

Group Behaviour Code of Conduct

At a Glance

This Behaviour Code of Conduct explains the expectations for everyone attending Harry's Rainbow face-to-face groups. It helps us create a safe, welcoming and supportive environment where bereaved children, young people and their families can feel comfortable, respected and included.

Who This Policy Applies To

This policy applies to everyone attending Harry's Rainbow groups, including:

- children and young people
- parents and carers
- staff
- volunteers
- visitors and professionals attending sessions.

Everyone has a shared responsibility for helping to create a positive group environment.

Policy Status

This policy is owned by the Board of Trustees and the Chief Executive Officer (CEO). It is reviewed annually, or sooner if required by changes in legislation, guidance or organisational practice.

Introduction

Harry's Rainbow is committed to creating a safe, inclusive and compassionate space where bereaved children, young people and their families feel welcomed, supported and valued.

We understand that grief affects everyone differently and that behaviour can often be a way of expressing emotions. We therefore take a supportive, trauma-informed approach, recognising that children and young people may respond differently depending on their age, stage of development, bereavement experience and any additional needs.

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Our aim is to encourage positive behaviour through kindness, understanding, encouragement and positive role modelling rather than punishment.

Families attending their first group will be asked to read this Behaviour Code of Conduct and sign the Harry's Rainbow Group Agreement, confirming that they understand and agree to the expectations for everyone attending our groups.

Equality and Inclusion

Harry's Rainbow welcomes families from all backgrounds and is committed to treating everyone with dignity, fairness and respect.

We will not tolerate discrimination based on age, disability, race, ethnicity, religion or belief, sex, gender identity or sexual orientation.

Where possible, reasonable adjustments will be made to support children and young people with disabilities, neurodivergence or additional needs so they can participate fully and safely in our groups.

Our Aims

This policy aims to:

- provide a safe and welcoming environment for everyone
- promote kindness, respect and positive relationships
- help everyone understand what behaviour is expected within our groups
- support children and young people to feel valued and included
- ensure everyone is treated fairly and respectfully.

Safeguarding

Keeping children, young people and vulnerable adults safe is our highest priority.

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If behaviour raises a safeguarding concern, staff will follow the procedures set out in Harry's Rainbow's Child Protection Policy. Parents, carers and children will be kept informed where appropriate, unless doing so would place someone at greater risk.

Behaviour Expectations

Parents and carers remain responsible for supervising their children throughout every session.

We ask everyone attending our groups to:

- treat others with kindness, patience and respect
- use equipment and facilities safely
- follow the guidance of staff and volunteers
- respect other people's feelings, personal space and belongings
- help create a welcoming and inclusive atmosphere
- respect the confidentiality of personal experiences shared within the group
- speak to a member of staff if they have any concerns about someone's safety or wellbeing.

Supporting Positive Behaviour

We believe that positive behaviour is best encouraged through understanding, encouragement and partnership with families.

If concerns arise, we will always try to understand the reasons behind the behaviour and work together with families to find supportive solutions. Where appropriate, reasonable adjustments or additional support will be offered.

Behaviour will always be managed in a way that is appropriate to the child's age, understanding, communication needs, bereavement experience and any additional needs.

If Behaviour Becomes a Concern

Our priority is always to support families and help everyone enjoy attending our groups.

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Stage 1 – Supportive Conversation

A member of staff, usually the Family Liaison Officer, will speak privately with the parent or carer to discuss the concern, remind them of the Group Agreement and explore whether any additional support or adjustments would help.

Stage 2 – Formal Review

If concerns continue, a further meeting will be arranged to review the situation, discuss any support already offered and agree the next steps. Families will be advised that continued concerns may affect future attendance.

Stage 3 – Review of Attendance

If behaviour continues to have a significant impact on the safety or wellbeing of others despite appropriate support, Harry's Rainbow may decide that the family is unable to attend future group sessions.

This decision will only be made after all reasonable support has been explored unless there is an immediate risk to the safety of others.

Families may still be able to access other Harry's Rainbow services where appropriate.

Immediate Safety

If anyone's behaviour places themselves or others at immediate risk of harm, staff or volunteers may intervene to prevent injury or ensure the safety of everyone present.

Expectations During Groups

To help everyone enjoy the session, we ask families to:

- supervise children at all times, particularly when using outdoor spaces

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- encourage children to take part in activities if they feel comfortable
- remember that all emotions are welcome and support is available if needed
- use indoor spaces appropriately and save running games for designated outdoor areas
- ensure food and drink are consumed only in designated areas
- respect the privacy of others by keeping personal stories shared within the group confidential
- report any safeguarding concerns immediately to a member of staff
- be willing to try new activities and support one another.

Bullying

Harry's Rainbow is committed to providing an environment where everyone feels safe.

Bullying of any kind is not acceptable. This includes physical, verbal, emotional, social, discriminatory and online (cyber) bullying where it affects the wellbeing or relationships of people attending our groups.

We recognise that children who display bullying behaviour may themselves need additional support.

Any concerns about bullying will be taken seriously and dealt with sensitively. Staff will speak privately with those involved and, where appropriate, their parents or carers. If necessary, safeguarding procedures will also be followed.

Anyone who is worried about bullying should speak to a member of staff or a volunteer.

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