

Wise Owls Childcare

Behaviour Management

Our Club is committed to providing children with an environment that promotes their welfare, enjoyment and development through a positive and consistent, patient, caring and friendly approach to a child's behaviour by our staff.

The aims of our behaviour management policy are to:

1. Promote acceptable behaviour
2. Develop a child's respect for others, themselves and their environment
3. Enable a child to develop healthy relationships with their peers and adults
4. Enable a child to develop a range of social skills and help them learn what constitutes acceptable behaviour.
5. Help a child to grow socially, develop self-confidence, confidence, self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

Behaviour Management Strategies:

Wise Owls Club has a clear, consistent and positive approach to behaviour management that is known by all our staff. We aim to include both parents/carers and children in the continued development of this and encourage them to raise any concerns or suggestions.

Our principles include:

- Positive behaviour is encouraged through praise and recognition, reinforcing good behaviour and encouraging sharing and responsibility.
- Negative behaviour is challenged in a calm but assertive manner. Children will be communicated with clearly and in a positive manner. In the first instance staff will try to re-direct children's energies by offering them alternative and positive options. Staff will be open in stating and explaining non-negotiable issues.
- Children are included in formulating a set of rules governing all behaviour. These will be reviewed periodically so new members are included. Open discussions on behaviour issues will be addressed as deemed necessary.
- The rules apply to both staff and children.
- Each child's individual understanding, age and maturity is taken into

account when dealing with a behaviour situation

- Parents are informed of behaviour issues, both positive and negative, at the earliest opportunity. If there are concerns about negative behaviour parents are told of the situation and how it was dealt with and the situation discussed in an attempt to help identify the causes and share strategies for dealing with it.
- It is important to ensure the child is aware of why it is unacceptable behaviour and what an acceptable way of dealing with the situation is instead.
- Time to think may be used to get the children to understand their actions and behaviour, this is always explained and age related.
- For each incident where staff have needed to intervene due to unwanted behaviours an incident form will need to be completed.
- Managers review incidents half termly.
- After 3 incidents of poor behaviour whereby incident forms have needed to be completed and parents informed, the child in question will go onto a report card for 1 month whilst behaviour is monitored.
- After 1 month of being on a report card if there is no improvement Head Office will be informed and will contact the Parents regarding the behaviour.

Role of the Staff:

- Setting a good positive example by being friendly and tolerant themselves and promoting an atmosphere where children and adults respect and value one another.
- Staff will work as a team by discussing and resolving incidents collectively and in a consistent manner.
- Staff will try and discuss any concerns regarding a child's behaviour with the parents/carer at the earliest convenience in order to help identify causes and develop strategies for dealing with it together. This will be done confidentially and away from the child if this is appropriate.
- Staff will help children to find solutions to conflict.
- Staff will not damage a child's self-esteem, for example by withholding food, humiliation or using physical punishment
- Staff will work as a team to offer a consistent approach when dealing with behaviour. If a member of staff is unsure about a situation they discuss the situation with the manager and other staff. They all then work together and are aware of every child's behaviour.

- Staff will encourage and facilitate mediation between children to try to resolve conflicts by discussion and negotiation.

Dealing with Negative Behaviour:

Wise Owls recognises that negative behaviour can fall into one of the following categories:

Disengaged behaviour - may indicate that a child is bored, unsettled or unhappy.

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 - this refers to non-negotiable actions, such as discriminatory remarks, violence, bullying. Staff will be clear that consequences will follow such behaviour, including temporarily removing a child from the activity.

When negative behaviour occurs, staff will listen to the child/children involved and hear their reasons for their action. Staff will then explain to the child/children what was negative about their behaviour and that such actions have consequences for both themselves and for others.

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 rejoin the activity.

In the event that unacceptable behaviour persists or takes the form of violence, discriminatory remarks or anything that endangers the health and safety of children or staff, more serious action may have to be taken,. At all times children will have explained to them the potential consequences of their actions.

The Use of Physical Intervention

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.

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 shoulder.

Staff will use physical intervention as an act of care and control and never punishment. As soon as it is as safe the physical intervention should be generally relaxed to allow the child to regain self-control. The force of the physical intervention will always be appropriate to the age, size and strength of the children involved.

Where a member of staff has had to intervene physically to restrain a child, the co-ordinator will be notified and the incident recorded on an incident form. 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 provision of the Staff Disciplinary Procedures Policy.

If staff are not confident about their ability to contain a particular situation or type of behaviour, they can be assisted in the first instance by the manager then consideration will be given to calling the Director or in extreme cases, the police.

Bullying:

Wise Owls are committed to providing an environment for children that is safe, welcoming and free from bullying. Bullying is a very serious offence and is not tolerated or excused in any form at Wise Owls whether the offender is a child or an adult. The victim is never responsible for being the target of bullying.

Wise Owls defines bullying as deliberately hurtful behaviour repeated often over a period of time. It can come in many forms including:

Emotional - Being deliberately unkind, shunning or excluding another person from a group or tormenting them.

Physical - Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, being forced to hand over money, tripping up, punching or using any other form of violence against another person.

Verbal - name-calling, put-downs, ridiculing or using words to attack, threaten or insult, teasing.

Psychological - behaviour likely to instil a sense of fear or anxiety in another person.

Preventing Bullying Behaviour:

The Manager and staff will make every effort to create a tolerant and caring environment at the club, where bullying is not acceptable.

Everyone involved in the Club, staff, children and parents/carers will be made aware of the clubs stance towards bullying. Such behaviour will not be tolerated or excused under any circumstances. Staff will discuss the matter of bullying openly with children and parents/carers including why bullying behaviour will not be tolerated and what the consequences of bullying behaviour will be. Children are made aware that they can talk to staff if they feel they are victim or have witnessed bullying.

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 order to deal with bullying Wise Owls Club will:

- Deal with all incidents of bullying thoroughly and sensitively.
- All incidents of bullying witnessed by either staff or children will be reported to the Manager who will take the incident seriously, investigate it and keep a record of it.
- If a child or member of staff tells someone 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 the staff will check on their welfare regularly.
- In most cases, bullying will 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 sanctions policy.
- A member of staff will inform that 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 on an incident form. In light of the reported incidents, the co-ordinator and other relevant staff will review the club procedures in respect of bullying.

Sanctions

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

However 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 club, on either a temporary or permanent basis.

Persistent unacceptable behaviour from a child will result in them receiving a warning from staff about their actions. Staff will explain to the child why their behaviour is unacceptable and the consequences of further incidents. Children will be encouraged to discuss their behaviour, to explain their actions and helped to develop strategies to avoid repeat incidents.

Details of all incidents will be recorded and kept on the clubs records. Each incident should be discussed with the child concerned and their parent/carer. All staff will be made aware of any incidents concerning a child. As a last resort the club has the right to temporarily suspend or permanently exclude a child in the event of persistent and irresolvable unacceptable behaviour.

Only in the event of an extremely serious or dangerous incident will a child be suspended from the club 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 Manager will arrange a meeting with the child concerned and their parent/carer to discuss the

incident and decide if it will be possible for them to return to the club. Suspensions and exclusions should be seen as consistent, fair and proportionate to the behaviour concerned. In setting such a sanction consideration should be given to the child's age and maturity. Any other relevant information about the child and their situation should also be considered.

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.

Staff should 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.

Staff will consult with the Manager as early as possible if they believe that a child's behaviour is in danger of warranting suspension or exclusion. The Manager will then impose a suspension.

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

Sanctions

- Children will receive 3 verbal warnings about their behaviour
- If unacceptable behaviour persists they will then have time to think about their actions in a safe quiet location within the club.
- Any other unacceptable behaviour after this will result in an incident form. If still not resolved then parents will receive a phone call to come and collect their child.
- If a child receives 3 incident forms during one week this will result in a behaviour letter home to parents, informing them of possible outcomes.
- Health and Safety incidents will be dealt with immediately involving the parents.

The RAID Approach

What does RAID mean: It is an enforced controlled manner to deal with someone's behaviour?

You should not put your self in a position of danger. When discussing a person's behaviour you should have 2 people present.

Ask Green questions not red questions: Be positive and precise with your findings and beliefs.

For example this is a red question:

John can't sleep at night and so comes out of his room and starts smashing things up and assaults

· staff when they try to stop him?' What question should we ask?

The green version is:

We need a solution to assist John how can we help him sleep and feel more comfortable within his surroundings.

Give constructive Criticism will enable you to deal with a behaviour your may have experienced problems with in the past.

When dealing with a child in a setting you should remove them from the situation: Gain your patience to deal with the situation then:

- Calmly talk to the child about there behaviour.
- Why was it unacceptable
- What you would expect them to do next time this situation could arise.
- Ask them to think about their actions and what you have said for a set amount of time (never over the child's age)
- Involve them back into the group do sorry's if required and move on from the situation.

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