

Outreach Angels use effective behaviour management strategies to promote the welfare and enjoyment of all volunteers attending weekly outreach. Working in partnership with volunteers, we aim to manage behaviour using clear, consistent and positive strategies. The outreach rules are clearly written in the volunteer agreement and are discussed regularly.

Whilst at Outreach Angels we expect volunteers to:

1. To help Outreach Angels fulfil our aim in providing provision via outreach to those who need it.
2. To perform my volunteering role to the best of my ability.
3. To adhere to the organisation's rules, procedures and standards, including health & safety procedures and its equal opportunities policy to its staff, volunteers and clients.
4. To maintain the confidential information of the organisation and of its clients.
5. To meet the time commitments and standards undertaken, other than in exceptional circumstances, and provide reasonable notice so that alternative arrangements can be made.
6. To provide referees, as agreed, who may be contacted, and to agree to a police check being carried out where necessary.
7. To ensure the Volunteer Behaviour Policy is being endeared.

Encouraging positive behaviour

At Outreach Angels positive behaviour is encouraged by:

- Volunteers acting as positive role models
- Praising appropriate behaviour
- Recognising & awarding positive behaviour

It is inevitable that volunteers will develop and learn, there will be times when they need support and guidance to understand that their behaviour is not acceptable. Managers running outreach will try to determine the cause or triggers of the inappropriate behaviour to prevent the situation from recurring.

Dealing with inappropriate behaviour

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the volunteer will be temporarily removed from the outreach if needed.
- Management will discuss why the behaviour displayed is deemed inappropriate.
- Management will give the volunteer an opportunity to explain their behaviour, to help prevent a recurrence.
- Management will encourage and facilitate mediation between volunteers to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be as a result of boredom, management will consult with the volunteer to find activities that more fully engage them.
- Management will consult with volunteers to formulate clear strategies for dealing with persistent inappropriate behaviour.
- We will not threaten any punishment that could adversely affect a volunteer's well-being.

If after consultation with volunteers and the implementation of behaviour management strategies, a volunteer continues to display inappropriate behaviour, the management may decide to exclude the volunteer; the reasons and processes involved will be clearly explained to the volunteer.

Outreach Angels Behaviour Management Policy

Physical intervention

Physical intervention will only be used as a last resort, when management believe that action is necessary to prevent injury to the volunteer or others, or to prevent significant damage to equipment or property. If a member of the group has to physically restrain a volunteer, the manager will be notified and an **Incident record** will be completed. The incident will be discussed with the volunteer as soon as possible.

If management are not confident about their ability to contain a situation, they should call further management or, in extreme cases, the police.

All serious incidents will be recorded on an **Incident record** and kept in the volunteer's file. This may be used to build a pattern of behaviour, which may indicate an underlying cause. If a pattern of incidents indicates possible abuse, we will implement adult protection procedures in accordance with our **Safeguarding** policy.