

When children attend Smartkidz Play and Learn children come in with a clean slate, regardless of any behavioural issues during the school day or at home. Any concerns, behavioural issues or incidents that have happened during the school day should be passed on to the club play leader to help with understanding how the child may be feeling, however this must be done confidentially without the child being aware of these conversations. No sanctions for this behaviour should be completed at Smartkidz and all staff and parents must be aware that the child has come in with a clean slate.

Our Club recognises the importance of positive and effective behaviour management strategies in promoting children's welfare, learning and enjoyment.

The aims of our Behaviour Management policy are to help children to:

- Develop a sense of caring and respect for one another.
- Build caring and co-operative relationships with other children and adults.
- Develop a range of social skills and help them learn what constitutes acceptable behaviour.
- Develop confidence, self-discipline, and self-esteem in an atmosphere of mutual respect and encouragement.

Behaviour Management Strategies

The Club, the Manager and the staff team will manage behaviour according to clear, consistent and positive strategies. Parents/carers are encouraged to contribute to these strategies, raising any concerns or suggestions.

Behaviour management in the Club will be structured around the following principles:

- Staff and children will work together to establish a clear set of expectations governing all behaviour in the Club. These will be periodically reviewed so that new children have a say in how the rules of the Club operate.
- The Club recognises that challenging behaviours can be as a result of anxieties and stresses. All staff will be sensitive to this and will communicate with parents/carers about any concerns.
- The Club's expectations will be dealt with on an individual basis and any persistent or high-risk behaviours will be communicated parents positively and support will be offered.
- Staff will use PARS methods and techniques to manage any potential challenging behaviours.
- When dealing with challenging behaviour, staff will always communicate in a clear, calm, and positive manner. For those children who need support, staff will investigate strategies and offer consistent care whilst at the club.
- Staff, Parents/carers will make every effort to set a positive example to children by behaving in a friendly and tolerant manner themselves, promoting an atmosphere where children and adults respect and value one another.
- Staff, Parents/Carers will avoid shouting at work. When talking to a child, staff will approach the child and talk to them in a calm and respectful manner.
- Staff will work as a team by discussing incidents and resolving to act collectively and consistently.
- Staff will try to discuss concerns confidentially with parents/carers at the earliest possible opportunity in an attempt to help identify the causes of inappropriate behaviour and share strategies for dealing with it.
- Children who experience bullying, racism or other unacceptable behaviour will be given the confidence to speak out.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts by discussion and negotiation.
- The play space will be well resourced and planned to meet the needs of the children and young people and therefore offering a variety of play opportunities.

- Parents are expected to complete a parent contract, which is within the welcome pack, stating the expectation of parents and carers behaviour.

Dealing with Inappropriate Behaviour

When confronted with negative behaviour, staff will be clear to distinguish between 'disengaged', 'disruptive' and 'unacceptable' behaviour.

'**Disengaged**' behaviour may indicate that a child is bored, unsettled, or unhappy. With sensitive interventions, staff will often be able to re-engage a child in purposeful activity. Staff will regularly review the play environment and will make changes to offer a wide range of play types reducing boredom which can result in challenging behaviours.

'**Disruptive**' behaviour describes a child whose behaviour prevents other children from enjoying themselves. Staff will collectively discuss incidents and agree on the best way to deal with them.

'**Unacceptable**' behaviour refers to non-negotiable actions and may include discriminatory remarks, violence, bullying or destruction of equipment. Staff will be clear that consequences will follow from such behaviour, including in the first instance, temporarily removing a child from the space. When an incidence of inappropriate behaviour occurs, staff will listen to the child or children concerned and hear their reasons for their actions. Staff will then explain to the child or children what was unacceptable about their behaviour and that such actions have consequences for both themselves and for other people.

Staff will make every attempt to ensure that children understand what is being said to them. Children will always be given the opportunity to make amends for their behaviour and, unless it is judged inappropriate, be able to re-join the space. Consideration will be given to the child or young person's individual needs. Every effort will be made to communicate in the most appropriate manner in order to assist in an improvement in behaviours.

Staff will seek appropriate training in order to reflect upon the triggers and effects for some children who find some aspects of the play environment stressful. Children that we identify may have these needs have a "passport" which explains the child's likes, dislikes, what makes them happy/angry and how to deal with these behaviours positively. In the event that unacceptable behaviour persists, more serious actions may have to be taken, in accordance with the Suspensions and Exclusions policy. At all times, children will have explained to them the potential consequences of their actions.

It is recognised that an incident of unacceptable behaviour is a stressful situation for staff and children alike. However, staff will be aware of that there is also a need to be mindful of confidentiality and will only discuss such incidents on a 'need to know' basis. Where causes of incidents suggest possible abuse, child protection procedures will be followed.

The Use of Physical Interventions

Physical intervention may be recognised as part of an Individual care plan and training will sought. Staff will use physical interventions only as a last resort and only then if they have reasonable grounds for believing that immediate action is necessary to prevent a child from significantly injuring themselves or others or to prevent serious damage to property.

Before reaching this stage, staff will have used all possible non-physical actions, such as dialogue and diversion, to deal with the behaviour. The child or children concerned will be warned verbally that physical intervention will be used if they do not stop.

A dialogue will be maintained with the child or children at all times, so that the member of staff can explain what they are doing and why they are doing it. Staff will make every effort to avoid the use of physical interventions if they are alone with the child or children.

Only the minimum force necessary to prevent injury or damage should be applied. For example, by diverting a child or children by leading them away by a hand or by an arm around their shoulders. Staff will use physical intervention as an act of care and control and never punishment. Physical interventions will not be used purely to force a child to do what they have been told and when there is no immediate risk to people or property.

As soon as it is safe, the physical intervention should be gradually relaxed to allow the child or children to regain self-control.

The force of the physical intervention will be always appropriate to the age, size and strength of the child or children involved.

If staff are not confident about their ability to contain a particular situation or type of behaviour, consideration will be given to calling the Manager or, in extreme cases, the police.

Where a member of staff has had to intervene physically to restrain a child, the Manager will be notified, and the incident recorded in the Incident Record Book. The incident will be discussed with the parent/carer at the earliest possible opportunity.

If a staff member commits any act of violence or abuse towards a child at the Club, serious disciplinary action will be implemented, according to the provisions of the Staff Disciplinary Procedures Policy.

Staff training

Staff where possible will attend appropriate training courses to help children with persistent challenging behaviours and to support children with their mental health.

Communications with parent

The manager will review any incident records and will liaise with the club's play leader regarding behaviour. The manager will write to the parents when it is felt appropriate. Parents will be invited to talk to the manager/playleader regarding the behaviour in the report, together a plan will be put in place to support the child and they will be reintegrated into club with a clean slate. When meeting with parents' staff will be open and cooperative. If required a behaviour management plan and risk assessment will be put in place.

Anti-Bullying

Our Club is committed to providing an environment for children that is safe, welcoming, and free from bullying. Bullying of any form is unacceptable in our Club, whether the offender is a child or an adult. The victim is never responsible for being the target of bullying.

Everyone involved in the club, staff, children, and parent/carers, will be made aware of the Club's stance towards bullying. Such behaviour will not be tolerated or excused under any circumstances. The Club defines bullying as the repeated harassment of others through emotional, physical, verbal, or psychological abuse. Examples of such behaviour are as follows:

Emotional:

Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, forcing another person to be 'left out' of a game or activity, passing notes about others or making fun of another person.

Physical:

Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any other sort of violence against another person.

Verbal:

Name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person's appearance.

Psychological:

Behaviour likely to instil a sense of fear or anxiety in another person.

Preventing Bullying Behaviour

The Manager and the staff will make every effort to create a tolerant and caring environment in the Club, where bullying behaviour is not acceptable. Staff will discuss the issues surrounding bullying openly, including why bullying behaviour will not be tolerated and what the consequences of bullying behaviour will be.

Dealing with Bullying Behaviour

Despite all efforts to prevent it, bullying behaviour is likely to occur on occasion and the Club recognises this fact. In the event of such incidents, the following principles will govern the Club's response:

- All incidents of bullying will be addressed thoroughly and sensitively.
- Children will be encouraged to immediately report any incident of bullying that they witness. They will be reassured that what they say will be taken seriously and handled carefully.
- Staff have a duty to inform the Play leader/manager if they witness an incident of bullying involving children or adults at the Club.
- If a child or a member of staff tells someone that they are being bullied, they will be given the time to explain what has happened and reassured that they were right to tell.
- The individual who has been the victim of bullying will be helped and supported by the staff team. They will be kept under close supervision and staff will check on their welfare regularly.
- In most cases, bullying behaviour can be addressed according to the strategies set out in the Behaviour Management policy. The bully will be encouraged to discuss their behaviour and think through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other person concerned.
- Where bullying behaviour persists, more serious actions may have to be taken, as laid out in the Suspensions and Exclusions policy.
- The play leader will inform the parents/carers of all the children involved in a bullying incident at the earliest possible opportunity. If appropriate, staff will facilitate a meeting between the relevant parents/carers. At all times, staff will handle such incidents with care and sensitivity.
- All incidents of bullying will be reported to the Manager and will be recorded in the Incident Record Sheet. In the light of reported incidents, the Manager and other relevant staff will review the Club's procedures in respect of bullying.

Points to Consider:

Bullying

- Staff are vigilant and actively observing the children's play using PARS techniques.
- Encourage positive behaviour through role modelling.
- Ensure staff training is relevant and kept up to date.
- Counter bullying incidents at every opportunity.
- Staff will consider the possible reasons for the persistent behaviour.
- Staff will consider what support the child and the parent/carers may need.

Aggressive Behaviour from adults.

Smartkidz Play and Learn does not tolerate from any person, whether a parent, carer, or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Club is a place of safety and security for the children who attend and for the staff who work here.

Unacceptable behaviour

Unacceptable behaviour includes, but is not limited to, the following:

- Shouting at members of staff, whether in person or over the telephone
- Physically intimidating a member of staff, eg standing too close or blocking their exit
- Using aggressive or abusive hand gestures, eg shaking a fist towards another person
- Any other threatening behaviour, both physical and verbal
- Swearing
- Physical violence: pushing, hitting, slapping, punching, or kicking.
- Spitting
- Racist or sexist or otherwise abusive comments.
- At Smartkidz Play and Learn we do not tolerate such behaviour whether it is directed at the staff or at any of the children in our care.


Procedure

If a parent, carer, or member of the public behaves in an unacceptable way towards a member of staff or a child attending the Club, we will take the following steps:

- In order to ensure the safety of the children and to limit possible distress, we will ask them to remove themselves from the vicinity of the incident.
- The manager or senior member of staff will seek to resolve the situation through calm discussion.
- If the individual wishes to make a complaint we will encourage them to follow the Club's Complaints procedure, or to complain directly to Ofsted if they so choose.
- If the individual continues to behave in an aggressive and intimidating manner, we will insist that they calm down or leave the premises immediately.
- If the individual refuses to calm down or leave the premises, the manager will contact the police without delay.

When the immediate incident has been resolved, the manager and staff will reflect on the incident, and decide whether it is appropriate to ban the individual from the premises for a period of time. The decision will take into account both the seriousness of the incident and whether the individual has behaved aggressively before.

If we decide that a ban is appropriate, we will write to the individual concerned to inform them of the reasons for the ban and its duration.

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