



# The Dell Out of School Club

Registered Charity No. 1038546

Policy No.

**DP – 1.02**

Reviewed 7<sup>th</sup> August  
2018 page 1 of 6

## **THE DELL OUT OF SCHOOL CLUB** **CODE OF BEHAVIOUR**

The Dell aim to develop an environment where our relationships with the children are paramount, and where children seek to win praise rather than attract punishment.

The club is conscious of the importance of maintaining adequate staff to children ratios, ensuring that children are cared for safely and given adequate attention and support. In all cases the minimum staffing ratios for children aged 3-7 will be 1:8. For children aged over 8 the club will make every effort to maintain a ratio of staff to children of at least 1:10

Our Code of Behaviour and club rules are designed to promote a consistent approach to maintaining good behaviour in partnership with the children, parents and the school.

The Manager is responsible for behaviour management in each setting, and are able to access advice training and support to help them maintain behaviour. Managers provide opportunities for discussion about behaviour issues and developing consistent practice across staff via staff meetings, supervisions and informal discussions.

Where appropriate the Manager will liaise with school, voluntary organisations and training providers to ensure that staff understand the policy and are trained and equipped to deal with behaviour.

All Dell staff respect children as individuals and encourage children to understand that they are accountable for their own behaviour.

The Dell sets out the standards of behaviour in the Dell – Parent/Carer and Child Agreement which we invite all children parents/carers to sign. (See Appendix 1 Page 6).

It is important that children understand the expected standards of behaviour. We affirm the values of the school and display the children's own Dell Rules within club, referring to them frequently in club time.

It is inevitable that as children develop and learn, there are times when some children may need support and guidance, to understand that their behaviour is not acceptable.

Dell staff try to understand why a child misbehaves, and endeavour to avoid the situation reoccurring. This obviously requires good communication with the staff member and children involved.

The vast majority of children will seek praise and rewards. At the Dell this is given in a variety of ways:

- A word of praise for appropriate behaviour
- Sticker/sweet awards or remarking on recognised progression towards acceptable behaviour. An activity of choice etc.
- Postcard messages to parents to acknowledge individual achievements
- Termly certificate presentations from the Co-ordinator for exceptional accomplishments
- Honorary Play leader or helper.

---

*We are committed to continually providing high quality affordable child-centred care with positive play opportunities for every individual in the club in a safe, happy environment in partnership with parents.*



# The Dell Out of School Club

Registered Charity No. 1038546

Policy No.

**DP – 1.02**

Reviewed 7<sup>th</sup> August  
2018 page 2 of 6

## **Children are expected to:**

1. Display socially acceptable behaviour.
2. Be aware of the rules of the Dell and behave appropriately.
3. Respect one another and accept differences of race, gender, ability, age and religion.
4. Be as independent as they can be by understanding and monitoring their own self Discipline
5. Choose and participate in a variety of activities
6. Ask playleaders for help if needed.
7. Enjoy their time at the Dell.

All incidents of a serious nature are recorded and all relevant parents/carers informed. Bullying is always treated seriously. Racist remarks, swearing or other offensive behaviour will be reported to the Manager or senior staff, and recorded in the incident book. Where appropriate sanctions may be used.

## **Diciplinary Procedures**

On registration the Dell invites all children parents/carers to sign the Dell parent child agreement. This details the code of behaviour and standards which the Dell expects from users. On occasions when children will not listen or cooperate with staff and are being disruptive to the other children we have a strict procedure of sanctions known as the three point rule.

Minor offences are dealt with on a day to day basis using the first two stages.

All incidents of a serious nature will be recorded and parents and carers will be informed (serious incidents include bullying, racism, swearing and offensive behaviour (see next section). Where behaviour is not resolved by the first stages of the process then a written warning will be provided to the child and parent.

### Stage 1 – Verbal Warning

- Children are warned verbally about their conduct and an attempt is made to diffuse conflict and informally discuss incidents with the child or group involved in a calm and gentle manner.
- The Child(ren) are reminded of the rules of the Dell which they have agreed to. Where bad behaviour has been exhibited this is an opportunity is taken to point out the standards/correct behaviours which The Dell likes to see.



# The Dell Out of School Club

Registered Charity No. 1038546

Policy No.

**DP – 1.02**

Reviewed 7<sup>th</sup> August  
2018 page 3 of 6

- After the first warning then the child should be told that if the behaviour continues they will be 'Timed out' (this means the child will be removed from the area/activity in which they are playing and asked to sit or stand still in an activity free zone). The aim is to calm the child down and encourage them to review their behaviour. Children will normally be given 2/3 informal/verbal warnings - however if such behaviour continues they will know if they continue they will be timed time out.

## Stage 2 – Time Out

- If bad behaviour continues the child will be 'Timed out' and asked to review/reflect on their behaviour for a short allocated time. (A maximum of 1 minute for each year of the child's age i.e. aged 6 then 6 minutes). The time out session encourages the children to regulate their behaviour through self discipline.
- Once this time is up the staff member will speak to the child and ask them to review the situation and discuss whether behaviour was acceptable and how they should have dealt with things and to problem solve a solution. Children are encouraged to make apologies if required etc. The child may be told they can rejoin the group when they feel ready.

## Stage 3 - Sanctions

If bad behaviour continues i.e. after another 15 minutes and no change has happened then the following sanctions may be used;-

- The Manager may call the parent/guardian who will be told about the situation and asked to talk to their child and discuss what has happened and hopefully decide with the child how to stop the unwanted behaviour.
- In agreement with the Manager and parent, further sanctions may be applied to manage difficult behaviour and support the child involved. These could include withdrawing privileges, a written warning, ongoing monitoring or asking for a parent and carer to come and collect the child from club.
- In extreme cases or where bad behaviour persists or continues to be unresolved it may be that the Manager/Dell Committee issue written warning. A copy which would be given to the child and their parent/guardian. This letter will detail improvements in the behaviour which is required and how it will be monitored.
- Should no improvement be forthcoming the warning letter will detail sanctions which will be applied i.e. this could be a fixed exclusion from the Dell ranging between 1 day to 1 week.
- If the issue persists the child could be permanently excluded from the Dell.

NB. Exclusions are the ultimate sanction and will require sanctioning by the Dell Committee, and Manager. Support for the child along with monitoring must be considered during the entire disciplinary process. In the event of an exclusion the Dell will not accept responsibility for any ongoing liability for future childcare costs - the interim childcare becomes the responsibility of the parents concerned.

## Anti Bullying

The Dell does not support bullying and the above policy outlines the step and measures taken to prevent bullying behaviour. Children are encouraged to report any incidents of

---

*We are committed to continually providing high quality affordable child-centred care with positive play opportunities for every individual in the club in a safe, happy environment in partnership with parents.*



# The Dell Out of School Club

Registered Charity No. 1038546

Policy No.

**DP – 1.02**

Reviewed 7<sup>th</sup> August  
2018 page 4 of 6

bullying either received or seen. Staff are required to log all incidents in the incident book and investigation/disciplinary procedures will be used out to ensure that the incident does not arise again.

Where a child, or parent reports bullying, then an investigation will always be carried out. Where parental involvement is required then the Dell will work with parents to achieve the best actions to resolve any behaviour problem.

Staff are trained in behaviour management and are aware that they should monitor behaviour to ensure that bullying does not occur. Should this behaviour continue they should report it to the manager in charge who will decide what action is required.

## Review

Behavioural policy and practice is audited regularly via our termly Management Committee meetings. We also review behavioural practices prior to a child's admission – particularly in the case of a child with recognised behaviour issues.

The Dell seeks advice and feedback from parent/carers, linked school SENCO and other professionals and these are considered and implemented appropriately.

## Behaviour and SEN Children

On occasions The Dell may experience challenging behaviour exhibited as a result of a disability or an additional need. Where behaviour is as a direct result of a condition or an additional need The Dell may need to take a more flexible approach to tackling this behaviour. Often this will require input of the parents/carers the school, and other professionals.

Where we encounter challenging behaviours caused in this way we will try and make reasonable adjustments to ensure that the child can continue to enjoy their time at The Dell.

Reasonable adjustments should respond to the needs of the individual child and aim to remove any barriers or support access, by making changes to;

- **Physical environment** (e.g.. the school building or outdoor area)
- **The way things are done**( e.g.. age range flexibility, the activities and routines)
- **The support provided** (e.g.. equipment, adapting communication, the level of support)

These considerations should be explored in detail, in consultation with the child's parents/ carers.

The situation should be regularly reviewed, to ensure that the planned adjustments are still responding to the needs of the young person and being implemented effectively.

Where 1:1 care is required to fully participate in The Dell we would consider this adjustment on temporary basis as a reasonable adjustment. However if an additional member of staff is



# The Dell Out of School Club

Registered Charity No. 1038546

Policy No.

**DP – 1.02**

Reviewed 7<sup>th</sup> August  
2018 page 5 of 6

required on a permanent basis it would be unreasonable for The Dell to be expected to finance this level of support on a weekly basis over a sustained period of time.

It is best practice to consider the reasonable adjustment framework every time a young person with additional needs is registered. Making reasonable adjustments is an on-going duty and will be regularly reviewed and more information can be found under our SEN/Additional needs policy

## **Right to withdraw services**

The capacity of the Managers and staff to provide childcare within a **safe environment** is of upmost importance when considering reasonable adjustments.

And whilst we recognise The Dell has a duty to offer out of school care for all; there may be situations where despite the best efforts of our staff, we do not have the capacity or resources to meet the needs of the child or to make the reasonable adjustments necessary. Where we are not able to make reasonable adjustments or where adjustments haven't worked or prove to be unsafe The Dell reserves the right to withdraw services.

In such cases we will try and work with the parents/carers to explore alternative options.



# The Dell Out of School Club

Registered Charity No. 1038546

Policy No.

**DP – 1.02**

Reviewed 7<sup>th</sup> August  
2018 page 6 of 6

Appendix 1

## Dell Parent / Child Agreement

As part of our registration process we would ask you to read together with your child/ren, our 'Parent/ Child Agreement' policy. This is an agreement between the parent/carer & child(ren) who attend and The Dell Out of School Club and provides information about what should be expected.

### The Dell aim to

- Provide suitably trained, vetted and qualified/experienced staff.
- Provide child-centred care in a safe environment.
- Provide a range of positive enjoyable play opportunities, which offer appropriate physical and mental stimulation for every individual.
- Help the children to keep the Dell Children's Rules and Safety Rules.
- Be welcoming to parents at the club, AGM and Open Meetings.
- Keep parents informed about their child (whilst at the Dell).
- Keep parents informed of activities and events.
- Keep fees as low as realistically possible.

### Parents are expected to

- Encourage their child to keep the Dell Children's Rules and Safety Rules.
- Observe the rules and conditions of use.
- Let the staff know of any concerns or problems that might affect their child's or others behaviour and safety.
- Support Dell staff and the voluntary management committee in achieving its objectives.
- Not send children if they are unwell.
- Treat Staff with respect.

### Children are expected to

- Enjoy their time at the Dell.
- Be aware of the rules of the Dell and behave appropriately.
- Respect one another and accept differences of race, gender, ability, age and religion.
- Be as independent as they can be by understanding and monitoring their own self-discipline.
- Choose and participate in a variety of activities.
- Ask staff or volunteers for help if needed.

---

*Policy edited: 7<sup>th</sup> August 2018*

*Approved by:*

*Co-ordinator*

*Chair*

*Review Date:*

.....

.....

.....

---

*We are committed to continually providing high quality affordable child-centred care with positive play opportunities for every individual in the club in a safe, happy environment in partnership with parents.*