



BEHAVIOUR MANAGEMENT POLICY

**FURZEDOWN YOUTH CENTRE
WELHAM ROAD
LONDON
SW16**

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Introduction

As adults we need to model positive behaviour to the young people. How we treat them; how we treat each other; the language we use; how we respond to negative behaviour and how we praise and endorse positive behaviour do this.

Key principles of this policy include:

- Young people make choices about their own behaviour.
- Young people need good relationships with adults.
- Positive behaviour is a normal expectation.
- Negative behaviour may result in discipline but that will not change behaviour.
- Behavioural change comes through ongoing relational work, through communication, challenge and encouragement.

These are the consistent values that all at FYC should work by:

- Young people need to be valued.
- Young people need to participate and to be engaged with.
- Young people need to feel safe.
- Young people need to feel help is available.

Our Response

As volunteers, staff and Board members we should:

- Plan for good behaviour and positive relationships.
- Balance correction with praise and encouragement.
- Plan our language to be positive and motivational.
- Emphasise logical relationships between choice, behaviour and consequence.
- Make it clear to a young person that choosing a particular behaviour also means choosing a particular consequence.

As volunteers, staff and Board members we must be actively relational, therefore we will:

- Take a consistent approach- the concept of tough care and not going away.
- Be overt in demonstrating you have the young peoples' best interests at heart.
- Show interest in young people whilst they are at the centre.
- Share appropriate things about your self, interests, strengths, failings etc.
- Allow room for mistakes and not so good days. We all have them!
- Recognise improvements.
- Realise it takes time to build trust and confidence.
- Positive relationships are at the heart of everything we do.
- Rapport involves entering the young person's world.
- People achieve more when they are confident and trusting.

Managing Disruptive Behaviour

Everyone wants attention. For many young people the way that we give them time and attention can be modelled through positive attention, that is a response to good behaviour. Therefore, if we only respond to negative behaviour young people know how to get our attention, by behaving negatively. Our responses should be to pro-actively model how to get our attention, by behaving well.

We can do this by:

- Continually monitoring the young people

- Providing frequent praise and positive support for individuals or groups who are getting on and enjoying themselves.
- Aim to support young people to behave in a manner that will maximise their enjoyment of the activity.
- Utilise effective praise, this should be the most used consistent positive reinforcement technique.

We can also:

- Get to know what will distract a young person when trouble is brewing.
- Get to know our young people recognising how they behave when they are worried or anxious about things.
- Get to know the kind of events, activities the young person may find distressing or problematic.

Responding to Disruptive Behaviour

We should always seek to:

- Remain calm and in control
- Consider the language we use as well as our body language and position.
- Be clear about what's expected and following consistently with appropriate consequences.
- Respond in a firm and clear manner, using a management plan and being consistent in our use of consequences.
- Use positive reinforcement and praise.
- Use appropriate language that effectively communicates the behaviour required to young people and to keep us calm.

There may be occasions or situations where we may need to adapt our responses to meet the needs of a specific young person. For example if a young person is having emotional problems, has a health condition or has special educational needs. This may affect the way that we respond to the situations that we may face.

Continuing a Response.

If a young person is continually disruptive a volunteer, member of staff or Board member should speak to the young person away from the group but in full view of another leader. Another volunteer may be involved or the session leader. It is important that if we challenge a young person we should:

- Clearly explain what behaviour that the young person has been displaying is unacceptable.
- Have a consistent understanding that the young person can respond positively and change their behaviour.
- Highlight the effect it is having on others (where necessary).
- Be clear about what is expected.
- Be clear that the young person's choice will affect the consequences.
- Avoid an argument.
- If there are other staff or young people involved, follow up with similar action.

Follow up this conversation by being present with the young person or if they want to talk further and give time for cooling down. The young person may need to spend time apart from the group to cool off. The aims of this should be to give the young person:

- Respect and maintain dignity.
- Space to think through their actions.

- A fair chance to respond.

If the disruptive behaviour continues a volunteer, staff or Board member should spend more time with the young person encouraging them to engage with the activities, praising good behaviour, and watch for how other young people respond. This is a key time for other adults to be involved, sharing the responsibility, communicating and watching how the young people and the volunteers, staff and Board members are responding.

Next Steps

There are very few reasons for a young person to be asked to leave FYC. It should always be a last resort. Any decisions to ask a young person to leave should be evaluated by the session leader and should be made in conjunction with other volunteers, staff, Board members present, and the young person involved.

Valid reasons for asking a young person to leave would be for:

- Violent behaviour towards another young person or a member of the FYC team.
- A young person deliberately breaking or defacing equipment.
- Threatening behaviour towards a young person or member of the FYC team.
- Continuous verbal abuse of another young person or member of staff, for example bullying, racist, homophobic, transphobic or sexist comments.
- A young person is under the influence of an illegal substance or alcohol.
- Carrying an offensive weapon with the result of alerting the police.

If a young person refuses to leave the premises then at the discretion of the session leader the police should be called.

The consequences of asking someone to leave:

- Contact should be made with the parents/carers within 3 days.
- Negotiation with the young person should be made to integrate them back into the activities of the youth centre.
- If there are broken relationships between young people or young people and FYC team members, there should be a reconciliation process in place.
- If there is broken equipment or vandalism, work towards replacement or repair of that equipment. This can be done financially, or in kind (voluntary work).
- Forgiveness and reconciliation should be key principles in this process.

The Reconciliation Process.

We want to affirm that asking someone to leave is not a lifetime ban for most offences.

Follow up should aim to include parents/carers, FYC team members and young people: a visit to the young person's home, a phone call, meeting the young person in school are all possible options.

A specific management plan should be made with the session leader aiming to bring the parties together, whether it is between young people or young people and FYC team.