



Anti-Social Behaviour Policy

Statement of intent

At Millfield English Language Holiday Courses (MELHC) we pride ourselves on having very low rates of anti-social behaviour. However, we recognise that all schools experience anti-social behaviour of some sort at some time.

The aim of the MELHC is to develop a positive environment where anti-social behaviour is not tolerated in any form at any time, and incidents are dealt with swiftly and effectively. Every person directly involved with MELHC will be included within the delivery of such an aim.

MELHC have developed a policy that should respond positively and effectively to anti-social behaviour in the early stages of any form of behavioural problems.

No child should experience the fear and distress that anti-social behaviour can inflict. We actively set out to educate children to be sociable and respectful of others.

We aim to develop a well-managed, well-behaved, fun and enjoyable school environment where students can confidently face the challenges of life together, look after themselves, each other and live alongside various nationalities without having to worry about an individual inflicting any type of anti-social behaviour to others.

MELHC expects its staff to behave professionally at all times and attempt to diffuse difficult situations where possible, seeking the involvement where necessary of other colleagues. All staff and students have the right to feel safe and participate in the course without fear of threats, violence or abuse. The school expects parents, group leaders and other visitors to behave in a reasonable way towards all staff and students. This policy outlines the steps that will be taken where a person or person's behaviour is considered to be unacceptable.

Actions considered to be anti-social behaviour at MELHC

- Physically hurting someone (punching, slapping, kicking, tripping up, pushing, spitting)
- Threatening to physically hurt someone, or people or things precious to them
- Damaging or stealing things that belong to someone else
- Humiliating or embarrassing someone deliberately
- Racist remarks and offensive behaviour



- Disruptive behaviour, e.g. spoiling someone else's games or classes
 - Bullying
 - Loud, raised voices or shouting, either in person or over the phone
 - Physically intimidating a student or member of staff or invading their own personal space [standing over or too close to them]
 - The use of aggressive or impolite hand or face gestures e.g. two raised fingers
 - Showing or holding a fist towards another person
 - Writing abusive comments about another student or a member of staff
 - Abusive language and swearing
 - Racist, ageist or sexist comments
 - Breaking the school's security procedures
 - Written or verbal accusatory comments
 - Damage to personal property
- (This list is not all inclusive)

Diffusing a situation

The following strategies may help staff to calm a situation and should be used whenever possible:

- Stand back and listen. Give the situation your full attention
- Speak in a quiet, slow and friendly voice
- Frequently summarise what is being said and do not judge any person involved in the situation until everything is fully explained.
- Be aware of your body language e.g. do you smile where appropriate, look suitably engaged and open to hear the complaint?
- Empathise where you can but be careful not to give them the means to use you in further conversations e.g. 'Miss X said...'
- Try to give them some indication of what is going to happen next

Procedure for dealing with any form of anti-social behaviour

Where a student, parent/guardian, staff member or a member of the public behaves in an unacceptable way to any fellow student or staff member both on and off MELHC campuses, the following procedures should take place:

- In the event of a student confronting a member of staff regarding any form of anti-social behaviour, the staff member should seek to have another member of staff present if possible.



- If necessary, an **'Incident Report Form'** [indicating a serious problem] should be compiled by the member of staff and sent to the **Pastoral Manager**. This form can then be assessed and appropriate action can be taken. The Pastoral Manager will normally be able to resolve the situation however, if a situation is particularly bad, then the Pastoral Manager must pass the form to the Centre Manager, MELHC Manager and Director of Holiday Courses who will then discuss what further action is needed to resolve the situation.
- If a member of staff or a student has experienced aggressive or anti-social behaviour by another student or member of staff they must seek to inform the Pastoral Manager, or another senior member of staff as soon as possible after the event has happened.
- If a student has been accused of damaging personal property and it has been proven, money will be taken from their £30 damage deposit to pay for the repair. If the damage is more than £30, it may be taken from the student's pocket money after consultation with the Director of Holiday Courses and Events.
- At all times, when dealing with any case of anti-social behaviour, the member of staff dealing with the situation should seek to diffuse the situation and try to speak in a calm and approachable manner to the student in question.
- If the member of staff feels that they are going to be subject to a difficult phone call or meeting with a student's agent/parents they should inform their line manager and have them present at the time. It is important that staff do not expose themselves to unnecessary risk e.g. meeting taking place without a line manager having awareness of the situation.
- Where an incident or conversation has had to be referred to the Centre Manager, MELHC Manager and Director of Holiday Courses, the member of staff must make written notes about the event.
- It will be the role of the Centre Manager, MELHC Manager and Director of Holiday Courses to assess the situation and decide upon the action to be taken.