



## InterAct Behaviour Policy

This policy is to be read in conjunction with the ***Young People's Code of Conduct***, the ***Safeguarding Children and Young People Policy and Procedures*** (which includes the ***Code of Conduct for Staff and Volunteers***) and the ***e-Safety Policy***.

### Principles:

- InterAct aims to ensure that everyone who participates in our programmes activities is treated with courtesy and respect
- We hope to build up caring, supportive relationships with both young people and parents/carers which will benefit the whole family
- As InterAct works with young people with a wide range of ages and abilities, we need certain basic rules: these are set out in the ***Young People's Code of Conduct***
- Harmful behaviour and bullying is unacceptable, whether face-to-face or by phone/online
- For some young people with disabilities, behaviour may be a means of communication, and frontline staff should respond in an appropriately understanding/supportive manner
- When a young person registers with InterAct, it is essential that information is provided on the Registration Form and Risk Assessment of any behaviour which may cause a problem, and/or any specific triggers for behavioural issues
- As part of the risk management process, frontline staff should made aware of any behavioural issues/triggers, and any particular actions/strategies needed to support the young person in an appropriate manner
- Where appropriate, we will support and work with the young person's parents/carers to resolve any difficulties
- Occasionally it is necessary to work with parents/carers and others (e.g. schools/colleges) to ensure there is an effective and consistent approach to behavioural issues
- Staff are to receive ongoing training on behaviour management in order to maintain a safe and positive environment for young people attending InterAct activities, and to enable them to respond to any behavioural incidents in an appropriate and sensitive manner

### ***Young People's Code of Conduct***

InterAct believes that involving young people in writing the Code of Conduct is really important. It can help develop a clearer understanding of the reasons why a Code of Conduct is helpful, ensures their views are heard, and provides an element of shared ownership. Children and young people are much more likely to stick to the Code of Conduct and to help each other do so if they have helped create it.

InterAct's ***Young People's Code of Conduct*** can be downloaded from the InterAct website. It is also on display at some activity venues.

### Procedures/Guidelines:

- Any harmful behaviour or bullying which occurs must be brought to the attention of the team leader, who will endeavour to support the child, with the support of others.
- InterAct would appreciate the co-operation of the young person's family to keep us informed of anything in the young person's life which may disrupt his or her behaviour. We would rather monitor behaviour and plan to provide support in a positive, preventative way.
- Redirection, removal of potential problems and positive reinforcement should be used. Young people should not be left alone having behaved inappropriately. The whole incident should be dealt with and concluded by a trusted member of staff.
- Any episodes of inappropriate behaviour must be noted on the Activity Sheet and on the individual's file.
- For all non-trivial incidents, an Incident Form should also be completed. The incident will then be reported to one of the Safeguarding Leads, and appropriate actions agreed. The incident and follow-up actions proposed will also be discussed with the parents/carers concerned.
- In accordance with Short Breaks commissioning arrangements, incidents will also be reported to the commissioners of the service, and reported to other statutory services, when appropriate.
- Team Leaders and Managers can oversee any behavioural problems using a 'traffic light system' (as outlined by the NSPCC – see below), and liaise with parents/carers, professionals and staff

### Guidelines for a 'traffic light system' (Adapted from: *Are they safe? A safeguarding guide for group leaders in the voluntary and community sector*, NSPCC, 2017)

1. If a young person breaches the *Code of Conduct*, the most appropriate sanction for a minor or first time breach will be to remind him or her about the **Code of Conduct** and to ask him or her to comply with it. Young people will be given the opportunity to reflect, enabling them to plan a positive response, with support from either staff or volunteers
2. If, having followed the above step, the young person continues to exhibit inappropriate behaviour, they should be referred to the appropriate member of staff who will give them a formal, **green light warning**. Supportive interventions may need to be identified at this stage. The action should also be recorded on the Activity Sheet, a note made on the young person's personal file, and parents/carers informed
3. Any further persistent inappropriate behaviour will result in a more serious sanction being imposed (e.g. restriction/suspension from activities). This is the **yellow light warning**. Again, supportive interventions may need to be identified at this stage. This action should also be recorded and parents/carers informed
4. If these interventions are still not effective in helping the young person to change his or her behaviour, **a red light warning** may be needed, with further sanctions. It may be that at this point, InterAct will discuss with the young person and their family a possible referral for further support from other services