

Hertfordshire Steps

Who we are

We are a specialist team within the [Integrated Services for Learning \(ISL\)](#) supporting positive behaviour management in schools and settings. Hertfordshire Steps is the local authority's preferred approach to behaviour management and forms part of the [Behaviour Strategy](#).

What we do

We provide systemic advice and training in the Hertfordshire Steps approach to professionals in schools and setting. Steps is a therapeutic approach to positive behaviour management and is already well established in many of our education settings and services. The Steps approach is based on the following shared principles:

- A focus on inclusion of children and young people
- A set of values and beliefs about understanding behaviour
- Open communication
- A commitment to diversion and de-escalation
- Risk management
- Reparation, reflection and restoration

We work closely with other ISL teams, schools, settings and other professionals in education, health and social care.

How to access the service

Managers and Leaders of schools, early years settings, further education colleges, care providers, social care teams and family centres can access Hertfordshire Steps by contacting the Behaviour Adviser/County Lead for Hertfordshire Steps at steps@hertfordshire.gov.uk

Feedback, compliments and complaints

All Hertfordshire Steps training is evaluated and participants have the opportunity to provide feedback.

The service welcomes feedback at any time as it helps us to plan service development. . If you would like to pay a compliment to an individual member of the team please do contact that member of staff. If you would like your compliment to be shared widely then please contact Customer Services on 0300 123 4043.

If you have a concern about the process or the service you have received please discuss this directly with the member of staff in the first instance. If this does not resolve the issue please contact Customer Services who will refer you to the appropriate Manager. If you still have concerns then please use the Hertfordshire County Council formal complaints procedure.