



# BEHAVIOUR POLICY

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# Behaviour Policy

LEAPS Suffolk recognise the importance of positive and effective behaviour management strategies in promoting an individual's welfare, learning and enjoyment.

The aims of our Behaviour Management Policy are to help

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

We require all staff, volunteers and students to provide a positive model of behaviour by treating attendees, parents/carers and one another with friendliness, respect, care and courtesy. We familiarise new staff and volunteers and parents/carers with the LEAPS Suffolk Behaviour Policy and its guidelines for behaviour.

## Behaviour Management Strategies

All staff 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:

- The Club's 'group agreement' will apply equally to all attendees, volunteers and staff.
- The 'group agreement' is displayed at every session
- Staff will praise positive behaviour no matter how small this may seem.
- Staff will use verbal communication or visual aids or other appropriate strategies to remind individuals about their behaviour.
- Negative behaviour will be managed in a calm but assertive manner. In the first instance, staff will try to re-direct the attendee's energies by offering them alternative positive options and taking time to find out what may be wrong, e.g., hungry etc
- Staff will be open in stating and explaining non-negotiable issues.
- When dealing with negative behaviour, staff will always communicate in a clear, calm and positive manner.
- Staff will make every effort to set a positive example to all, by behaving in a friendly and tolerant manner themselves, promoting an atmosphere where children, young people and adults respect and value one another.
- Staff will avoid shouting at work.
- Staff will work as a team by discussing incidents and resolving to act collectively and consistently.
- Attendees who experience bullying, racism or other unacceptable behaviour will be given the confidence to speak out.
- Staff will encourage and facilitate mediation between attendees to try to resolve conflicts by discussion and negotiation, where appropriate.
- Activities will be varied and well planned so that attendees are not easily bored or distracted.

- The manager will try to discuss concerns with parents/carers at the earliest possible opportunity in an attempt to help identify the causes of negative behaviour and share strategies for dealing with it.
- Staff will not place blame

## Dealing with Negative Behaviour

We require all staff, volunteers and students to use positive strategies for handling any negative behaviour, by helping attendees find solutions in ways which are appropriate for their stages of development.

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

'Disengaged' behaviour may indicate that an attendee is bored, unsettled or unhappy, or their needs are not being met. With sensitive interventions, staff will often be able to re-engage the individual in purposeful activity or provide a break.

'Disruptive' behaviour describes an attendee whose behaviour prevents other attendees 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 activity session, if possible, to a place of calm.

## Procedure for physical intervention:

There are two stages which staff will refer to. Staff will always try to act on the earliest stage to prevent a situation escalating. However, this may not always be possible as some situations can escalate very quickly.

**Code Amber:** Code Amber is where a situation has the **potential to escalate**. For instance, if an attendee/attendees is starting to become verbally abusive, or is starting to become agitated, not following basic instructions and the member of staff has tried to calmly diffuse a situation.

1. A member of staff will radio 'Code Amber and state their whereabouts'. This should be repeated twice.
2. The named members of staff will respond to this, alerting the first person that they are on their way.
3. On arrival, the first member of staff will remain in control and give advice to the other members of staff as to what she/he would like them to do. For instance: move the other

attendees away from the area, or stay with the group whilst the first member of staff and one other goes to another area with the attendee. The other members of staff must not assume they need to jump in and respond before knowing what is needed as they may escalate the situation further. Their presence may be all that is needed.

4. Move all resources and objects that pose a potential risk out of the way, e.g., chairs, toys etc
5. Two members of staff will stay with the attendee, both will remain at a safe distance to observe what is happening.
6. Staff will listen to the attendee, to try to find out what how they are feeling. It may be that the attendee does not wish to talk, remember that they may need some time to calm down. Do not overwhelm by asking lots of questions as this will escalate the situation. Your presence is enough sometimes to help a person feel safe. You must remain a safe distance away for your own safety.
7. If an attendee is verbally challenging, it is sometimes better to ignore, do not get into an argument. Explain to the attendee you will speak when they are calmer. If an attendee is forcing eye contact, try to look away and avert your eye gaze.
8. Let the attendee know you understand how they feel, give them time to express themselves. If appropriate, use this time to give a couple of options which may help, e.g. walk and talk, use the gym, some drawing etc. You may be able to talk through different options as to how the attendee may handle the situation in future
9. Only when the situation is calm can the 2<sup>nd</sup> member of staff leave. The first member of staff will stay with the attendee for a while to ensure the person feels supported.

**Code Red:** Staff at LEAPS Suffolk will try to ensure that situations do not get to a code red. However, there are times when unfortunately, this does happen. Code red is where a situation **needs urgent intervention** i.e. an attendee is a danger to themselves or others, damaging property, committing a criminal offence.

1. The member of staff closest to the situation will radio for help using 'code red and state your whereabouts' repeat this twice so everyone knows where you are.
2. The named members of staff will quickly assess the situation and respond appropriately. For instance, one or two members of staff will remove other attendees away to an area of safety. Another member of staff will support the first member of staff.
3. If the attendee is being physical, then staff will need to be firm and consistent. Remember do not overload the attendee with too many instructions. A simple 'stop, you are hurting me', or 'stop you are breaking that'

4. You will need to radio through for a 3<sup>rd</sup> member of staff to supervise/support
5. Let the attendee know you are there for them
6. Tell the attendee what you want them to do, e.g. Let's go to the field. Do not offer lots of choices as this is too late!
7. Do not engage in an argument or respond to any negative comments
8. Tell the attendee that unless they stop, you will need to put your hands on them to prevent them hurting themselves, or others.
9. Continually tell the attendee what you are doing and why.
10. Only use minimal force, that is appropriate to the situation and the attendee.
11. Do not put yourself or others at risk.
12. Listen to the attendee, they may decide to stop if you are touching them.
13. If the situation calms and the attendee responds then two members of staff will remain with the attendee. One member of staff will observe and allow the other member of staff to listen to and engage with the attendee to ascertain how they are feeling. Do not overload with questions, just listening and showing empathy is effective until the person is calmer, e.g. I understand that you are feeling angry, how can I help?
14. If the situation continues and/or escalates further then staff need to consider whether their actions are being effective and if the parents need to be called, or the police as an emergency.
15. Tell the attendee that unless they stop their parent/ police will be called
16. In this situation, the manager will telephone the parent/ police.

**N.B.** After any code amber or code red, staff **must** complete a Behaviour Incident Form. This must be submitted to the session lead before the end of the session. In the event that the manager is not available, forms must be given to the deputy. Staff must not discuss any aspects with the parent on arrival, especially in front of the attendee. The manager/deputy will briefly explain to the parent that the manager will contact them later. Contact must be followed up within 24 hours. The manager will work with the parent to discuss options and support available whilst attending future clubs/events.

## **The Use of Physical Interventions**

LEAPS Suffolk will never use physical punishment or the threat of it. Staff will use physical intervention only as a last resort and only then if they have reasonable grounds for believing that immediate action

is necessary to prevent an attendee 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.

- Staff will make every effort to avoid the use of physical interventions if they are alone with an attendee.
- Only the minimum force necessary to prevent injury or damage should be applied, for example, by diverting an attendee by a hand on their shoulder, or the back of the hand on the lower part of the back, a two person hold
- Staff will use physical intervention as an act of care and control and never punishment.
- Physical interventions will not be used purely to force an attendee to do what they have been asked 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 attendee to regain self-control.
- The force of the physical intervention will be always appropriate to the age, size and strength of the attendee involved.
- If staff are not confident about their ability to contain a particular situation or type of behaviour, they should inform the manager.
- If a staff member commits any act of violence or abuse towards any person at the Club, disciplinary action will be implemented, according to the provisions of the disciplinary procedures within the Staffing Policy. We will also have regard to our Safeguarding Children and Adult Policy.
- If an attendee's behaviour infringes on the safety of other attendees, volunteers and staff in the setting, the Manager or deputy will telephone the parent and ask the parent to collect their child.