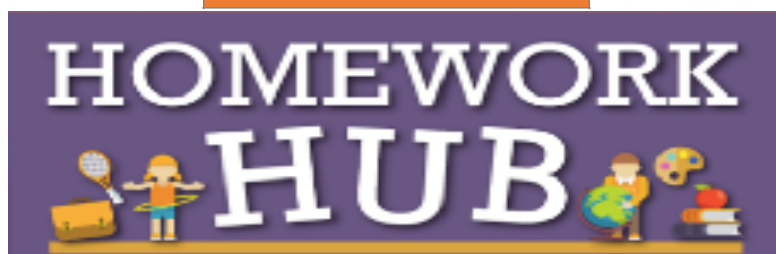


Managing Behaviour



Policy Statement:

Homework Hub recognises all children are individual with unique needs and abilities. This policy is available to all parents on request or from our website. We endeavour to manage behaviour through a supportive model. We encourage School Age Children to develop the skills of self-regulation (regulating their emotions), problem-solving and decision-making skills. All staff will support School Age 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. Homework Hub 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.

Principle:

This policy is underwritten by Child Care Act 1991 (Early Years Services) (Registration of School Age Services) Regulations 2018.

Procedure for Supporting Positive Behaviour:

Staff:

- Staff model positive behaviour through how they speak and interact with the school age children.
- Homework Hub has a Code of Conduct for staff relating to behaviour management.
- 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 Homework Hub. Only relevant staff will be informed of information including action plans, or care plans.

All staff members will be trained in behaviour management.

School Age Children:

- Expectations are consistent for all school age 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.
- Homework Hub encourages independence and autonomy for each child.

Respectful interactions between School Age Children:

A culture of respect is in place within Homework Hub. Homework Hub expects all school age children to show the following:

- To be polite, friendly, respectful and helpful to others.
 - To play fairly and include others in our activities.
 - Respect one another, accepting differences of race, gender, ability, age and religion.
 - Use socially acceptable behaviour.
 - Comply with Named Service code of behaviour which is developed by the School Age Children attending.
 - Ask for help if needed.
-
- To support these guidelines, a code of positive behaviour is developed by the School Age children with rules they consider as important in helping them take ownership of their behaviour.
 - Homework Hub recognises each individual child is unique and may need different levels of support to manage situations.
 - If an issue arises between peers, we encourage all School Age Children to speak to a staff member to develop solutions to resolve the issue.

Parents:

- All parents have access to the full policy during hours of operation in the 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 school age children in managing their behaviour. Where staff need to speak with a parent/guardian, 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 children.
- Parents can request a meeting with the School Age Service to discuss specific elements of the managing behaviour policy. Homework Hub, at the earliest convenience will facilitate this.
- Homework Hub 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 parent/ guardians regarding strategies or plans in place to support their child.
- Parents are encouraged to discuss any concern regarding behaviours occurring with Homework Hub. All issues, concerns or grievances are managed within Homework Hub.
- 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.

Encouraging positive behaviours:

Homework Hub 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.
- School age children do not sit for long periods of time, Homework Hub encourage choice to move from an activity which does not interest the child.
- The environments are laid out into specific spaces with sufficient space, equipment and materials to meet the needs, abilities and interests of the children.
- A code of behaviour is developed by the School Age Children and regularly reviewed.

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 attending the service.

- Bullying of any form.
- Restraint of a child by unapproved methods.

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 in the moment. Approach the situation calmly and get down to the child's eye level.

•Acknowledge feelings–describe how the School Age 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 both 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.

Managing Moderate Behaviour Issues :

This type of behaviour can be recognised when behaviour is becoming a more regular occurrence. Incidents of reoccurring behaviour are documented by Homework Hub and all staff will be trained in behaviour management.

The type of information which is recorded may include location, time, date, triggers and 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 School Age Child:

•A member of staff may speak with the child to discuss the behaviour. E.g. why they think it might be happening, what Homework hub can do to support the child.

- This is an informal conversation in a quiet space away from the child's peers.
- The School Age Child, in so far as practical, maybe involved in the development of the action plan between Homework Hub, the child and parent/guardian. This may be directly or indirectly.
- Ideas and solutions are encouraged from the child, and the School Age Service, in so far as practical, will implement them once it is in best practice guidelines.
- Informing the School Age Child of meetings happening between Homework hub and the School Age Child's parents/ guardians will be decided on a case-to-case basis.

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. 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 members 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 school aged 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.

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 with parent/guardian, Homework hub should consider the following:-
Where possible, a suitable time/day is prearranged 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, Homework Hub should consider the following:

-A meeting may be set up with the parent/guardian.

The 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 encourages questions and discussion with parents.

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

After carrying out the observation:

-The staff member involved may request to speak with the child's parent/ guardian.

-During the meeting, the plan, trends and/or noticeable triggers maybe discussed.

-Parent/ guardians are encouraged to contribute to the plan.

-Staff encourages 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 parent/ guardians.

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

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

Strategies:

Specific strategies may be followed to support the child including Conflict Resolution Approach

. If appropriate, Homework Hub 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.

Communication:

- The staff team may carry out a meeting to discuss the behaviour and develop an action plan to support the School Age Child.

- Observations may be carried out at different times of the day to try establish triggers of the behaviour. All observations will be discussed with the parent/ guardian.
- A member of staff may speak with the child to discuss the behaviour. E.g. why they think it might be happening, what the School Age Service can do to support.
- The School Age Child, in so far as practical, may be involved in the development of the action plan between the School Age Service, and parent/ guardian. This may be directly or indirectly.
- Informing the School Age Child of meetings happening between the School Age Service and the School Age Child's parents/ guardians will be decided on a case-to-case basis.
- 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 meetings, 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 the difficulties, 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.

Bullying:

Procedures for Investigating and Dealing with Bullying:

The procedures for investigation, follow-up and recording of bullying behaviour and the established intervention strategies used by homework hub for dealing with cases of bullying behaviour are as detailed below. The primary aim in investigating and dealing with bullying is to resolve any issues and to restore, as far as is practicable, the relationships of the parties involved (rather than to apportion blame). Every effort will be made to ensure that all involved (including pupils, parent(s)/guardian(s)) understand this approach from the outset.

Reporting bullying:

- Pupils are encouraged to report bullying behaviour as soon as possible.
- Any pupil or parent(s)/guardian(s) may bring a bullying incident to the attention of any member of staff in the setting.
- All reports, including anonymous reports of bullying, will be investigated and dealt with by the relevant teacher.

Investigating and dealing with incidents:

- In investigating and dealing with bullying, the (relevant) member of staff will exercise his/her professional judgement to determine whether bullying has occurred and how best the situation might be resolved.
- Parent(s)/guardian(s) and pupils are required to co-operate with any investigation and assist homework hub in resolving any issues and restoring, as far as is practicable, the relationships of the parties involved as quickly as possible.
- Staff should take a calm, unemotional problem-solving approach.
- All interviews should be conducted with sensitivity and with due regard to the rights of all child concerned. Children who are not directly involved can also provide very useful information in this way.
- When analysing incidents of bullying behaviour, the relevant member of staff should seek answers to questions of *what, where, when, who and why*. This should be done in a calm manner, setting an example in dealing effectively with conflict in a non-aggressive manner. Staff members who are investigating bullying behaviour should keep a written record of their discussions with those involved.
- If a group is involved, each member should be interviewed individually at first. Thereafter, all those involved should be met as a group. At the group meeting, each member should be asked for his/her account of what happened to ensure that everyone in the group is clear about each other's statements.
- It is homework hubs policy to request the assistance of another staff member in such investigations.
- Each member of a group should be supported through the possible pressures that may face them from the other members of the group after the interview by staff; It may also be helpful to ask those involved to write down their account of the incident(s) (if appropriate).
- Where the relevant member of staff has determined that a pupil has been engaged in bullying behaviour, it should be made clear to him/her how he/she is in breach of the homework hubs Anti-Bullying Policy and efforts should be made to try to get him/her to see the situation from the perspective of the pupil being bullied.
- In cases where it has been determined by the relevant member of staff that bullying behaviour has occurred, the parent(s)/guardian(s) of the parties involved will be contacted at an early stage to inform them of the matter and explain the actions being taken (by reference to the school policy). The homework hub will give parent(s)/guardian(s) an opportunity to discuss ways in which they can reinforce or support the actions being taken by the homework hub and the supports provided to the children.
- It must also be made clear to all involved (each set of child and parent(s)/guardian(s)) that in any situation where disciplinary sanctions are required, this is a

private matter between the pupil being disciplined, his or her parent(s)/guardian(s) and the homework hub.

The following steps are taken in dealing with bullying behaviour:

- In the homework hub we try to enable those involved to engage in a mediated conversation, the purpose of which is to allow for the victim to have a voice and the perpetrator to understand the consequences of their actions. All staff will be made aware of the importance of this practice.
- A verbal warning is given to the perpetrator to stop the offending behaviour. This is done in the presence of the perpetrator's parent(s), the manager and another member of staff. The perpetrator is requested to apologise to the victim in the presence of the manager and another member of staff and to give an assurance that the offending behaviour will stop.
- If bullying reoccurs, it may be deemed necessary to have the perpetrator sign a contract of agreement to stop the bullying behaviour. This would also be signed by the parent(s). The contract will be monitored regularly by the manager with the assistance of the a supervisor and another member of staff to see that the situation is resolved.
- If after the above, the bullying behaviour reoccurs a formal meeting of the perpetrator, his/her parents /guardians, the manager and the owner will be held and a formal suspension may occur. The owner has the authority to enact an immediate suspension. Alternatively, in certain circumstances he/she may issue a final warning to the perpetrator.
- While homework hub supports parents and pupils in dealing with issues that arise outside of homework hub, parents should be aware that the homework hub is limited in its power to deal fully with issues that arise while the children are not under our care.

Follow up and recording:

- In determining whether a bullying case has been adequately and appropriately addressed the relevant member of staff must, as part of his/her professional judgement, take the following factors into account:
 - Whether the bullying behaviour has ceased;
 - Whether any issues between the parties have been resolved as far as is practicable;
 - Whether the relationships between the parties have been restored as far as is practicable;
 - Any feedback received from the parties involved, their parent(s)/guardian(s)
- Follow-up meetings with the relevant parties involved should be arranged separately with a view to possibly bringing them together at a later date if the child who has been bullied is ready and agreeable.
- Where a parent(s)/guardian(s) is not satisfied that the homework hub has dealt with a bullying case in accordance with these procedures, the parent(s)/guardian(s) will be referred, as appropriate, to the homework hubs complaints procedures.
- In the event that a parent(s)/guardian(s) has exhausted the homework hubs complaints procedures and is still not satisfied, the homework hub will advise the

parent(s)/guardian(s) of their right to make a complaint to the Ombudsman for Children.

Recording of bullying:

It is important that all recording of bullying incidents is done in an objective and factual manner. This homework hubs procedures for noting and reporting bullying behaviour are as follows:

Informal- pre-determination that bullying has occurred:

- All staff keep a written record of any incidents witnessed by them or notified to them. We use an incident book for use of staff. The manager also has a book for reporting of incidents other than those recorded in the playground book. All incidents should be reported to the relevant member of staff.
- While all reports, including anonymous reports of bullying must be investigated and dealt with by the relevant member of staff, the relevant member of staff must keep a written record of the reports, the actions taken and any discussions with those involved regarding same.
- The relevant member of staff must inform the manager of all incidents being investigated.

Formal Stage 1-determination that bullying has occurred:

- If it is established by the relevant member of staff that bullying has occurred, the relevant member of staff must keep appropriate written records which will assist his/her efforts to resolve the issues and restore, as far as is practicable, the relationships of the parties involved.
- The homework hub has decided that, at the end of each school year, any written records pertaining to a class will be kept with the children's files.

Formal Stage 2-known as Appendix 3 (From DES Procedures):

- The relevant teacher must use the recording template known Appendix 3 to record the bullying behaviour. This is available on the administration system: Aladdin. It will be used only in the following circumstances:
 - a) in cases where he/she considers that the bullying behaviour has not been adequately and appropriately addressed within 20 days after he/she has determined that bullying behaviour occurred; and
 - b) Where the homework hub has decided as part of its anti-bullying policy that in certain circumstances bullying behaviour must be recorded and reported immediately to the manager or supervisor as applicable.

When the recording template is completed, it will be retained in the managers office.

Established intervention strategies

- Staff conversations with children.

- Negotiating agreements between children and following these up by monitoring progress. This can be on an informal basis or implemented through a more structured mediation process.
- Working with parent(s)/guardian(s)s to support homework hub interventions
- Circle Time and similar strategies in order to address issues.
- Anti-bullying awareness-raising throughout the year.

Cyber Bullying - Investigating incidents

Parents must take full responsibility for their child's inappropriate use of the Internet or mobile phones outside of Homework Hub hours. All incidents of cyber bullying that have their origins at Homework Hub will be fully investigated, recorded and dealt with through liaising with parents and effected children. In regard to serious incidents of this type of bullying behaviour it may be appropriate to inform the Gardaí.

Support:

The homework hubs programme of support for working with children affected by bullying is as follows

- All in-homework hub will provide support and opportunities will be provided for the pupils affected by bullying to participate in activities designed to raise their self-esteem, to develop friendships and social skills and build resilience e.g.
 - Buddy system
 - Care team
 - Group work such as Circle Time
- If children require counselling or further supports the homework hub will endeavour to liaise with the appropriate agencies to organise same. This may be either for the child affected by bullying or involved in the bullying behaviour.
- children should understand that there are no innocent bystanders and that all incidents of bullying behaviour must be reported to a member of staff.

Prevention of Harassment:

Homework hub will, in accordance with its obligations under equality legislation, take all such steps that are reasonably practicable to prevent the sexual harassment of members of the homework hub community or the harassment of children or staff on any of the nine grounds specified i.e. gender including transgender, civil status, family status, sexual orientation, religion, age, disability, race and membership of the Traveller community.

Leaving the setting without permission:

If a child leaves the setting unaccompanied and without permission staff should do their best to talk them back inside where possible, staff should inform parents immediately of what has happened and the situation leading to the child leaving if any, following this a record of the incident must be made signed and dated by staff members and parents and kept on file in the setting.

Staff physical intervention:

Staff do not physically intervene in any situation unless it is deemed totally necessary and a last resort in order to prevent a child from physical harm to themselves or others. No harm should come of any child therefore physical intervention should be gentle and minimal; Parents will be informed of any physical intervention and the reasons behind it.

Availability of this policy:

A copy of the managing behaviour policy will be kept onsite and will be available for each parent to read during opening hours, Should a parent wish to have a copy of the policy we would be happy to provide them with one.

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.

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: Rory McGrath

Date implemented:22/07/2019

Signed by: Rory McGrath Owner

Review Date: 22/07/2020