



POLICY AND PROCEDURE

Behaviour Management & Exclusion

Category: Members/staff & volunteers

Introduction

SoLO is committed to ensure that all of its members are able to enjoy the positive experience of being involved in its activity programmes or engaged in other activities (supported living, PA service, supported volunteering etc.) This commitment extends to supporting those who may struggle with managing their behaviour which could lead to a detrimental effect on other members, staff, volunteers or the general public.

Whilst SoLO is recognised for its inclusive approach there may be occasions when there is no alternative but to implement fixed term or permanent exclusions. This would occur when a member's behaviour puts the safety of self, others or property at risk, or it significantly disrupts the activities taking place, and previous sanctions have not been successful. **In all occasions this would be a last resort where all other approaches have not worked.**

This policy provides a framework to support staff in managing the behaviour of members in a positive and fair manner, and clearly defines the process we will follow.

At all times, SoLO will focus on the safety and well-being of all our members and will take into account any safeguarding issues that may occur.

Policy Statement

We recognise that challenging behaviour may be more prevalent among some of our members with additional needs. It is widely recognised that possible causes for unacceptable behaviour by our members include:

- Unfamiliar environments, people or situations
- Inability to communicate
- Physical discomfort
- Confusion/lack of understanding
- Changes of routine
- Inactivity or over activity
- Behaviour of others
- Sensory overload
- Changes to medication regimes
- Trigger words or phrases
- Objects that trigger phobias
- Medical problems
- A desire to be somewhere else

This list is, by no means exhaustive, and there may be other causes for behaviour that needs to be managed.

In all cases, consideration should be given to the above when acting out occurs and where possible action taken to mitigate the affect of these triggers. In particular sanctions for poor behaviour should always be used along side recognition for good behaviour.

Challenging behaviour may include behaviour which:

- **Is** difficult to cope with
- **Is used** to reach acceptable goals in unacceptable ways
- Threatens the physical or emotional wellbeing of the member, or others
- Has a negative impact on the member's relationships with others

SoLO will:

- safeguard the rights of our members and ensure our approach is in line with our Equality and Diversity policy
- ensure rules, expectations and sanctions are displayed and communicated with staff, members and parents in an accessible format
- continue to improve home - SoLO relationships to **support** behaviour with the aim of avoiding exclusion
- work with other providers, schools and colleges, and families to ensure that consistent approaches to behaviour are implemented
- expect all staff to model the behaviour, personal, emotional and social skills they would wish others to use
- involve members and their families as widely as possible throughout the process of managing behaviour
- take into account the member's needs & disability when addressing unacceptable behaviour & make "reasonable" adjustments,

- provide training and support for staff at all levels in the implementation of the behaviour policy
- Recognise and reward good behaviour

Parents have a right to:

- be kept informed about issues relating to their son's or daughter's behaviour
- expect their son or daughter to be safe, secure and respected on projects

Parents/carers are expected to:

- respect SoLO's behaviour policy, and the disciplinary authority of SoLO staff
- help ensure that their son or daughter follows reasonable instructions and adheres to project rules
- inform SoLO of any factors which may contribute to challenging behaviour being demonstrated

Members have a right to:

- be treated with respect
- be treated in a fair way that takes into account their disability
- be made aware of their responsibilities as well as their rights

Members are expected to:

- behave in a way that does not endanger themselves or others
- comply with any agreed ground rules, within the limitations of their understanding

Procedures

Every member **who regularly attends a SoLO activity or programme or is supported in other ways (PA or Supported Living)** will have an "all about me" profile completed to help identify their support needs, triggers which may cause unacceptable behaviour, and strategies to avoid/manage any displays. **This approach will be extended to the Drop-ins as an appropriate response to evidence of inappropriate behaviour.** Where appropriate additional behavioural plans and/or working agreements may be devised jointly by the staff with the member and parent which will be agreed, implemented and monitored.

For tenants who are living in a SoLO supported living home and display challenging behaviour a similar process should be adopted, and the tenancy agreement will be the vehicle for any appropriate sanctions. Distraction and diversion techniques should be followed with clear warnings regarding the consequences of continuing to exhibit the unacceptable behaviour. This should be a person centred approach as outlined in the individual's support plan. The sanctions will be different for each individual and have been agreed in advance with the individual/ carers/ social workers as necessary. Factual reports should be completed and discussed at reviews, but if the behaviour is causing serious safety concerns a discussion should be held as soon as possible with SoLO's Project Manager who will liaise with the relevant stakeholders.

SoLO staff **within appropriate settings** will operate a 3-step warning system in response to unacceptable behaviour. Depending on the composition of the group this may be defined by colours yellow/amber/red with the option of using green cards or reward stickers for positive behaviour.

Process during a session – minor misconduct

Distraction and diversion techniques will be used to diffuse potentially challenging situations but if these fail the following approach will be taken:

In the first instance of unacceptable behaviour an informal caution or yellow card will be issued and our expectations for future conduct will be made clear to the member.

If a second reprimand/amber card is required the member will be made aware that this is a final warning and a third transgression will result in their being asked to leave for at least the rest of that session. Parents / carers will be advised of the incident by the Project Leader and this will be noted on the incident report.

A third incident during the same session will result in a red card / suspension. A temporary exclusion of one session may also be issued based on the severity and consequences of the behaviour. The Project Leader will verbally inform the member's parent or carer, and this will be followed up by a formal letter from the Project Manager.

Process during a session - serious misconduct

Where behaviour is such that it places the safety of the individual/other members or staff at serious risk steps 1 and 2 may be omitted.

Refusal to leave project

In the event that an adult member has been asked to leave the project but refuses to do so, and negotiation fails, the designated emergency contact for that member will be contacted. If this does not resolve the situation advice will be sought from the CEO/Deputy (during office hours) or the on-call member of staff (if out of hours).

In extreme situations, where it is considered that the behaviour poses a significant threat to the safety of other members, volunteers, staff or the wider public and intervention in line with our MAPA (Management of Actual and Potential Aggression) policies cannot be safely carried out, or is inappropriate, the police will be called.

Process - long term

A similar three step approach will be used to address behaviour over a rolling 12 month period.

Where an individual has been sent home from a session they will be made aware that their behaviour is being monitored, an improvement is required, and further transgressions could lead to exclusion.

After a second request to leave the project, the Project Manager will issue a formal warning letter stating that if a third occasion arises they will be permanently excluded from that group, and attendance on other projects will also be reviewed.

On the third occasion the member/parent/carer will be advised in writing that they are no longer permitted to attend that project.

Again, if behaviour is such that it places the safety of the individual/other members or staff at serious risk steps 1 and 2 may be omitted. This is expected to be an extremely rare event

At all stages, the incident will be monitored and reviewed to ensure that any learning gained from it will be applied to future situations.

Where the member is used to a different behavioural management system this may be used if it is more likely to succeed. Details of this system should be retained on the personal file of the member to ensure consistency across schemes.

Right of Appeal

The member/parent/carer may appeal against the decision to exclude in writing to The Board of Trustees within 28 days of the decision letter being issued.

Policy Name: Behaviour Management & Exclusion
Organisation: SoLO Life Opportunities
Reviewed: 16.1.18
Next Review Date: Jan 2020

Retention of information

Copies of all incident reports, records & correspondence relating to the exclusion should be retained securely in accordance with SoLO's Data Protection Policy.

Linked with: policies and procedures

Managing Actual and Potential Aggression

Safeguarding

Working with Vulnerable Adults

Incident Reporting

Data Protection

Equality & Diversity

SoLO Tenancy Agreement