



BEHAVIOUR POLICY FOR CHILDREN, STAFF, PRACTITIONERS, STUDENTS & VOLUNTEERS

CARE OF CHILDREN

York Childcare Ltd (YCL) aims to ensure that all children in its care are encouraged individually to reach their full potential.

To achieve this, practitioners will:

- Set high expectations for behaviour
- Model respectful behaviour within nursery and treat all children fairly
- Encourage children to show respect, understanding, sensitivity and tolerance towards each other
- Work with parents to achieve the above aims
- Reward children with praise
- Not use any form of physical or emotional punishment
- Never humiliate children
- Make positive statements and give praise and positive reinforcement about the children's behaviour eg " You have all listened well" " I saw you were sharing..... that is kind"
- Give encouragement using phrases such as "please remember to walk" as opposed to "don't run", or "let's talk quietly" instead of "don't shout"
- Speak calmly

Each nursery has an appointed Practitioner with responsibility for ensuring that a fair and consistent approach to behavioural issues is maintained. This person will be identified on the nursery staff board.

Sometimes young children will exhibit behaviours that can be hurtful and distressing to other children and alarming to parents. Examples of such behaviours are hair pulling, nipping and biting. These are typical behaviours that occur from time to time in early years settings and will be managed by experienced practitioners.

Dealing with unacceptable behaviour and bullying in the nursery

- If appropriate and/ or necessary the staff member who is present intervenes immediately. Sometimes it may be appropriate to let children resolve their differences and work things out without the intervention of an adult. This is very much dependant on the situation and the age and stage of the child.
- S/he talks to both children on their level to resolve the situation.
- If the children are hurt or distressed they are separated and comforted with support from other members of staff.



- Practitioners listen to each child's problem then remind them that we should be kind to each other at nursery and that it is unkind to behave in such a manner.
- If it is developmentally appropriate, practitioners will encourage the children to say sorry or give a big hug
- Practitioners will monitor the children involved as necessary.
- Practitioners will comment on children's improved behaviour when they observe this.
- If difficulties persist the children will be redirected to play separately and/or with something else.

Recording of incidents

- All incidents are reported to the Team Leader.
- The Team Leader will inform the Nursery Manager if incidents are cause for concern.
- Incidents of unacceptable behaviour will be recorded in the Incident Book.
- Parents/carers are informed of the incident and asked to countersign the Incident Book.

Informing and consulting parents/carers

- Parents/carers are informed of any reportable incident that has occurred involving their child when the child is collected.

The practitioner who dealt with the incident explains the incident in full detail. If that member of staff has gone home, the senior member of staff on duty will be given the details to inform the parents/carers. This should not be done in front of the child.

- If the incident is serious the parents/carers will be contacted by telephone by the Nursery Manager.
- After reviewing the incident, and if the other children in the care of the nursery are at risk of harm, parents/carers are invited into the nursery with the keyperson and the Nursery Manager for a meeting to support the child.

If the unacceptable behaviour continues after several meetings, with permission from parents/carers, relevant outside agencies will be involved at appropriate times.

Appropriate support for the child will be discussed, planned and reviewed.

York Childcare Ltd (YCL) reserves the right to exclude children who may pose a threat to the safety of others if the unacceptable behaviour continues.



PRACTITIONER CONDUCT

YCL is committed as a staff team to care for one another and to work together to provide a caring, safe and secure environment for each individual. YCL expects its employees to maintain a professional approach at all times.

Practitioners will show respect, understanding, sensitivity and tolerance towards each other and towards other people with whom they come into contact.

The Disciplinary Procedure will be used if practitioners behave in an unacceptable manner.

If Practitioners feel they are being treated unfairly they are able to use the Grievance or Bullying & Harassment Procedures as appropriate.

GRIEVANCE PROCEDURE FOR PARENT/CARER

If a parent or carer does have any concerns they should follow the steps listed below.

- If the problem is one which can be dealt with simply, the parent/carer should speak directly to a Team Leader.
- If the problem needs to be dealt with at a more senior level, the parent/carer should speak to the Nursery Manager.
- If the concerns are with regard to the policies and procedures used by York Childcare, the parent/carer should contact the General Manager.
- Any concerns related to the safety of the children, which are not covered by the organisation's policies and procedures, should be addressed to the General Manager.
- If the grievance concerns the behaviour of a Nursery Manager, the concerns should be recorded in a letter, and addressed to the General Manager at the Registered Office, marked "Private and Confidential". The General Manager will then contact the parent/carer.
- Should the parties concerned still feel that the grievance has not been dealt with adequately, they should write to the Chair of York Childcare Ltd at the Registered office, marking the letter "Private and Confidential"
- Any parent or carer wishing to make a complaint directly to OFSTED may do so by contacting:

OFSTED (Early Years)

0300 123 1231

In addition to this policy there is also a policy which provides guidance on behaviour standards for Parents and Carers.