**1.19 Behaviour Policy**

1. **Aim of Policy**

At Wigan Youth Zone we strongly believe that our members will flourish best in an environment where there a clear boundaries and where they know what is expected of them whilst they are here with us.

We strive to create a safe and secure environment that will inspire our members, promote independence and encourage individuality, a place where children are free to choose the activities they take part in without fear of being hurt or hindered. We recognise that boundaries and rules can help children feel secure and promote self-control.

1. **Context of Policy**

At the core of everything we do at Wigan Youth Zone is RESPECT. Our three simple underlying rules of the centre are:

***RESPECT each other***

***RESPECT the building***

***RESPECT the staff.***

Whilst these expectations are self-explanatory, we have created this policy to:

* Help explain further what the rules entail
* How we promote them to our members
* How we encourage our members to adhere to them
* What we define to be ‘unwanted behaviours’
* The outcomes should the rules be broken.
1. **Principles of Policy**

**3.1. Respect Each Other**

This element of our Behaviour Policy is to promote mutual respect between our members, regardless of gender, ability, religion or ethnicity. We encourage our members to show consideration for both themselves and their peers.

We do not tolerate any form of bullying at Wigan Youth Zone, as it is detrimental to everything we aim to achieve. We define bullying as:

‘Behaviour by an individual or group that intentionally hurts another individual or group, either physically or emotionally’

**3.2 Respect the Building**

This element of our Behaviour Policy promotes the importance of respecting the centre and all that is contained within in it. Wigan Youth Zone is a charity, therefore damage or misuse of our property and resources significantly drain essential funds. We would like all of our members, their families and any other service users to treat the Wigan Youth Zone with respect and contribute to the effort to keep it clean, tidy and a safe place to visit.

We do not tolerate any criminal or malicious damage to our property or resources. We define criminal and malicious damage as:

‘An act that intentionally or deliberately destroys or causes **damage** to personal, private or commercial **property**’

**3.3 Respect the Staff**

This element of our Behaviour Policy is to promote positive interaction between our members and staff team, encouraging both parties to share mutual respect for each other. We hope to achieve a culture where our members support the decisions made by our staff, and for staff to ensure their decisions are made with the absolute best intentions for the safety and wellbeing of our members and the youth zone.

We do not tolerate our staff being harassed or abused – both verbally and physically. Our staff should work in an environment without fear of abuse, violence or harassment from our members and any other person associated with them.

Rules and boundaries are only effective if they are made clear to those to whom they apply. We are conscious to ensure that everyone is clear of our boundaries and our Behaviour Policy, and that they can be readily available when needed.

* 1. **Implementation of Our Expectations**

Our three main expectations are displayed clearly upon the wall, within the entrance to the Wigan Youth Zone. When children and young people first become a member of the Youth Zone – the rules will be pointed out for them to see and be explained.

We recognise and understand the importance of investment where rules and boundaries are concerned. Our main stakeholders here are children and young people, so we have ensured that they have contributed to the establishment of a ‘Behaviour Charter’. The charter lists in greater detail what children themselves feel is unacceptable behaviour within the youth zone – it’s quite specific and clear – ideal for children and young people to follow.

Parents of junior club members can also obtain a copy of the Behaviour Policy upon registration – it is on the rear of the member’s letter you receive from the reception team.

1. **Encouragement of Positive Behaviour**

Consistency is vital to ensuring our expectations are understood and followed. We invest time throughout the year into staff development, ensuring that consistency is fluid throughout the centre. Staff and children/young people are involved in the on-going development of our behaviour policy and it is regularly discussed at team briefings, which are held before every session. Sharing of good practice is encouraged. The whole team are directly involved in the management of behaviour and it is everybody’s responsibility.

Responding immediately and effectively to both positive and negative behaviour is essential to the implementation of our behaviour expectations. Staff will manage and respond to unwanted behaviour as and when it may occur.

1. **Management of Negative Behaviour**

To help children, young people and the staff team working at Wigan Youth Zone establish what is and what is not acceptable behaviour here, we have agreed upon the following guidelines for what we define to be ‘Unwanted Behaviour’ and categorise them into three colours*:* ***Green, Amber and Red***

***General Disrespect & Disruption (Green – behaviour which can be responded to immediately by discussion and of a low concern – no further action required)***

* Swearing which causes offence and distress to staff, volunteers, visitors and other members.
* Disruption to staff and other members participating in activities through inappropriate behaviour. For example, over rowdiness, slamming doors, making excessive noise, intentionally restricting access to facilities for others.
* Any behaviour which puts the Health and Safety of themselves or others at risk.

***Non Physical Abuse/Threatening Behaviour (Amber – behaviour which requires both discussions with child and parent/ carer. In some cases a referral will be made to relevant external agencies. Strategies may be put in place to monitor the child’s on-going behaviour and plans put in place on how to respond to it)***

* Abusive, threatening and derisory personal remarks and statements made directly at staff, volunteers, visitors and other members.
* Any hate crime related behaviour (Hate incidents and hate crime are acts of violence or hostility directed at people because of who they are or who someone thinks they are)
* Harassment, for example stalking, letters via technology/ social media (This may also lead to the involvement of police)
* Any forms of non-physical aggression
* Lying to staff or deliberately withholding important information

***Physical Abuse / Threatening Behaviour / Criminal Activity (Red – serious behaviour which wil result in the child being removed from the centre, possible exclusion and the police being informed)***

* Actual physical contact with staff, volunteers, visitors or any other member which is intended to injure and/or intimidate such as spitting, pushing or striking (This may also lead to criminal charges)
* Any criminal activity including drug and alcohol related behavior, carrying of offensive weapons.
* Acts of defiance – where members deliberately ignore the staff and what they are asking them to do
* Any acts causing the Centre to be evacuated – this includes setting off the fire alarm.
* Deliberately Causing damage to the site or its contents or fixture and fittings. For example, breaking windows, writing graffiti, intentionally damaging equipment.
* Theft of Wigan Youth Zone property or service users property (This may also lead to criminal charges)
* Criminal damage to the youth zone and its contents.
1. **Exclusions, Cool Offs and Bans**

**Our staff will treat every child and young person individually and understand that their needs and responses are different. We will consider all factors before making a final judgement on how unwanted behaviour will be responded too.**

**Category Green behaviours:**

* Staff will speak to the child away from the group and explain the impact of their behavior upon the other members and upon the activity. Staff will explain that the behavior is not in line with our expectations and needs to be changed. The three expectations of the Centre are often referred to at this point. Children and young people are given opportunities to change their behaviour and then we will treat the incident as A RED Category incident.
* Cool off time – to allow for a cooling down period or to allow the group to continue their activity undisrupted. This is usually taken within the activity space. The child or young person will be asked to rejoin the group when appropriate.
* Removal from the activity – child or young person is asked to leave the activity and find something else to participate in. Staff will often speak to the session lead/ manager at this point, to assist with the diversion and to make both session lead & child/young person aware that the incident has been dealt with.
* Parents/carers may be contacted

**Category Amber behaviors:**

* The child will be removed from the activity and be asked to ‘sit out’ within an appropriate area of the youth zone. The child will not be isolated at any time and be in full view of the staff. The maximum period of time they can be sat out is 1 hour. This time is used for the child to reflect upon what has happened to the have time to calm down, if necessary.
* The staff who have directly witnessed the behaviour or responsible for the area in which the behavior took place, will notify the session lead or manger immediately and complete an ‘Incident Form’
* Once the facts are established (this can include the viewing of CCTV) and all parties concerned have been spoken to – the child may be asked to speak to the child about their behavior.
* Amber category incidents will be recorded on the child’s membership file and it will be made clear to both child and parent/carer that any future incidents of this nature will result in the category changing to RED – and that the child will need to be collected and an exclusion period will be put in place.

**Category Red behaviors**:

* The child will be initially asked to ‘sit out’ and be excluded from all activities immediately.
* Parents/ Carers will be contacted to collect their child as soon as possible.
* During this time – the session lead will establish all facts and discuss the seriousness of the behavior with the child, explaining the reasons why they are being asked to leave the youth zone.
* If the child is posing a threat to themselves or anyone else – we will try to steer the child to safe area.
* The session lead will discuss the incident with parents/ Carers, advising on any exclusions put in place and what will need to happen if their child wishes to return to the Youth Zone.
* If the child has already had a cool off period where they cannot attend WYZ– they will be given a Behavior Management Plan and given an Incident Card – which will be completed every time they attend (Juniors only). Parents and carers MUST sign the card to confirm they have seen it and that they have read any information that has been recorded.

**NB: All of the above responses to Category Green, Amber & Red behaviours are applicable to Junior members. Duty Managers responsible for senior members over the age of 13 may ask senior members to leave the youth zone as a result of their behavior, but will enquire as to whether they can get home safely and inform parents/carers when appropriate and possible**

1. **Physical Intervention**

If a child, young person or member of staff is in direct danger, it may become necessary for a member of staff to use reasonable force and physically intervene in a situation. Physical Intervention is always a last resort.

**It is not the role of Wigan Youth Zone staff to restrain children and young people. Wherever possible other steps should be taken to prevent a situation from developing or to diffuse the situation.** In exceptional circumstances Wigan Youth Zone Staff may have to use reasonable physical force - there are many examples of physical intervention i.e. pulling a child away from a road side when a car is coming, moving children away from each other to prevent them fighting etc.

Physical Intervention should only be used for the following reasons:

* + To protect yourself
	+ To protect another member of staff
	+ To protect a child or young person from immediate danger from themselves or others
	+ To reduce of prevent serious damage to the building and property with it

**7.1 If Physical Intervention is used, the incident must be recorded following the accident / incident reporting procedure and reported to a senior member of staff as soon as possible. A senior member of staff will decide if the police or safeguarding team need to be informed of the incident.**

**8 Sharing and recording of information**

Where necessary, staff will record individual incidents as they happen and passed on to a Duty Manager and/or Safeguarding Lead. In line with the Data Protection Act 1998 these documents will then be securely filed. Where necessary, some of the information will be inputted onto the child’s file and may also be shared or referred to external agencies.