



Policy on Managing Behaviour

Policy Statement

Riverside Childcare recognises all children are individuals with unique needs and abilities. We endeavour to manage behaviour through a supportive model. We encourage children to develop the skills of self-regulation (regulating their emotions), problem-solving and decision-making.

All staff will support children with their individual needs and adjust the supports as required. Staff will implement clear and consistent expectations for all children. Staff will follow clear strategies to support children as named in this policy.

Riverside Childcare will work collaboratively with parents/guardians to implement the managing behaviour policy. Through this partnership, it places each child's needs and rights at the centre of our practice.

Riverside Childcare staff will make the child aware that it is his or her behaviour that is not acceptable, **not the child personally**. Each incident is individual and under no circumstances do we undermine a child's self confidence.

This policy is available and communicated to all staff, parents and children in Riverside Childcare.

Principle: This policy is underwritten by Child Care Act 1991 (Early Years Services) Regulations 2016.

Procedure for Supporting Positive Behaviour

Staff

- Staff model positive behaviour through how they speak and interact with children.
- Riverside Childcare has a Code of Conduct for staff relating to behaviour management.
- A key worker is assigned to each child who is responsible for building up a special relationship with them and their family. This helps with getting to know what the child enjoys and some of the situations they may find difficult.
- Staff always comfort an upset child.
- Staff show empathy to the feelings which the child may be experiencing.
- A child's behaviour is not discussed amongst the staff team, or outside Riverside Childcare. Only relevant staff will be informed of information including action plans, or care plans.



- All staff receive training on this policy at induction and when necessary after that.

Children

- Expectations are consistent for all children, and are dependent on the age, stage of development and needs of the child.
- Children's efforts, achievements and feelings will be acknowledged by sincere encouragement leading to growth in self-esteem and self-discipline.
- A range of activities will be available to the group of children that offer a lot of choice to all children in order to support children's play ideas.
- Riverside Childcare encourages independence and autonomy for each child.
- This policy is communicated to all children in an age appropriate manner.
- Books and storytelling are used to talk about feelings and what we can all do when we are angry, upset or frustrated.
- Riverside Childcare recognises each individual child is unique and may need different levels of support to manage situations.

Parents

- A summary of the managing behaviour policy is within the parent's handbook. All parents have access to the full policy during hours of operation in the early years' service.
- Requests of specific strategies from parents will only be implemented where it follows the services managing behaviour policy and is in line with best practice.
- Staff implement a balanced approach to communication with parents.
- Staff are aware of respectful communication in supporting children in managing their behaviour. Where staff need to speak with a parent/guardian about a child's behaviour, **the child is not present.**
- The parent/guardian is informed of incidents of behaviour in a mindful manner e.g. away from the door, not calling the parent into the room in front of other parents, away from other children.
- Parents can request a meeting with Riverside Childcare to discuss specific elements of the managing behaviour policy. Riverside Childcare, at the earliest convenience will facilitate this.
- Riverside Childcare maintains clear procedures on monitoring and recording any incidents or issues in relation to supporting children with managing their own behaviour.



- Information is only shared with parents/ guardians regarding strategies or plans in place to support their child.
- Parents are encouraged to discuss any concern regarding behaviours occurring with Riverside Childcare. All issues, concerns or grievances are managed within Riverside Childcare.
- Where an accident and/or incident has been recorded under the managing behaviour policy, details are recorded on two separate records for each parent to sign. Records only disclose the name of the individual child of the parent which is signing. The second child's name is not disclosed.

Curriculum & Environments

Riverside Childcare encourages positive behaviour through -

- Providing a balance of adult led and child led activities.
- Offering a variety of opportunities to meet the needs of the children attending the service.
- Children do not sit for long periods of time, Riverside Childcare encourages choice to move from an activity which does not interest them.
- The environments are laid out into specific spaces with sufficient space, equipment and materials to meet the needs, abilities and interests of the children.
- Flexible routines to meet the needs of the children.
- Children have daily access to the outdoor environment.

Prohibited Practices

- Corporal punishment - Any physical force which is used with intent to cause some degree of pain or discomfort, such as hitting, spanking (refers to striking a child with an open hand on the buttocks or extremities with the intention of modifying behaviour without causing physical injury), shaking, slapping, twisting, pulling, pinching, squeezing, or biting is prohibited.
- Practices or the threat of any practices that are disrespectful, degrading, exploitative, intimidating, emotionally or physically harmful or neglectful will not be carried out on any child while attending the service.
- Bullying of any form
- Restraint of children by unapproved methods

Strategies for Supporting Children



Each child is assigned a “**key person**”. This is important for gathering information and knowledge about the whole child. Through their role, key workers can anticipate a child’s reaction and behaviour knowing what is likely to upset a child’s mood or behaviour, knowing when to step-in or just observe from a safe distance.

Riverside Childcare follows different strategies based on the type, frequency and impact of the behaviour(s).

1. Resolving an Incident / Conflict Management

This type of behaviour may be a once off incident or it may be specific times where a child needs support based on their age, stage of development or needs.

Riverside Childcare supports the development of self-regulation through the **Conflict Resolution Approach** or the **Whole Brain Child Strategies**.

These strategies support the child to develop the skill of regulating emotions and problem-solving. There may be different levels of support which are needed for each individual child, the adult should adjust support where necessary in this process for each individual child.

Strategy

Below are the steps to follow in using the **Conflict Resolution Approach**

- **Approach calmly** – put yourself in the shoes of the child. All their feelings are relevant and real at the moment. Approach the situation calmly and get down to the child’s eye level.
- **Acknowledge feelings** – describe how the child/ children are feeling.
- **Gather information** – remain neutral by giving each child the opportunity to tell their side of the story. Children sometimes need lots of time to get the words out so take your time and remember the importance of the lessons learnt in these situations.
- **Restate the problem** – after listening to the children simply describe what the problem is so both/all can understand different sides of the story.
- **Ask for ideas for solutions & choose one together** - give the children an opportunity to come up with solutions and keep working on it until you all agree on something. This can take a bit of time. The code of behaviour is referred to throughout this conversation. Isolating, undermining, labelling or disregarding practices are not used. Children are encouraged to be respectful and show empathy.
- **Be prepared to give follow up support** – it is important the staff member follows through on the agreed solution. This helps place trust in the process and children will have confidence in the approach.



Communication with parents

- These behaviours may or may not immediately be shared with parents as it may be linked to the age of the child or stage of development. It is the role of the adult to support the child in developing these problem-solving skills.

2. Managing Moderate Behaviour Issues

This type of behaviour can be recognised when a behaviour is becoming a more regular occurrence.

Incidents of **recurring behaviour are documented** by Riverside Childcare. The type of information which is recorded may include location, time, date, triggers, witness. This is stored within the child's file in a locked cabinet.

Strategy

The strategy for supporting the child should be consistent. It should follow the Conflict Resolution as outlined above.

Communication with the child

- The key worker may speak with the child to discuss the behaviour. E.g. why they think it might be happening, what can our service do to support the child.
- This is an informal conversation in a quiet space away from the child's peers.
- The child, in so far as practical, may be involved in the development of the action plan between the childcare service, the child and parent/guardian. This involvement may be directly or indirectly.
- Ideas and solutions are encouraged from the child, and the childcare service, in so far as practical, will implement them once it is in best practice guidelines.

Communication with Staff

- The staff team will discuss the reoccurring behaviour and put a plan in place. The plan will have a start and end date for review.
- Staff may observe the child to identify any triggers of the behaviour. This may be the key worker, and/or another staff member. The plan will identify the duration of observations e.g. for one week, two weeks.
- When the behaviour happens the steps above will be implemented.



- Where observations are carried out, the child should not feel isolated. It is important at this stage, that staff involved are clear on the purpose of the observations and behaviours being observed.
- In respecting the dignity and rights of the child, where observations are carried out, information should be shared with relevant staff.
- The well-being of the children and staff is paramount, and the childcare service may put varied supports in place where needed.
- Following the observations, staff are supported to reflect on trends and/or triggers for the behaviour. Additional strategies may be suggested at this stage e.g. staggered transitions, one-to-one support at mealtimes, visual routine, increasing adult: child ratio, physical layout is arranged so that there is a high level of visibility.

Communication with Parents

Reassurance should be provided to parents on supporting their child and open communication should be encouraged throughout this process.

In setting up a meeting to with parent/guardian, Riverside Childcare should consider the following:

- Where possible, a suitable time/day is pre arranged with the parent and service e.g. after the session, collection time or during the day.
- Possible supports the parent/guardian might need for the meeting e.g. family member - Meetings are in a comfortable uninterrupted space.
- All conversations are away from the child.
- Consistent staff attend the meeting e.g. room leader and manager
- All meetings, plans and observations will be recorded and stored in the child's record in a locked cabinet.

Before observations are carried out, Riverside Childcare should consider the following:

- A meeting may be set up with the parent/guardian. The key worker and/or manager may speak with the parent / guardian about the reoccurring behaviour.
- A plan will be developed between the staff and parent/guardian to support the child. This plan will be short-term of 1-2 weeks approx. The strategies and timeframe of the plan will be clear.
- Staff encourage questions and discussion with parents.



- Where possible, the time/day for the next meeting is decided.

After carrying out the observation:

- The key worker and/or additional staff member may request to speak with the child's parent/guardian.
- During the meeting, the plan, trends and/or noticeable triggers may be discussed with the parent/ guardian.
- Parents/ guardians are encouraged to contribute to the plan. - Staff encourage questions and discussion with parents.
- Where the service has decided to continue observing the child, a further plan may be put into place in collaboration with the parents/ guardians.
- Where possible, the time/day for the next meeting will be decided.
- This process may be cyclical and reoccur many times to identify a trigger or the appropriate strategy.

3. Serious Behaviour Issues

Serious behaviour issues may include the following -

- Repeated pattern of behaviour which impacts with the child's learning or engagement
- Behaviours that are not responsive to process described above
- Prolonged tantrums, physical and verbal aggression, disruptive behaviour
- Dangerous behaviour that is a risk to the child or other children

Strategies

Specific strategies may be followed to support the child including **Conflict Resolution Approach or the Whole Brain Child Strategies.**

If appropriate, Riverside Childcare may develop an individual care plan to support the child.

Where other strategies are in place to support the child, there is a clear outline provided in the care plan. These strategies follow best practice guidelines.

Services may also use the following to support serious behaviour issues:



- **Time to one side with support of an adult**

In rare situations, it may be appropriate to use time to one side with the support of an adult, for short periods of time, to enable a child to calm down. Adult support is needed throughout this time, and a child must never be isolated in any space or room without adult support. Clear guidelines are followed by the service. This should not be used as a form of time out and/or isolating a child.

- **Holding or restraining a child to prevent harm**

The purpose of this intervention can only be to prevent injury to the child, another child or to an adult, or to prevent serious damage to property. Physical holding as prevention must only be used:

- To prevent injury to the child or other children
- To prevent an accident

Regardless of age, physical restraint must only ever be used for immediate safety reasons, with the minimum force and for the minimum amount of time.

If staff physically intervene to prevent injury to a child or others, staff are aware of the following:

- Physical intervention is used **only as a last resort**
- Staff ensure **no pain is inflicted** upon children
- **An incident report is completed**
- **Parent/Guardians are informed** of the staff intervening
- An approved **evidence-based method** is used
- All staff have been **fully trained on the method of intervention**

In some cases, an **individual care plan** is developed from external agencies who are supporting the child. The childcare service, in so far as practical, will implement this care plan in collaboration with parents/guardians.

Communication

- The staff team may carry out a meeting to discuss the behaviour and **develop an action plan** to support the child.
- **Observations** may be carried out at different times of the day to try **establishing triggers of the behaviour**. All observations will be discussed with the parent/ guardian.



- The child's key worker may speak with the child to discuss the behaviour. E.g. why they think it might be happening, what can the childcare service do to support.
- The child, in so far as practical, may be involved in the development of the action plan between the childcare service, and parent/guardian. This may be directly or indirectly.
- A plan may be developed in collaboration with the staff team, family of the child and in so far as practical, the child.
- If necessary, the family will be supported to contact any relevant external professionals.
- If the behaviour is a child protection concern the **Child Protection Policy** will be implemented.
- All information gathered and discussed will be stored securely and all conversations are highly confidential.
- All meeting plans and observations will be recorded and stored in the child's record in a locked cabinet.
- The staff will always work in the best interest of the child using their best judgement in situations which can be demanding and stressful on all involved.
- When all reasonable attempts to support the child, whose challenging behaviour is causing difficulties to have failed, it may be necessary to suggest to parents/guardians to seek professional advice, such as a psychologist or play therapist. The parent/guardian may then seek the advice or request referral to other professionals.

**Where additional procedures are in place, the childcare service needs to detail these within the relevant section.*

Staff Training and Development:

- All behaviour management strategies implemented by staff in Riverside Childcare are in keeping with the ethos and the mission of the service.
- Staff are fully trained and where necessary certified in all behaviour management strategies used in Riverside Childcare.
 - Follow the ABC of behaviour management (Antecedents, behaviour, consequences)
 - Set up a rewards chart
 - Demonstrate complete objectivity
 - Build a consistent approach to consequences and reward
 - Create a rules board
 - Selective ignoring



- Be receptive to positive behaviour and offer praise
- Demonstrate model behaviour to maintain positive influence

Complaints Policy

The services complaints policy and procedures should be followed where there are any issues or concerns regarding the implementation of the managing behaviour policy.

Child Protection and Welfare Policy

If child abuse or neglect is suspected it is managed in line with the Riverside Childcare's Child Protection and Welfare Policy.

Links with other Policies:

- Child protection policy
- Parents as Partners
- Staff Development & Training Policy
- Support & Supervision Policy
- Storage of Records Policy and Data Protection Policy.
- Complaints Policy

Person Responsible: Michael Dunster

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Last date reviewed: 01/10/2025

Signed by: Michael Dunster On behalf of Management (Manager, Owner, Chairperson)