



Behaviour Management Policy Phab Ltd Residential Adventures

Reviewed: February 2025

Phab Ltd has expected standards of behaviour and uses effective behaviour management strategies to promote the welfare and enjoyment of everyone attending a Phab Ltd Adventure Residential. Working in partnership with individuals, parents and other agencies, we aim to encourage socially acceptable and safe behaviour using clear, consistent and positive strategies.

Standards and Expectations

Phab will promote and actively encourage good and socially acceptable behaviour by leading by example and by Phab Ltd staff and volunteers respecting everyone in the group. Phab Ltd believes that by adopting a culture of sharing, kindness, compassion and empathy any incidents of bullying, name calling, or aggression will be minimised.

By establishing clear boundaries according to the individual's level of understanding, everyone will become aware of routines and settings and know what is expected of them.

Whilst away on a Phab Adventure Residential we expect everyone to:

- Use safe behaviour
- Comply with the Law, Phab policies and procedures and safety instructions
- Respect one another, accepting differences of race, gender, ability, age and religion etc
- Ask for assistance if needed

Standards and expectations of behaviour will also be advised before and after a person applies to attend a Phab Adventure Residential to ensure it is an appropriate environment for each individual and to minimise risk. If it is likely that a person will need the use of physical intervention, be a high risk of disruptive behaviour or non-compliance, then it will be advised that they bring a person who knows them well with them so they can take responsibility for that person's behaviour.

One person's behaviour must not be allowed to endanger the other people in the group by absorbing or distracting the supervising staff.

For a person attending independently (without a personal assistant/parent or similar), a Consent Form and/or Phab Passport (if under 18 years) must be completed before commencement of the Phab Adventure Residential. These include specific information regarding behaviour and Phab Staff will discuss this in detail with the person completing the documents before the person attends. It is imperative that whoever completes these provides accurate and honest details in terms of behavioural traits or when there is

a significant change. If traits have been omitted or not communicated to a Phab member of staff around a person's behaviour and subsequently become an issue, it may result in the individual being asked to leave the Phab Adventure Residential when all other methods to resolve the situation have been exhausted.

We are aware that it is sometimes difficult to know how a person might behave in a new environment and that there may be cases of sudden and unexpected behaviour traits. Phab staff will discuss any concerns with parents/guardians/support staff and the usual policies and procedures will apply.

Everyone will be made aware of the effects of their behaviour on others and methods of discussion and distraction shall be used when confronting behaviour issues.

No undue stress shall be placed on the person in terms of humiliation, segregation or any form of physical punishment.

Staff will receive training in respect of behavioural management and how to control situations to ensure the safety of everyone attending at Phab Adventure Residential. Phab Volunteers will be given information on strategies for behaviour management (See Appendix A)

Reasonable Force

The term "reasonable force" covers the broad range of actions that could potentially be used by people working with children and young people and adults that involve a degree of physical contact.

Force is usually used either to restrain or control. This can range from guiding a child to safety by the arm through to more extreme circumstances such as breaking up a fight where a person needs to be restrained to prevent violence or injury.

Reasonable force must only be used as a last resort when all other strategies, such as giving space, removing dangerous objects, moving people away, have been implemented and only if necessary. Phab staff will speak to whoever appropriate to discuss any causes of concern to prevent a situation escalating to the point of any physical contact.

Phab staff and volunteers must use no more force than is needed and not only depends on circumstances of the case but also on information and understanding of the needs of the person concerned.

Circumstances where reasonable force might be used on a Phab Adventure Residential:

- To remove a disruptive person from an activity if they are refusing to adhere to safety requirements to keep them safe
- To prevent a person from leaving where allowing them to leave would risk their safety or lead to behaviour that disrupts the behaviour of others
- To prevent a person from attacking another person
- To prevent a person at risk of harming themselves through physical outbursts

Phab **WILL NOT** use force as a punishment

Procedures

If a person's behaviour is concerning a Phab member of staff or Phab volunteer the following steps will be taken:

- The person will be spoken to calmly to establish the issue to support a resolution and, if appropriate, give an explanation about why their behaviour is unacceptable
- If the unacceptable behaviour continues the Project Manager will monitor and record the incidents and keep the parents/guardians/support worker etc informed
- If this does not resolve the matter, then the Project Manager will contact the parent/guardians/support worker and implement any further interventions if possible. For example, someone who is known well to the person may be able to join them for the rest of the week and will take responsibility for their behaviour.
- If a person's behaviour consistently affects the good feeling and safe environment on a Phab Residential Adventure, Phab Ltd may ask the person to leave either temporarily or permanently
- Abuse, both verbal and/or physical will not be tolerated and could lead to immediate removal from the Phab Adventure Residential.
- Incident/Accident forms will be completed and kept on file and made available to parents/support worker etc. Parents/Support Workers must sign these forms, so they are fully aware of any situation.

For good practice and practical guidelines of how to manage a situation please see Appendix A – Strategies for Behaviour Management

Levels of Behaviour

Outlined below are typical but not exclusive behaviours arranged into levels of severity with expectations around who is responsible for managing each level of behaviour.

Description of Behaviour	Those with Responsibility to Respond
<p>Level One</p> <p>Disturbing others Inappropriate Comments Not following reasonable requests Possession of property belonging to another person Rude, not showing respect to others Teasing peers</p>	<p>All staff and volunteers would deal with this level of behaviour according to the information given in the Phab Passports and other documentation or information.</p> <p>This would be in relation to maintaining a positive environment. If necessary, they will be supported by their Line Manager (Staff) or Project Leader (Volunteers)</p>
<p>Level Two</p> <p>Bullying towards peer Foul/abusive language or gestures towards others Offensive language Self-harm (talking about) Verbal abuse to peer Verbal abuse to staff or volunteer</p>	<p>At this level, all staff or volunteers working directly with the person would deal with this behaviour initially to maintain a positive environment.</p> <p>This level of behaviour should be referred to the Project Leader and acted on accordingly and complete the necessary incident forms.</p>
<p>Level Three</p> <p>Absconding Physical abuse or aggression towards peer or adult Damage to others property Inappropriate sexual activity or behaviour Self-harm Continued threats to physically hurt themselves or others Continued refusal to co-operate with safety requirements</p>	<p>At this level, all staff or volunteers working directly with the person would deal with this behaviour initially to maintain a positive environment and to keep the individual and others safe.</p> <p>At this level, the behaviour MUST BE REFERRED TO THE PROJECT LEADER AS QUICKLY AS POSSIBLE and acted on according to Phab procedures as outlined in the Behaviour Management Policy.</p> <p>The Project Leader will consult with the Outdoor Centre Manager if the issue is in relation to safety requirements regarding</p>

	activities and will adhere to the Outdoor Centres Policy.
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Strategies for Behaviour Management (Appendix A)

The following is a list of recommended strategies to minimise difficult behavioural situations and deal with them if they occur. These should be implemented alongside the strategies and support information for each person attending.

1. Create rules and boundaries and express them positively – it shouldn't just be a list of don'ts.
2. Explain why there are rules and boundaries. For example, "to keep you safe and happy" rather than "because I said so!".
3. Be consistent in maintaining boundaries.
4. Be consistent with others in the team.
5. Give reassurance to the person that they are being listened to and that you are there to help
6. Use visual reminders of expectations not just verbal
7. Ensure directed tasks are clear and easy to understand to help a child follow instructions
8. At times, ignoring bad behaviour is often effective as long as it does not affect others safety.
9. Offer relaxation time.
10. Offer "time out" by having an agreed place to go, play quiet card games or listen to music etc.

11. Use humour rather than confrontation to diffuse difficult situations. This does not mean laughing at the situation but rather using humour to distract or ease a tense situation. It is important that you know the person well if using this approach.
12. Use distraction to diffuse difficult situations
13. Remember to praise and reward