




# AFTER SCHOOL CARE CLUB BEHAVIOUR POLICY



2023

© TOTAL SPORTS LIMITED

## Behaviour


What	Who	The Policy
Child information	 Head Office	<ul style="list-style-type: none"> <li>• Data is collected upon booking to support children on site. This is stored safely and confidentially and only Head office staff have immediate access.</li> <li>• Relevant information is shared with managers who will disseminate this discretely to the after care team.</li> <li>• Total Sports ask that parents and carers are honest and open about a child's needs, especially if in school they access additional support such as 1:1.</li> <li>• Total Sports may postpone or delay a booking if it is felt that incorrect or incomplete information has been provided, which prevents the child from receiving the correct level of care for their needs.</li> <li>• At the end of each day and week, all behaviour incidents and logs are reviewed by Head Office staff to consider any action that may be required going forwards.</li> </ul>
Managing Good Behaviour	 Head Office, Managers, Care Team	<p><u>Examples may include (but are not limited to)</u></p> <ul style="list-style-type: none"> <li>• helpful</li> <li>• kind</li> <li>• enthusiastic</li> <li>• encouraging</li> <li>• respectful.</li> <li>• Manager's and the Care team deliver a welcome chat. We outline expected behaviour and remind children about being positive and kind. This is done daily.</li> <li>• Staff training is provided.</li> </ul> <p><u>Rewarding Good Behaviour</u></p> <ul style="list-style-type: none"> <li>• Praising the child</li> <li>• Staff are encouraged to give individual feedback to parents / guardians at pick up.</li> <li>• Positive behaviour is praised and encouraged</li> </ul>
Managing Poor Behaviour	 Head Office, Managers, Care Team	<p><u>Examples may include (but are not limited to)</u></p> <ul style="list-style-type: none"> <li>• rudeness to others</li> <li>• not following instructions</li> </ul>



- using inappropriate language
- refusal to participate
- disrespectful to others
- damage to facilities
- being unkind.

- Staff welcome promotes the expected behaviour and reminds children about being positive and kind. This is done daily at the start of each session.
- Staff training is provided.
- Total Sports will ensure an appropriate response is carried out by staff and the management team if poor behaviour is shown.

#### Managing Poor Behaviour

- Any poor behaviour must be logged and communicated to both Head Office and Parents (see below).
- Staff are trusted to use their professional judgement and to have discussions with their manager immediately, should poor behaviour be demonstrated. They will implement a suitable response to the poor behaviour.
  - 1) The child should have a restorative conversation with the Care Team member of staff and Manager as seen as appropriate, and possibly other children involved, so that they can understand how their behaviour impacted others and to help them see their choices and actions. If this goes well, no further action may be required but behaviour monitored.
  - 2) The child may be given a 5-minute time out in order for them to calm down, reflect or to make the right decision regarding their behaviour – this will always be within the area that the group are in and is seen as an opportunity to calm down and self-regulate, with help if required.
  - 3) A child may be asked to spend time with a certain team member or group to help calm the situation.
  - 4) Continuing a child's involvement is important and they will only be asked to sit out if they are continuing to demonstrate negative behaviour and not reaching their targets.

		<p>At this point – parents/ guardians should be informed at pick up or contacted before if is deemed necessary.</p> <ol style="list-style-type: none"> <li>5) If poor behaviour is repeated, the Total Sports team must set clear targets to improve for the child, which are to be communicated with parents /. Guardians and the Management team.</li> <li>6) If poor behaviour continues, see below for unacceptable behaviour.</li> </ol>
<p>Dangerous / Unacceptable Behaviour</p>	<p> Head Office, Managers, Care Team</p>	<p><u>Examples may include (but are not limited to)</u></p> <ul style="list-style-type: none"> <li>• abusive, rude or threatening words / actions</li> <li>• racist or discriminatory words / actions</li> <li>• vandalism</li> <li>• persistent refusal to comply</li> <li>• bullying</li> <li>• going out of bounds</li> <li>• putting themselves or others at risk.</li> </ul> <ul style="list-style-type: none"> <li>• Our welcome chat, promotes the expected behaviour and reminds children about being positive and kind. This is done daily.</li> <li>• Staff training is provided.</li> <li>• Total Sports takes this behaviour very seriously and whilst we do not want children to be excluded from activities and the care club, dangerous and unacceptable behaviour will not be tolerated.</li> </ul> <p><u>Managing Dangerous / Unacceptable Behaviour</u></p> <ol style="list-style-type: none"> <li>1) The Senior Management Team must be informed immediately who will support the Manager &amp; Club in dealing with this behaviour in the first instance. (note removal from after care must be cleared by Head Office and Head of Ops).</li> <li>2) A member of the Senior Management Team will attend the After Care asap to support and to observe the child in question, if relevant and if no immediate threat or danger is posed.</li> <li>3) The Parent / Guardian are to be informed immediately of any such behaviours.</li> </ol>

		<ol style="list-style-type: none"> <li>4) If potential to remove from the After Care Provision, the decision lies with the Head of Operations who will review the information and statements collected from the After Care Team and make a decision 24 Hours</li> <li>5) A child may be removed from after care that day for the above behaviours. In the case where a child's behaviour is deemed to meet the criteria of Dangerous / unacceptable, a parent / guardian will be called to pick the child up as soon as possible.</li> <li>6) If the decision is to allow the child to remain, clear targets are set and a member of the Senior Team / Head of Operations will meet with the child and parent / guardian to discuss if the child can be put on a clear plan to continue to attend the aftercare provision.</li> <li>7) If behaviour is severe, children can and will be excluded from the after school care club. This decision must lie with Head Office and can be made with immediate effect or after following a plan with targets which has not been met to the required level of behaviour.</li> </ol>
SEN / ADD / ADHD / Additional Needs	 Head Office, Managers, Care Team	<ul style="list-style-type: none"> <li>• We understand that children are all different and have varying needs. We are an inclusive club and take every child on their individual merits and aim to have a positive, non-judgemental approach.</li> <li>• Our Behaviour Policy takes everyone into account and all policies contained in this document are policies for all children.</li> <li>• After School Care Club needs to be a safe place to attend for all children and this policy helps outline individual responsibility to making our provision a safe and enjoyable space.</li> </ul>
Use of Reasonable Force	 Managers & After Care Team	<ul style="list-style-type: none"> <li>• Only staff who are DBS cleared can legally use reasonable force where necessary.</li> <li>• Staff are told to use their professional judgement on when to physically intervene.</li> <li>• Total Sports identifies the use of reasonable force on 3 occasions. <ol style="list-style-type: none"> <li>A) to prevent a child from hurting themselves</li> <li>B) to prevent a child from hurting others</li> <li>C) to prevent damage to property</li> </ol> </li> <li>• The guidelines for reasonable force are <ul style="list-style-type: none"> <li>- Use no more force than is needed</li> <li>- Control through passive intervention – eg standing in the middle</li> <li>- Control through active intervention – eg removing a person from the situation by leading them by the arm</li> <li>- Control through restraint – eg physically holding a person</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>- Force is not to be used as punishment</li> <li>- Parents/ Guardians and Head Office must be informed immediately.</li> <li>- An incident form must be completed.</li> </ul>
<p>Logging Behaviour &amp; Parental Communication</p>	<p>👤 Head Office, Managers &amp; After Care Team</p>	<p><u>Poor Behaviour</u></p> <ul style="list-style-type: none"> <li>• Any behaviour that is deemed poor must be logged using the incident report.</li> <li>• A note is made on the master register and a copy of the incident form is passed to parent / guardian on collection alongside a verbal description of what happened.</li> <li>• A copy is passed to Head Office at the end of the week.</li> <li>• Note – every incident must be logged with times and every one must be communicated.</li> <li>• If more than one child is involved, both children need a form and all parents /guardians need separate conversations.</li> <li>• If the behaviour is repeated, consistent or does not improve, the Senior Management Team and Head of Ops are to be informed immediately, and a call to parents / guardians should be made.</li> </ul> <p><u>Dangerous / Unacceptable Behaviour</u></p> <ul style="list-style-type: none"> <li>• Any behaviour that is deemed dangerous / unacceptable must be logged using the incident report and referred to the Senior Management Team.</li> <li>• It is then the Senior Management Team’s responsibility to inform Head of Operations.</li> <li>• As above, a note is made on the master register and a copy of the incident form is passed to parent / guardian on collection alongside a verbal description of what happened.</li> <li>• A copy is passed to Head Office at the end of the week.</li> <li>• Note – every incident must be logged with timings.</li> <li>• If more than one child is involved, both children need a form and all parents /guardians need separate conversations.</li> <li>• The Parents / Guardians will be informed by The Senior Person at After Care that day.</li> <li>• Head Of Ops is contacted if severe / removal. They will communicate this with parents/ guardians.</li> <li>• If child to remain on After Care, a restorative meeting will be held.</li> <li>• Head Office will communicate with parents regarding future attendance at Total Sports After Care Club.</li> </ul>

<p>Anti-Bullying</p>	<p>↑ Head Office, Managers &amp; After Care Team</p>	<ul style="list-style-type: none"> <li>• Total Sports runs a non tolerance Anti Bullying Policy and takes these incidents very seriously. Staff training is delivered on this topic to ensure all members of the team feel confident in addressing bullying issues.</li> </ul> <p><u>Examples of Bullying may include (but are not limited to)</u></p> <ul style="list-style-type: none"> <li>• Physical assault on another child (hitting, kicking, punching, pinching)</li> <li>• Name calling</li> <li>• Rumour spreading</li> <li>• Teasing</li> <li>• Neglect and ignoring (leaving them out)</li> <li>• Online comments or pictures</li> <li>• Racial, homophobic, sexist, derogatory comments or gestures</li> <li>• Sexual comments</li> <li>• Unwanted contact</li> </ul> <p><u>Strategies to prevent and reduce Bullying</u></p> <ol style="list-style-type: none"> <li>1) Managers welcome -carried out every day where a reminder about what bullying is and that it is not tolerated should be carried out. Tell a team member, tell an adult is always the message.</li> <li>2) Staff to encourage different groups, playing nicely, sharing and considering others around you</li> </ol> <p><u>Managing a Bullying situation</u></p> <ol style="list-style-type: none"> <li>1) A team member must inform the manager immediately if they suspect or witness a bullying incident.</li> <li>2) All bullying must be taken seriously and treated delicately and confidentially. All bullying must be recorded and passed on to both bully and victim parents / guardians.</li> <li>3) The Manager may contact the Senior Management Team if it is deemed as unacceptable behaviour.</li> <li>4) An incident form must be completed for all children involved – parents / guardians must be informed by the Manager (or Regional if additional support required) with discretion.</li> <li>5) Staff who witness the incident must ensure that it is investigated thoroughly.</li> <li>6) Bullies and victims must be spoken to separately</li> <li>7) Possible witness information / statements (children or staff) should be obtained.</li> </ol>
----------------------	--	---

		<p>8) Manager must inform all team members so they are aware</p> <p><u>Possible actions</u></p> <ul style="list-style-type: none"> <li>• Sanctions in line with dealing with poor / unacceptable behaviour</li> <li>• Apologies</li> <li>• Providing a role model in the form of an older child or coach</li> <li>• Changing of areas</li> <li>• Exclusion from After Care</li> </ul>
Cyber Bullying	<p>👤 Manager &amp; After Care Team</p>	<ul style="list-style-type: none"> <li>• A child may disclose that they are being harassed or bullied online / on their phone.</li> <li>• This should be taken seriously and all details should be collected from the child and logged by the member of staff.</li> <li>• Practical and emotional advice and support should be provided.</li> <li>• Staff are encouraged to reach out to a more senior staff member should they be unsure of how to deal with the situation.</li> <li>• Staff should never promise confidentiality as if the child is at risk, it needs passing on.</li> <li>• In line with the above bullying policy, the parent / guardian should be informed.</li> </ul>
Steps to not following acceptable behaviour	<p>👤 Head Office</p> <p>👤 Managers</p> <p>👤 After Care Team</p>	<ul style="list-style-type: none"> <li>• Total Sports reserve the right to make the choice they deem most suitable. Total Sports will assess all information and will meet to make a decision based upon all the information and experience they have. Their decision is final.</li> </ul> <p>Options include:</p> <ul style="list-style-type: none"> <li>• The child is to miss the next session they are due to attend. Parent / Guardian will be informed, and the child will have time to reflect upon their behaviour and their behaviour when attending the After School Care Club.</li> <li>• The child is to miss the next 2 sessions they are due to attend. Parent / Guardian will be informed, and the child will have time to reflect upon their behaviour and their behaviour when attending the After School Care Club.</li> <li>• The child is to miss the next 5 working days. Parent / Guardian will be informed, and the child will have time to reflect upon their behaviour and their behaviour when attending the After School Care Club.</li> <li>• The child is not to attend for half a term (6 / 7weeks). Parent / Guardian will be informed</li> </ul>



		<ul style="list-style-type: none"> <li>• The child is not to attend for the equivalent of a term (12 – 14 weeks). Parent / Guardian will be informed.</li> <li>• Upon returning, the child would continue to have to follow the behaviour guidance in this document.</li> </ul>
Parents / Guardians	<ul style="list-style-type: none"> <li>👤 Head Office</li> <li>👤 Managers</li> </ul>	<p><u>Examples of poor parental behaviour may include (but is not limited to)</u></p> <ul style="list-style-type: none"> <li>• Persistently late pick up</li> <li>• Dangerous driving / with undue care</li> <li>• Unfair and unrealistic expectations on staff members</li> <li>• Rudeness</li> <li>• Failure to cooperate regarding incidents and none signing of incident forms</li> <li>• Persistent failure to follow security procedures</li> <li>• Abusive or threatening behaviour towards staff or children</li> <li>• Neglectful actions towards children eg persistently forgetting lunch, suncream etc.</li> </ul> <p><u>Managing poor parental behaviour</u></p> <ul style="list-style-type: none"> <li>• Manager to inform a member of the Senior Leadership Team</li> <li>• Senior Leadership Team to inform Head office / Head of Ops</li> <li>• Head Office or Head of Ops to support at drop off / pick up</li> <li>• Request parent to leave the site</li> <li>• Contact the police</li> <li>• Report to safeguarding authority in line with Total Sports Safeguarding policy</li> <li>• Incident forms to be completed and passed to Head Office</li> <li>• Removal from after care provision for the term or indefinitely</li> </ul>