



Event & Activity Management Policy Procedures & Guidance 17

Managing Behaviour Issues

Britain Yearly Meeting events for Children and Young People will follow a model of positive behaviour management using practices that are designed to encourage appropriate behaviour and will follow certain guidance and procedures when behaviour occurs that threatens the wellbeing of participants, volunteers and staff and the functioning of the group.

These guidelines aim to:

- outline ways in which staff and volunteers should respond to behaviour issues at events
- encourage consistency of response to inappropriate behaviour
- ensure the expectations and strategies are widely known and understood

Responsibilities

- Participants
 - Participants are responsible for abiding by event boundaries (signed in advance) and group working agreements (agreed at the start of the event).
- Responsible Adults:
 - For events where the CYP Programme is not residential all children and young people must have a designated Responsible Adult who should be over 20 and take full responsibility for them outside of CYP Programme sessions ensuring that they abide by the event boundaries at these times.
 - Responsible Adults should be willing to discuss with staff or volunteer team members any behaviour issues that may occur with participants that they are the Responsible Adult for.
- Volunteer Team Members/Staff should:
 - build relationships with participants and other team members which model appropriate and inclusive behaviour
 - abide by event boundaries (signed in advance) and group working agreements (agreed at the start of the event).
 - work within the volunteer role description and other relevant policies, procedures and guidance.
 - work to the aims of the event.
 - ensure that participants are aware of boundaries/group agreements and the consequences for not abiding by these
 - be pro-active in dealing with behaviour issues

Preventative Steps:

Following some or all of these measures may prevent or minimise issues of inappropriate behaviour

- Challenge all behaviour rooted in bias relating to gender, ethnicity, sexual orientation or other bias which challenges principles of equality
- Challenging behaviour can be rooted in boredom; team members should provide a variety of approaches and activities to ensure that children and young people are positively engaged in the event.
- Work on each individual child's positives, do not compare a child with another, but encourage and affirm them
- Show appreciation of the efforts and contributions of all

- Have clear, age appropriate expectations
- Create a positive climate with realistic expectations
- Give reminders at beginnings of sessions regarding event boundaries and group working agreements.
- Take care to give quieter and well behaved children attention and resist allowing demanding children to take all your time and energy.
- Use common signals understood by all (e.g. to get silence)
- Provide an environment in which children and young people feel safe and are treated with respect.

Strategies

Every child is unique and will respond in different ways to different strategies, therefore, each child should be dealt with on an individual basis. Team members may use a variety of strategies in order to manage behaviour issues including:

- Distracting from inappropriate behaviour (e.g. give a task)
- Give options which enable the child/young person a positive way out of a situation whilst taking the rights and well-being of others at the session into account
- Remove a prohibited or dangerous item (to be returned at the end of the event or passed to appropriate authority)
- Some children/young people have a tendency to be disruptive in a group. Give them a chance, warn them and only separate as a last resort.
- Take a disruptive child/young person to one side and engage with them, challenging them to change, whilst encouraging their strengths.
- Have a team member sit next to a disruptive child/young person

Team members should

- ensure fair treatment of all
- be consistent in what they say and do, as individuals and a team
- share information in relation to managing behaviour issues with other team members to ensure a consistent and considered approach
- Call on support from other team members or staff if they may deal with the situation unwisely for example if they are angered or upset by the situation)

If initial interventions are not enough then the Responsible Adult of the child/young person involved may be contacted and asked to assist with strategies

Overall responsibility for decisions relating to incidents of inappropriate behaviour lies with CYP staff. Depending on the nature and extent of the issue, and in consultation with volunteers where appropriate:

- the child/young person may be asked to leave the event
- in extreme cases staff may ask for police intervention