

Challenging Behaviour Policy

Last reviewed by the trustees: 09.03.20

Our commitment

Our Code of Conduct and Ethics outlines behaviour that is expected of staff, volunteers and anyone working on the charity's behalf, and the principles we uphold as a charity. This covers how we engage with beneficiaries including always showing kindness and compassion, listening and encouraging participation. Our Safeguarding Children and Vulnerable Adults Policy outlines how we manage safeguarding concerns and disclosures and gives guidance for engaging with children and vulnerable people. All of our activities have risk assessments implemented, which include challenging behaviour.

We work with vulnerable adults and children who have a range of experiences, come from different socio-economic and personal backgrounds, and who will be vulnerable in different ways with varying levels of supportive factors in their lives. Challenging behaviour is often the surface expression of a deeper cause for concern. We support and train staff and volunteers to be alert to this while managing challenging behaviour.

We aim to work with families and other services to best address challenging behaviour, which is done in line with our Privacy Policy.

Challenging behaviour

Challenging behaviour can occur once or happen repeatedly. This can include:

- Verbal aggression
- Physical aggression
- Bullying, that may involve individuals who attend the charity's projects but be occurring outside of it
- Sexualised behaviour, including physical and non-physical behaviour
- Hateful and/or discriminatory language or behaviour, including racism etc.

Managing challenging behaviour

Behaviour should be managed in line with our Safeguarding Children and Vulnerable Adults Policy, and take into consideration any additional guidance provided internally to staff,

volunteers or other people acting on behalf of the charity. Addressing challenging behaviour will usually involve several stages outlined below.

Deescalation

Always aim to deescalate any challenging behaviour. Avoid arguing or provoking anyone presenting challenging behaviour, and never ignore it when it occurs. If behaviour poses significant risk to others, e.g. any physical aggression, it should be stopped immediately. One person working for the charity should lead on any deescalation efforts to avoid confusion or perceived contradiction in the messages or instructions given to the individual

Reconciliation

Where challenging behaviour has occurred between two individuals, e.g. bullying, aggression or hateful exchanges, always plan for reconciliation. This may not occur immediately but should take place to ensure everyone feels safe and welcome.

Prevention

Always address comments or actions that happen in a group or individual setting when they happen, it's important to make clear to everyone that the behaviour is unacceptable. This should be done in a way that avoids causing further embarrassment for all involved and provides the opportunity for an explanation where reasonably appropriate. Any challenging behaviour should be logged so that appropriate measures can be implemented to prevent it reoccurring or escalating. Additional measures should be added into risk assessments and everyone should be made aware of the changes.

Removal

In incidents of severe harm or repeatedly significant challenging behaviour, the individual may be removed or banned from the group/setting. Sometimes we will not be able to meet an individual's needs and the most beneficial thing would be to remove them from the setting. In these cases, the charity will take steps to ensure the individual or family is signposted/connected with appropriate support services.

Support

On-going support will be provided to the individual(s) presenting challenging behaviour and any persons that have been directly affected by it. This may include having a private conversation, or group work.

All incidents of challenging behaviour will be recorded in the Challenging Behaviour Log, alongside the actions that are being taken to address it. If the behaviour involves children, their parents/carers will be informed.