



Wedding Nanny & Creche Child Behaviour Policy

1. Our Approach to Children's Behaviour

Our aim is to create a safe, calm, fun and inclusive environment where every child feels comfortable, valued and supported.

We understand that children attending weddings may be in an unfamiliar environment, surrounded by new people, routines and activities. They may also become tired, overwhelmed or unsettled during a long day.

We therefore use a **positive, child-centred approach to behaviour**, focusing on understanding the reason behind a child's behaviour rather than simply correcting it.

Our staff will always respond to children with patience, kindness, consistency and respect.

2. Our Behaviour Expectations

Children will be encouraged to:

- Treat other children, staff and adults with kindness and respect.
- Use gentle hands and appropriate language.
- Take turns and share where developmentally appropriate.
- Listen to reasonable instructions from childcare staff.
- Respect the creche environment, toys and equipment.
- Stay within the designated childcare area unless accompanied by an authorised adult or staff member.
- Tell a member of staff when they are upset, worried or need help.

We recognise that expectations will be adapted according to the child's age, developmental stage and individual needs.

3. Positive Behaviour Management

Our staff will promote positive behaviour by:

- Clearly explaining expectations using simple, age-appropriate language.
- Praising and encouraging positive behaviour.
- Giving children choices where appropriate.
- Redirecting children towards suitable activities.
- Offering comfort and reassurance when a child is upset.
- Providing opportunities for quiet time, rest and regulation.
- Using consistent boundaries between staff members.
- Recognising that behaviour is often a form of communication.

For example, rather than simply saying "Don't run", staff may explain, "We need to use walking feet inside so everyone stays safe."

4. Understanding Challenging Behaviour



We recognise that behaviour such as crying, shouting, refusing instructions, tantrums, pushing or difficulty sharing can be a normal part of childhood development.

Staff will consider possible reasons for a child's behaviour, including:

- Tiredness or hunger.
- Overstimulation or noise.
- Anxiety or unfamiliar surroundings.
- Frustration or difficulty communicating.
- Changes to routine.
- Conflict with another child.
- Sensory needs.
- Developmental stage or additional needs.

Where possible, staff will address the underlying need rather than focusing solely on the behaviour.

5. When Behaviour Becomes Challenging

If a child's behaviour becomes challenging, staff will remain calm and use the least restrictive response appropriate to the situation.

Staff may:

1. Remind the child of the expected behaviour.
2. Explain why the behaviour is not appropriate or safe.
3. Redirect the child to another activity.
4. Offer a choice between appropriate alternatives.
5. Give the child time and space to calm down, while continuing to supervise them.
6. Provide reassurance and help the child regulate their emotions.
7. Speak with the child's parent/carer if further support is needed.

We will avoid lengthy explanations or confrontation when a child is highly distressed. Once the child is calm, staff can help them understand what happened and discuss more appropriate ways to respond next time.

6. Physical Aggression or Unsafe Behaviour

If a child hits, kicks, bites, pushes, throws objects or otherwise behaves in a way that could cause harm, staff will prioritise the safety of the child and everyone around them.

Staff will:

- Stay calm and use clear, simple instructions.
- Move other children away from immediate danger where necessary.
- Remove unsafe objects where appropriate.
- Support the child to calm down.
- Inform the parent/carer if the behaviour presents a significant or ongoing safety concern.
- Record significant incidents in accordance with our incident-reporting procedures.



Physical intervention will **not** be used as a punishment. Any physical intervention by staff would only be considered where necessary and lawful to prevent immediate harm and would be proportionate to the circumstances.

7. What We Do Not Use

Our childcare service does not use:

- Physical punishment or smacking.
- Shouting at or humiliating children.
- Threats or intimidation.
- Name-calling or labelling children as "naughty".
- Withholding food, drink or basic care as a punishment.
- Deliberately frightening children.
- Publicly shaming or embarrassing a child.
- We believe children should be treated with dignity and respect at all times.

8. Working With Parents and Carers

Parents and carers remain an important part of supporting their child's behaviour. If a behaviour concern arises, staff will communicate with parents/carers in a calm, factual and non-judgemental way.

We may discuss:

- What happened.
- What happened immediately beforehand.
- How nanny staff responded.
- How the child responded.
- Any patterns or triggers noticed.
- What strategies may help the child.

Where parents have provided information about their child's routines, communication needs, triggers, calming strategies or additional needs, nanny staff will use this information wherever reasonably possible. Parents will be called upon to offer support as and when nanny staff feel is needed. It may be at times during the creche, a child may need to take a break.

9. Confidentiality and Respect

Information about a child's behaviour will be treated sensitively and confidentially. Nanny staff will not discuss a child's behaviour with other parents or children.

Any incident involving significant harm, safeguarding concerns or serious injury will be dealt with in accordance with our safeguarding and incident-reporting procedures.

10. Individual Needs and Additional Support

We recognise that every child is different and that some children may communicate or behave differently because of their age, developmental stage, disability, additional needs, neurodiversity, sensory needs, communication difficulties, emotional needs or other individual circumstances.



Sharing Information Before the Event

It is extremely important that parents/carers are open and transparent about their child's individual needs, behaviour, routines and any circumstances that may affect their care **before the event takes place**.

During the booking consultation, parents/carers will be asked to provide relevant information about each child, including, where applicable:

- Additional or special educational needs.
- Neurodiversity or developmental differences.
- Sensory needs or sensitivities.
- Communication or language difficulties.
- Emotional or behavioural needs.
- Known triggers, anxieties or situations that may cause distress.
- Strategies that help the child to calm or regulate.
- Established routines or comfort items.
- Eating, sleeping, toileting or personal care requirements.
- Any behaviours that may present a risk to themselves, other children, staff or members of the public.
- Any previous or current difficulties that may be relevant to providing safe and appropriate childcare.
- Any information that may affect the child's ability to participate safely in a wedding creche or individual nanny care.

Providing this information in advance allows us to assess the level of support required, plan appropriate activities and routines, allocate suitable staff and ensure that we can provide the safest and most positive experience. Parents/carers should not feel concerned about disclosing additional needs or challenging behaviour. We are not there to judge a child or family.

Honest information enables us to support the child properly and put appropriate measures in place before the event.

Where significant information about a child's needs or behaviour is not disclosed before the event, and this subsequently affects our ability to safely provide the agreed childcare service, we may need to reassess the level of support required and what is deemed as safe and manageable for nanny staff.

Working Together During the Event

Our wedding nannies will make every reasonable effort to manage children's behaviour and individual needs independently within the agreed childcare arrangements. However, there may be occasions where a child's needs, behaviour or level of distress means that additional parental support is required.

If a child becomes particularly distressed, repeatedly demonstrates unsafe behaviour, is unable to settle with the nanny, or requires support that falls outside the agreed childcare arrangements, **the nanny may ask the parent/carer to step in and provide support or temporarily take over care of their child.**

This may be necessary within both:

- **Wedding creche care**, where a child is being cared for alongside other children; and
- **Individual nanny care**, where a nanny is providing one-to-one care.



Parents/carers should understand that asking for their support is not a failure on the part of the nanny. There may be situations where a parent is the most appropriate person to comfort, reassure or manage their child, particularly where the child is experiencing significant distress or where the nanny requires information or assistance that only the parent can provide.

When Parent/Carer Support May Be Requested

A parent/carers may be asked to step in where, for example:

- A child is unable to settle despite reasonable support from the nanny.
- A child becomes extremely distressed or overwhelmed.
- A child repeatedly behaves in a way that presents a risk to themselves or others.
- A child's needs are significantly different from the information provided during the booking consultation.
- The child requires a level of personal, medical, emotional or behavioural support that the nanny is not qualified or contracted to provide.
- The child is unwell or appears to require medical attention.
- The child's behaviour is significantly disrupting the safety or wellbeing of other children in the creche.
- The nanny believes that parental involvement is in the child's best interests.
- The nanny needs additional information from the parent about how best to support the child.
- Where possible, the nanny will explain the situation calmly and work with the parent/carers to agree the most appropriate next step.
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Our Shared Responsibility

The safety and wellbeing of all children in our care is our priority. Our nannies are responsible for providing appropriate care, supervision, boundaries and emotional support within the agreed childcare arrangements. Parents/carers remain responsible for providing accurate and relevant information about their child and for responding when their child's needs require parental involvement.

We believe the best childcare experience is achieved when **parents, children and wedding nannies work together openly and respectfully.**

Our aim is never to exclude a child or make a parent feel uncomfortable. Where additional support is required, we will communicate this sensitively and, wherever possible, work with the family to find a practical solution that allows the child to remain involved in the celebration safely and positively.

11. After an Incident

Following a significant behaviour incident, staff will ensure that:

- The child is safe and supported.
- Any injured or distressed children receive appropriate care.
- Parents/carers are informed where necessary.



- The incident is recorded where required.
- Staff reflect on what happened and whether anything could be changed to prevent a Where possible, the nanny will explain the situation calmly and work with the parent/carer to agree the most appropriate next step.

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12. Our Commitment

Our wedding nanny and creche team is committed to creating a positive environment where children can enjoy the celebration while feeling safe, respected and cared for.

We understand that children's behaviour is part of their communication and development. Our role is to provide appropriate boundaries while helping children understand and manage their emotions in a kind, consistent and age-appropriate way.

NannyTap's guiding principle is:

Kindness first, clear boundaries always, and the child's safety and wellbeing at the centre of everything we do.

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