

Positive Behaviour Policy

People flourish best when everyone knows what is expected of them, and people are what make our organisation and the community thrive. We want everyone to feel respected, included and to have a positive experience with us whether at work, or through our activities, while contributing to our shared purpose of working together for the people of Glen Urquhart and Strathglass. Our activities are based upon contact between people and therefore mutual respect is critical to effective working relations and service provision.

All colleagues will be expected to demonstrate our behaviours of respect, integrity and flexibility. This means everyone should be treated well and enabled to deliver their best work every day.

Through our behaviours we aim to be:

- An organisation where we are inclusive, we promote equality, we treat people with fairness, understanding and kindness and we consider others in all our decisions and actions.
- An organisation where we are open and honest, we take responsibility, we build trust and we pull together to do what's right for our community.
- An organisation where we are open minded, we keep it simple, we adapt to provide great service and find better ways of doing things, and we embrace opportunities for shared working and learning.

Soirbheas expects that all colleagues will conduct themselves in a professional way when interacting with others or when managing colleagues. We expect our managers to lead and manage employees. This includes assigning tasks and setting performance standards. It also involves dealing with employees in a respectful and constructive way if they fall below expected standards.

We aim to provide services and activities that help individuals to become confident, caring and co-operative individuals, developing self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

Soirbheas strives to achieve this by;

- We will ensure that all staff and volunteers are adequately trained and familiar with this and promote positive behaviour by including it in our induction procedure.
- Have an agreed code of conduct of acceptable behaviour for members, clients and participants.
- All responsible staff and volunteers will ensure that the guidance is consistently applied so that children and vulnerable adults have the security of knowing what to expect and can build up useful and desirable habits of behaviour.
- All staff and volunteers will always promote positivity.

- Staff and Volunteers will endorse desirable behaviour such as kindness, listening and patience.
- Staff and volunteers will take positive steps to avoid a situation in which clients become too familiar or reliant on an individual.
- We will keep up to date with legislation and thinking on positive behaviour management and protection.

When individuals behave in challenging ways;

- Physical punishment must never be used or threatened.
- Staff and volunteers must not shout or raise their voices in a threatening way.
- Staff and volunteers should remain calm, speak respectfully, give the person space and avoid confrontation. If behaviour becomes threatening or unsafe, they should withdraw to a safe place and seek help.
- Physical restraint is not part of any staff or volunteer role within Soirbheas. Staff and volunteers must not use restraint to manage behaviour, force someone to comply or prevent them from leaving. Call 999 if someone is in immediate danger.
- Any incident must be reported promptly to the Community Grants Manager or, for befriending, the Befriending Coordinator, and recorded using the incident report form. Where there is a safeguarding concern, follow the Safeguarding Policy.

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