

# **The Hollies Childcare Facility Behaviour Management Policy**

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### Revision History

| Issue/Draft | Date                            | Comments/Reason for Change                                                   |
|-------------|---------------------------------|------------------------------------------------------------------------------|
| Draft A     | 20 <sup>th</sup> March 2018     | Initial release for comment                                                  |
| Issue 1     | 1 <sup>st</sup> April 2018      | Comments received from Management Committee                                  |
| Issue 2     | 1 <sup>st</sup> April 2019      | Annual Document review.                                                      |
| Issue 3     | 17 <sup>th</sup> March 2021     | Annual Document review.                                                      |
| Issue 4     | 19 <sup>th</sup> October 2021   | Amendment to include change of name of setting and Registered Charity Number |
| Issue 5     | 26 <sup>th</sup> September 2022 | Annual Document Review                                                       |
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| Issue 7     | 10 <sup>th</sup> September 2024 | Annual Document Review                                                       |
| Issue 8     | 11 <sup>th</sup> September 2025 | Annual Document Review                                                       |

### Acronyms & Abbreviations

| Acronym/Abbreviation | Definition                               |
|----------------------|------------------------------------------|
| The Hollies          | Refers to The Hollies Childcare Facility |
| PIC                  | Refers to Person in Charge               |
| CAO                  | Chief Administration Officer             |

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## 1.0 Overview

All children who attend The Hollies Childcare Facility have a right to play and enjoy their activities without feeling intimidated, harassed, or be subject to verbal or physical abuse.

We believe that children have a right to feel safe and secure in our care, and we promote behaviour which encourages individuals to respect one another.

Good behaviour will always be praised at The Hollies and staff will act as role models at all times.

The following behaviour will not be tolerated in The Hollies:

- Bullying (refer to anti-bullying policy)
- Harassment
- Intimidation
- Behaviour that is likely to lead to the health and safety of others being compromised
- Physical violence of any form (including biting)

## 2.0 Aims and Values

The Hollies is committed to working in partnership with parents / carers in supporting children's development in all areas, including behaviour and we take into account children's age and stage of development. We recognise that there may be different expectations for children's behaviour at home and at The Hollies. We therefore work closely with parents / carers to explain the ways in which we promote positive behaviour and to explain the ways we can work together to promote the same message to children.

We aim to ensure the individual needs of all children are met by providing clear, consistent and developmentally appropriate expectations for behaviour through:

- **Respect** to encourage all children to have respect for themselves, for other people (their feeling, beliefs and values) and for The Hollies environment including equipment and property. Encouraging all children to agree what types of behaviour are acceptable and what is unacceptable eg. List of ground rules.
- **Understanding and compassion** to help children to understand other people's views and experiences and to be caring and tolerant towards others
- **Responsibility** to enable children to have an increasing ability to make choices and take responsibility for their own actions. In particular we help children to develop an understanding of the consequences of their behaviour
- **Fairness and equality** to give children an understanding of how to be fair to all. How to share and give everyone an equal chance (within the context of everyone having different needs). All staff will demonstrate this behaviour in their actions also
- **Kindness** to promote acts of kindness to each other and to assist children in ways of being gentle towards each other
- **Support and the use of positive reinforcement** to acknowledge considerate behaviour, reinforcing positive behaviour developing children's confidence and self-esteem.

The Hollies staff will make every effort to act as good role models to children by behaving in a friendly and considerate manner themselves, creating an atmosphere of respect and value for one another and we hope that parents / carers using The Hollies will join with us in partnership. Staff will work effectively together as a team and show a fair and consistent approach to incidents. They will discuss any concerns with parent / carers in an attempt to understand and identify possible causes of negative behaviour.

Physical intervention will only be used to manage a child's behaviour if it is necessary to prevent personal injury to the child, other children, an adult, or serious damage to property.

**ANY occasion where physical intervention is used will be recorded within the Health and Safety Accident Book and parents / carers will be informed when picking up the child.**

Senior Leader / PIC is responsible for the overall behaviour management within The Hollies.

### **3.0 Supporting behavioural strategies and procedures**

Where negative behaviours are recognised or observed, staff will intervene appropriately, in a clear, calm and positive manner, to support children to reconcile conflict. This will be done in an age appropriate approach.

We help children look after themselves by:

- Praising them: focusing on the positive things they do
- Helping them to recognise their feelings and express themselves in an acceptable way  
Encouraging them to ask for help from peers as well as adults
- Encouraging their attempts and identifying with a view to planning for their interests  
Building their independence through self-help skills
- Encouraging them to learn from and see the good in others

We help children to care about others by:

- Using conflict resolution and keeping calm
- Modelling appropriate behaviour
- Working on and reinforcing the understanding of feelings, e.g. in group time
- Naming and making feelings clear including the consequences of their actions
- Being aware of the power of language, i.e. not being confrontational or negative
- Giving time to listen and help acknowledging their responses sensitively

We help children to be polite by:

- Saying, where appropriate, "Please" and "Thank you" (we model behaviours we want them to copy)
- Encouraging children to wait their turn
- Talking one at a time: listening to each other without interrupting when someone is already speaking
- Giving children clear messages and setting an example

We ask children to look after equipment by:

- Encouraging children to use equipment appropriately, look after it and tidy it away etc.
- Reminding them to tell us about breakages
- Looking after the equipment ourselves and therefore modelling it

We help children to care about the environment by:

- Making it as attractive as possible
- Tidying up together and picking up rubbish
- Providing labelled storage
- Explaining proper care and use of areas
- Noticing, acknowledging and praising 'careful handling' and modelling it

- Sharing responsibility

There will also be a regular assessment of the environment to ensure that it is not having a negative impact on behaviour and that all children's needs are being met.

### **3.1 Examples of Behaviour and Strategies**

Children display a range of behaviours, most of which are to be expected for their age. Staff may be expected to deal with behaviour, such as inappropriate shouting, having a 'tantrum', snatching and walking away at tidy-up time etc. Intervention will be low key and may include one of the following:

- Using a positive statement, e.g. "Please remember to walk inside"
- Explaining any concerns e.g. "If you lean back on your chair you may fall over"
- Giving choices

Staff will deal with more challenging behaviour by:

- Labelling the behaviour not the child, e.g. saying "I don't like it when....." or "It's not okay to...."
- Using non-confrontational language, e.g. "When sand is thrown....." instead of "When YOU throw sand..."

Where behavioural difficulties continue, parent / carers will be further invited into The Hollies to talk with relevant staff. By working with parents / carers we will explore possible underlying causes and share positive strategies in order to ensure a consistent approach between The Hollies and home. An action plan will be shared, agreed and reviewed to monitor outcomes.

### **3.2 Positive Reinforcement**

Positive reinforcement in the form of praise and encouragement is practised or extra responsibilities given to encourage appropriate behaviour rather than negative sanctions. It is accepted that further sanctions and/or reward systems will sometimes be necessary to deal with unacceptable behaviour. A child may have to:

- be withdrawn from, or have to tidy up, an activity
- be withdrawn from the others and have time out at a short distance from the other children
- apologise to another child or member of staff

Staff usually deal with behaviour incidents immediately as they occur and then the episode is over. We encourage children to tell us of any incidents they encounter. We build up good relationships with parents giving them support and strategies when necessary. It is left to the discretion of each member of staff whether to inform parents or the Senior Leader of a child's behaviour.

The Senior Leader has overall responsibility for behaviour. She identifies the ongoing training needs of staff in respect of necessary skills in dealing with children and makes arrangements with the CAO and the Management Committee for such advice / training / support to be available.

### **4.0 Anti-bullying**

Children need their own time and space. It is not always appropriate to expect a child to share and it is important to acknowledge children's feelings and to help them understand how others might be feeling.

Children must be encouraged to recognise that bullying, fighting, hurting and discriminatory comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong.

Bullying takes many forms. It can be physical, verbal or emotional, but it is always a repeated behaviour that makes other people feel uncomfortable or threatened.

Any form of bullying is unacceptable and will be dealt with immediately. At the Hollies, staff will follow the procedure below to enable them to deal with challenging behaviour:

- Staff are encouraged to ensure that all children feel safe, happy and secure
- Staff are encouraged to recognise that active physical aggression in the early years is part of the child's development and that it should be channelled in a positive way
- Children need to be helped to understand that using aggression to get things is inappropriate and they will be encouraged to resolve problems in other ways
- Staff will adopt a policy of intervention when they think a child is being bullied, however mild or harmless it may seem. Intervention strategies will be conducted in accordance with the behavioural strategies and procedures described within this document
- Staff are ready to initiate games and activities with children, when they feel play has become aggressive, both indoors or out
- Any instance of bullying will be discussed fully with the parents / carers of all involved, to look for a consistent resolution to the behaviour
- If any parent / carer has a concern about their child, a member of staff will be available to discuss those concerns. It is only through co-operation that we can ensure our children feel confident and secure in their environment, both at home and in The Hollies.
- All concerns will be treated in the strictest confidence

## **5.0 Suspensions and Exclusions**

The Hollies is committed to dealing with negative behaviour in a non-confrontational manner. Wherever possible, disruptive or challenging behaviour will be tackled collectively between staff and children.

There are occasions when such strategies alone will not alter or prevent negative behaviour. In such cases, further action will be necessary, including reviewing a child's place at The Hollies on either a temporary or permanent basis. This may take place after persistent episodes of unacceptable behaviour, all of which will have been documented and discussed with the parent / carers.

Details of all warnings, suspensions and exclusions will be recorded and kept on The Hollies records. Each warning will be discussed with the child concerned and their parent / carer. All staff will be made aware of any warnings given to a child. As a last resort The Hollies has a right to temporarily suspend or permanently exclude a child in the event of persistent and irresolvable unacceptable behaviour.

Only in the event of extremely serious incident will a child be suspended from The Hollies with immediate effect. In such circumstances the child's parent / carer will be contacted immediately and asked to collect their child.

After an immediate suspension has taken place, the CAO will arrange a meeting with the child concerned and their parents / carers to discuss the incident and decide if it will be possible for them to return to The Hollies. Suspensions and exclusions should be seen as consistent, fair and proportionate to the behaviour concerned. Consideration should be given to the child's age. Any

other relevant information about the child and their situation should also be considered. Parents/carers have a right to appeal in the first instance using the clubs Complaint's policy and procedures.

Children will only be suspended or excluded as a last resort, when there is no alternative action that could be taken, or when it is felt that other children and/or staff are potentially at risk. Wherever possible, The Hollies will give parents / carers time to make alternative arrangements for childcare during a period of suspension.

Staff will always keep parents / carers informed about behaviour management issues relating to their child and attempt to work with them to tackle the causes of disruptive or unacceptable behaviour.

No member of staff may impose a suspension from The Hollies without prior discussion with the Hollies CAO and the Hollies Management Committee.

When a suspension is over and before a child is allowed to return to The Hollies there will be a discussion between staff, the child and their parent / carer, setting out the conditions of their return.

Unacceptable behaviour from adults/parents/carers will not be tolerated at our setting. Any harassment, aggression or abuse directed at our staff is not acceptable and such behaviour may result in exclusion of your child/ren from our setting.

Parents/carers are asked to follow our complaints procedure to help resolve any issues that they may have.