



Code of Conduct & Behaviour Management Policy

Our Commitment

At SEND4, we prioritise the safety and well-being of all children, young individuals, staff members, and visitors within our premises.

As an organisation, our commitment lies in ensuring that SEND4 remains a secure environment for all those we engage with.

This entails establishing explicit expectations for positive and suitable conduct, along with implementing measures to manage such conduct. We are devoted to modelling good behaviour and boundaries, responding appropriately and empathetically to all behaviours.

This Documentation

- Outlines the roles and obligations of individuals associated with the organisation.
- Is applicable to everyone collaborating with SEND4 : young individuals, staff, stakeholders, volunteers, and contractors.
- Aligns with our organisational objectives.
- Is based on the latest government guidelines and best practices. References to these documents can be found at the conclusion of this policy.

Approach and Anticipations

Every individual at SEND4 is treated with equal respect, fairness, and dignity. We foster an environment of mutual respect and cooperation.

SEND4 actively promotes positive behaviour, emphasising respect, the development of strong social skills, self-awareness, and self-control.

Directors and staff members exemplify and reinforce constructive working relationships for members to observe.

Staff members commend and highlight commendable behaviour, fostering open dialogues regarding conduct to foster a deeper comprehension of the effects of different responses. We encourage children and young individuals to assume responsibility for their behaviour, understanding that our interactions with one another directly shape our outcomes.

Given that members at SEND4 may have behavioural, learning, and emotional challenges, and may have encountered inadequate attachments, trauma, or loss, it is imperative to consider their broader context when addressing them. Social Profiles/risk assessments are created for each member drawing on data from the referral stage and input from SEND4 staff, parents, and caregivers. This dynamic document is continuously updated as we gain a better understanding of each individual. It serves as a vital tool that informs and guides our approach to supporting them. Regular staff briefings ensure that relevant "current" information pertaining to day-to-day interactions with members is shared among staff members involved.



SEND4 recognises that all behaviour serves as a form of communication. It is crucial to bear in mind that a member's behaviour can convey an unexpressed, unconscious need, particularly when they lack the comprehension or vocabulary to articulate their desires.

Professional behaviour and conduct

Staff are expected to demonstrate consistently high standards of personal and professional conduct such that public confidence in their integrity is sustained.

Staff will:

- Have proper and professional regard for the ethos, policies and practices of SEND4 .
- Maintain high standards in their attendance and punctuality.
- Take care of themselves and others affected by their activity whilst on site.
- Cooperate with leaders in meeting their duties under the relevant regulations.
- Treat members, parents, colleagues and external contacts with dignity and respect.
- Observe proper boundaries appropriate to their professional position, showing tolerance of and respect for the rights of others.
- Inform the Managing Director if they are subject to a criminal conviction, caution, ban, police enquiry, investigation or pending prosecution.
- Be aware that professional behaviour and conduct is expected to be extended to extracurricular trips and visits.
- Be aware that professional behaviour and conduct extends to use of work devices, internet, technology systems and AI, both online and offline.
- Act appropriately in terms of the views they express – in particular, political views – and the use of company's resources at all times.

Staff will not:

- Use foul or abusive language.
- Perpetrate discrimination, bullying, harassment, or intimidation, including physical, sexual and verbal abuse.
- Misuse or misrepresent their position, qualifications, or experience.
- Seek to bring SEND4 into disrepute.
- Use SEND4 resources for political purposes.

Safeguarding

In accordance with 'Keeping children safe in education 2025' (KCSIE), staff have a responsibility to safeguard members by:

- Providing help and support to meet the needs of members as soon as problems emerge.
- Protecting members from maltreatment, whether that is within or outside the home, including online.
- Preventing the impairment of members' mental and physical health or development.
- Ensuring that member grow up in circumstances consistent with the provision of safe and effective care.
- Taking action to enable members to have the best outcomes.



To effectively safeguard members, staff are required to follow the procedures outlined in this Code of Conduct and Behaviour Policy, the Child Protection and Adults at Risk Safeguarding Policy, and the Missing Education Policy.

All staff must ensure that they do not act in a way that may put members at risk of harm or lead others to question their actions. Staff should also be aware of the role of the DSL and when to contact them

In accordance with the Child Protection and Adults at Risk Safeguarding Policy, staff will be prepared to identify members who may be subject to, or at risk of, various types of abuse, neglect and exploitation including, but not limited to, the following:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect
- Child-on-child abuse
- Child criminal exploitation (CCE)
- Child sexual exploitation (CSE)
- Domestic abuse
- FGM
- Serious violence

Staff will also be expected to understand that mental health problems can, in some cases, be an indicator that a member has suffered or is at risk of suffering abuse, neglect or exploitation.

Copies of policies and a copy of Part one (or, where appropriate Annex A for staff not working directly with children) of KCSIE will be provided to staff at induction. Staff will have a clear understanding of the policies and procedures with regards to safeguarding issues, e.g. abuse, and the important role they play in preventing harm against members.

In accordance with the Child Protection and Adults at Risk Safeguarding Policy, staff will also be aware of the factors that could increase a member's risk of being subject to safeguarding issues, including but not limited to:

- Members who need a social worker and/or have a Child in Need and Child Protection Plans
- Members absent from education, particularly if on repeat occasions and/or long periods of time.
- Members requiring mental health support.
- LAC, PLAC and care leavers.
- Members with SEND or health issues.
- Members who identify as or are perceived to be LBGTQ+.

If a member of staff has any concerns about a member's welfare, they will act on them immediately. They will follow the necessary reporting and referral procedures outlined in the Child Protection and Adults at Risk Safeguarding Policy and speak to the DSL. Staff will be aware of the procedures to follow if a member tells them they are experiencing abuse, exploitation, or neglect.



In all cases, if a member of staff feels unsure as to whether an incident or member would be classed as a safeguarding concern, they will speak directly to the DSL. Staff will not assume a colleague will take action and share information that might be critical in keeping children safe.

Staff will recognise, acknowledge, and understand that even if there are no reports of child-on-child abuse, this does not mean it is not happening. Staff will understand the scale of harassment and abuse and challenge inappropriate behaviours between peers that are abusive in nature and report any concerns regarding any form of abuse to the DSL without undue delay.

Any member of staff member that has concerns about another staff member's actions or intent or believes these actions may lead to a member being put at risk of harm, will report this in line with the Managing Allegations of Abuse Against Staff Policy or Whistleblowing Policy immediately so appropriate action can be taken. This includes if the staff member in question is a on work experience, supply staff or an individual using company premises to host extra-curricular activities.

If the concern is regarding the Managing Director, staff will report this to Financial and Operational Director.

If a member of staff feels unable to raise an issue, they will use other whistleblowing channels, including contacting the NSPCC's helpline on 0800 028 0285 (between the hours of 8:00am and 8:00pm Monday to Friday) or email address help@nspcc.org.uk. Staff can also access guidance at www.gov.uk/whistleblowing. Fear about sharing information must not be allowed to stand in the way of the need to safeguard and promote the welfare of members.

Staff will undergo safeguarding and child protection training at induction. This will include training around online safety, particularly concerning the understanding of roles and responsibilities in relation to filtering and monitoring, in line with the [filtering and monitoring standards](#). This training will be updated at least annually to continue to provide staff members with relevant skills and knowledge to safeguard children effectively.

Staff will recognise that, when teaching members about safeguarding and online safety, a one-size-fits-all approach may not be appropriate for every member, and a more personalised or contextualised approach may be needed for members who are vulnerable, victims of abuse and/or have SEND.

Staff will be aware of their local early help process and understand their role in it.

Staff will be aware of the process for making referrals to children's social care service (CSCS) and for statutory assessments under the Children Act 1989, along with the role they may be expected to play in such assessments.

Staff will reassure victims that they are being taken seriously and that they will be supported and kept safe. They will never give the impression that members are creating a problem by reporting abuse, sexual violence or sexual harassment, nor should a member ever be made to feel ashamed for reporting an incident.



Staff will know how to manage the requirement to maintain an appropriate level of confidentiality, involving those who need to be involved, but will never promise a child that they will not tell anyone about a report of any form of abuse, as this may ultimately not be in the best interests of the child.

Staff will be aware of SEND4' legal duty to make a referral to the DBS where they consider an individual has engaged in contact that has harmed, or is likely to harm, a child.

Appearance and dress

SEND4 expects that staff will:

- Ensure that their appearance is clean and neat when at work or representing the organisation.
- Dress in a manner that is appropriate to their role – SEND4 will make reasonable adjustments to uniform expectations to suit disabilities, medical conditions, and religious and cultural beliefs.
- Not wear clothing that could have implications for the health and safety of themselves, or others in their care.
- Remember that they are role models for members, and that their dress and appearance should reflect this.
- Not dress in a way that would cause embarrassment to members, parents, colleagues, or other stakeholders.
- Ensure that, if visible, tattoos do not cause offence to others; if tattoos are likely to cause offence, they must be covered up whilst in work.
- Ensure that jewellery and piercings are minimal and, in the health and safety interests of both staff and children, avoid anything that could catch or be caught by members.

Attendance

SEND4 expects that staff will:

- Attend work in accordance with their contract of employment and associated terms and conditions in relation to hours, days of work and holidays.
- Comply with notification of sickness absence procedures.
- Make routine medical and dental appointments outside of their working hours or during holidays where possible.
- Refer to the Sickness, Absence, Compassionate Leave & Time in Lieu Policy if they need time off for any reason other than personal illness.
- Follow the absence reporting procedure when they are absent from work due to illness or injury.

Conduct outside of work

Staff committing offences that involve violence, possession or use of illegal drugs, or sexual misconduct is unacceptable, and will result in disciplinary procedures .



Staff will not engage in inappropriate use of social network sites which may bring themselves, SEND4, or our community or employer into disrepute.

Smoking, e-cigarettes, alcohol and other substances

Staff will not smoke or vape on the premises, only in a designated area and never in the sight of members, parents or visitors.

Staff will not smoke or vape whilst working with or supervising members off-site, such as when on visits and trips.

Staff will report for work and remain in a condition to perform their duties free from the effects of drugs, alcohol or any other substances that may hinder judgement and cause changes in behaviour; this does not include over-the-counter painkillers such as paracetamol.

Health and safety

Staff will:

- Be familiar with, and adhere to, the Health and Safety Policy and ensure that they take every action to keep themselves and everyone in the environment safe and well.
- Comply with health and safety regulations, adhering to any rules, routines and procedures in place, and cooperate with Directors and colleagues on matters relating to health and safety.
- Use the correct equipment and tools for the job and any protective clothing supplied.
- Inform the Managing Director of any paid work which is undertaken elsewhere, for compliance with The Working Time Regulations 1998 (as amended).
- Adhere to their common law duty to act as a prudent parent would when in charge of members.

Maintaining professional relationships with members

SEND4 expects that staff will:

- Maintain professional boundaries and relationships with members at all times, and will consider whether their actions are warranted, proportionate, safe and necessary.
- Act in an open and transparent way that would not lead to others questioning their actions.
- Ensure that they do not establish social contact with members for the purpose of securing a friendship, or to pursue or strengthen a relationship.
- Ensure that they do not develop personal or sexual relationships with members: this includes sexual remarks and discussing their own sexual relationships with, or in the presence of, members.
- Only contact members via SEND4's established mechanisms: personal phone numbers, email addresses or social media platforms will not be used to contact members.

Staff are aware that they must not:

- Discuss personal information with members, such as concerning their lifestyle or marital status, unless it is directly relevant to the topic being taught.



- Correspond in a personal nature through any medium with members, e.g. phone calls or text messages, unless it is within the staff member's role and via an approved communication method, e.g. company emails.
- Adopt an ongoing support role beyond the scope of their position.
- Use personal equipment for approved activities, such as a personal camera, unless approved in writing by the Managing Director, and will not photograph, audio record or film members without authorisation from the SMT and consent from the member's parent.
- Save images, videos or audio recordings of members on personal devices, unless authorised by the Managing Director.
- Upload images, videos or audio recordings of members to any location without consent from the Managing Director.
- Discuss or share information regarding other members or members of staff; staff should be aware of their surroundings when speaking to others, as their conversations may be overheard
- Ignore instances of sexual harassment and inappropriate behaviour amongst members.
- Invite or allow members to visit their home.
- Allow members to access staff members' personal devices.
- Attend members' homes or their social gatherings, unless approved by the Managing Director.
- Be alone with a member outside of teaching responsibilities, unless approved by the managing Director
- Enter changing rooms or toilets occupied by members. Not transport a member unless in line with the Transport Policy.
- Give personal gifts or special favours, or disproportionately single specific members out for special duties or responsibilities.
- Offer overnight, weekend or holiday care as a respite to parents without the approval of the Managing Director.

Under the Sexual Offences Act 2003, it is an offence for a person aged 18 or over to have a sexual relationship with a child under 18 where that person is in a position of trust in respect to that child, even if the relationship is consensual.

Where inappropriate contact is made with members this will be raised with the managing Director and handled in line with the Child Protection and Adults at Risk Safeguarding Policy and Code of Conduct.

If a member is consistently attempting to befriend or contact a member of staff on social media, the member of staff will inform the Managing Director as soon as possible.

Staff are strongly discouraged from forming personal relationships with former members, including on social media, as well as with the parents of any members on social media.

In the event of SEND4 becoming aware of a close relationship between a member of staff and a former member which may raise concerns about their suitability to work with children, the managing Director will contact the LA designated officer (LADO) for advice and guidance.

Any inappropriate contact made with former members will be handled in line with the Child Protection and Adults at Risk Safeguarding Policy and Code of Conduct.

Appropriate language



Staff will be informed that members should not be treated as friends. Staff will not:

- Use inappropriate names or terms of endearment.
- Allow inappropriate conversations or enquiries of a sexual nature to occur.
- Comment on a member's appearance, including personal flattery or criticism.
- Treat members disrespectfully or discriminatorily, based upon their perceived or actual protected characteristics.
- Subject members to humiliation, profanity, or vilification.
- Allow or partake in suggestive humour, banter, jokes or innuendos of a sexual nature.
- Use obscene or inappropriate gestures and language.
- Partake in personal conversations, including on the phone, where this may be overheard by members.

Physical contact with members

All staff members will respect the personal space and privacy of all members and will avoid situations which unnecessarily result in close physical contact.

SEND4 understands that there are circumstances in which it is entirely necessary for staff to have physical contact with members, e.g. when applying first aid, but staff will only do so in a professional and appropriate manner in line with relevant policies.

When physical contact is made with members, it is imperative that it is conducted in a way which is responsive to the member's needs, is of limited duration and is appropriate to their age, stage of development, gender, and background.

Staff will seek the member's permission, where possible, before initiating contact.

Staff will always use their professional judgement when determining what physical contact is appropriate, as this may differ between members, and ensure that the member's feelings and wishes are always taken into account.

Staff will never touch a member in a way which is indecent and will be aware that even well-intentioned physical contact may be misconstrued by a member, an observer or by anyone to whom this action is described and, therefore, will always be prepared to explain their actions.

Staff will not engage in rough play, tickling or play fights with members.

Physical contact will never be secretive; if a member of staff believes an action could be misinterpreted, this will be reported to the Managing Director, or the Financial and Operations Director if the concern is about the Managing Director, and appropriate procedures will be followed.

If a member is in distress and in need of comfort as reassurance, staff may use age-appropriate physical contact, such as placing their hand on the member's shoulder. Staff will remain self-aware of their actions at all times and ensure that their contact is not threatening, intrusive or subject to misinterpretation.

SEND4 acknowledges that situations may arise in which staff members will be required to use physical intervention, and in some cases reasonable force, in order to manage conflict, disruption and distressed behaviour when other measures have failed to do so. In these cases, staff will ensure that actions such as safe touch and reasonable force are used in a correct and safe manner.



The use of force may also be warranted when searching a young person, particularly if there are suspicions regarding the possession of the following items: knives, weapons, alcohol, illegal drugs, items that could be used for committing an offense, causing personal harm, or damaging property, or any stolen items.

In all interactions with members, staff will always behave and act in a respectful and professional manner and staff will be aware that extra caution and consideration may be needed where it is known that a member has previously suffered from abuse or neglect.

If force is employed on a child or young person, it must be documented as a behaviour incident, and an incident report must be completed and shared with the Operations Director. Parents/carers will also be informed.

Transporting members

Staff are aware that the safety and welfare of members is the responsibility of SEND4 until members are with their parents. SEND4 is committed to taking all possible safety measures to ensure the safety of members.

When it is necessary to transport members off-site, staff will gain consent from parents before transporting members and adhere to the appropriate policies and risk assessments, such as the Driving at Work Policy, and the Safer Working Practices Policy.

Staff will ensure that they:

- Hold a full valid driving licence for the category of vehicle being driven and providing their licence details to the Managing Director where required.
- Drive in accordance with the laws of the road and Highway Code.
- Check before each journey that the vehicle is roadworthy, e.g. tyres are properly inflated and meet legal requirements.
- Ensure that they are fit to drive; where their fitness to drive may be impaired, e.g. due to a medical condition or taking medication, they inform their manager as soon as possible and notify the DVLA where required.
- Notify the Managing Director where there is any change in their circumstance in relation to driving at work, e.g. if they acquire penalty points on their licence for motoring offences outside of work.
- Staff will only use their own vehicle to transport members where there is no practical or reasonable alternative and were agreed upon by the Managing Director and parents in advance of the journey. Only members of staff with the appropriate level of DBS check and safeguarding and behaviour management training will be permitted to transport members.

When using their own vehicle to transport members, staff will ensure that their driving insurance is valid for the purposes of business use, including cover for persons travelling as business passengers.

Staff will not offer members transport outside of their normal working duties, other than in an emergency or if a member is at risk. These circumstances will be recorded and reported to the Managing Director and the member's parents.

Acceptable use of technology



Staff are aware of the benefits and challenges associated with using technology, including AI. When using technology, staff will always adhere to the various procedures, freedoms and limitations outlined in the relevant policies, which include but are not limited to:

- Online Safety Policy
- Safe Use of AI Policy

Staff will be aware of how the use of technology can impact safeguarding and wellbeing issues, e.g. online abuse.

Staff will be vigilant to ensure their own behaviour is respectful and that members are using technology, including AI, appropriately while under their care.

Personal devices

Personal devices are used in accordance with the provisions outlined in the policies above. Any personal electronic device that is brought into work is the responsibility of the user.

Personal devices are not permitted to be used in the following locations:

- Classrooms
- Toilets

Staff are not permitted to use their personal devices during lesson time, other than in an emergency.

Staff are not permitted to use their personal devices to take photos or videos of members.

Social media

Staff will be aware that their conduct on social media can have an impact on their role and reputation within the organisation.

Staff will remain mindful of their use of social media and their web-based presence including written content, videos or photographs, and views expressed directly or indirectly which may bring themselves, SEND4 or its community into disrepute.

Staff are required to employ the highest security settings on any personal profiles they may have.

Staff will not engage in inappropriate use of social networking sites including contacting members or their family members, accepting or inviting friend requests from members or their family members, or following members or their family members on social media.

SEND4 understands that some staff are also parents of members and, therefore, may wish to contact other parents. When doing so, staff will exercise their professional judgement and will not contact family members on social media if this would lead to a conflict of interest.

Photography, images and videos



Photographs, images and videos will only be taken using SEND4 photography and video equipment – using personal mobile phones for this purpose is prohibited and taking images of members will not be taken for personal use.

Staff will ensure that imagery and videos will be kept in an appropriate and secure place.

No member will be photographed in a state of undress or semi-undress, or in a situation which could be considered as indecent or sexual.

Photographs and video footage of members, staff, or visitors will not be used in the generation of new or composite images via artificial intelligence (AI).

Staff will not take images of a member's injury, bruising or similar (e.g. following a disclosure of abuse), even if they have been requested to do so by children's social care and staff members will not make audio recordings of any disclosure made by a member

Consent for taking photographs will be obtained from parents, or the members themselves, if they are deemed old enough and able to make the decision for themselves.

The age of consent that is legislated is 13 and above; however, this is only applicable for online services provided directly to children. For everything else, an appropriate age of consent is considered on a case-by-case basis by the DPO, Managing Director and a member's parents (where appropriate).

Members who have not provided consent, either personally or via their parents, to have their photograph taken or be filmed will have their wishes respected.

The Managing Director will be notified of the proposed use of the imagery or video and the equipment and ensure that the use of such is included in lesson plans where this is necessary.

All photographs and videos will be available for scrutiny, and staff will be prepared to explain and justify the images or footage taken.

Careful consideration will always be given to the activities which are being filmed or photographed, to ensure that images or videos are not indecent and cannot be misused.

Premises, equipment and communication

Staff are responsible for:

- Securing windows and doors when rooms are not in use.
- Ensuring that visitors sign in and out.
- Challenging any unidentified individuals and notifying the Managing Director of any unauthorised person.
- Securing valuable equipment after use.
- Ensuring the security of SEND4 equipment when taken off the premises, such as laptops.
- Acting in accordance with GDPR & Data Protection Policy, ensuring that data and information is secure.
- Reporting any minor security concerns to the Managing Director.



- Reporting major security concerns directly to the police or emergency services, where appropriate.
- Carrying their SEND4 ID with them at all times.
- Being responsible for the security of any of their own property that they bring to the site.

Equipment and systems are available only for work-related activities and will not be used for the fulfilment of another job or for personal use, unless specifically authorised by the managing Director. Illegal, inappropriate, or unacceptable use of equipment or communication systems may result in disciplinary action and, in serious cases, could lead to an employee's dismissal.

Employees receiving inappropriate communication or material, or who are unsure about whether something they propose to do might breach this policy, should seek advice from the Managing Director.

SEND4 reserves the right to monitor emails, phone calls, internet activity, AI use, or document production on work-owned equipment, principally in order to avoid offensive or nuisance material and to protect systems from viruses, but also to ensure proper and effective use of systems.

Communication systems may be accessed when SEND4 suspects that the employee has been misusing systems or facilities, or for the investigation of suspected fraud or other irregularity.

Passwords should not be shared and access to computer systems must be kept confidential except on the express request of the Managing Director. Breaches of this confidentiality may be subject to disciplinary action.

Equipment that is used outside the premises, e.g. laptops, will be returned when the employee leaves employment or if requested to do so by the Managing Director.

Data protection and confidentiality

All staff will be aware of their responsibilities as laid out in the UK GDPR and Data Protection Policy and in the Data Protection Act 2018.

Staff members will not disclose sensitive information about SEND4, its employees, or the LA to other parties. The only exception to this being when the confidential information gives rise to concerns about the safety or welfare of a member .

Staff members have the right to request access to data that is held about them. Such requests will be made to the managing Director in writing in accordance with the Data UK GDPR and Data Protection Policy.

Staff will ensure that:

- Confidential paper records are kept in a locked filing cabinet, drawer or safe, with restricted access, and will not be left unattended or in clear view anywhere with general access.



- Implement a 'clear desk policy' to avoid unauthorised access to physical records containing sensitive or personal information.
- Memory sticks are not used to hold personal information unless they are password-protected and fully encrypted.
- They will not use their personal laptops or computers for company purposes. All necessary members of staff are provided with their own secure login and password, and every computer regularly prompts users to change their password.
- When sending confidential information staff will always check that the recipient is correct before sending.
- They involve the DPO in all data protection matters closely and in a timely manner.
- They only use AI systems that have been tested and approved for use

Before sharing data, all staff will ensure:

- They are allowed to share it.
- That adequate security is in place to protect it.
- Who will receive the data has been outlined in a privacy notice.

Where personal information that could be considered private or confidential is taken off the premises, either in electronic or paper format, staff will take extra care to follow the same procedures for security, e.g. keeping devices under lock and key. The person taking the information from the company's premises accepts full responsibility for the security of the data.

When members and staff join SEND4, the staff member or member (or, where appropriate, member's parent) will be required to complete a consent form for personal data use. This consent form deals with the taking and use of photographs and videos, amongst other things. Where appropriate, third parties may also be required to complete a consent form.

SEND4 holds the right to take the necessary disciplinary action against a staff member if they believe them to be in breach of the above security measures.

Probity of records

The deliberate falsification of documents, such as references, academic qualifications, or legal documents, is unacceptable. Where a staff member falsifies records or other documents, including those held electronically, this will be regarded as a serious disciplinary matter and potentially a criminal offence

Member conduct

Acknowledging Achievements

As a diverse educational institution, we acknowledge the necessity of recognising the efforts of children and young individuals. However, we believe that implementing a rigid reward system would not fully cater to their unique needs. Instead, we aim to incorporate rewards through the variety of activities we offer, both on and off-site. These activities are not explicitly labelled as "rewards" and are not contingent on specific criteria; nevertheless, we always consider the engagement of young individuals before granting access to these experiences.

Pathways Points



We have introduced 'Pathway Points' to help improve the citizenship and academic progress of the young people. This is awarded when the young person has done something, either because they were being kind, or if they had made a substantial effort in their studies. This is then rewarded with a point. Once the young person receives 10, they will get a reward. This could range from a sweet and certificate to additional privileges whilst in they are with us.

Consequences and Measures

In cases of inappropriate behaviour, it is essential to first consider the broader context surrounding the young individual, taking into account various contributing factors.

Initiating a dialogue is a significant step. At SEND4, we believe it is crucial for children and young individuals to not only comprehend which behaviours are unacceptable but, more importantly, understand why. During these conversations, we elucidate the impact of their behaviour and the rationale behind the necessity for change. Mentors may choose to indicate the unacceptability of behaviour during the conversation and revisit the topic later for further discussion, if necessary.

Our approach to addressing unhelpful behaviours emphasises maintaining a non-confrontational stance. We remind the child or young person that our environment is supportive and inclusive, while also acknowledging the need to take responsibility for any adverse impact on those around us. Whenever feasible, we strive to promptly acknowledge and praise positive behaviour, rather than solely focusing on less appropriate conduct.

In cases where a child or young person consistently resists our approach and expectations, a meeting with their parent(s)/carers will be arranged to explore optimal ways of supporting their needs. This meeting may lead to the establishment of individualised targets. To further support the child or young person, we maintain regular communication with their home, providing updates on their performance and fostering a holistic approach to their progress. All incidents are documented within the central records' daily timeline.

Monitoring and reviewing

This document will be reviewed on an annual basis by the Managing Director, and any changes made will be communicated to all members of staff.

All members of staff are required to familiarise themselves with this document as part of their induction programme.

Referenced documents and links

KCSIE 2024, 2025

[Guidance on Safer Working Practice for those working with Children and Young people May 2019](#)

[Use of Reasonable Force Advice for Head Teachers, Staff and Governing Bodies July 2013 DfE Guidance](#)

