

BEHAVIOUR and CODE OF CONDUCT POLICY

This policy should be read in conjunction with Anti-bullying Policy, Attendance Policy, Health and Safety, Email, Internet and Communications Policy, Safeguarding and Child Protection Policy, Lone Working Policy, Staff Training and Development Policy, Safer Recruitment Policy, Health and Safety Policy and the Managing Allegations and Whistleblowing Policy.

Introduction

The purpose of the Onwards 'n' Upwards behaviour policy is to encourage the best possible behaviour from all of our young people. Staff work closely with our young people, parents/carers and other professional agencies to encourage and support them to take more responsibility for their behaviour, so that they can move successfully onto their next step/education provider. We provide a consistent approach to behaviour management guided by equality, mutual respect and fairness.

Onwards 'n' Upwards will:

- Provide a supportive and friendly approach in which both students and staff can achieve high standards.
- Provide a safe and comfortable environment for staff and young people to be able to engage with their learning.
- Value everyone equally without exception.
- Support young people to positively manage their behaviour and develop suitable techniques and strategies.
- Provide a relevant and appropriate bespoke learning programme which is tailored to meet individual needs and preferred learning styles to promote independent learning and engagement.
- Assist learners to take responsibility for their own actions and develop a level of accountability to promote independent behaviour management.
- Provide support to parents/carers as required to help find suitable strategies for managing behaviour.
- Provide on-going in-house training regarding behaviour management.
- Follow and implement the Anti-bullying policy so that all young people feel safe and respected.
- Ensure that all staff understand that it is their duty to identify and address all inappropriate behaviours.
- Deal with unacceptable behaviour promptly and fairly in a professional, calm and consistent manner.
- Challenge and give support to learner to achieve their aspirations and plan for the future.
- Deal promptly and fairly with any complaints or queries.
- Help learners to understand independent skills and about taking responsibility.
- Involve the young person in the decisions that affect them.

Onwards 'n' Upwards Expectations of Learners

- To arrive or be ready for their one to one session / group-based learning session.
- To respect all property of Onwards 'n' Upwards, staff, other learners, visitors and members of the public.
- To follow instructions provided by staff at all times inside and outside of the centre.
- To respect and follow general rules and boundaries when accessing the centre and whilst on one to one sessions.
- To aim for high attendance and engage in group-based and one to one learning opportunities and activities.
- To respect the learning environment and to be open to working with other learners on programme.
- To support each other with the self-regulation of behavior and as such provide opportunities for independent leadership.
- To be mindful of behaviour when representing Onwards 'n' Upwards.
- To behave respectfully towards staff, learners, visitors and members of the public when in group based learning or out in the community, this includes:
 - no physical violence
 - no verbal abuse and threats of violence
 - no disruptive behaviour (e.g. disturbing others, derailing activities)
 - no inappropriate language (e.g. loud, provocative, sexually suggestive, swearing)
 - no discriminatory behaviour (e.g. racist, sexist, homophobic).
- To ensure mobile phones are put away appropriately and are on silent, **unless** given permission by a tutor or mentor.
- Smoking is only permitted in designated areas as directed by staff.
- Parental permission must be obtained for under age smoking (under 16 years of age) and it will always be at the staff members discretion if a learner is allowed to smoke.
- Onwards 'n' Upwards has a zero tolerance towards learners attending under the influence of alcohol or illegal drugs.
- To bring to Onwards 'n' Upwards attention, any concerns you may have about any staff member, family, peers or other professionals.
- To abide by Onwards 'n' Upwards policies and procedures including Attendance, Anti-Bullying, Health and Safety and the Email, Communications Policies and any other policies relating to your provision.
- Follow examination and assessment protocols as requested.
- To not bring intentionally fictitious or malicious allegations against staff, other learners or others.
- To keep Onwards 'n' Upwards up-to-date with contact information.

Onwards 'n' Upwards Expectations of Staff

- Put the safety welfare of the young person first at all times.
- To remain professional at all times with young people, parents/carers, other staff and professionals.
- To give a warm welcome to all learners at the start of their one to one or group session.
- Be fair and consistent.
- To provide a positive learning environment.
- To give kind, specific and helpful feedback.
- Ensure expectations are clear and explicit.
- Model positive behavior.
- Respect a young person's right to personal privacy.
- Communicate expectations of behaviour in ways other than verbally.
- To ensure clear aims and objectives have been set for the session.
- To keep to the set session times as indicated on your rota. (Please refer to the Attendance Policy for further information).
- Plan sessions that are differentiated and that meet the needs of all learners.
- Aim to end all sessions on a positive note.
- To follow the Lone Working Policy when meeting a young person for mentoring sessions.
- To always ensure equipment is used safely and for its intended purpose.
- Smoking, alcohol and illegal drugs are not permitted in or within close proximity of the centres or in the presence of learners.
- To be continuously vigilant for any signs of bullying behaviours.
- To always work in open environments, avoiding private or unobserved situations, making every effort not to expose themselves to risk of an allegation being made.
- To advise the Director or member of the management team if anything happens which they believe might be misconstrued and/or lead to a complaint or allegation of abuse.
- To ensure that a member of the management team is informed of any concerns they have about learners, other professionals or staff members.
- To be vigilant in health and safety matters, eg recording any bruises/marks a child has and keep up-to-date and comprehensive records.
- If physical contact is necessary, such as in an emergency, they will tell the young person what they are doing, and why, seek their permission and give choices where possible, and if possible have another worker present.
- Recording behaviour incidents using the in-house Incident Report Form.
- In line with our Anti Bullying policy, staff on staff bullying will not be accepted by Onwards 'n' Upwards. Staff are encouraged to report any bullying incidents to the Director.

Implementation of the Behaviour Policy

- A member of the management team will carry out regular observations on mentors and teaching staff.
- The behaviour policy is revisited regularly at training events for staff.
- Staff are made aware of any changes to the behaviour policy.
- Management will provide helpful and specific behaviour strategies.
- To ensure all staff are reporting any bullying incidents to the Designated Safeguarding Lead Officer/Management Team.

Onwards 'n' Upwards Expectations of Parents/Carers

- Parents/carers are encouraged to support their child in adhering to the Onwards 'n' Upwards policies and procedures.
- To maintain a level of respect towards staff, learners and other professionals.
- To abide by the policies set out by Onwards 'n' Upwards such as Attendance, Anti-Bullying and other policies relevant to your child's provision and programme.
- To inform Onwards 'n' Upwards of any absence such as illness or other reasons.
- Inform Onwards 'n' Upwards of any changes in circumstances that may affect their child's behaviour.
- Communicate with Onwards 'n' Upwards regarding any behavioural concerns.
- To attend any requests for a meeting regarding any serious behaviour concerns.
- To ensure Onwards 'n' Upwards have up-to-date contact details.
- To be aware of the responsibilities placed on staff – for example not giving the young person their personal mobile number, or giving them gifts.
- To ensure they are aware of who to contact if they have any concerns.

Strategies that Onwards 'n' Upwards will adopt:

Preventative:

Relationships:

- Understanding the behaviours of individual learners is partly dependent on staff members reading their EHCP and other information provided.
- Understanding the approach often required when building trusting relationships with young people. When this is a positive one based on mutual respect and trust, it can be the key to supporting a young person to manage their behaviour better. When there is trust and the young person feels safe, challenging inappropriate behaviour is far more effective.

Language:

- The way in which staff speak to young people can encourage positive behaviour. At its worst, inappropriate language (what is said and how it is said) can escalate a situation and result in a young person's behaviour deteriorating.
- The use of humour is an invaluable strategy to engage and build positive relationships. However, use sarcasm with care as it is not always understood and can lead to a young person feeling humiliated and embarrassed or taking what you have said as literal.
- Positive language and the use of praise are powerful ways to support a young person to behave well.

Structure:

- Our learners often work best when there are well established structures to the learning environment. This reduces the anxieties associated with unexpected change and inconsistency.
- We provide encouragement to all learner to focus on their learning alongside improving their personal development and individual areas of need.
- Where possible, Onwards 'n' Upwards will place learners with suitable staff members to match their specific learning requirements.

De-escalation

When students come into conflict they are likely to:

- Be very argumentative
- Be inflamed by an audience
- Speak and shout abusively and irrationally
- Interpret innocent gestures as threats
- Interpret innocent questions as accusations
- Be unable (at least at this point) to recognise their part in the conflict

Each young person has a risk assessment carried out by Onwards 'n' Upwards. This is undertaken within four weeks of the young person starting their programme.

How to de-escalate:

- Try to move the student to a quiet area as soon as possible
- Encourage other students to move away and praise them for doing so when/if appropriate
- Speak as little as necessary but reassure and encourage
- Acknowledge the anger even if you do not understand why they are feeling as they are.
- Let the student know that you can help them to get to the next step – you *can* move on from the conflict
- Treat the situation calmly but don't trivialise it.
- Resist any form of physical contact unless absolutely unavoidable.
- Be aware of your own triggers – the things that make you angry or upset.

Approach to behaviour management and strategies

Approach:

- Do you want to resolve the conflict or to win an argument?
- Are you the best person at this time to de-escalate this conflict?
- Are you concerned that the behaviour may be seen as reflecting negatively on your competence?
- Are you trying to move the process along too quickly?
- Are you always willing to forgive the young person and accept an apology and give them a fresh start? - There must always be a consequence to the behaviour so the young person can learn from their actions.
- All threats become meaningless unless they are carried out. Explaining the inevitable consequence of a particular course of action means that staff must be prepared to follow it through. Do not threaten any sanction you are not prepared to carry out.
- Praise is an extremely effective strategy to support young people to manage their behaviour.

Language:

- Is your verbal language helping? Are you using too many words, giving too many instructions?
- Ensure that you do not allow yourself to be drawn into an argument. It is often best not to answer a question asked in anger.
- There is no place for hostility when staff are dealing with students. It may be appropriate to express sadness, disappointment or even anger at something that has happened but never hostility towards the student. If students begin to think you do not like them it is time to change the way you are behaving.
- Are you clear about the best outcome for the young person? Are you offering a 'way out'? "Shall we go somewhere quiet so that you can calm down?" It is up to the adult to do the creative thinking and try to think of ways out for the student. Often students have backed themselves into a corner and cannot think of a way out without losing face.
- Are you concentrating on what students can do well, not what they have done wrong?
- Are you acknowledging co-operation? "I am pleased to see that you can calm yourself down".
- Are you raking up old ground?
- Are you accusing?
- Are you talking quietly and showing that you are not angry? Shouting is never an effective strategy although a raised voice is, especially if this is rarely used.
- Avoid making threats which are inappropriate and,
- Acknowledge their anger and that they are upset: "I am sorry that you are so upset".

Body language:

- Are you looking calm and in control?
- What messages are you communicating non-verbally?
- Are your facial expressions friendly and non-threatening?
- Is your body stance non-threatening: Should you sit instead of stand? Are you avoiding using any form of touch?
- Does your body language say – I can help you?

Unacceptable practice by Onwards 'n' Upwards staff:

- To allow allegations to go unreported.
- To make inappropriate promises to children and young people, particularly in relation to confidentiality
- Under no circumstances will a member of staff take a young person to their home or that of another worker.
- To invade the privacy of children and young people ie when they are toileting, showering, changing or dressing.
- Inappropriate physical or sexually provocative games.
- Making sexually suggestive comments about or to a child or young person even in fun.
- Inappropriate and intrusive touching of any form.
- Scape-goating or ridiculing a child or young person.
- Allowing inappropriate, foul, sexualised or discriminatory language to remain unchallenged.
- Any form of physical punishment.
- Illegal use of drugs.
- Use of alcohol.
- Bullying of any form, including name calling or constant criticism towards staff or learners.
- 'Picking on' a young person because of their family background, manner of dress or physical characteristic.
- Racism of any form.
- Favouritism and exclusion - all young people should be equally supported and encouraged.
- Abusive language or gestures.
- Under no circumstances must a member of staff act in a physically or verbally aggressive manner.

Behavioural issues can range in their frequency and severity. All staff must use their professional judgement when deciding on what action to take and seek guidance when needed from the management team.

Onwards 'n' Upwards aim to support the student and help them to understand how better behaviour can improve learning outcomes and relationships with others. Where behavioural issues have escalated, the management team and Director will decide on the future of the learners programme with Onwards 'n' Upwards.

The final decision will always be at the Director's discretion.

This policy is available in hard copy at the centre, electronically on Findmyshift and on the Onwards 'n' Upwards website.

This policy will be reviewed annually.

Date updated	Policy approved by	Signed
16/01/2020	Linsey Spicer	