



Behaviour Policy, including Bullying

1. Aim of Policy

At Carlisle Youth Zone we strongly believe that our members will flourish best in an environment where there are clear boundaries and where they know what is expected of them whilst they are here with us.

We strive to create a safe and secure environment that will inspire our members, promote independence and encourage individuality, a place where children are free to choose the activities they take part in without fear of being hurt or hindered. We recognise that boundaries and rules can help children feel secure and promote self control.

2. Context of Policy At the core of everything we do at Carlisle Youth Zone is RESPECT.

Our three simple underlying rules of the centre are:

RESPECT each other and yourself

RESPECT the building

RESPECT the staff.

Whilst these expectations are self-explanatory, we have created this policy to:

- Help explain further what the rules entail
- How we promote them to our members
- How we encourage our members to adhere to them
- What we define to be 'unwanted behaviours'
- The outcomes should the rules be broken.

3. Principles of Policy

3.1. Respect Each Other

This element of our Behaviour Policy is to promote mutual respect between our members, regardless of gender, ability, religion or ethnicity. We encourage our members to show consideration for both themselves and their peers.

We do not tolerate any form of bullying at Carlisle Youth Zone, as it is detrimental to everything we aim to achieve. We define bullying as:

'Behaviour by an individual or group that intentionally hurts another individual or group, either physically or emotionally'



3.2 Respect the Building

This element of our Behaviour Policy promotes the importance of respecting the centre and all that is contained within in it. Carlisle Youth Zone is a charity, therefore damage or misuse of our property and resources significantly drain essential funds. We would like all of our members, their families and any other service users to treat the Carlisle Youth Zone with respect and contribute to the effort to keep it clean, tidy and a safe place to visit.

We do not tolerate any criminal or malicious damage to our property or resources. We define criminal and malicious damage as:

'An act that intentionally or deliberately destroys or causes damage to personal, private or commercial property'

3.3 Respect the Staff

This element of our Behaviour Policy is to promote positive interaction between our members and staff team, encouraging both parties to share mutual respect for each other. We hope to achieve a culture where our members support the decisions made by our staff, and for staff to ensure their decisions are made with the absolute best intentions for the safety and wellbeing of our members and the youth zone.

We do not tolerate our staff being harassed or abused – both verbally and physically. Our staff should work in an environment without fear of abuse, violence or harassment from our members and any other person associated with them.

Rules and boundaries are only effective if they are made clear to those to whom they apply. We are conscious to ensure that everyone is clear of our boundaries and our Behaviour Policy, and that they can be readily available when needed.

3.4 Implementation of Our Expectations

When children and young people first become a member of the Youth Zone – the rules will be pointed out for them to see and be explained.

We recognise and understand the importance of investment where rules and boundaries are concerned. Our main stakeholders here are children and young people, so we have ensured that they have contributed to the establishment of a 'Behaviour Charter'. The charter lists in



greater detail what children themselves feel is unacceptable behaviour within the youth zone – it's quite specific and clear – ideal for children and young people to follow.

4. Encouragement of Positive Behaviour

Consistency is vital to ensuring our expectations are understood and followed. We invest time throughout the year into staff development, ensuring that consistency is fluid throughout the centre. Staff and children/young people are involved in the on-going development of our behaviour policy and it is regularly discussed at team briefings, which are held before every session. Sharing of good practice is encouraged. The whole team are directly involved in the management of behaviour and it is everybody's responsibility.

Responding immediately and effectively to both positive and negative behaviour is essential to the implementation of our behaviour expectations. Staff will manage and respond to unwanted behaviour as and when it may occur.

5. Management of Negative Behaviour

To help children, young people and the staff team working at Carlisle Youth Zone establish what is and what is not acceptable behaviour here, we have agreed upon the following guidelines for what we define to be 'Unwanted Behaviour' and categorise them into three colours: Green, Amber and Red

General Disrespect & Disruption (Green – behaviour which can be responded to immediately by discussion and of a low concern – no further action required)

- Swearing which causes offence and distress to staff, volunteers, visitors and other members.
- Disruption to staff and other members participating in activities through inappropriate behaviour. For example, over rowdiness, slamming doors, making excessive noise, intentionally restricting access to facilities for others.
- Any behaviour which puts the Health and Safety of themselves or others at risk.

Non Physical Abuse/Threatening Behaviour (Amber – behaviour which requires both discussions with child and parent/ carer. In some cases a referral will be made to relevant external agencies. Strategies may be put in place to monitor the child's on-going behaviour and plans put in place on how to respond to it)

- Vaping, e-cigarettes
- Abusive, threatening and derisory personal remarks and statements made directly at staff, volunteers, visitors and other members.
- Any hate crime related behaviour (Hate incidents and hate crime are acts of violence or hostility directed at people because of who they are or who someone thinks they are)
- Harassment, for example stalking, letters via technology/ social media (This may also lead to the involvement of police)



- Any forms of non-physical aggression
- Lying to staff or deliberately withholding important information

Physical Abuse / Threatening Behaviour / Criminal Activity (Red – serious behaviour which will result in the child being removed from the centre, possible exclusion and the police being informed)

- Actual physical contact with staff, volunteers, visitors or any other member which is intended to injure and/or intimidate such as spitting, pushing or striking (This may also lead to criminal charges)
- Any criminal activity including drug and alcohol related behaviour, carrying of offensive weapons.
- Acts of defiance – where members deliberately ignore the staff and what they are asking them to do
- Any acts causing the Centre to be evacuated – this includes setting off the fire alarm.
- Deliberately Causing damage to the site or its contents or fixture and fittings. For example, breaking windows, writing graffiti, intentionally damaging equipment.
- Theft of Carlisle Youth Zone property or service users property (This may also lead to criminal charges)
- Criminal damage to the youth zone and it's contents.

6. Exclusions, Cool Offs and Bans

Our staff will treat every child and young person individually and understand that their needs and responses are different. We will consider all factors before making a final judgement on how unwanted behaviour will be responded too.

In our Junior and Senior clubs we operate a strike system, were a member can received a maximum of 3 strikes before being asked to leave. However, if a member's behaviour is deemed unsafe or is of a serious nature in the first instance they will withdraw from club immediately. Senior members will be asked to leave the premises after enquiring as to whether they can get home safely and inform parents/carers when appropriate and possible. These members will receive a cooling off period. Junior members will taken to space away from activities like a mentoring room and supervised until a responsible adult attends the youth zone to collect them.

Warnings/Strikes can be issued by **ALL** members of staff.

- All warnings to be communicated with young person and reception, receptionist to log issue/incident in sessional behaviour document.
- Brief overview of issue/incident to receptionist will include:
 - Name of young person
 - Reason for warning



- If YP reaches two logged warnings, he/she is to be spoken to by **ANY** member of staff to reiterate that they have received two warnings, and that one more will result in them being asked to leave.
- If YP reaches three warnings they are to be taken aside by **ANY** member of staff into a mentoring room for a chat. This chat will outline the following:
 - Why they have received three warnings.
 - Why this is not acceptable in line with agreement they have signed and how the behaviour shown will not be tolerated at CYZ.
 - Cooling off period in line with any previous behaviour issues.
 - A standard cooling off period will be 1 week. This will be increased for persistent breaches of our behaviour policy and the team leader has the option of increasing this period or having an indefinite cooling off period.
- On return from a cooling off period the member will meet with the team leader on the evening to complete a behaviour agreement contract. The team leader will also explore strategies and support that the youth zone can put in place to minimise the risk of behaviour issues. An example is attending the youth zone for less hours or initially 1 session a week until trust is rebuilt and good behaviour is demonstrated.

This system may not be used within our Inclusion Club due to the nature of the club. Within our Inclusion Club our team leaders will deal with behaviour and make judgements based on individual members of whether to use the strike system based on their understanding of the policies / behaviours they are doing. In cases where a member may not have the ability to understand the policies or behaviour the team leader will communicate policies and behaviour concerns with parents and guardians directly and may agree cooling off periods / strategies and support when necessary.

7. Physical Intervention

If a child, young person or member of staff is in direct danger, it may become necessary for a member of staff to use reasonable force and physically intervene in a situation. Physical Intervention is always a last resort.

It is not the role of Carlisle Youth Zone staff to restrain children and young people. Wherever possible other steps should be taken to prevent a situation from developing or to diffuse the situation. In exceptional circumstances Carlisle Youth Zone Staff may have to use reasonable physical force - there are many examples of physical intervention i.e. pulling a child away from a road side when a car is coming, moving children away from each other to prevent them fighting etc.

Physical Intervention should only be used for the following reasons:

- To protect yourself
- To protect another member of staff



- To protect a child or young person from immediate danger from themselves or others
- To reduce or prevent serious damage to the building and property with it

7.1 If Physical Intervention is used, the incident must be recorded following the accident / incident reporting procedure and reported to a senior member of staff as soon as possible. A senior member of staff will decide if the police or safeguarding team need to be informed of the incident.

8 Sharing and recording of information

Where necessary, staff will record individual incidents as they happen and passed on to a Duty Manager and/or Safeguarding Lead. In line with the Data Protection Act 1998 and the GDPR Act - these documents will then be securely filed. Where necessary, some of the information will be inputted onto the child's file and may also be shared or referred on if required.



Bullying Specific information:

1.1 What is bullying?

The Definition is: "Behaviour by an individual or group, repeated over time, that intentionally hurts another individual or group either physically or emotionally".

Specific types of bullying include those relating to:

- race, religion, culture or gender;
- SEN or disabilities;
- appearance or health conditions;
- sexual orientation;
- young carers or looked after children or otherwise related to home circumstances;
- sexist or sexual bullying.

It can take place between members, between members and staff, parents and staff or between staff; by individuals or groups; face-to-face, indirectly or using a range of cyber bullying methods.

Acts of bullying can include:

- name-calling;
- taunting;
- mocking;
- making offensive comments;
- kicking;
- hitting;
- pushing;
- taking belongings;
- inappropriate text messaging, emailing or 'posting' on social media sites;
- sending offensive or degrading images by phone or via the internet e.g. via Social media sites;
- upskirting;
- producing graffiti;
- excluding people from groups;
- spreading hurtful and/or untruthful rumours.

Many experts believe that bullying involves an imbalance of power between the perpetrator and the victim. This could involve perpetrators of bullying having control over the relationship which makes it difficult for those they bully to defend themselves. The imbalance of power can manifest itself in several ways. It may be physical, psychological (knowing what upsets someone), derive from an intellectual imbalance, or by having access to the support of a group, or the capacity to socially isolate. It can result in the intimidation of a person or persons through the threat of violence or by isolating them either physically or online.

Cyber bullying can be defined as the use of information and communications technology particularly mobile phones and the internet, deliberately to upset someone else. Cyber bullying that occurs while pupils are under the CYZ's direct supervision will be dealt with in line with this Policy and procedures.

In cases where cyber bullying occurs while pupils are outside our direct supervision (i.e. at home), parents will be encouraged to report these incidents to the Police as criminal laws (such as those pertaining to harassment, threatening and menacing



communications) may apply. Parents are also encouraged to report such bullying to the school. If the alleged perpetrator is a member of this school community, CYZ will act in line with this Behaviour Policy and procedures. The school will, wherever possible, support parents in this and may impose a sanction upon the bully where this individual is recognisable.

1.2 Reporting and recording incidents of bullying

Pupils and parents are encouraged to report bullying to any member of staff. They will be dealt with in the first instance by the young worker on the evening and the team leader if required

1.3 Tackling bullying

The aim of any anti-bullying intervention is to safeguard and support the victim, discipline and modify the behaviour of the bully with a view to prevent, de-escalate and stop further incidents of harmful behaviour.

1.4 Strategies for dealing with bullying

- Ensuring that there is a promotion of an open and honest anti-bullying ethos in CYZ
- Investigate all allegations of bullying
- programmes that discuss issues such as diversity and anti-bullying messages
- Calendared anti-bullying week
- Poster and leaflet campaigns – designed and written by pupils
- On-going staff induction and training programme

1.5 Strategies for dealing with the bully

- Disciplinary sanction imposed as in policy above
- Engage promptly with parents to ensure their support and involvement
- Restorative justice approaches taken as appropriate
- Mentor offered
- Anger management strategies discussed

1.6 Strategies to support a victim

- Disciplinary sanctions as appropriate applied to the bully
- Mentoring offered
- Mediation
- One-to-one parental interview, parental support and involvement
- Self-assertive strategies discussed