

## POLICY STATEMENT

The Galleon Centre aims to promote positive behaviour by treating all participants in the Crèche and Kids Clubs and parents of participating children with dignity, respect, equality and fairness at all times; by creating a safe and secure environment free from bullying, harassment and discrimination; by ensuring that users are free from exploitation and abuse.

We will achieve this by:

Valuing each child and young person as an individual

Ensuring that staff interaction with children and young people builds confidence, encourages learning new skills and values the contributions of children and young people.

Working with parents to promote positive behaviour and deal with difficult behaviour.

Encouraging the participation of children and young people in the life and work of the club.

Ensuring that staff are trained in recognising harm, abuse, neglect, bullying and discrimination and that they actively challenge and respond to such behaviour.

Encouraging children and young people to take responsibility for their own behaviour.

Having a Child Protection Policy.

Having a Code of Behaviour that is consistently applied to include that all staff are aware and have signed our Staff Interaction Code of Practice.

Having a safe environment that meets all relevant legislation and by carrying out regular risk assessments.

Having a non-smoking environment.

Preventing any children being treated in an unfair, inconsistent or irrational manner.

Ensuring that children understand expectations.

Promoting positive behaviour.

## CODE OF BEHAVIOUR

Galleon Centre staff will act continually in a manner which demonstrates excellent standards of customer service and in accordance with the agreed Customer Commitment Policy.

### **Staff:**

- Will be trained and appropriately qualified.
- Will be easily identifiable by wearing uniforms and name badges at all times.
- Will be polite, helpful, approachable and informative at all times with a desire to attain excellent standards of customer service.
- Will be receptive to comments and complaints and able to act upon them with a view to ensuring customer satisfaction.
- Will adopt an attitude which demonstrates care, attention and friendliness at all times.

In addition Crèche staff and Kids Club Staff will encourage children using our service to comply with the following Do's and Don't's.

#### **DO'S**

- Show respect to all users
- Listen to each other points of view
- Value each other

#### **DON'T'S**

- Swear or use abusive language
- Bully or threaten others
- Use or threaten physical violence

### **DISRUPTIVE OR UNACCEPTABLE BEHAVIOUR**

Disruptive or unacceptable behaviour comes in many shapes and forms. Therefore it is expected that Crèche staff and Kids Club Leaders show judgement when dealing with individual cases. The following types of behaviour are unacceptable.

- A child being aggressive towards other children/adults.
- A child using abusive language.
- A child abusing toys/furniture.
- A child refusing to accept the rules set out by the parent/guardian.
- In general a child who refuses to accept the "rules" i.e. unacceptable social behaviour.

### **RESPONDING TO UNACCEPTABLE BEHAVIOUR**

It must be noted that Crèche staff and Kids Club Leaders will acknowledge any form of complaint and ensure action will be taken relevant to the case. All reports and files are confidential.

Parent/Guardian should hopefully advise staff of any circumstances in the home or school, which may affect the child's behaviour. If unacceptable behaviour occurs then the following steps should be taken:

- Step One** - Speak to child to try to resolve the behaviour  
**Step Two** - Speak to parent/guardian if step one fails.  
**Step Three** - Arrange a consultation meeting with the Duty Manager and the Parent/Guardian to try and resolve situation.

Should these steps fail then, at the discretion of the Duty Manager the Parent/Guardian will be asked to attend a meeting with the Operations Manager or Deputy General Manager to discuss issues and try to reach a solution. This meeting will be completely confidential.

Please note: All actions and records are treated confidentially.

### **WHAT IS ACCEPTABLE STAFF RESPONSE?**

All steps should be carried out in a positive manner.

Staff should make sure that the children understand the “rules” and regulations of the service.

Staff should be assertive, clear and specific in all communications as well as being a good listener.

### **IN THE EVENT OF A CHILD SHOWING DISRUPTIVE BEHAVIOUR:**

In the case of a continuous pattern of disruptive behaviour, staff will explain the matter to the child that their behaviour is unacceptable. Their parents will be informed.

- Staff should have an understanding of acceptable and unacceptable behaviour and be able to manage unwanted behaviour.
- Staff should make sure that the child/ren are given adequate supervision.
- Staff are expected to have a basic understanding of child development.
- Staff should understand their role, with ways in which they can contribute positively to children’s behaviour.
- It is an objective of all staff to work as a responsive team in the care and development of children while promoting positive behaviour at all times.

DH/LM/POSITIVEBEHAVIOUR  
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