

## **Kings Norton Team Parish Guidelines – challenging behaviour**

Dealing with challenging behaviour often results in additional stress and 'old fashioned' ways of dealing with children and young people are inappropriate. Managing challenging behaviour can be an ongoing problem when it has to be dealt with every time the group meets. Whether the challenging behaviour is one-off or ongoing there are a number of steps that can be taken to increase the chance of a positive outcome when challenging behaviour arises.

1. Assess what response is appropriate. Challenging behaviour can range from mild rudeness to the placing of people in danger or the damaging of property. Depending on the circumstances, it might be appropriate to ignore it, delay dealing with it, or deal with it immediately.
2. No worker/volunteer should be isolated. If someone has to deal with challenging behaviour from a young person or child they should not be left to deal with it alone. Other staff should be aware of what is going on and be prepared to provide appropriate support. Staff should avoid 'ganging up' on a young person.
3. If conflict arises out of the challenging behaviour, it is essential to work in ways which calm rather than escalate this situation. Remember that situations of conflict are potential learning opportunities for young people and children.
5. If challenging behaviour is part of a group's culture, then the leaders should meet to plan how to deal with it.
6. When challenging behaviour arises, it is necessary for leaders to meet and debrief after a meeting. This will be a good mechanism to learn from any mistakes that have been made and identify the strengths of the way the situation has been dealt with to date. A record of what has happened and what was decided should be done about it should be kept.
7. Inform someone who is outside the situation; preferably a representative of the PCC or the Incumbent, about what is happening/has happened.
8. If challenging behaviour is persistent and unmanageable, then further support should be sought.
9. A "time-out" safe zone with soft furnishings and appropriate toys could be provided where possible for children to cool off in if they wish to remove themselves from a difficult situation.