



Department/Section/s	Supported Housing
Review Cycle:	1

Publish Date	Expiry Date	Author	Changes Summary
04/07/2023		AB/TN	New Version
17/11/2023		AB/TN	Addition/Clarification around De escalation/ breakaway / restraint
20/09/24	20/09/25	AB/TN	No changes
01/12/2025	01/12/2026	AB/TN	No Changes

Behaviour Management Policy

1. Introduction

At Manchester Settlement we believe that young people flourish best when they feel safe and secure and have their needs met by supportive staff who act as good role models, show them respect and value their individual personalities. The service encourages and praises positive, caring and polite behaviour at all times and provides an environment where young people to learn to respect themselves, other people and their surroundings.

Our charity, and our homes are all within our local community, this reflects our purpose as a community charity, and adds both checks and strengths to our behaviour management approaches.

2. Promoting Positive Behaviour

Within the service we support young people to develop their personal, social and emotional skills. This involves helping young people to understand and effectively manage their own and feelings.

We recognise that all behaviours are in fact a mode of communication, and we need to assist the young people we support in developing strategies to communicate in ways that do not cause upset to others.

Because our service supports young people who are “Unaccompanied Asylum Seeking Children (UASC)” we recognise the additional barriers that they face to being able to communicate effectively in a new language and cultural environment.

We help build confidence and self-esteem by valuing all young people and giving lots of praise and encouragement, and we provide experiences within the local community that allow young people to practise being part of a community in a safe environment.

We have worked with young people in our service to agree a set of simple rules which set boundaries and expectations

Service Rules

1. You MUST live in your property
2. You MUST treat your property with respect:
 - No Smoking inside, including Sheesha
 - No engaging in illegal activity
 - Keep it clean and tidy
 - Do not cause any intentional damage
 - No animals or birds
3. You MUST engage with support staff and sessions:
 - You must see your support worker at least once a week
 - You must allow staff into your property
 - You must inform staff about any important changes
4. You MUST treat others with respect:
 - No violence, aggression or threatening behaviour
 - You must keep the noise to a minimum between 9pm – 9am
 - No more than 3 friends visiting you at one time in the property they must leave before 9pm
 - No more than 1 friend staying over night with you at your property, no more than 2 nights a week. You must inform staff of this
 - Visitors are not allowed in the property alone
 - Visitors are never allowed to be given keys
5. You must engage in positive activity:
 - College, work, training, or volunteering.

3. Managing Behaviour

In the event that a young person demonstrates behaviours that contravene the rules we use restorative approaches, recognising that the outcome should always be positive, restoring relationships and building capacity for self-regulation.

There are a range of approaches/ strategies that will be led by the Support Worker in liaison with the management team and referral agencies, including:

- 1) Individual discussions with Support Worker
- 2) Facilitated group discussions with other young people (e.g. House meetings)
- 3) Multi agency meetings
- 4) Revised support planning , including referrals to outside agencies, and setting of behaviour targets
- 5) Issuing of behaviour specific warnings
 - a. First warning

- b. Second warning
 - c. Third and final warning
- 6) Procedures implemented to arrange alternative placements with social services/ leaving care (usually 28 day notice period)

4. De escalation and Breakaway approaches

Given the limited number of hours per week that we provide support contact (average 5 day time hours per week), our service only accepts referrals for young people who are assessed as low risk. That is where their assessed needs and level of independence, autonomy, and responsibility fits the low hours of intervention.

Our experience implementing this level of service for many years informs our practice, and we remain committed to the effectiveness and appropriateness of de escalation/ breakaway approaches.

Breakaway techniques refer to a set of skills and strategies used to safely and effectively disengage from physical confrontations or aggressive situations. These techniques are designed to help individuals protect themselves and create distance from an attacker or potential threat.

Staff are trained to minimise the risks to young people and themselves in both the home environment, and in public environments through de-escalation and breakaway techniques.

5. Use of Restraint

Staff are not trained in restraint, and should not use physical force beyond breakaway interventions in which they are trained.

6. Reporting of (Breakaway) incidents

The Registered Person, via appointed staff must ensure that within 24 hours of the incident that a record is made which includes;

- (i) the name of the young person;
- (ii) details of the young person's behaviour leading to the use of the measure;
- (iii) the date, time and location of the use of the measure;
- (iv) a description of the measure and its duration;
- (v) details of any methods used or steps taken to avoid the need to use the measure;
- (vi) the name of the person who used the measure, and of any other individual present when the measure was used;
- (vii) the effectiveness and any consequences of the use of the measure
- (viii) a description of any injury to the young person or any other person, and any medical treatment(18) administered, as a result of the measure;

Within 48 hours of the use of the measure, the registered service manager, or a person who is authorised by the registered service manager to do so ("the authorised person"), has—

- (i) spoken to the young person about the measure;
- (ii) signed the record, completed under sub-paragraph (a), to confirm it is accurate;

Within five days of the use of the measure, the registered service manager or the authorised person adds to the record confirmation that they have spoken to the young person about the measure to agree the accuracy of the report.