



| Site Security and Challenging Behaviour | |
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| Reference: GN26 | Effective date: 1 June 2012 |
| Page no: 1 of 3 | Approved: 7 June 2022 |
| Last revision date: 16 May 2022 | Next revision due: May 2024 |

Policy

Windmill Hill City Farm will not tolerate on its property behaviour that is physically or verbally abusive towards people, that endangers safety or damages property (including threats, either verbally or physically, towards its staff or volunteers). The following procedure sets out how staff will deal with incidents they consider to be unacceptable. This policy aims to achieve the following objectives:

- ◆ To anticipate and prevent where possible challenging behaviour arising
- ◆ To deal effectively with it if it does

Guidelines

People sometimes behave in ways that endanger themselves or others, or in ways that are intended to exclude individual or particular groups. This can include physical violence, verbal abuse, intimidation, racist or sexist remarks, vandalism, drunk and disorderly behaviour, or stealing. People perpetrating such behaviour need to be told that it is unacceptable and asked to stop. If they refuse to stop they should be asked to leave.

Note that alcohol may be consumed on site at permitted events and that it is not acceptable for people to come to the Farm under the influence of illegal drugs.

Limitations to acceptable behaviour may vary in different areas of the organisation. Induction and training of new staff is vital so that they are fully aware of how unacceptable behaviour is defined in the area in which they are going to work. It is important to focus on behaviour rather than the person and to find positive ways of channelling a person's frustration or stress.

In most instances, confrontation can be avoided by staff being vigilant and intervening before a person's behaviour becomes unacceptable. If it does, first assess whether you should tackle the problem alone or obtain help from another person on site or immediately telephone the police. You are advised, wherever possible, to have another member of staff with you so that they can act as a witness to anything you say or do regarding the incident. If another member of staff is not available then select a volunteer or a member of the public who is willing to act as a witness.

The person should firstly be requested to stop behaving in the manner considered unacceptable. An explanation should be given as to why their behaviour is considered unacceptable, and they should be asked if they understand the reasons given. Where necessary, this procedure should be repeated several times in order not to escalate too quickly to the next stage. Explanations must be appropriate to the person's age and understanding and must recognise racial, cultural, religious and linguistic factors.

If the unacceptable behaviour persists, the person should be asked to leave the site. They should be informed as to when, and under what circumstances, they will be allowed to return. Staff across the site should be informed as appropriate. The site operations team must be informed in every case. Before the end of the day details must be recorded on an incident form.

The purpose of the incident form is to provide up to date information for all staff, including the site operations team, who need to be aware of who has been excluded from the site. Please note that under the terms of the Children's Act, parents of children under the age of 8 have right of access to the information on file.



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If the person refuses to leave the site, inform them that you are going to inform the police. In most instances, particularly if you are under physical threat, dial 999. Alternatively dial 101 and report that the incident is taking place. Police are obliged to respond to a 999 call.

Staff must be aware that the use of physical force may be seen as an assault and can be a criminal offence. Any physical contact with another person may be seen as an assault. Situations in which people may be legally justified in using physical contact are:

- Using reasonable force to eject a trespasser;
- In self-defence; and
- To prevent an accident or injury to another person.

It may be appropriate to consider the following interventions:

- Contact the local beat officers to raise concerns about an individual and ask for advice;
- Consider if there are any safeguarding issues if there are concerns about a vulnerable adult or child who may be at risk (please see the safeguarding policies for more information);
- Ask for a welfare check from the police if there are concerns about an individual's safety after they have left the site – i.e. expressing suicidal thoughts or criminal intent.
- If a member of staff feels threatened consider approaching the police for a non-molestation order.

Banning

In some circumstances it may be necessary to exclude a person from coming to the site. All bans must be approved by the CEO and notified to the board of trustees. A ban is put into effect by the CEO writing to the person concerned. The letter should give a brief explanation of why the person has been banned and whether the exclusion is permanent or has an end date. It should also include the mechanism by which the individual can appeal (usually in writing to the chair of trustees) or complain.

If necessary a notice to ban an individual can be strengthened with a court order enforceable by the police.

Notes with reference to children

Children need to understand the rules applied to them and why their behaviour is unacceptable. Wherever appropriate they should be involved in creating, through discussion, the rules by which the facility or activity runs. These processes are key to children learning how to exist in groups.

Everyone needs to be clear about what is unacceptable behaviour, and positive action should be taken by staff to overcome such behaviour. Teams must be consistent in the methods they use, back each other up and support each other. Experiences should be shared at team meetings.

Excluding children or adults from the site should be a last resort but may be necessary if the facility or activity is being constantly disrupted by unacceptable behaviour from an individual.

Staff should be aware of the needs of individuals and have a sensitive approach in dealing with them. There should be clear procedures for the reintegration of children who have been stopped from using the site as a result of previous behaviour.

Children must never be physically disciplined. This is against the law and has no place in a play work context. The use of violence or abuse by staff towards a child could be considered gross misconduct and can lead to staff disciplinary procedures being implemented.



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Service users with mental health issues or learning difficulties

There are occasions where service users may present challenging or inappropriate behaviour towards staff or property. This may include verbal abuse, hitting or kicking other people, throwing things or hurting themselves. There is an underlying cause for all behaviour, this also counts for behaviours seen to be difficult, violent or aggressive. It is therefore useful to try and work out what the person is trying to achieve to see if this can be achieved in a more productive way.

Additional procedures may apply in this context (see also GN22 Safeguarding Adults policy)

- ◆ Risk assessments should be carried out on all service users who are deemed at risk of aggressive behaviour.
- ◆ Staff involved in working with those users should be made aware of the possible risks and should be informed of and take necessary steps to avoid a situation arising.
- ◆ If any person becomes aggressive or threatening staff should attempt to communicate with them in order to calm the situation.
- ◆ If the situation continues to escalate the general guidelines above should be followed.
- ◆ If not already present, a support worker (member of the Health & Social Care team or the service users own support worker) should be called to manage the situation.
- ◆ Staff should avoid making physical contact with individual concerned and should move away if the person moves in a threatening manner towards them. If they need to block the person from entering an area they should have an open posture and use calm, polite but firm commands. In the vast majority of situations no further actions should be taken until the police arrive.
- ◆ If staff are attacked or grabbed they should try to free themselves or protect themselves from harm. Restraint techniques should only be used if the member of staff has received the necessary training and no other course of action available due to the level of risk to self or others.

All incidents must be logged with the site operations team.