



Young People Count – No: 1153050

Policy and Procedures

Behaviour Policy

STATEMENT OF INTENT:

Young People Count work with young people, staff, volunteers and trustees to ensure that its facility is welcoming to all that attend. We encourage everyone to take responsibility for their own actions in relation to the care for one another; the premises and contents; and for the immediate community without disturbance of others.

OUR COMMITMENT IN REGARD TO BEHAVIOUR

- **Consistency of Approach** – Training and meetings will take place with staff, volunteers and young people to ensure that there is understanding and consistency of approach within the Team.
- **Clear Rules** - Clear rules are agreed by all parties. They are reviewed regularly and clearly displayed,
- **Clear Consequences** – Where rules are broken, a warning will be issued as a reminder of the rules, if the person continues breaching the rules, then appropriate action will be taken, these actions will be clearly displayed and reviewed as required, they will also explain how to appeal against any actions taken. Serious breaches may result in direct action to be taken without a warning being issued.
- **Aggressive Behaviour** - No physical or verbal aggression towards another person will be tolerated and the person will be asked to leave the premises. This is the same if the perpetrator is a young person, staff, volunteer, trustee or parent. The Police will be contacted if necessary.
- **Disagreements** – It is accepted that disagreements take place between people all the time. Young People Count believe that it is part of anyone's development to resolve their own conflict, therefore any Team Member on duty would always encourage young people to sort things out themselves. Team Members need to be vigilant in case attempts to resolve conflicts fail, in which case the Team Member will take them to one side, listen to both sides and be an impartial mediator between them.
- **Group Discussion Times** - There may be times when a Team Member has to address all those attending regarding an issue of behaviour, this would not be the norm but will at times be necessary. At such time when one Team Member is addressing the whole group, another Member should be actively involved in encouraging any who are being disruptive to listen. This is best achieved by sitting within the group, next to the disruptive person. Persistent disruption will result in the person being asked

to leave the room/premises, for a short period, so that the group can continue to discuss what it needs to.

- **Release of Aggression** – We recognise that many young people have anger issues and often find it difficult to control and direct that anger appropriately. We also recognise that young people are often not able or willing to discuss these feelings at that time. It is never appropriate to vent this anger on another person and Team Members will intervene if a young person acts in this way. We will however encourage the young person to release their anger in appropriate ways, exploring options with them which are realistic to them and the environment at the time. We will seek to provide coaching and training to staff and volunteers to help with this.
- **General Expression of Emotions** – We recognise that young people and adults have a range of emotions which they often do not understand or can identify. We encourage the open discussion and exploration of emotions to help young people identify, express and then deal with their emotions in appropriate ways.
- **Swearing** – We recognise that some words are considered swearing by some people and not others. We also recognise that some swearing is habitual (part of their everyday life) and, when a young person is relaxed (which we want them to be) they may swear without thinking. We will however discourage swearing and discuss it with young people so that they are aware of those around them.
NOTE: Any swearing which is directed at another person in a confrontational way is seen as verbal abuse and will be dealt with accordingly.
- **Young Peoples' Comments** – All young people will have the opportunity, and be encouraged, to make suggestions and comments about how the facility is run. All comments will be considered and acted upon where possible for the benefit of the group.