# Managing

# Challenging Behaviour

At times young people may exhibit challenging behaviour which the club needs to address in order for them to stay in their netball environment. The behaviour may lead to concerns about the causes of it and what the young person may be experiencing. Consideration should always be given as to whether there may be a safeguarding or well-being concern.

There may be a need for the club to address the young person’s behaviour at their club and this guidance is provided to help in that situation. If a safeguarding concern exists, the club should use the Reporting a Concern process to raise that concern and take the advice of the Lead Child Protection Officer or Club Safeguarding Officer, to take the appropriate action to support the young person and help them improve their behaviour in the club.

These guidelines aim to promote good practice and to encourage a proactive response to supporting children to manage their own behaviour. They suggest some strategies and sanctions which can be used and also identify unacceptable sanctions or interventions which must *never* be used by members, connected participants or staff. These guidelines are based on the following principles:

* The welfare of the young person is the paramount consideration.
* All those involved in activities (including children, coaches, umpires, volunteers and parents) should be provided with clear guidelines about required standards of conduct, and the club’s process for responding to behaviour that is deemed unacceptable. All should be aware of the England Netball Codes of Conduct
* A Young person must never be subject to any form of treatment that is harmful, abusive, humiliating or degrading.
* Some young people exhibit challenging behaviour as a result of specific circumstances, e.g. a medical or psychological condition, and coaches may therefore require specific or additional guidance about managing this. These and any other specific needs the young person may have should be discussed with parents/carers and the young person in planning for the activity, to ensure that an appropriate approach is agreed and, where necessary, additional support provided e.g. from the Lead Child Protection Officer, external agencies, Children’s Services etc
* Sport can make a significant contribution to improving the life experience and outcomes for all children and young people. Every young person should be supported to participate and only in exceptional circumstances where the safety of another young person(s) cannot be maintained, should a young person be excluded from club activities.

Planning Activities

Good coaching practice requires planning sessions around the group as a whole but also involves taking into consideration the needs of each individual within that group. As part of session planning, coaches should consider whether any members of the group have presented in the past or are likely to present any difficulties in relation to the tasks involved, the other participants or the environment.

Where potential risks are identified, strategies to manage those risks should be agreed in advance of the session, event or activity. The planning should also identify the appropriate number of adults required to safely manage and support the session including being able to adequately respond to any challenging behaviour and to safeguard other members of the group.

When a young person is identified as having additional needs or behaviours that are likely to require additional supervision, specialist expertise or support, this should be discussed with parents/carers and where appropriate, young person. The club should seek to work in partnership with parents/carers, and where necessary external agencies, to ensure that the young person can be supported to participate safely.

Agreeing Acceptable and Unacceptable Behaviours

Clubs should ensure they create a supportive and enjoyable environment and one where expected standards of behaviour are clearly understood. As a minimum, clubs should ensure they have circulated Codes of Conduct and that the people in positions of trust model the accepted behaviour.

Issues of behaviour and control should regularly be discussed within the club and with young people and their parents and in the context of rights and responsibilities. When young people are specifically asked, as a group, to draw up a code of behaviour that will govern their participation in club activities, experience indicates that they tend to arrive at a very sensible and working set of ‘rules’ with greater ‘buy-in’ from participants than those simply imposed by adults within the club. If and when such a code is compiled, every member of the group can be asked to sign it, as can new members as they join.

Clubs, young people and parents/carers should be involved in developing an agreed statement of what constitutes acceptable and unacceptable behaviour and the range of sanctions which may be applied in response to unacceptable behaviour. This can be done at the start of the season, in advance of a trip away from home or as part of a welcome session at a residential camp

Managing Challenging Behaviour Guidance

Any response to challenging behaviour should always be proportionate to the issues, be imposed as soon as is practicable and be fully explained to the young person and their parents/carers.

In dealing with a young person who displays negative or challenging behaviours, clubs might consider the following options:

* Time out - from the activity, group or individual work.
* Reparation - the act or process of making amends.
* Restitution - the act of giving something back.
* Behavioural reinforcement - rewards for good behaviour, consequences for negative behaviour.
* De-escalation of the situation - talking through with the young person.
* Increased supervision.
* Use of individual ‘Acceptable Behaviour Contract’ or agreements for their future or continued participation.
* Sanctions or consequences e.g. missing an outing.
* Seeking additional/specialist support through working in partnership with other agencies to ensure a young person’s needs are met appropriately e.g.
  + through referral to support organisations,
  + referral for support to Children’s Services,
  + discussion with the young person’s key worker if they have one,
  + speaking to their school about management strategies

**\***all the above *require parental consent* unless the young person is felt to be ‘at risk’ or ‘in need of protection’, in which case it will be the Lead Child Protection Officer who will liaise with the external agencies.

* Temporary or permanent exclusion

The following should *never* be permitted as a means of managing a young person’s behaviour:

* Physical punishment or the threat of such.
* Refusal to speak to or interact with the young person.
* Being deprived of food, water, access to changing facilities or toilets or other essential facilities.
* Verbal intimidation, ridicule or humiliation.

Clubs should review the needs of any young person for whom sanctions are frequently necessary. This review should involve the young person, their parent/carer and in some cases others involved in supporting or providing services for the young person and their family, to ensure an informed decision is made about the young person’s future or continued participation. As a last resort, if a young person continues to present a high level of risk or danger to themselves or others, they may have to be suspended or barred from the group or club activities.

Physical Intervention

The use of physical intervention should always be avoided unless it is absolutely necessary to prevent a young person injuring themselves or others, or causing serious damage to property. All forms of physical intervention should form part of a broader approach to the management of challenging behaviour.

Physical contact to prevent something happening should always be the result of conscious decision-making and not a reaction, unless in immediate danger. Before physically intervening, the coach should ask themselves, ‘*Is this the only option in order to manage the situation and ensure safety*?’ It is good practice to ensure that if you have to physically intervene in a situation with a young person, it is in the least restrictive way necessary to prevent them from getting hurt, and used only after all other strategies have been exhausted. Studies have shown that, where this is the case, young people understand and accept the reasons for the intervention.

The following must always be considered:

* Contact should be avoided with buttocks, genitals and breasts. No one should ever behave in a way which could be interpreted as sexual.
* Any form of physical intervention should achieve an outcome that is in the best interests of the young person whose behaviour is of immediate concern.
* Coaches should consider the circumstances, the risks associated with employing physical intervention compared with the risks of not employing physical intervention.
* The scale and nature of physical intervention must always be proportionate to the behaviour of the young person and the nature of harm or damage they might cause.
* All forms of physical intervention should employ only a reasonable amount of force i.e. the minimum force needed to avert injury to a person or serious damage to property - applied for the shortest period of time.
* Coaches should never employ physical interventions which are deemed to present an unreasonable risk to anyone. Coaches shall never use physical intervention as a form of punishment.
* Physical intervention should NOT involve inflicting pain
* Where a young person is identified as having additional needs or behaviours that are likely to require physical intervention this should be discussed with parents/carers and where necessary the club will seek advice from, or to work in partnership with, external agencies (eg Children’s Services) to ensure that a young person can be supported to participate safely. This may include asking for the provision of a suitably trained support worker/volunteer or accessing staff/volunteer training in physical intervention.

Any physical intervention used should be recorded as soon as possible after the incident by the coach involved using the Incident Report Form and forwarded to the Club Safeguarding Officer or the Lead Child Protection Officer as soon as possible.

Views of the child

It is clear from the accounts of young people that physical intervention provokes strong feelings. The young person may be left physically or emotionally hurt. Even a young person who hasn’t directly been involved in the situation may be fearful that it will happen to them in future or have been upset by seeing what has happened to others.

A timely debrief for the coach, the young person and their parents should always take place following an incident where physical intervention has been used. This should include ensuring that the physical and emotional well-being of those involved has been addressed, and ongoing support offered where necessary. Everyone should be given an opportunity to talk about what happened in a calm and safe environment.

There should also be a discussion with the young person and their parents about the young person’s needs and continued safe participation in the group or activity.

It is important that coaches and parents are made aware of and understand the club’s guidance about managing challenging behaviour to ensure that they are aware of ways in which they may need to intervene and are clear about the practice guidance in this area.

The [Codes of Conduct](file:///C:\Users\Lyndon.Roberts\Downloads\Codes%20of%20Conduct%20from%201st%20September%202014.pdf) and [Disciplinary Regulations](file:///C:\Users\Lyndon.Roberts\Downloads\Disciplinary%20Regulations%2002%2002%2015.pdf) should be borne in mind when considering the most appropriate means of addressing behaviour.

Acceptable Behaviour Contract

Club Template

Confidential

The content of the Contract provides clear and specific detail, so that the parties know what is to be done and by when.

|  |  |
| --- | --- |
| **CONTRACT BETWEEN** | |
| Club Name  | Young Person’s Name  |
|  |  |
| Period of Time this Agreement Covers  (*consideration has been given to age of young person and nature of behaviour)* |  |
| Behaviour to be addressed |  |
| EN Code of Conduct and standards of behaviour have been discussed | YES  NO  |
| Detail below the specific actions which are or are not to occur, in order to address the unacceptable behaviour detailed above | |
|  | |
| If this contract is breached, this Club will:   * Contact the parent/carer * Have the CSO carry out initial investigations to establish whether the behaviour reported does breach this contract * The Club Chair and the CSO will determine the appropriate sanction, which may include suspension or a specified time or removal from the club | |
| Young Person’s Signature | Date |
| Parent/Carer of young person’s Signature | Date |
| Club Safeguarding Officer’s Signature | Date |