

BEHAVIOUR

MANAGEMENT

PROCEDURE

Document Control

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1.0 INTRODUCTION

Mahdlo is an open-access youth facility that welcomes all young people. However, it is recognised that some individuals may need support in managing their behaviour to ensure positive participation and respectful engagement with staff, volunteers, and fellow members.

To foster a positive environment, Mahdlo has established a behaviour management procedure. This procedure is designed to promote appropriate behaviour, address unacceptable conduct, and help young people understand expectations while providing guidance when their behaviour falls short.

Effectively managing behaviour is essential for ensuring the safety of young people and staff, as well as allowing all members to fully benefit from the wide range of opportunities available at Mahdlo.

2.0 BEHAVIOUR MANAGEMENT PRINCIPLES

At Mahdlo, our offer of activities are underpinned by youth work principles and practice. The way we manage behaviour of young people is based on a framework of recognised youth work principles:

- **Voluntary Participation:** Young people engage by choice, seeking relaxation, fun, and social connections.
- **Starting from Their World:** Our work begins within their personal and social spaces, respecting their experiences and perspectives.
- **Broadening Horizons:** We encourage participation, critical thinking, and creativity to help young people expand their understanding and engagement with the world.
- **Respect and Inclusion:** Every young person is valued as an individual, with differences accepted and celebrated.
- **Empowerment and Growth:** We support self-confidence, personal growth, and positive change.
- **Community and Relationships:** We recognize and engage with young people's networks—families, peers, communities, and cultures—to foster inclusivity and stronger relationships.
- **Collaboration:** We work with other agencies to support young people's social, educational, and personal development.
- **Holistic Approach:** We focus not just on what young people know and can do, but also on their emotions and well-being.
- **Youth Voice:** We facilitate and empower young people to express their views and influence their environment.
- **Learning and Development:** We recognize young people as partners in learning, complementing formal education and enhancing their opportunities.
- **Safeguarding and Well-being:** We prioritize the welfare of young people, ensuring a safe space for them to explore values, beliefs, and ideas.

3.0 RESPONDING TO INAPPROPRIATE OR UNACCEPTABLE BEHAVIOUR

We understand the need to be consistent in the way that we respond to unacceptable or inappropriate behaviour and we do this by implementing a staged approach in responding to negative behaviour.

3.1 Level 1 – Low Level Behaviour Issues

This level of response applies to minor behavioural issues, including but not limited to:

- Swearing or using derogatory language
- Running through the centre
- Jumping over furniture
- Failing to treat the building or equipment with respect
- Name-calling toward other young people or team members

When addressing these behaviours, team members will explain why the behaviour is unacceptable and clarify the expected conduct. This may involve the young person taking a brief “time out” to reflect on their actions and choices. The location and duration (typically 5–10 minutes) will be determined by the team member handling the incident.

3.2 Level 2 – Medium Level Behaviour Issues

This response level addresses medium-level behavioural issues, including but not limited to:

- Repetitive or recurring low-level behavioural issues throughout a session
- Escalating arguments between young people
- Allegations of bullying

To manage such behaviour, a team member—supported by Zone Leaders or Lead Workers—will speak with the individual or group in an appropriate space; e.g. the intervention room. They will explain why the behaviour is unacceptable, clarify expected conduct, and outline the consequences of continued misbehaviour, as per Level 3. Depending on the situation, Lead Workers may also decide to contact parents or guardians.

Senior Zone:

After this discussion, the Lead Worker may determine that the young person should leave the centre for the remainder of the evening. Alternatively, they may implement a ‘cool off’ or ‘time out’ period, allowing the young person to reflect on their behaviour while away from Mahdlo. This period will be agreed upon between the Lead Worker and the young person but will generally not exceed one week.

Junior Zone:

The Lead Worker will issue a final warning and may also implement a ‘cool off’ or ‘time out’ period. If it is deemed necessary for the young person to leave the session, their parent or carer will be contacted by phone. Only those with prior consent to leave without a parent or guardian will be permitted to do so; otherwise, parents or carers will be required to collect them.

3.3 Level 3 – High Level Behaviour Issues

This level of response applies to significant behavioural issues, including but not limited to:

1. Repeated or ongoing medium-level behavioural issues within a session or across multiple sessions

2. Physical aggression or fighting between young people
3. Aggressive behaviour directed at team members
4. Serious incidents of vandalism
5. Actions that endanger the safety of the individual, other young people, or team members
6. Being under the influence of alcohol or misusing substances

To address such behaviour, a team member, supported by the Lead Worker, will speak with the individual or group in an appropriate space. They will explain why the behaviour is unacceptable, outline expected conduct, and communicate the consequences. The following actions may be taken as appropriate:

- Contacting a parent or carer
- Issuing a 'cool-off period' or 'time-out'
- Imposing a 1-week exclusion
- Imposing a 2-week exclusion
- Imposing a 4-week exclusion
- Imposing a 3-month exclusion

If an exclusion is issued, the young person will not return to Mahdlo that evening and must leave or be collected by a parent or carer. The exclusion must be recorded in Salesforce under the "cooling off" function to ensure a consistent approach across the team.

After the exclusion period, re-entry to Mahdlo will only be permitted following a meeting between the young person, their parent or carer, and the Lead Worker. At this meeting, an individualized behaviour contract may be established at the discretion of the Zone Coordinator.

Name:

Signed:

Date:

Appendices

Appendix 1

Restorative Script for Staff

1. Calm the situation

Speak in a calm, even tone

Bring the young person to a quiet space if needed to remove them from the immediate situation

Example: "let's take a moment to sit together and talk about what happened."

2. Build connections

Acknowledge the young persons feelings

Avoid accusatory language and judgment

Example: "I can see you're feeling upset. Can we talk about what's been going on so we can work together to sort it out?"

3. Exploring the Incident

Use open ended questions to explore the behaviour

"What happened?"

"What were you thinking and feeling at the time?"

"What happened next?"

Promote honesty

"It's okay to tell the truth, we can work out how to make things better."

4. Impact on Others

Help the young person understand the consequences of their actions

"Who do you think has been affected by what happened?"

"How do you think they are feeling because of this?"

"How would you feel if you were in their shoes?"

5. Making things right

Guide the child toward repair and accountability:

"What do you think needs to happen to make things right?"

"Is there anything we can do together to fix this?"

Provide suggestions *"maybe write a note, apologize, help them with something"*

6. Moving Forward

Focus on rebuilding trust and improvising future behaviour:

"What can we do to make sure this doesn't happen again?"

"How can I support you in making better choices?"

"Is there a safe space in Mahdlo you can go to if you feel this is going to happen again?"

My Reward Challenge

Name: _____ Date: _____

Activity	Time spent here	Staff comment

You must do at least 3 activities for 20 minutes each. This shows that you have tried to have a good session.



If you complete 4 activities or more for 20 minutes each, you will receive a prize.



If you do not complete this you have to miss a session.



Staff comment: How was _____ (YP name) night tonight?



Your comment: How was my night tonight?



Today my session was.....

Because.....



Code of Conduct

Respect yourself

**Respect each
other**

**Respect your
environment**

**Respect the
Mahdlo team**