

Behaviour Management Policy

Tarner Community Project aims to provide a safe and stimulating environment in which young people can learn and develop in all aspects of their life. In order to achieve this we encourage them to take responsibility for their space and how they interact with it.

We work with young people to establish and reinforce appropriate ground rules. These will be displayed within the club setting. We will affirm good behaviour and engagement and challenge unacceptable behaviour when it is displayed. We encourage young people to find their own solutions to conflict and to respect themselves and others. Staff will use positive language and always make clear it is the behaviour that is unacceptable not the young person. We aim to be consistent in how we deal with behaviour but we do take into account the young person's current situation and the circumstances in which the behaviour arose.

Some of the young people who attend our service have good reason to be angry or may experience difficulties in their lives that mean they struggle to manage their behaviour. It is the role of the staff and volunteers to help young people explore what is happening for them. In many cases young people can be helped to calm down and think about how they are behaving, however we cannot tolerate aggressive or violent behaviour within the club environment. If staff see behaviour that seems aggressive or violent then the first concern is for your own safety and that of young people and other staff at the service.

If a young person behaves / speaks in an inappropriate way we will take the following steps:

- Remain patient and calm, using the young person's name, try to gain eye contact.
- The young person will be requested verbally by staff up to 3 times, to stop the behaviour that is causing concern, this may be less when dealing with violent, aggressive or bullying behaviour (see below). Where possible staff should indicate a preferred type or choice of behaviour or offer to assist the young person to change their behaviour. If the inappropriate behaviour does not stop then the young person will be requested to have a discreet and informal 1-1 chat about the behaviour. They will be given the opportunity to have their say and confirm how they will ensure that the behaviour will not happen again.
- Young people should be given the opportunity to take some time out (outside the building), before speaking 1-1 to staff, if they feel this would help them.
- If the behaviour stops that will be the end of the issue.
- The young person should be made aware that if the behaviour persists they may be asked to leave the session. If they are asked to leave a session, they will not be allowed back until they have completed a set number of 1-1's that will take place before they can rejoin the main sessions.

- If the young person refuses to speak on a 1-1 basis with a staff member they will be asked to leave the session
- If the behaviour continues then the young person will be asked to leave the session.
- In some circumstances young people may be barred from using the service for a set period of time or, and only in extreme circumstances, a permanent ban can be applied. If this is the case then a letter of explanation should be sent to the young person and parents detailing why the ban has occurred and how Tarner Community Project can assist the young person to return to the service.
- If the behaviour displayed is dangerous or violent then the parents of young people aged up to 18 should be contacted.
- Incidents will be recorded on the session evaluation sheet if they are minor and on the incident report form if they are major (see below). These will be reported to the team leader. Incident report details should be shared with the parents of young people aged under 18.
- If appropriate a referral to another support service may be necessary to assist the young person.

Handling aggressive behaviour / serious incidents

If a young person cannot be calmed and is displaying the following behaviours, then this is classed as a serious incident. The first concern is for the personal safety of the other young people, the volunteers and the staff.

Behaviour which is considered aggressive / serious:

Using threatening or abusive/ offensive language

Shouting at staff, volunteers or other young people

Using intimidating body language

Hitting or kicking furniture or other objects. Damaging the building in any way.

Being aggressively invasive of personal or body space.

Being physically violent.

Holding a weapon, using or threatening to use an object as a weapon.

- In these instances staff and volunteers will get back up from another staff member immediately.
- With back up staff will ask the young person to leave the premises and if necessary warn them that the police may be called.
- If staff feel intimidated then it may be necessary to leave the centre with the other young people at the session.
- Call the police if necessary.
- Contact young people afterwards explain that they need to a set number of 1-1 sessions with staff before the they can return to the main session.

Staff will record a serious incident on an incident form and bring it to the team meeting the next week to reflect upon what happened and how it was handled. Staff should seek out management and / or peer support after any such incident to ensure they have had a chance to 'off load'. This should be done in a space separate from the main session if it is continuing (i.e. office / outside).

Dealing with Bullying and conflict.

Conflict and disagreement between young people is not uncommon in youth club environments. Bullying is different and is repeated actions or behaviours designed to upset, intimidate, exclude or hurt another young person. Tarner Community Project has an anti bullying Policy in the policies folder for dealing with any incidents of staff bullying. This document tells staff how to deal with conflict and bullying displayed between young people.

- Young people should be encouraged to learn to assert their desires and frustrations, to share resources and to apologise when they have made poor behaviour choices.
- Young people should be encouraged to seek staff support or bring problems to the attention of the staff team.
- Young people should be supported through staff intervention (conflict resolution / restorative justice approach etc) to resolve conflict between themselves (if they are willing and it is appropriate.)
- If young people are unable to resolve conflict with staff support or bullying is believed to be happening the staff team will discuss the situation and put in place strategies to avert the behaviour or monitor the young people involved with the intention of preventing the bullying behaviour.
- Staff will use the procedure described above for dealing with inappropriate behaviour.
- Young people may be offered 1-1 support, a referral to another service or family intervention if this problem persists.
- Persistent bullying of another individual can result in someone being barred from the club and service as it can lead to serious distress and lack of confidence in the person being bullied.