

BEHAVIOUR MANAGEMENT GUIDELINES Youth Project

All Saints Youth Project

Behaviour Management Guidelines

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 that of young people, and on ways to encourage a positive environment. We should do this by rewarding good behaviour and challenging unacceptable behaviour.

There are other policies that relate to this including:

Equal Opportunities
Alcohol and drugs
Complaints
Mentoring guidelines

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

Staff and volunteers have the right to work with out 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 a young person is behaving inappropriately, the young person should always be informed first that their behaviour is unacceptable and told of the likely consequences if they continue.

Where a young person over steps the boundaries of expected behaviour within All Saints Youth Project, dependant on the seriousness of the misbehaviour, one of the following can be used to highlight the inappropriate behaviour:

- Explaining inappropriate behaviour (away from other young people)
- Stop them from using a game/activity/piece of equipment
- Exclude them from a trip or special event
- Put them on a contract (only to be done in agreement with the Project Development Worker)
- Exclude for a set period from project (only to be done in agreement with the project Co-ordinator and in extreme circumstances)

If you are directly threatened you must take this seriously and report it to the worker in charge and it should be recorded

It is often too easy to see and act only on inappropriate behaviour, we must also respond to the positive behaviour the majority of young people display most of the time. It is important to recognise good behaviour, which can be done through the following methods:

- Thanks/praise
- Public praise
- Recognition of good behaviour/work
- Certificates
- Prizes

Through positive regard we can work to build up young people's self-confidence and self-worth. Try and give a positive/supportive remark for every young person at least once a session.

Lone working

Staff and volunteers should not be working alone in a building if young people are on site.

If you are working alone in a room with a young person you should inform others in the building.

You should always have access to a phone.

If you are working alone at night you should keep the outer doors locked and only answer them if you know who is there.

If you are working on a one-to-one basis with a service user you should:

- Ensure they are happy with this
- Have clear access to the exit
- Have a phone available
- Ensure other staff/volunteers know where you are
- If possible leave the door open