



Behaviour Code of Conduct Policy

The purpose of the Behaviour Code of Conduct Policy is to outline what Unique Support for Unique People (US4UP) is responsible for along with what we expect from the students that are supported with us.

This policy is to help us protect children and young people from abuse, and to also keep staff safe from abuse from children. US4UP is responsible for making sure everyone taking part in our activities has seen, understood and agreed to follow the code of behaviour, and that they understand the consequences of inappropriate behaviour.

Unique Support for Unique People are acting in a position of trust and authority and have a duty of care towards the children and young people we work with. We are likely to be seen as a role model by young people and are expected to act appropriately. We expect people who take part in our services to display appropriate behaviour. This includes behaviour that takes place in the family home and out in the community.

Unique Support for Unique People are responsible for:

- Prioritising the welfare of children and young people
- Providing a safe environment for children and young people
- Ensuring equipment is used safely and for its intended purpose
- Having good awareness of issues related to safeguarding and child protection and taking action when appropriate, ensuring training is up to date

- Following our principles, policies and procedures, including our policies and procedures for safeguarding and child protection
- Staying within the law at all times
- Modelling good behaviour for children and young people to follow
- Challenging all inappropriate behaviour and reporting any breaches of the behaviour code to the local authority and the commissioner
- Reporting all concerns about abusive behaviour, following our safeguarding and child protection procedure, this includes inappropriate behaviour displayed by an adult or child and directed at anybody of any age

US4UP will:

- Treat children and young people fairly and without prejudice or discrimination
- Understand that children and young people are individuals with unique needs and that their disability may impact their behaviour
- Support individuals to understand and manage their behaviour
- Respect differences in gender, sexual orientation, culture, race, ethnicity, and religious belief systems
- Challenge discrimination and prejudice
- Encourage children and young people to speak out about attitudes or behaviour that makes them uncomfortable
- Promote relationships that are based on openness, honesty, trust and respect
- Be patient, understanding and approachable
- Exercise caution when we are discussing sensitive issues with children or young people
- Ensure our contact with children and young people is appropriate and relevant to the nature of the activity we are involved in
- Learn to identify the child's triggers and what de-escalation strategies are effective for them
- Support children and young people to manage their stress and anxieties
- Reflect on and recognise positive behaviour and let the child know when they have presented good behaviour

US4UP will not:

- Not allow concerns or allegations to go unreported
- Take unnecessary risks
- Smoke, consume alcohol or use illegal substances
- Develop inappropriate relationships with children and young people
- Make inappropriate promises to children and young people
- Engage in behaviour that is in any way abusive, including having any form of sexual contact with a child or young person
- Let children and young people have our personal contact details (mobile number, email or postal address) or have contact with them via a personal social media account
- Act in a way that can be perceived as threatening or intrusive
- Patronise or belittle children and young people
- Make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children and young people

Boundaries of behaviours:

Limits help children and young people feel safe and secure and to know what is expected of them.

- US4UP will set boundaries and limits. Being clear about what things the child can decide for themselves, what things we will decide, and what decisions we can make together
- If the child becomes heightened, they may need to take some space in a different room or the garden if it is safe to do so
- If a child or young person becomes aggressive and violent towards US4UP, we may have to end the session, report and will review our risk assessment
- US4UP will talk about what behaviours are OK. Letting the child or young person know what we will do if they become violent or dangerous
- If the child is at risk of harm to themselves, a parent, US4UP or any other person, then it may be necessary to call the police

Safe touch:

Unique Support for Unique People understands that access to safe touch is one strategy of calming, soothing and containing distress for a frightened, sad or angry child. It is essential for all children to learn the difference between safe and unsafe touch and to experience having their strongest emotions contained, validated, accepted and soothed by a significant adult. If children are behaving in unacceptable, threatening, dangerous, aggressive or out of control ways, they have not yet learned how their strongest emotional reactions can be contained, channelled and communicated safely.

All of the children and young people receiving services from Unique Support for Unique People have additional needs and special educational needs (SEND), it is vital that we have a consistent approach to behaviour.

To manage this effectively, US4UP has successfully completed Norfolk County Council's training- Step On (*Completed November 2025, renewal November 2026*) which supports therapeutic and trauma informed approaches to challenging behaviour. This includes a safe approach to physical intervention, de-escalation strategies, focusing on positive and proactive interventions.

To support this, US4UP will use safe touch with parent's permission to help calm a distressed child, contain an angry child, affirm an anxious child or a child with low self-esteem. Unique Support for Unique People want the child to feel safe and connected to others and not have a sense of rejection from ourselves. US4UP are led by the child or young person and will ensure that they are suitably clothed and will only allow a side hug.

Procedure:

- Where a child has become aggressive or violent and this is being directed at US4UP, we will use guided hands as a safe way to prevent harm. This is in line with the Step On training that has been completed
- If US4UP have been threatened, feel uncomfortable or at risk, the session will end immediately and we will leave after communicating with the parent
- The local authority will be informed and there will be a discussion with the commissioner

- The risk assessment will be reviewed to decide if it is safe and suitable for the service to continue
- It might be necessary and appropriate for everyone involved with the child/ young person to have a meeting to discuss concerns and actions
- If an allegation has been made about US4UP, we will self-refer to have a consultation with the Local Authority Designated Officer (LADO) <https://norfolkscp.org.uk/media/tcum4uak/norfolk-lado-consultation-referral-form-blank-april-2025.doc> to discuss the incident. The commissioner will be made aware, this must be raised within one working day
- If there is any immediate danger then US4UP will call 999
- When an incident has occurred, US4UP use a restorative approach to maintain and repair relationships by understanding behaviours. Acknowledging that their actions may be caused by their disabilities and challenges. Imagining what life is like for the child, using an empathetic, calm and supportive approach

Policy to be reviewed January 2027