Statements

In the event of the employee making any derogatory or defamatory statements regarding the company, any member of staff or any children, while in the service of the company, disciplinary action may be taken for gross misconduct. Any such statements made after terminating their employment with the company may result in further legal action. Staff must be aware that when using social media websites, such as Facebook and Twitter, they should observe this.

Please also refer to the Social Media Policy.

Alcohol/drugs

Employees must ensure that they are not unfit for duty as a result of the effects of alcohol or drugs. Staff should be aware of the lasting effects of alcohol and drugs both prescription and illegal and ensure that any consumption of these substances does not impair their ability to discharge their duties. See Appendix 1 for further guidance.

Please also refer to the Smoking, Alcohol and Drugs Policy.

Smoking

Funtastic Kids employees are encouraged not to smoke throughout their working hours at our camp or clubs. Employees have to leave the school site to smoke but are reminded that this act will be observed as a representation of the company and remind staff that they should be role modelling healthy lifestyles to the children in our care.

Please also refer to the Smoking, Alcohol and Drugs Policy.

Health & Safety

Employees also have a duty to familiarise themselves with all the safety regulations that apply to their job and the area in which they work. **Refer to the company Health and Safety Policy and the company risk assessments.**

Reporting of Arrests, Prosecutions, etc.

Employees must report to the directors details of any arrest or criminal conviction or caution made against them by the Police (except for minor traffic offences, i.e. where they do not mean imprisonment or suspension of his or her driving licence), where the offence is also a breach of discipline and/or may have a direct impact on the employee's job, or where it calls into question their suitability to work with children.

Discrimination

It is the company's policy that all current and prospective employees will have equal opportunity for employment, promotion and training on the basis of relevant ability, qualifications and merit. Employees must ensure that they do not unfairly discriminate on the grounds of gender, race, colour, marital status, national or ethnic origin, nationality, disability, sexuality, age or religion. All job applicants and workers are treated equally and the company are willing to make reasonable adjustments where appropriate for disabled applicants and workers.

Harassment/bullying

The company seeks to provide an environment for all employees, contractors and casual workers free from harassment, bullying, intimidation and victimisation.

Disciplinary action will be taken against any employee who is found to have committed a deliberate or unlawful act of discrimination, sexual or racial harassment or bullying. **See the Equal Opportunities Policy.**

Abuse of the e-mail/internet

The company will not accept any abuse of e-mail/internet or telephones. Such behaviour may result in disciplinary action.

The downloading, sending or accessing of offensive material that affect the dignity of any individual or group of individuals at work may constitute harassment. Threatening, obscene or harassing messages including chain e-mails and material that will cause offence and/or degrade individuals or minority groups will constitute a disciplinary offence which may result in dismissal.

Under the Obscene Publications Act 1959 an employee may have criminal liability if an individual publishes material that could corrupt or deprave the persons likely to see the material, this includes the transmission of data stored electronically.

The use of private mobile phones during working hours should be restricted to urgent calls. To ensure colleagues/children are not inconvenienced all mobile phones should be set to silent/meeting or vibrate in the camp and phones **MUST BE** handed in to the supervisor on arrival at the camp by all employees.

Please refer to the Mobile Phone Policy

Uniform, Dress and Appearance

Dress and Appearance are matters of personal choice and self expression. However, staff should consider the manner of dress and appearance appropriate to their professional role which may be different to that adopted in their personal life. Staff should ensure they are dressed decently, safely and appropriately for the tasks they undertake. Those who dress or appear in a manner which could be considered as inappropriate could render themselves vulnerable to criticism or allegation. The company provide a company top which helps keep children safe, as they can easily identify the staff working for the company. All staff are expected to wear their Funtastic Kids top while working. Uniform **MUST NOT** be worn outside of Funtastic Kids working hours apart from travel to and from work at Funtastic Kids. Staff are reminded that when they are wearing their Funtastic Kids uniform, that they are representing the company and that should adhere to the code of conduct whilst wearing the uniform. The uniform remains the property of Funtastic Kids and all uniform must be returned (regardless of condition) on leaving the employment of the company.

Appendix 1

Alcohol and Drugs Misuse

1. The early identification of an alcohol or drug problem and taking appropriate action will minimise the effect of the problem on the School and other employees and may also help reduce any stress experienced by the individual.
2. It may be very difficult for people to admit they have a problem. There may well be a feeling of shame or fear of reprisals, particularly if they are taking illegal drugs.
3. There is no single symptom of an alcohol or drug problem. The presence of any or some of the following may indicate one (unless the employee is suffering from an undisclosed illness/disability):

Absenteeism

- Excessive sick leave, frequent and unexplained absences and lateness
- Frequent Monday and/or Friday absences
- Excessive lateness especially on Monday
- Leaving work early
- Frequent visits to the cloakroom
- Unexplained absence from post

High rate of accidents

- Frequent accidents at work resulting in injury and/or damage to equipment
- Accidents away from work

Poor work performance

- Difficulty in concentrating
- Taking longer than usual to do tasks
- Having an erratic work pattern
- Difficulty in recalling conversations, instructions or details
- Sticking to routine tasks and avoiding complex ones
- Frequent mistakes
- Improbable excuses for poor work
- Telling lies about performance
- Bad decision making

- Reluctance to accept responsibility

Change in personality and behaviour

- Anxiety
- Depression
- Irritability
- Lethargy
- Mood swings
- A tendency to blame others
- Over-sensitivity to criticism
- Problems relating to colleagues
- Avoiding company
- Changes in attitude to authority

Additional signs

- Smelling of alcohol at work
- Intoxicated at work (slurred speech, unsteadiness)
- Bloodshot eyes
- Shaky hands
- Poor personal hygiene and unkempt appearance
- Frequent borrowing of money
- Loss of driving licence through drink driving

The above is only a guideline, managers and supervisors must investigate and not make assumptions as similar symptoms may occur in some illnesses.

4. Managers and supervisors will encourage employees to seek help as soon as a problem is identified. Consideration will need to be made about the most appropriate action. To help bring any issues into the open a confidential meeting should be arranged with the individual (he/she may be accompanied by either a friend or union representative).

The meeting will need to be handled sensitively and focus on the wish to improve the employee's performance. The purpose should be to encourage the employee to admit there is a problem and explore the cause or reason for the problem.

It is important to establish whether any aspect of the job or stress has made the employee turn to drugs or alcohol.

It should be emphasised that the employee should be encouraged to seek help from a GP or a specialist agency.

5. Employees with a drink or drugs problem should have the same rights to confidentiality and support as they would if they had any other medical condition.

The consequences of continual poor performance need to be underlined if an employee is not ready to admit or refuses to recognise there is a problem. It is important to try and be supportive for as long as possible, however, where there are risks relating to health and safety action, transferring the employee to other areas of work may be necessary in the short term.

Where an employee continually fails to reach adequate performance levels and fails to accept help and/or improve then it may result in dismissal



Code of Conduct and personal behaviour Declaration

I have read and understood the Code of Conduct. I agree to work within the principles of the Code.

Name.....

Signed.....

Dated.....

Please sign and return to the Funtastic Kids Directors.

This policy was adopted by Funtastic Kids Ltd	Date: February 2023
To be reviewed: February 2025	Signed: Marcus Holloway Director

