Behaviour Policy - Future Wolverton Limited- November 2024

Please note, there is an additional section at the end of this policy with regards to occasional workshops/activities delivered by or on behalf of Future Wolverton Limited for unaccompanied minors.

Introduction
Future Wolverton has trainees of all ages and abilities working at it. Although most trainees are between 18 and 25 there are a few older adults and some children below the age of 18. Most trainees have disabilities of some sort with the majority having autistic type difficulties which make learning the norms of a working environment harder than average.

Future Wolverton is not a school or institution but a work-place that provides a supportive environment in which young people (and some adults) with additional needs can learn and develop the behaviours and skills needed to be successful in employment. Some group teaching and confidence building sessions take place but the vast majority of instruction is individual "on the job" training, where young people learn from adults with experience of the jobs in hand.

Trainees may also come into contact with members of the public using the café, hall or shop, just as employees would at work and this contact is part of the learning experience in terms of both skills and appropriate behaviour.

The majority of the learning experiences take place at The Old School, Old Wolverton, either in the café or in the buildings or site surrounding the Café and the community hall. Some learning may also take place at the Shop On The Square (located at 9 Radcliffe St., Wolverton) or on the Allotments at Hodge Furze, Wolverton.

All trainees are closely supervised until such time as they have demonstrated successful independent work skills in the agreed work space. Trainees under 18 are always closely supervised.

Future Wolverton sites are open sites and so not suitable for trainees who might be a flight risk or who need constant close supervision or personal care.

Aims of Future Wolverton Training
The aim of Future Wolverton's training is to help trainees into work or further work-related training by changing their attitude to work and by building self confidence such that they display the behaviours and attitudes wanted by employers. Additionally, Future Wolverton assists trainees in making decisions about the sorts of work they might like by providing experiences of different types of employment, including,

- Catering and kitchen work
- Front of House and Customer Care
- Site management and caretaking
- Gardening and horticulture
- Retail work
- Business Operations and Marketing
- Woodwork

All work involves the use of tools and some tools are inherently dangerous but learning to use tools safely is a key aspect of the training.

Behaviour at Future Wolverton
Future Wolverton is a workplace, open to the public, and the expected standards of behaviour are those associated with work and customer service.

Behaviour Policy - Future Wolverton Limited- November 2024

The expectation is that trainees and young people will **develop an internal locus of control** rather than to rely on externally enforced rules, however, it is acknowledged that new trainees may need expectations spelt out for them in a very specific way and induction programmes related to each area of work allow for this.

As a work place Future Wolverton has to abide by all health and safety legislation as well as (in the café) food safety legislation. Trainees will be given specific instruction about how to comply with this legislation and with good practice in all aspects of both personal, colleague and public safety.

Although Trainees may not be legally bound by the employment policies of Future Wolverton Limited, they will, over their time at Future Wolverton, be introduced to the idea of such policies and to the details of the policies which are likely to be common to all employers.

What we do when behaviour expectations are not met

Sanctions
Other than the options below (Behaviour Meeting, contract of behaviour and asked to leave site) Future Wolverton does not use any sanctions for misbehaviour.

What we do
When any member of staff (or volunteer working as a staff member) observes poor or inappropriate behaviour from a trainee, they are expected to either intervene or to ask the relevant manager/section leader to intervene.

Tone of Approach
Unless there is an immediate risk to the safety of the trainee, another employee or a member of the public this intervention should be made by a firm, direct but quiet and friendly request to the trainee to desist from the activity or behaviour and think about what they are doing and how their behaviour is impacting on others and the community business. Short and clear explanations will be given to the trainee about what the problem is and what to do in that situation another time.

Wilful and or repeated non-compliance with expectations of behaviour
Trainees who wilfully do not comply with instructions, especially those concerning health and safety, will be asked to stop work immediately, and talk to a senior member of staff. If there is continued non-compliance or immediately in the case of drug or substance misuse , the trainee will be asked to leave the site pending a discussion with all relevant parties about if and when they will be allowed to return (see behaviour meeting).

Procedure for when a Trainee is told to leave the site
At any time, Future Wolverton Business Manager or the Training Projects and Contracts Manager can ask a trainee to leave the site. This might be if the trainee is for example under the influence of alcohol or drugs, or deemed to be a risk to others around them, or they refuse to desist in behaviour that is detrimental to the community business, customers , staff, volunteers or other trainees. If a person under the age of 18 or a person considered vulnerable is asked to leave the site, they will be asked to wait on site until a parent/guardian/supportstaff has been informed that they are being asked to leave and either that person has come to collect them or has given their agreement that the trainee can leave by themselves.

Behaviour Policy - Future Wolverton Limited- November 2024

Behaviour Meeting
A behaviour meeting may be held on-line or at any appropriate place in MK. The tone of this meeting will be one of learning: learning for the individual and learning for staff and the organisation. The aim will be to reduce the likelihood of further poor behaviour.

Where the trainee is below the age of 18 or considered vulnerable the trainee's parents/guardians or social worker will be involved in the behaviour meeting. If they are attending as part of an EOTAS package, then a council SEND Team representative will also be involved in the behaviour meeting.

After taking advice from the Training Projects and Contracts Manager and considering the circumstances of the incident and the results of the behaviour meeting, Future Wolverton Business Manager and/or the CEO of Future Wolverton Limited is empowered to inform the trainee that he/she can not return to the placement or can return under agreed conditions (see Contract of Behaviour).

Contract of behaviour
Normally the behaviour meeting will result in agreed conditions for the trainee's return to work. These conditions will be conveyed to the trainee in the form of a contract which has to be complied with or the trainee position will be withdrawn. It is recognised that not all trainees will be literate and so the contract may be explained verbally to the trainee or in the form of symbols and pictures.

Additional considerations for service users
It is recognised that people with autistic type difficulties may have times when they can't control their behaviour. In such circumstances trainees will be encouraged to take time out of the situation and go to an office or quiet place to quieten down.

However, when the out-of-control behaviour is extreme and poses a risk to either life or to property, the trainee concerned will be asked to leave the premises and then remain at home until a behaviour meeting has been convened, between The Training Projects and Contracts Manager, appropriate others and the individual concerned, to discuss what happened and whether the trainee can be allowed back on site.

Procedure for when a Trainee leaves the site, in a worked-up state, without being told to
If a trainee tries to leave the site in a worked-up state, without being told to do so, staff will try to speak in a calm and clear way to encourage the person to remain on site and to make use of a quiet space.
If the trainee chooses to leave they will not be prevented (see Physical Restraint) from doing so.

If a person under the age of 18 or a person considered vulnerable leaves the site without being asked, then the member of staff working alongside the trainee will ask the Training Projects and Contracts Manager or Business Manager to immediately inform their parent/guardian/support staff that the trainee has left the site, using the information on the emergency contact form. If the Training Projects and Contracts Manager or Business Manager is unavailable to do this immediately, then the member of staff working with the trainee will inform their parent/guardian/support .

Physical Restraint
When the safety of an individual is at risk a more hands on intervention may be called for but physical contact between a staff member or volunteer should be as limited as practicably possible.

Future Wolverton does not have a re-strain policy and **does not restrain individuals**, hence, it can not take or employ individuals who are likely to be a risk to themselves or others. Staff are NOT

trained in restraint techniques but are encouraged to use vocal commands to de-escalate difficult situations. If situations can not be de-escalated then all staff and the public would be asked to remove themselves from the situation. If possible, all dangerous tools and objects would also be removed. Protection of property is not a priority but safety of individuals is.

Procedure if a placement repeatedly is late to their sessions
Prior to the start of a placement the trainee, and, if U18, their parent/guardian/support, will be asked to inform Future Wolverton Limited of how they will be travelling to the site. Agreement will be made as to the placements start times.

If a trainee repeatedly arrives late, the Training Projects and Contracts Manager will speak with the trainee to establish what the cause of the lateness is. A plan will be made to help the trainee arrive on time. This may include helping to set alarms on a mobile, looking at bus timetables and potentially slightly altering start and finish times, discussing possible strategies to deal with anxiety of attending etc. If U18, their parent/guardian/support, will be informed of their lateness and of the strategies that have been introduced to help the trainee take ownership of their punctuality.

If the trainee continues to arrive late then a clear explanation as to the impact that this has on the business and others in the team will be provided, along with details of how lateness would be addressed in a paid role.

If there is no improvement in punctuality then a behaviour meeting will be arranged. (See Behaviour Meeting).

Procedure if a placement fails to arrive for the start of a session.
Prior to the start of a placement the trainee, and, if U18, their parent/guardian/support, will be asked to inform us of the intended method of transport to and from Future Wolverton sites. We will request that if this should change they inform us.
If the trainee fails to arrive for the start of the session, and we have not been informed that they will not be attending or that the trainee will be late, we will, after a grace period to allow for transport delays, initially try to make contact with the trainee using the information provided on the emergency contact form. If we are unable to contact the trainee, and if they are U18, we will then inform the parent/guardian/support, using the information provided on the emergency contact form, that the trainee has not arrived.

Additional section with regards to occasional workshops/activities delivered by or on behalf of Future Wolverton Limited for unaccompanied minors, e.g. summer activity day.

As part of its community events programme, Future Wolverton Limited delivers occasional craft type workshops and activity days for unaccompanied minors (usually aged 8 and upwards).
At the beginning of the workshop or activity, minors will be given expectations for the session in terms of safety and behaviour.

Staff and volunteers will lead by example so that young people can observe positive safe behaviour in action. When positive safe behaviour is demonstrated by a young person, this will be acknowledged (e.g. verbally).

Unless there is an immediate risk to the safety of the minor, other minors, an employee or a member of the public, (See section on restraint), any intervention in response to poor behaviour should be

made by a firm, direct but quiet and friendly request to the minor to desist from the activity or behaviour. They will be asked, and supported to, consider what they are doing and how their behaviour is impacting on others. Short and clear explanations will be given to the minor about what the problem is, what to do in that situation another time and the consequences should they continue with the inappropriate behaviour. This may, for example, be that they will not be able to continue with that part of the activity or arrangements being made for them to be collected from the site.

If the minor continues to behave in a way which puts themselves or others at risk, or causes significant disruption to the activity and the enjoyment of others attending, the emergency contact/parent/guardian will be contacted and asked to collect the minor from the site. Whilst they wait to be collected, they will be moved away from other participants and provided with a simple quiet task such as colouring to occupy them.

Previous review date: November 2024
Date of current review: January 2025 due to organisation restructuring
Date of next review: - March 2026