
# Service User Behaviour Management Policy: Children and Young People

Implementation Date: July 2015

Reviewed: February 2025

Next Review Date: February 2028

**CHUMS**

**Mental Health & Emotional Wellbeing Service**

*Behaviour Management Policy – Children & Young People*

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## Background

CHUMS CIC is funded through commissioning and through charitable donations. The services provided by the organisation are primarily available to support children and their parents/carers at a time when they may feel particularly vulnerable or anxious. CHUMS recognises that individuals, whether a child or adult, can behave in a manner that may put themselves or others at risk or cause harm. This policy specifically relates to the conduct of children and young people up to the age of 18 years old.

CHUMS believes that children, young people, parents/carers flourish best in an ordered environment in which everyone knows what is expected of them and are free to develop their play and learning without fear of being hurt or hindered by anyone else. We aim to encourage individuals to develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

CHUMS attach great importance to the health, safety and welfare of its entire staff, and recognises its legal obligations under the Health and Safety at Work Act 1974 to ensure the health, safety and welfare of its staff, so far as is reasonably practicable**.** CHUMS also accepts such responsibility for other persons who may be affected by its activities whilst on any site or activity. CHUMS have a duty to provide a safe and secure environment for its staff. Violent, aggressive, abusive or disruptive behaviour will not be tolerated, and decisive action will be taken to protect staff from this type of behaviour. Everyone has a duty to behave in an acceptable and appropriate manner. Staff have a right to work, as service users and family members have a right to be treated, free from fear of assault and abuse in an environment that is properly safe and secure.

This policy applies to all employees of CHUMS including; agency, contracted, and sub-contracted staff. Managers at all levels are expected to take an active lead to ensure that health and safety and systems of internal controls are of the highest standard and integral to the operation of the organisation. CHUMS will ensure that adequate resources are provided to meet legal health and safety standards and provide sufficient information, instruction and training to enable employees, bank/agency staff to carry out their work safely and ensure services are delivered safely.

## Objectives

- CHUMS will endeavour to provide good quality services at all times
- CHUMS aims to promote appropriate interactions and behaviours to ensure staff and service user safety and effective support within a safe and nurturing environment

- CHUMS staff will take appropriate proactive and reactive actions to promote safety and encourage harmonious interactions
- Service users will be dissuaded from anti-social behaviour through empathy, distraction and discussion
- CHUMS encourages acceptable behaviour through positive reinforcement and by providing positive role models
- Challenging situations should be avoided by providing appropriate activities for individuals and presenting them in a meaningful way
- Where appropriate information will be obtained from individuals themselves and their parents/carers about how best to support them
- CHUMS staff will remain calm and respectful

**Standards of Behaviour Expected**

All service users, family members and professionals are expected to behave in a manner which is courteous and acceptable to the staff dealing with them. The following are examples of behaviours which are not acceptable. The list is illustrative and not exhaustive.

- Threats or threatening behaviour
- Violence and/or physical assault
- Aggressive behaviour
- Threatening or abusive language involving swearing or offensive remarks
- Derogatory racial or sexual remarks
- Malicious allegations relating to members of staff, other patients or visitors
- Offensive sexual gestures or behaviours
- Abusing alcohol or drugs
- Drug dealing
- Wilful damage to property
- Theft
- Intimidation
- Spitting
- Unreasonable behaviour and non-cooperation
- Vexatious behaviour
- Any of the above linked to destruction of or damage to property

The behaviours mentioned above can be delivered either in person, by telephone, letter, email or any other form of communication such as graffiti to CHUMS property.

**Preventative Measures**

CHUMS aims to provide children/young people and their families with a safe, supportive environment where they can develop their potential by engaging in positive therapeutic activities.

CHUMS liaises with CYP, parents/carers, schools and other venues when planning activities and considers adequate staffing and environmental management plans prior to service users' participation in activities. Staff will also consider the CYP's individual needs in the session e.g.:

- Checking how the child or young person feels about the session/in themselves
- Being aware of what has happened just before the session i.e. is there something that could trigger risky behaviour
- Who is the responsible adult that is aware of the session in the event of an incident and where will they be during the session e.g. pastoral teacher in the next classroom
- Being aware of who their support would be after the session if they need help

Setting behavioural expectations with the CYP which may include, group rules being discussed at the start of each group programme and reminders given at the start of each session

Staff will be aware of the appropriate course of action when dealing with behavioural issues. This may vary according to the type of activity being offered. All staff must be made aware of the contents of this policy and should receive appropriate training for the level of risk, which they are likely to encounter in the course of their work. It is the responsibility of Department Managers to ensure all staff receive relevant training.

**Environment**

It is the responsibility of CHUMS to provide an appropriate environment to promote a sense of safety to allow service users to feel comfortable enough to engage with therapeutic activities. Staff must consider the physical environment before engaging with child or young person, including but not limited to:

- Who will sit where i.e. do the CYP and professional have access to the door?
- Is the window shut/locked?
- Is there access to any sharps in the room?
- Can someone else view the therapeutic space e.g. window in the door
- Are there any known triggers for the CYP that my cause distress e.g. does the CYP have sensory needs that need to be accommodated - dimming the lights?

If staff are undertaking lone working then please follow the Lone Working Policy - Lone working policy Oct 2023.pdf

We recognise that the environment may vary significantly dependent on location and therefore it is the responsibility of the team to have completed a risk assessment of any new venues and adapt the environment appropriately to the needs of the children/young person and the session.

**Response Procedure**

In the unlikely event that an individual is likely to cause significant injury to themselves, or others, it is the responsibility of the lead facilitator to isolate the situation by removing the child from the current activity and if necessary, seeking support from the identified responsible adults in that circumstance e.g. parent/carer.

The facilitator should limit the potential for physical injury by removing moveable objects from the immediate area and control the environment by limiting additional stimulus that may exacerbate the situation.

CHUMS staff are not trained in physical restraint procedures and are not expected to respond using physical force. Restraint can lead to greater service user or staff injury and has the potential to impact the therapeutic relationship. Restraint does not fit with CHUMS' values or understanding of CYP needs. Staff should engage with preventative measures in line with our understanding of the CYPs needs to reduce the possibility of escalation.

If the facilitator is unable to resolve the situation it will be necessary to request the presence of the service user's identified support e.g. teacher or parent/carer and feedback to those with parental rights as quickly as possible. Discussion with the parent/carer will then take place as to whether the service user is able to return to the activity or if alternative provision should be made either through another CHUMS service or via another agency. Staff should collaborate with the child/young person and the parent/carers to advise of appropriate signposting and where necessary, with their consent, complete a referral on their behalf e.g. child in need social care referral.

In the case of an urgent or emergency situation staff will notify the responsible adult present and ensure that urgent or emergency services are engaged as needed e.g. ambulance or police.

**Reporting**

Incidents are to be reported to the Head of Service/Manager and Operational Director and recorded appropriately, as per the Adverse Incident Serious Incident and Reporting Policy. This includes a detailed account of the incident and the events preceding must be

recorded on an incident form and the process for incidents followed. Please refer to - Adverse Incident-Serious Incident and Reporting Policy reviewed June 2023.pdf

This must include witness statements, details of the surrounding environment, physical injuries (if any sustained) and any factors that may have contributed to the incident taking place.

Where an accident/incident has occurred, it is necessary to carry out a review of the risk assessment of the task being undertaken at the time, to ascertain if additional precautions, an alteration of the method of work or additional control measures are necessary. This must be written down and the conclusions clearly defined and acted upon. As a learning organisation we will use the information to prevent re-occurrences, where reasonably practicable, to the same events

**Debrief**

Following immediate reporting of the serious incident to the service manager and a member of the Operational Director, any incident will be discussed at a team debrief and followed up by the line manager within 24 hours. The team includes:

- Any staff that were involved or present when the incident occurred
- Individuals who may have valuable information to contribute to any learning
- CHUMS staff who will need updating in order to provide a robust care plan
- Staff who may have been personally impacted by the event

Where appropriate a meeting will be arranged between CHUMS staff/volunteers involved to discuss the incident to determine what steps are necessary and to provide support where needed. Should the member of staff require emotional support staff can access support from Occupational Health and/or the BUPA staff helpline as per the CHUMS Health & Wellbeing Policy - Health & Wellbeing Policy Sep 2024 JT.pdf

CHUMS is committed to working with children and their families to ensure the best outcome. Parents/carers will be informed of any behaviour management incidents and the lead facilitator will explore, with the parents/carers the reason for the behaviour and how it can be managed in the future. This will assist CHUMS staff to maintain a consistent approach to managing the behaviour.

**Actions**

On occasion, it may be identified that CHUMS is not be the most appropriate service to provide support for a child. This is pertinent when their actions, could

lead to that child, or others, being harmed in some way. In these cases CHUMS will endeavour to find alternative methods of support for the child.

Where behaviour is deemed positively challenging in such a way that it is affecting the wellbeing of others, or representatives of CHUMS, the following steps should be taken:

- A representative of CHUMS will meet with adults involved in the young person's care to discuss the issue to see if steps could be taken to improve the situation and provide more support. The parent will be informed and invited to a meeting to address the problem
- New strategies will be agreed and put in place
- If the behaviour continues the CHUMS practitioner will meet with their manager/supervisor and they may feel unable to continue to provide support to the child and their family. In these circumstances CHUMS will discuss this with the family and support them in seeking alternative support e.g. step-up to CAMHS

Each incident will be reviewed on a case-by-case basis. CHUMS will endeavour to consider all possible actions and outcomes to find the best solution, however we reserve the right to cease service user support or engagement with specified professionals, with appropriate escalation to managers, should staff experience the behaviours above. Aggressive behaviour, be it violent or abusive, will not be tolerated and in extreme cases may result in the Police being contacted.

**Appendix A.**

**Risk Assessment**
To be completed for all CHUMS activities and venues
Overall and final responsibility for health and safety is that of CHUMS

**Venue:**
**Date:**
**Team Lead:**
**First-Aider:**
**Fire Warden:**

| | **Responsibility of** | **Completed** |
|---|---|---|
| **Accessibility** | | initial |
| Ease of access for all abilities | Team lead | |
| Register for staff/volunteers | Team lead | |
| Registers for visitors | Team lead | |
| Check fire doors and escape routes to ensure they are unlocked & unobstructed | Fire warden | |
| All staff, volunteers and visitors to be made aware of toilet facilities and emergency exists | Team lead | |
| Awareness of where the firefighting equipment is | Fire warden | |
| Venue fire certificates | Workshop coordinator | |
| **Movement** | | |
| Staff and volunteers up to date with manual handling mandatory training | Workshop coordinator | |
| Moving of equipment safely | All | |
| **Slips/trips/spills** | | |
| Floor surfaces to be kept clean & dry | All | |
| Hot drinks to be kept to a designated area away from children | All | |
| No trailing leads and cables | All | |
| Adequate first aid equipment available | Workshop Coordinator/First Aider | |
| **Electrics** | | |
| CHUMS equipment is PAT tested | Workshop Coordinator | Chums Stuff is PAT tested or under 1 year old |
| Check venue equipment is PAT tested (if not don't use) | Team Lead | |
| **Activities** | | |
| Ground Rules | Team Lead | |

| | | |
|---|---|---|
| Staff, volunteers and visitors to know who the first aider and fire warden are | Team Lead | |
| **Other** | | |
| Registers to be kept with team lead in case of evacuation | Team Lead | |
| Medical conditions, allergies, dietary needs | Workshop co-ordinator/Team Lead | |
| | | |
| | | |
| | | |

Team Lead signature: Date:

First Aider signature: Date:

Fire Warden signature: Date:

**Comments post event** (Please note any concerns/incidents including safeguarding concerns):

**Appendix B**

| Activity Risk Assessment | | | |
|---|---|---|---|
| **Activity** | **Key Personnel** | **Risks** | **Action** |
| | | | |
| | | | |
| | | | |

**CHUMS**

**Mental Health & Emotional Wellbeing Service**

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**Governance Committee Authorisation**

Signature* Denise Hogman

Name Print Antoinette Deavin

Position/Role: Clinical Psychologist/Clinical Director/ Chair of Governance Committee

Date: February 2025

Date of review: February 2028

*Authorised signatory must be the chair (or deputising chair) of Governance Committee

Policy discussed and ratified by the members of the Clinical & Information Governance Committee on 03/02/2025. Quorum was reached and specialist consultation was provided prior to the meeting by Dr Rebecca Adlington, external Clinical Auditor. As Chair, I state this process has taken place to ensure safe and robust working practices.