



Norfolk House Nursery

## Promoting Positive Behaviour Policy and Procedure

The Safeguarding and Welfare Requirements

3.52 / 3.53

Norfolk House Nursery is committed to ensuring that all children are treated as individuals, staff are expected to adopt a consistent approach with regards to promoting positive behaviour.

### Promoting Positive Behaviour

Norfolk House Nursery believes that children flourish best when their personal, social and emotional needs are met in an environment where there are clear and developmentally age appropriate expectations and when they know how they are expected to behave through interaction with caring adults who show them respect and value their individual personalities. We aim to work towards a situation in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement. Positive, caring and polite behaviour will be encouraged and praised at all times in an environment where children learn to respect themselves, other people and their surroundings and are able to learn from, and make mistakes without fear of any consequences.

We ensure that children are safe, stimulated, happy and feel secure and comfortable with all staff, and recognise the importance of building strong attachments with children. We will support and care for children and their families based on individual needs to ensure that children can develop into happy, self-confident and well-adjusted individuals.

All children are treated as individuals and staff are expected to adopt a consistent approach towards managing inappropriate behaviour. This ensures that the children have the security of knowing what constitutes acceptable behaviour and what does not. The environment must always be conducive and relaxed, where children feel safe and welcome. In order to establish such an environment, staff must ensure that the children's play space is appropriate. Sufficient stimulating and challenging activities should be available to meet the children's individual needs. Staff must consistently thank and praise children for sharing, acts of kindness, helping others, playing cooperatively and for all their achievements.

This Policy and Procedure was reviewed in June 2021 by Hayley Fox, Senior Nursery Manager	Date for next review: June 2022	Date Sent to Director: 12/07/2021
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Proof read by Sulina Wyton, Office and Finance Manager: 12/07/2021		

We support positive development of children's behaviour and all staff are encouraged to use positive language and behaviours. Examples include:

- Say what you **DO** want, rather than what you **DON'T** want.
- "I'd like you to walk in the nursery", rather than, "Don't run in nursery"
- Say **Yes** rather than **No**.
- "Yes we can have story time, once we have tidied up" rather than "No, not yet, we have to tidy up first"
- Use when and then to encourage respectful bargaining and sharing goodwill, "When we've picked up the toys, then we can sit and have our snack"
- Proactive praise good behaviour, limit attention on negative behaviour
- "Who tidied up the toys? Great job!" "Great hand washing today" "
- Recognise that children can seek attention through negative behaviour

Norfolk House Nursery promotes treating children with the utmost respect and **ALL** staff are expected to lead by example. All staff must act in a caring way and considerate manner towards each other, demonstrating good role modelling to the children which will develop a positive caring attitude for their future.

We ensure that children know that they can rely on being cared for in a fair, non-judgmental way, where feelings expressed are acknowledged and taken seriously. Children will receive reassurance and comfort when required and **MUST** not be told to stop crying. Staff must develop trusting relationships with children and support their personal, emotional and social development through offering comfort and space sensitivity.

Praise and encouragement and attention to the needs of the children as individuals, are fundamental aspects of the ethos of the nursery and must be readily given at all times. Through support of trusted adults, children will be nurtured and engaged in activities and learning opportunities that capture their interests and allow them to achieve to their fullest potential.

### **Hurtful behaviour and bullying**

We take hurtful behaviour very seriously. Some children under five may at some stage hurt or say something hurtful to another child, especially if their emotions are high at the time. This behaviour should not be labelled as bullying because for children under five hurtful behaviour is momentary, spontaneous and often without cognisance of the feelings of the person whom they have hurt.

Bullying involves the persistent physical or verbal abuse of another child or children. It is characterised by intent to hurt, often planned and accompanied by an awareness of the impact of bullying behaviour. A child who bullies has reached a stage of cognitive development where he or she is able to plan to carry out premeditated intent to cause distress. Bullying generally occurs in children over the age of five so this is an issue we do not foresee occurring in our nursery. However we will act upon any concerns that may be raised.

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If a child hurts another child, staff will model compassionate behaviours, and encourage the other child to help and learn positive behaviour. In a positive environment children are generally eager to please, and often they will feel remorseful and will want to apologise if they feel that their behaviour has hurt or disappointed someone.

**We will not allow and will deal with the following inappropriate behaviour:**

Bullying, hitting, punching, spitting, biting, pinching, pushing, negative body gestures, name calling, racist remarks, shouting, swearing, intimidation, lack of respect for people and property, invasion of privacy.

***Not exhaustive***

This applies to children, staff, parents and all visitors to Norfolk House Nursery.

Physical or humiliating punishment such as smacking, shouting and shaking will not be used or threatened. We believe that aggression breeds aggression and if children witness adults behaving in this way they will think that this is an acceptable way to interact with others. All discipline must have a positive effect on a child's development.

Norfolk House Nursery does not have a naughty chair, a naughty corner, use the word naughty, call a child silly or use other such forms of punishment. Children WILL never be deprived of food or drink.

**Managing Inappropriate Behaviour**

Inappropriate behaviour includes any behaviour likely to injure themselves, other children or members of staff.

Where there is positive adult interaction and where children are engaged in an activity they are interested in and well occupied, instances of unwanted behaviour are rare. This is particularly so where children are made aware of what is acceptable behaviour is and what is not. This will obviously be dependent on the age and developmental stage of the child.

If a child receives regular positive reinforcement it is easier for them to accept an approach in respect to any inappropriate behaviour. Where relationships are positive children are generally eager to please. Achievement and positive behaviour should be rewarded with praise and positive attention. Inappropriate behaviour should be challenged without adopting a negative attitude towards children who may be behaving inappropriately.

All approaches used in managing inappropriate behaviour must have a positive effect on a child's development. Norfolk House Nursery has found that the most effective style is one where it is managed within a framework of care and support. Consistency is the key to success, with children having an understanding of what is unacceptable behaviour. It is important to challenge all behaviour when children and staff are at risk of injury.

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## Dealing with Consistent Inappropriate Behaviour

When a child displays consistent inappropriate behaviour and does not respond well to the usual forms of behaviour management in this policy, the child's Key Person and the nursery SENCO will monitor and observe the behaviour by completing observations and ABC forms (parents must be informed beforehand) and will speak to the child's parents, providing clear information, covering the potential issues and discussing any support of other professionals that may be appropriate. Any meetings should have clear aims and information, this will be recorded and a copy sent to all parties involved.

Other support professionals include the area SENCO, Health Visitor, Child Psychologist, Social Worker, Doctor, Speech and Language Therapists etc. The nursery will assist and support the parents and the child through their interactions with additional support professionals where appropriate and necessary.

*See also Special Educational Needs Policy and Procedure*

### Physical Intervention

Physical intervention is not acceptable and must only ever be used if it prevents personal injury to a child, another child or an adult, or to prevent serious damage to property or in what would reasonably be regarded as exceptional circumstances. On any occasion where physical intervention is used to manage a child's behaviour, a written record will be kept and the parents will be informed on the same day. Any written records will be filed confidentially in the child's file; parents will also receive a copy. The Nursery Manager will also keep copies in a folder labelled physical intervention folder, so it can be monitored.

Children must always be treated with the utmost respect in every way at all times, for example:

- Holding their hand, not their arm/wrist.
- Picking them up in order to move them somewhere they don't want to be (unless for safety reasons)
- Picking them up from the front not from behind where they don't know who it is.
- Carrying children calmly and safely

*Not exhaustive*

*Staff are asked to reflect on the above and seek clarity where necessary.*

### “Thinking Time”

We will create some space in difficult situations by asking any child engaged in inappropriate behaviour to sit in 'thinking time' for NO longer than up to one minute for a year of their life. The idea of 'thinking time' is for children to reflect on their actions and how they would like to do something different in an age appropriate and developmentally appropriate way. During thinking time, the staff member will calmly talk to the child, providing a secure space for them to talk about their actions and behaviours. At all times, positive

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language must be used to help the children understand their negative behaviours and encourage positive ones.

**Thinking time should not be used unless completely necessary and children should not be ‘threatened’ with thinking time.**

### **Gun Play**

In a changing society nursery staff acknowledge that many images portraying war, guns, swords and fighting are seen in the media and on computer and video games.

Children at Norfolk House Nursery may have parents or family members that are in the forces, who may have been involved in active service. Some children have access to toys that depict power both outside of the Nursery and in their own homes. Nursery staff will talk to children about their ‘feelings’ when it is appropriate and necessary, especially where we know that their family life is directly involved in conflict situations for example parents who may be in the forces.

Staff will closely observe all children’s play and will actively engage children in opportunities and activities to expand play and explain the consequences of play. Stories and role-play opportunities will be used to reinforce the children’s understanding of right and wrong.

### **Golden Rules**

We operate a series of Golden Rules throughout Norfolk House Nursery:

- Well done, Zelda Zebra you are gentle
- Well done, Louis Lion you are honest
- Well done, Mona Monkey you listen well
- Well done, Gino Giraffe you look after things
- Well done, Elsa Elephant you try hard
- Well done, Alfred Alligator you are kind and helpful

We hope all children will begin to recognise the animals and that parents will reinforce them at home to ensure a positive consistent approach.

The rules should be displayed in every room and discussed with the children regularly to reinforce positive behaviours.

Parents are also made aware of the Golden Rules upon starting Norfolk House Nursery, on the Notice Boards throughout the nursery and in the parent packs.

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## Procedures

When tackling inappropriate behaviour:

- Supervise well and intercept any inappropriate behaviour sensitively by diverting the child behaving inappropriately to an alternative activity.
- If a child is injured or upset, attend to the injured child, deal with any injuries giving them attention and comfort.
- If the child who has caused the injury is sufficiently calm, explain and show them that they have hurt/upset another child. Remember to be at the child's level and gain eye contact with the child to ensure their full attention and understanding. If appropriate a child may wish to apologise.
- If a child has been subject to any form of inappropriate behaviour that causes distress or injury, details regarding the incident must be recorded on an Accident/Incident Form.
- Details of the incident must also be logged on an Accident/Incident Form for the child who causes distress or injury.
- If any child displays inappropriate behaviour on a second occasion the same action should be taken. In addition close supervision must be maintained to ensure any further attempts can be preempted and hopefully intercepted.
- Use thinking time to discuss calmly with the child if the inappropriate behaviour persists.
- If the inappropriate behaviour does persist, the Nursery Manager must be informed who will offer guidance and advice. A meeting must then be arranged with the child's Key Person and parents. The Room Leader/ Nursery Manager should be present to agree and discuss an individual strategy. These meetings are important as the parents may be able to offer an explanation for the change in behaviour or successful strategies used at home.
- Without exception, if a child is bitten or is subjected to unacceptable aggressive behaviour, all parents must be informed and an Accident/Incident form completed for all children involved. All parents should sign the individual form only and NOT be made aware of other children involved.
- Children must NEVER be punished by smacking, slapping, shaking, pushing, pulling or shouting- NOT EXHAUSTIVE.
- Staff must not use punishment or practices that may humiliate, frighten or deprive children of their rights.

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- Staff must not use the word naughty and never use a designated area, corner, chair or mat etc. for children displaying inappropriate behaviour. Children must not be called silly, or other such forms of punishment.
- Children must never be told to stop crying or commented on for doing so.
- Children must never be deprived of food or drink or threatened with this.
- Children must never be deprived of activities or threatened with this.
- Staff who experience any difficulty in managing a child's behaviour should consult the Nursery Manager.
- The Senior Nursery Manager must be kept informed at all times.

**Norfolk House Nursery ensures that all staff:**

- **Ensure positive behaviour is promoted throughout the nursery.**
- **Have access to training should they require support.**
- **Work with outside agencies**
- **Are kept up to date with legislation.**
- **Support and give advice to families.**

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