**Behaviour Policy**

**1.Purpose of This Policy**

At Hearts & Hands, we aim to provide a safe, happy and inclusive environment where all children feel respected, valued and free to enjoy themselves. This behaviour policy sets clear expectations and promotes positive behaviour through encouragement, consistency and understanding.

**2. Our Behaviour Values**

We expect children to:

Be kind and respectful to others

Listen to adults and each other

Take care of equipment, nature and the environment

Include everyone in games and activities

Use calm voices and safe hands

**3. Promoting Positive Behaviour**

We use a positive approach, which includes:

Praising good behaviour

Encouraging teamwork and cooperation

Giving children clear boundaries, instructions and routines

Using age-appropriate reminders and choices

Empowering children to resolve minor conflicts with support

**4. Managing Unacceptable Behaviour**

We understand that all children are still learning to manage emotions and behaviour. When behaviour becomes disruptive or unsafe, we follow a calm and fair approach:

Examples of Unacceptable Behaviour:

Refusing to follow instructions or rules

Damaging property

Repeatedly disrupting activities

Being unkind to others

Using inappropriate language

Steps We Take:

1. Verbal Reminder – Calm explanation of what behaviour needs to change

2. Time to Reflect – A short break from the activity to calm down and reset

3. Discussion and Support – A chance to talk about what happened and how to make it better

4. Parent Communication – If behaviour continues or is serious, we will speak with parents at pickup

**5. Zero Tolerance for Unsafe Behaviour**

In cases of dangerous, aggressive, or bullying behaviour, we will:

Intervene immediately to keep others safe

Inform parents straight away

If necessary, ask a child to be collected early for the day

Consider whether the child can continue attending the club if behaviour does not improve

In the case of terminating a child’s place at the club due to unacceptable behaviour, we will not give refunds. Please see our Payment, Cancellations & Refunds policy for further information.

**6. Supporting Individual Needs**

We recognise that some children may need extra support to manage their behaviour. We will always do our best to understand the cause of behaviour and work in partnership with families to help every child thrive.

**7. Staff Responsibilities**

All staff will:

Be positive role models

Treat children with respect and fairness

Stay calm, consistent and supportive

Communicate clearly with each other and with parents

Keep records of any serious incidents

8. **Parent Partnership**

We ask parents to:

Support Hearts & Hands behaviour expectations by reading this policy through with their child/children

Let us know about any changes or challenges affecting their child

Work with us to promote positive behaviour together

**Due to the nature of our provision (outdoors with regular use of public woods), agreement and abidance by this policy is crucial.**