BEHAVIOUR POLICY

Effective: 1 September 2026 | Review: 1 September 2027

Introduction

At Impact Wrap Around Care, we are committed to providing a safe, supportive and nurturing environment for all children. This policy sets out the behaviour expectations that help keep children, staff and visitors safe and ensure everyone can enjoy and benefit from our service.

Core Principles

1. Listening to Instructions

Children are expected to listen carefully and follow reasonable instructions given by staff. This supports safety, the smooth running of activities and respect for others.

2. Being Kind and Respectful

Children should treat peers, staff and visitors with kindness and respect. This includes using appropriate language, sharing resources and considering the feelings of others. Bullying, intimidation, discriminatory language, teasing or deliberate unkindness will be addressed promptly.

3. Behaviour Warnings and Consequences

Where appropriate, staff will use a three-stage approach. Stage 1: the child receives a clear verbal reminder of the behaviour expected and the parent/carer may be informed. Stage 2: if the behaviour continues, a further warning is given, the expected behaviour and consequences are explained, and the parent/carer will be informed. Stage 3: if concerns continue, the child's place may be suspended or future bookings may be restricted following discussion with the parent/carer.

Serious incidents, including behaviour that places a child or another person at immediate risk, may require staff to move directly to a higher stage. Any response will be proportionate to the incident and the child's individual needs.

Implementation

Communication: Behaviour expectations will be explained to children and reinforced regularly in an age-appropriate way.

Consistency: Staff will manage behaviour calmly, fairly and consistently, focusing on helping children understand what went wrong and what is expected next.

Support and Inclusion: Staff will consider a child's age, development, additional needs and individual circumstances. Reasonable support and adjustments will be used where appropriate.

Parents and Carers: Parents/carers will be involved where behaviour is persistent, serious or requires an agreed support plan.

Records: Significant incidents, repeated concerns and any action taken will be recorded and shared with parents/carers where appropriate.

Physical Intervention

Staff will not use physical punishment. Physical intervention will only be used where necessary to prevent a child from causing injury to themselves or others, or to prevent serious damage, and will be limited to what is reasonable and proportionate in the circumstances.

Conclusion

By promoting clear expectations, positive relationships and consistent support, we aim to maintain a safe, welcoming and enjoyable environment for every child in our care.

For questions about this policy, please contact Christopher Dickinson at impactwraparound@gmail.com.