BEHAVIOUR MANAGEMENT POLICY

Policy Title	**Behaviour Management Policy**
Policy Review Date	
Policy Reviewed by	

These guidelines are for staff and volunteers in Phoenix Rising

There are other policies that relate to this including:

- **Equal Opportunities**
- **Alcohol and drugs**
- **Participant Complaints**

In line with the 'Creating a Safe Environment Guidelines', this policy is to give guidance to staff and volunteers on managing their own behaviour and dealing with that of participants and others on site, and on ways to encourage a positive environment.

Phoenix Rising recognises the importance of positive and effective behaviour strategies in promoting people's welfare, safety and enjoyment.

INTRODUCTION

The aims of our Behaviour Policy are to help participants and staff/volunteers to:

- Develop a sense of caring and respect for one another.
- Build caring and co-operative relationships with other each other
- Develop a range of social skills and help them learn what constitutes as acceptable behaviour.
- Develop confidence, self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

It is not permissible for staff/volunteers to shout, threaten, hit, physically restrain (unless it is to secure the safety others where they are at risk of causing themselves harm or others serious harm), swear at, use aggressive or abusive language or bully.

Staff and volunteers have the right to work without fear of violence or abuse. You must not put yourself in unsafe situations. If you feel unsafe or threatened then you should call on someone else for support, this may include the police. Any such incidents should be reported.

If someone appears to be under the influence of drugs or alcohol you should get assistance, this could include the police.

If you are directly threatened you must take this seriously and, if felt necessary call the police. You must report it to the manager/leader and it should be recorded.

Staff and volunteers should not be working alone in a building participant are on site.

See Lone Working Policy

BEHAVIOUR MANAGEMENT STRATEGIES

Phoenix Rising organisations managers/leaders and staff teams will manage behaviour according to clear, consistent and positive strategies. All are encouraged to contribute to these strategies, raising any concerns or suggestions by discussing it with team, participants and the manager/leader.

BEHAVIOUR MANAGEMENT WILL BE STRUCTURED AROUND THE FOLLOWING PRINCIPLES:

- Building a positive relationship/rapport as soon as possible.
- Staff and participants will work together to establish a clear set of 'ground rules'. These will be periodically reviewed so that new participants have a say in how the rules of the Phoenix Rising organisation operates.
- The 'ground rules' will apply equally to all participants/clients, volunteers and staff.
- Positive behaviour will be reinforced with praise and encouragement.
- Negative behaviour will be challenged in a calm but assertive manner. In the first instance, staff will try to re-direct energies by offering them alternative and positive options. Staff will be open in stating and explaining non-negotiable issues.
- When dealing with negative behaviour, staff will always communicate in a clear, calm and positive manner.
- Staff will make every effort to set a positive example to participants by behaving in a friendly and tolerant manner themselves, promoting an atmosphere where everyone respect and value one another.
- Staff will facilitate regular and open discussions with participants about their behaviour. This should offer opportunity to understand the negative aspects of their behaviour and enable them to have their say and be helped to think through the causes and effects of their actions. This may come through planned activities around positive behaviour and general discussions when the subject comes up through behaviour or an event.
- Staff will work as a team by discussing incidents and resolving to act collectively and consistently.
- The team will have regular meetings to discuss all aspects of work and future developments and more regularly if needed.
- Staff will try to discuss concerns with participants at the earliest possible opportunity in an attempt to help identify the causes of negative behaviour and share strategies for dealing with it.
- Anyone who experiences bullying, discrimination or other unacceptable behaviour will be given the confidence to speak out and it will be dealt with immediately.
- Staff will encourage and facilitate mediation between participants to try to resolve conflicts by discussion and negotiation.
- Where applicable there will be a variety of activities available as well as opportunities to direct future activities and session planning so that everyone has choice, in hope that participants will not be easily bored or distracted.

DEALING WITH NEGATIVE BEHAVIOUR

When confronted with negative behaviour, staff will be clear to distinguish between 'disengaged', 'disruptive' and 'unacceptable' behaviour.

'Disengaged' behaviour may indicate that the participant is bored, unsettled or unhappy. With sensitive interventions, participant will often be able to re- engage the individual in purposeful activity.

'Disruptive' behaviour describes a person whose behaviour prevents others from enjoying themselves. Staff will collectively discuss incidents and agree on the best way to deal with them.

'Unacceptable' behaviour refers to non-negotiable actions and may include discriminatory remarks, violence, bullying or destruction of equipment.

Participants will be clear that consequences will follow from such behaviour and may even lead to asking the participant to leave that session or even for a longer period. Parents/carers may be contacted by telephone, or letter and in some cases, Participants and their parent/carer may be invited in for a meeting to discuss the incident and agree on a plan to move forward positively.

When an incidence of negative behaviour occurs, staff will listen to the participant concerned and hear their reasons for their actions. Staff will encourage the participant to identify how the situation could have been handled more appropriately, identify what was negative about their behaviour and that such actions have consequences for both themselves and for other people.

***The main priority is to ensure the safety for all!**

All behavioural issues and incidents are to be recorded on an incident sheet

In the event that unacceptable behaviour persists, more serious actions may have to be taken such as suspension – this should be avoided at all costs. At all times participants will have explained to them the potential consequences of their actions.

If it is felt that someone should be asked to leave the premises then this should be done with the manager/leader's agreement and support. If they are going to be excluded then this should be done with the manager/leader, and if necessary, the board's support/permission.

THE USE OF PHYSICAL INTERVENTIONS

Staff must not use physical interventions unless as a last resort and only then if they have reasonable grounds for believing that immediate action is necessary to prevent a participant from significantly injuring themselves or others.

Before reaching this stage, staff will have used all possible non-physical actions, such as dialogue and diversion, to deal with the behaviour. The participant concerned will be warned verbally that physical intervention will be used if they do not stop. If staff are not confident about their ability to contain a particular situation or type of behaviour, consideration will be given to calling the manager/leader or, in extreme cases, the police.

A dialogue will be maintained with the participant at all times, so that the participant of staff can explain what they are doing and why they are doing it. Staff will make every effort to avoid the use of physical interventions if they are alone with a participant

Staff will use physical intervention as an act of care and control and never punishment. Physical interventions will not be used purely to force a participant to do what they have been told and when there is no immediate risk to people. The force of the physical intervention will be always appropriate to the age, size and strength of the person involved.

As soon as it is safe, the physical intervention should be gradually relaxed to allow the participant to regain self-control.

Where a participant or staff has had to intervene physically to restrain a participant, the manager/leader and a board will be notified and the incident recorded on an Incident Report and kept on file. The incident will be discussed with the participants at the earliest possible opportunity and parents/carers if felt necessary.

If a staff member commits any act of violence or abuse towards a participant at Phoenix Rising, serious disciplinary action will be implemented, according to the provisions of the Staff Disciplinary Procedures.

OFFENSIVE WEAPONS POLICY

It is an arrestable offence for any person to carry an offensive weapon or knife. It is not an offense to carry a folding pocket knife. In the interests of the safety and security of all Phoenix Rising participants and staff, the carrying of weapons and knives of any shape or size is STRICTLY FORBIDDEN on our premises. By weapon we take to mean any article that could be used to injure someone and serves no purpose in Phoenix Rising's context.

Staff Involvement where a weapon is suspected:

- If a person is brandishing a weapon or knife in an aggressive manner, every attempt should be made to evacuate others from that area. Under no circumstances should a member of staff confront the offending person nor in any way put him or her at risk. The police should be called as a matter of urgency.
- If a person is suspected of having a weapon or blade in their possession, a manager/leader should be alerted immediately.

As a general rule, the police should be called to deal with any incident believed to involve an offensive weapon.

If, in the judgement of the most senior member of staff available, the circumstances would appear to be innocent and there is no evidence of the use of the article as a weapon, the matter can be dealt with on a disciplinary basis. If there is any doubt, then the police should be called.

Where possible, staff should not confront a person suspected of possessing an offensive weapon in the presence of other participants. Preferably two or more members of staff should divert the person to a place where no other participants are present. Alternatively, other participants should be removed from the area.

Where there is reasonable belief that a person may be carrying an offensive weapon or blade, it might be appropriate for a person, if they are calm and relaxed and have agreed to co-operate, to be asked to empty his or her own pockets/bag. This must be in the presence of another member of staff. If there remains a concern that the person may have hidden a weapon on his/her person or somewhere on the premises, then further advice should be sought from the police. The carrying of an offensive weapon places the person at risk of permanent exclusion from our premises.

Where the person declines to co-operate, the police should always be contacted and advice sought.

CONFISCATED WEAPONS OR KNIVES:

If a member of staff takes possession of a knife or other weapon brought onto our premises, the item should be immediately taken to a manager/leader who will secure it in a locked cupboard and:

a) Arrange without delay to surrender it to the police (if the weapon contravenes the Offensive Weapons Act 1996)
b) Arrange for it to be taken away by the parent/guardian of the person. A record should be made that the item has been returned to the parent/guardian.

(N.B: Weapons such as flick knives, knuckle-dusters etc. that are per se offensive should NOT be returned under any circumstances).

ARREST ON PHOENIX RISING PREMISES:

Unless the circumstances make it unavoidable, it is preferable for police officers to avoid making arrests on the premises. If it proves necessary, it should be done with the co-operation of Phoenix Rising and as discretely as possible.

NB: If an item that could be construed as a weapon is required for a particular activity, then this must be with prior consultation and agreement with the manager/leader. The manager/leader should ensure the item is kept in a secure place.

IN OUR POLICIES:

'Board' refers to the Boards, committees or legal entities that govern the Phoenix Rising organisation.

'Manager/leader' refers to people who are in charge of various activities across the Phoenix Rising organisations. They may be paid staff or volunteer