



Behaviour Policy for Children, Young People, and Adults

January 1st 2026-December 31st 2026

Cambridgeshire Expressive Arts and Counselling Centre C.I.C (CEAACC) promotes equality and diversity, and welcomes individuals of all ages, abilities, backgrounds and cultures.

As an organisation offering therapeutic services, understanding behaviour is integral to our work. However, safety and safeguarding, is essential to our professional practice.

CEAACC behaviour code aims:

- To identify acceptable and unacceptable behaviour at our CEAACC centre and within our community.
- To create a safe, inclusive environment, where individuals feel comfortable to express themselves and can be heard.
- To encourage fairness, honesty, responsibility for behaviour, and respect.
- To create an environment where self-confidence, respect, & self-esteem is nurtured and grows.
- To resolve any conflicts supportively and safely.

We encourage everyone visiting CEAACC to:

- Be kind to others.
- Try to listen to others and hear what they are saying.
- Treat everyone with respect.
- Talk to your therapist or CEAACC's Leadership Team about anything that worries or concerns you.

CEAACC Senior Leadership Team:

- Eleanor Port-Burke, Director, DSL, Counsellor and Psychotherapist
- Kim Lyons, Administrator: Contactus@ceaacc.com
- Stephen Port-Burke, Finance Manager

At CEAACC, we aim to provide a safe and respectful environment, and in doing so, we endeavour to respond to behaviour that is:

- Verbally abusive –Shouting, demeaning remarks, name-calling, insulting, and offensive or vulgar language, as well as harassing remarks due to political preferences, gender, religious faith, or sexual orientation.
- Physical actions that injure or harm others, unsolicited or unwanted bodily contact, not respecting personal space and property of CEAACC.
- Aggressive, bullying, or intimidating

- Disrespectful
- Unkind

We will always communicate with you, carers, and parents regarding inappropriate behaviour, and aim to work constructively and supportively towards positive steps forward.

In circumstances where behaviour doesn't follow our **Behaviour Policy**, our staff will remind you about it and ask you to change your behaviour. This gives you the chance to think and to plan how you could behave differently, with support from CEAACC staff (including placement staff and volunteers).

We ask that you comply and work with our CEAACC Behaviour Policy whilst attending our services.

We will always try to work with you to ensure the most helpful experience at CEAACC, however, serious or ongoing non-compliance with our Behaviour Policy may lead to us needing to terminate the service and Therapeutic Agreement, and if necessary, taking appropriate Safeguarding or further action

Safeguarding Procedures:

If any member of CEAACC's staff (including placement practitioners and volunteers) become concerned that your behaviour reflects a safeguarding concern, they will follow CEAACC's Safeguarding Procedures. This might involve making a referral to the local safeguarding authority.

Where appropriate and safe to do so, we will always aim to talk through any concerns with you, carers and parents before taking any further actions.

The role of Parents and Carers when working with Children and Young People:

At CEAACC, we recognise that carers and parents are important in encouraging positive behaviour and our children and young people's services involves regular check-ins at the end of each session, as well as ongoing carer/parent communication.

We will always inform and involve carers and parents about any serious concerns about a child or young person's behaviour.

Thank you



I agree to this Behaviour Policy,

Client signature:

Date:

Parent Signature (if under 18 years old):

Date:

CEAACC Practitioner/ Therapist/ Manager:

Date:

Updated by Eleanor Port-Burke 01/01/2026