



Y-01 Behaviour

Version	Date of change	Changed by	Trustee approval	Notes
1.00	12/04/2018	E Tillotson		Transfer of Sep 2017 policy to new template
1.2	10/02/2021	ASB		General updates via track changes
1.3	31/08/2021	ASB	✓	Yearly update and branding update
1.4	19/08/2022	ASB		Yearly updates
1.5	14/08/2024	AS	✓	Yearly updates for Trustee Approval

Policy

Haxby & Wigginton Youth & Community Association’s Youth Provision staff facilitate various youth groups and 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 users.
- To encourage confidence, social resilience, and self-discipline – ensuring that young people take responsibility for their actions.
- To develop a caring and respectful relationship between staff, young people and community members.

Procedure

Staff Principles

All Youth Provision 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 Provision Staff and

Volunteers must undertake Child Safeguarding training (online resource) to develop an understanding of child protection issues and the impact they may have on 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 Discriminatory Behaviour

Discrimination or discriminatory behaviour should be challenged first with a discussion between the young person and staff, and the Youth Workers should then make it clear that discriminatory behaviour or language has no place in the HWYCA Youth Provision and should ask the young person to leave if it continues. Youth Workers should discuss with the Youth Manager any steps going forward if the behaviour has not improved and a plan should be put in place to support the young person to understand what is and is not acceptable within the Youth Provision.

Should any discrimination be directed towards a member of staff or volunteer, they should tell the Youth Manager immediately and the staff member or volunteer will be supported in line with the HWYCA Equality and Diversity policy.

All staff should be aware of what constitutes a 'protected characteristic' and strive to ensure that everyone attending groups, young people, staff and volunteers' rights are protected.

Dealing with Violent Behaviour

HWYCA operates a no tolerance policy for violent or aggressive behaviour. If the behaviour displayed is violent or aggressive, the youth workers must tell the young person they need to leave immediately, call their parent or caregiver, and wait for them 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). The Senior Youth Worker will need to make a decision about allowing the young person back into group the following week or at all.

If this behaviour continues, further support should be sought. Youth Workers should contact parents or caregivers to consider next steps.

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

Physical Interventions

HWYCA Youth Workers are not currently trained to do physical interventions and should not attempt to do this unless they have been trained to do so. Should a physical altercation take place between young people, the Youth Workers should attempt to diffuse the situation using calming words, remove the other young people from harm's way, and ring the police for support if needed.

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.