

## Behaviour Policy

Created by: Youth Manager

Updated: September 2019 by Youth Admin Coordinator

Oaken Grove Community Centre's youth team facilitate various youth provisions, including Youth Group, Youth Club, and Drop-In Services in and around the Haxby and Wigginton area. The provision also hosts various projects (open to the youth community and our regular groups), and events that this policy will also relate to, with additional policies in place to accommodate any specific concerns or considerations. Our behaviour policy is implemented by all staff and volunteers, and made open to our young people for transparency.

### Aims

To ensure young people, staff, volunteers and community members are accessing a safe, responsible and open space, enjoyable for all centre users.

To encourage confidence, social resilience and self-discipline – ensuring that young people to take responsibility for their actions.

To develop a caring and respectful relationship between staff, young people and community members.

### Staff Principles

All youth staff and volunteers should be involved in creating the ground rules for good behaviour during sessions. These ground rules will be implemented fairly, and reviewed frequently to ensure they are relevant to our current groups and individuals.

All staff (and volunteers where possible) will undertake in house training in behaviour management, in order to ensure that behaviour is challenged safely and appropriately. Youth staff and volunteers must undertake Child Protection training (online resource) to develop an understanding of child protection issues and the impact on children and young people's behaviour.

Bullying and discrimination of any kind will not be tolerated and should be acted upon immediately. Any young person experiencing this should be given the opportunity to have their voice heard, and challenge the behaviour. Regular sessions on bullying and discrimination will be delivered to the youth provision, and worked into other relevant content.

Staff will facilitate the resolution of any disputes occurring between young people, offering all young people involved the opportunity to speak. Youth workers should

actively teach positive speaking and listening skills, supporting them in resolving their own disputes.

Each young person should be treated as an individual, and staff should acknowledge each of their personal triumphs and challenges. However, staff should not allow certain behaviours displayed by one young person to be ignored and punished for another. This is to ensure our behaviour management is consistent and fair.

### **Positive Reinforcement**

Positive behaviour is continuously rewarded and acknowledged by youth workers and volunteers. All staff and volunteers must use clear, positive and reinforcing language to support young people to display positive behaviour under clear boundaries.

Staff and volunteers must discuss behavioural tactics and young people's responses. The purpose of these meetings is to ensure that the team are using the same techniques – for clarity and consistency.

Staff should hold discussions and focus groups to discuss positive behaviour, and allow young people to have an opportunity to express their own opinions on good behaviour and communication.

Behaviour is challenged using positive intervention. Youth workers must offer explanations as to why behaviour is unacceptable, offer opportunities to display positive behaviour and discuss why the behaviour is being displayed. Any repercussions should be fair, and outlined clearly for the young people.

### **Dealing with Negative Behaviour**

Communication must be kept open between young people, staff and volunteers, to ensure that opinions and views are always heard. This constant communication will encourage young people to talk about their thoughts and emotions, as opposed to releasing frustration through anger or even physical violence. If a young person begins to behave inappropriately, this behaviour should be challenged calmly and assertively.

Youth workers will tackle behaviour based on the young person's need, and level of disruption to the session and the enjoyment of other young people. Youth workers will attempt to re-engage young people through purposeful activity during the session and discussing their behaviour to understand the reasons behind their choices. If the young person continues to display poor behaviour, the youth workers are required to create a behaviour plan to support the young person's needs.

## **Dealing with Violent Behaviour**

Oaken Grove Community Centre operates a no tolerance policy for violent or aggressive behaviour. If the behaviour displayed is violent or aggressive, the youth workers must ask the young person to leave immediately, or to wait for parents to collect. The incident should be reported at the end of the session, and discussed amongst the youth workers. The incident must be evaluated, and any issues that have arisen should be addressed through the policy statement and risk assessments (if applicable).

If this behaviour continues, further support should be sought. Youth workers should consider contacting their school or other provisions that the young person has access to, in order to share the responsibility.

Contact with the authorities should be a last resort, and must be discussed with the young person before this action is considered. If the safety of the other young people, youth workers and volunteers is at risk, this option should be considered and implemented sensitively.

## **Physical Interventions**

Youth workers should only use physical interventions as a last resort, and this should be used as a means of calming and defusing a situation, as opposed to a punishment. Only paid members of staff should perform physical interventions with reasonable force, and must have another youth worker present to observe. Youth workers should continue to talk to the young person whilst the intervention takes place, and remain calm throughout the process.

The youth workers should use the intervention to ensure that the young person causes no physical harm to others, the physical force used should be in line with the physical size, strength and age of the young person. The intervention should be slowly released once the young person is calm and always reported to the Youth Manager if physical intervention has been used.

## **Detached**

If Youth Workers conducting detached work feel they are in a situation with young people who are not behaving in an appropriate manner, the Youth Workers should leave immediately due to the informal nature of detached.