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Behaviour Statement

Updated September 2021

The purpose of the behaviour statement is to ensure consistent behaviour management across the wider provision. By implementing a behaviour statement, we are able to establish a means of working that is predictable and reliable – promoting positive behaviour in our children and young people. This statement is to be used in conjunction with our behaviour policy, which outlines the positive manner in which behaviour should be dealt with. The actions outlined below should be used as behaviour markers when positive intervention (as outlined in the behaviour policy) is failing to impact on challenge behaviour.

Verbal Warnings

Definition – A verbal agreement between the staff team and young person that the behaviour displayed was unacceptable and if their behaviour reoccurs a further consequences may occur.

Identifying situations which require a verbal warning

A verbal warning should be issued when a young person demonstrates challenging behaviour that is beyond the ordinary. For example the issue may require significant attention from staff, may impact on the activity being delivered and / or impact on the wellbeing of another young person, volunteer or staff member.

Dependant on the severity of the situation, the staff member may issue a warning immediately after the behaviour has been displayed or they may choose to offer a 'no and stop' response. A 'no and stop' response indicates that the behaviour has been noted by a staff member, and they have politely asked the child or young person to stop. The request should be spoken firmly, calmly and using minimal language. If the behaviour continues a verbal warning should be issued immediately.

Staff Consistency

All staff members are able to issue a verbal warning, without the permission or verification of a Senior Member. Volunteers may not issue verbal warnings, but they may request them - they are encouraged to monitor behaviour and report any incidents to a staff member as appropriate.

There **must not** be any exceptions from this protocol – regardless of the young person's circumstances. This is to ensure consistency and transparency within the statement. The way in which the warning is issued may vary for a young person with additional needs or behavioural concerns (please see 'Issuing a Verbal Warning' section for clarification).

Staff members **may not** take a verbal warning away, as this jeopardises the authority of each staff member on the team. The staff should act as a united front, offering the young person a sense of consistency and unity. If you are concerned about the decision made by another staff member (regardless of their seniority) this should be discussed after a session and in private. The concern should also be raised with the Youth Manager if necessary.

Issuing a Verbal Warning

- The staff member should be clear that a verbal warning is being issued and the reasons why. This is not a discussion between the staff member and the young person and the consequence is not up for debate. If the young person has additional needs or behavioural concerns, the staff member should issue the warning in a way that accommodates their needs. For example, the issuing may take place in the privacy of the office, it may be issued once the young person has calmed down after the incident, or it may be written down for the young person to read first and discussed later. The issuing of a verbal warning should be carefully considered, to ensure the wellbeing of the young person is taken into account. Once the warning has been issued, the staff member who issued it must let all other staff members know so everyone is in agreement of what is happening.

Once the verbal warning has been issued, the staff member should continue the session as normal. The incident has been dealt with and so the young person should not be punished any further for their actions.

Telephoning Home and Break Week

Definition – An informal conversation over the phone with the young person’s parent or guardian to discuss their behavioural concerns. This should only be issued after 3 verbal warnings and when concerning behaviour is re-occurring. A break week is a week’s absence from the provision, to allow the young person to reflect on their actions away from the provision.

Identifying situations which require a telephone call to a parent

If a young person demonstrates consistent challenging behaviour, has received 3 verbal warnings within the term and demonstrates concerning behaviour with other young people a staff member should **consider** a telephone call home. A phone call home should not be viewed as a punishment; it is an opportunity to open up a line of communication between the staff member and a parent at home. However, staff members should also be aware of the affect a call home has on the relationship between the young person and the staff member – it may be that a young person will find this act disrespectful, hurtful or un-necessary. The issuing of a verbal warning should be carefully considered, to ensure the wellbeing of the young person is taken into account.

If the situation included dangerous behaviours (to themselves or to others) the Senior Youth Worker must call the parent to collect immediately, 3 verbal warnings in not necessary in this circumstance. Following the collection the Senior Youth Worker should consider implementing a break week. A break week is when a young person takes a 1 week’s break of absence from the provision. This is an opportunity for the young person to calm down, reflect on their actions, and return with a clean slate.

Staff Consistency

Only the Senior Youth Worker may issue a telephone call home and a break week, this is to ensure consistency for the parent and the young person, however it may be upon the request of another Youth Worker. This request should be discussed and the Youth Worker should articulate the concerns clearly and concisely for the Senior Youth Worker to be able to articulate the situation to a parent or guardian. The Senior Youth Worker may dispute the request if necessary, but provide a suggestion as to how the young person’s behaviour may be addressed in another way. Volunteers may not issue or request a telephone call home, however we encourage volunteers to monitor behaviour and feedback their thoughts to the staff team.

There **must not** be any exceptions from this protocol – regardless of the young person’s circumstances. This is to ensure consistency and transparency with the statement. The way in which the telephone call is issued may vary for a young person with additional needs or behavioural concerns (please see ‘Issuing a Telephone Call’ section for clarification).

Issuing a Telephone Call

The staff member should be clear that a phone call home is being made and the reasons why. This is not a discussion between the staff member and the young person and the consequence is not up for debate. If the young person has additional needs or behavioural concerns, the staff member should implement an appropriate action or conversation to accommodate their needs. For example, the staff member may write down what will be said to the parent or guardian first for the young person to read, the call may take place the following week when the young person is calm, or the call may even take place with the young person present if absolutely necessary. The issuing of a verbal warning should be carefully considered, to ensure the wellbeing of the young person is taken into account. The staff member may also want to call home during any break weeks implemented to check in with the young person and their guardian.

Once the call has been issued, the staff member should offer an open and frank conversation about the decision and answer any appropriate questions they may have about the call. The phone call home may be confidentially documented if required, but a public documentation would be unnecessary.

Written Warnings and Exclusions from the Group

Definition – A formal letter to the young person’s parents outlining your concerns with regards to their behaviour. This should be issued in the hope of instigating a formal line of communication between the staff and a parent, whilst also notifying them to the severity of the situation.

Identifying situations which require a written warning

If a young person demonstrates consistent challenging behaviour, has received 3 verbal warnings within the term and has received a phone call home – a staff member should consider a written warning. This intervention may also be used if a young person has committed a serious or dangerous act, when consistent challenging behaviour is not improving, and if the young person is unresponsive to consistent positive reinforcement. The written warning should be viewed as a formal intervention which should be followed up with further conversations with both the young person and the guardian. Written warnings should be based on a template, with clear details of the situation in hand. The letter home should either be emailed or sealed and addressed, left in a secure place for the Youth Manager to stamp and post. If The Senior Worker does not have a full address for the young person, this should be sought before leaving for the Youth Manager.

The letter home should be considered a final warning, and if the negative behaviour continues the Youth Manager should be informed, to instigate behaviour plans, as noted below. Before any serious action is taken against a young person, they should be offered ample opportunity for the following to take place

- A formal behaviour plan written with the young person - to support positive behaviour
- An open mediation with the young person, allowing them to express their concerns about the group, their behaviour or group incidents
- An opportunity for the guardian to express their concerns and / or suggestions for better behaviour management

If the staff team have implemented the above points, and the individual has not been able to show any signs of positive change or investment, the young person should be asked to leave the provision. This decision should not be taken lightly and this should be discussed and explored well in advance with the young person and their guardian.

Staff Consistency

Only the Senior Youth Worker may issue a written warning, this is to ensure consistency for the parent and the young person, however it may be upon the request of another Youth Worker. This request should be discussed and the Youth Worker should articulate the concerns clearly and concisely for the Senior Youth Worker to be able to articulate the situation to a parent or guardian. The Senior Youth Worker may dispute the request if necessary, but provide a suggestion as to how the young person's behaviour may be addressed in another way. Volunteers may not issue or request a written warning, however we encourage volunteers to monitor behaviour and feedback their thoughts to the staff team.

There **must not** be any exceptions from this protocol regardless of the young person's circumstances. This is to ensure consistency and transparency with the statement. The way in which the written warning is issued may vary for a young person with additional needs or behavioural concerns (please see 'Issuing Written Warning' section for clarification).

Issuing a Written Warning

The staff member should be clear that a written warning is being made and the reasons why. This is not a discussion between the staff member and the young person and the consequence is not up for debate. If the young person has additional needs or behavioural concerns, the staff member should implement an appropriate action or conversation to accommodate their needs. For example, the staff member may write down what will be mentioned to the parent or guardian first for the young person to read, a phone call home may take place first, or the written warning may be issued during a meeting between the young person, senior youth worker and the parent or guardian. The issuing of a verbal warning should be carefully considered, to ensure the wellbeing of the young person is taken into account.

Once the letter has been issued, the staff member should follow up with a call to the parent or guardian to discuss next steps. The written warning should be confidentially documented, along with any other subsequent documentation such as meeting notes or a behaviour plan.

Resolving Conflict

If the incident has involved another young person the staff member dealing with the incident in the first instance should take the time to resolve this issue as needed. A resolution should be sought for both verbal and written warnings. All staff members should feel competent and able to deliver their own conflict resolutions, however they may request the support of another Youth Worker as necessary.

In this section, the young people will be referred to as victim and perpetrator. Whilst we understand that this may over-simplify the situation that has occurred, it provides us with a black and white response to resolving issues. The youth worker may find it more helpful to think of the young people involved as young person A, B, C and so on.

Facilitating a resolution

The resolution should be found through the facilitation of a short and concise mediation between the young people involved. This may also include the facilitation of a formal apology and / or a

private check in between the victim and the staff member. The resolution should be solution driven, and the staff member should remain calm and patient throughout.

Solution driven delivery

The Youth Worker is in charge. If any of the young people involved in the situation are not respecting the authority of the worker, then this should be treated as a separate issue following the protocol above and the Behaviour Policy. The resolution should only be completed when all young people are calm and ready to discuss. If necessary, it may be the following week that a full resolution takes place. No other staff member should enforce their involvement in the situation, unless the staff member dealing with the issue specifically requests their support.

Each young person should be given the space to voice their opinions, concerns or frustrations; this should be under a clear time restriction ensuring their input is concise and to the point. No other young person may speak whilst each person has their turn. It is important that the Youth Worker listens and understands the concerns of each young person involved in the incident; asking questions and repeating information back to the young person is recommended. The staff member should summarise the key points raised by each young person and offer 1–3 solutions. The young people should agree on one solution offered. If no solution is found it is likely that one or more of the young people involved are feeling emotionally driven by the situation and so the issue should be re-visited the following week when all members are calm.

The staff member who delivered the mediation should feedback to the rest of the staff when possible.