The RJ4All Rotherhithe Community Centre

Behaviour Policy

The RJ4All Rotherhithe Community Centre (the Community Centre) is managed by Restorative Justice For All (RJ4All), who provide services for the community, and is owned by Clarion Housing.

Purpose of this policy

The purpose of this policy is to help us to manage unacceptable behaviour consistently and fairly. It sets out clearly what we consider to be unacceptable behaviour and the steps we may take to deal with such behaviour. It applies to everyone who accesses the Community Centre to help us protect staff and the public from abuse and harm.

Principles

The facility exists to facilitate a healthy, vibrant and inclusive community.

This means that the Community Centre, its staff (whether employed or voluntary), service users, hirers, and the general public who access the Community Centre, each have a responsibility to contribute to an environment where people and property are:

- Valued and respected (regardless of age, background, ethnicity, gender identity, political affiliation, race, religion (or none) or sexual orientation)
- Treated courteously and respectfully at all times and in all circumstances
- Permitted to engage in the activities of the Community Centre without hindrance
- Encouraged to work with each other to solve differences and avoid conflict
- Encouraged to consider the needs of others and moderate their own behaviour

We believe that the vast majority of people know how to behave in ways that support a healthy, vibrant and inclusive community and how to moderate their behaviour in appropriate ways so that their behaviour does not negatively impact other people or spoil their enjoyment of the Community Centre and its facilities.

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Individuals who want to use our facility may be asked to sign our Behaviour Contract, especially when using the centre on a regular basis.

Definition of unacceptable behaviour

Unacceptable behaviour means acting in a way that is unreasonable, regardless of the level of someone's stress, frustration or anger. The Community Centre's definition of 'unacceptable behaviour' might include, but is not necessarily limited to:

- **Aggressive or abusive behaviour**: any behaviour which might reasonably be understood to intend by words, actions, attitudes or gestures to inflict hurt or harm on others or their property, or that could cause our staff, service users or any other member of the public accessing the Community Centre to feel afraid, threatened our abused
- **Bullying**: any behaviour that is intimidating, malicious or insulting that can make a person feel vulnerable, upset, humiliated or undermined, whether physical, verbal or non-verbal.
- **Property damage**: including damage to the Community Centre's property or personal property
- **Harassment**: any unwanted physical, sexual, verbal or non-verbal conduct that has the purpose of creating an intimidating, hostile and degrading, humiliating or offensive environment for them.
- **Offensive language or body language**: such as offensive or coarse language
- **Discrimination:** the Community Centre is open to everyone and nobody should be made to feel excluded due to any protected characteristic (age, race, religion or belief, sex, sexual orientation, disability, pregnancy and maternity or marital status)
- **Offensive materials:** Including publishing, displaying or circulating offensive materials whether discriminatory, racist, sexist, pornographic or otherwise offensive
- **Victimisation:** any unfavourable treatment of a person (the victim) because they have brought discrimination proceedings or made an allegation of discrimination or harassment

Any behaviour described above occurring via digital means (for example via social media), will still be considered unacceptable behaviour.

How we will respond to incidents of unacceptable behaviour

<u>Safeguarding</u>

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RJ4All staff have a duty to consider the safe use of the Community Centre by the entire community.

If individuals using our facility threaten to harm themselves or others, we will consider disclosing this to a relevant health professional. We may also contact the police or any other authorities as appropriate, if others are threatened with harm, or witness any form of behaviour which they believe to be criminal.

Intervention

If any of the unacceptable behaviours listed above occur, staff shall take the following steps:

Step 1. First level of intervention

It is expected that any of these unacceptable behaviours will be brought to the attention of the person behaving in this unacceptable way by anyone affected by this behaviour. It is expected that this will be done politely and respectfully, and it is expected that the unacceptable behaviour will be moderated immediately.

Step 2. Second level of intervention

Staff may ask a person whose unacceptable behaviour is not being moderated appropriately to leave the premises with immediate effect.

Wherever possible, staff should request another member of staff to assist in requesting a person to leave the premises. Staff should not intervene if they consider they are putting themselves or others in danger by doing so. Instead, they should report the matter immediately to their line management.

This unacceptable behaviour will be recorded by the Community Centre staff on the incident log and reported to a line manager or in the absence of a line manager, the Director.

Step 3. Third level of intervention

Where a person is unable or chooses not to moderate their behaviour, and the unacceptable behaviour is likely to be a criminal act, staff must report it to their line management immediately, who, in turn, will report it to the Director. Staff must log these

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behaviours in the RJ4All incident log providing as much detail as possible on the day of the incident.

The behaviour should then be discussed between the line manager and the rest of the team to agree on the most suitable next steps should the user attempt or wish to use the Community Centre's services again. A course of action should be considered in light of the below-suggested list, while also considering the severity of the behaviour:

1. If not signed yet, ask the user to read and sign the 'Centre Usage Agreement/Highway Code'. A discussion with staff can accompany this to make sure the user has understood the agreement and is willing to respect it and not repeat previous behaviour
2. If already signed, refer the user back to the agreement, with a discussion with staff to make sure the user is willing to respect it and not repeat previous behaviour
3. Implement a temporary short-term ban from the centre, followed by the two previously mentioned steps
4. Implement a temporary ban from the centre and involve Restorative Justice Practitioners.

After discussion, if the behaviour is commonly agreed to be criminal, the Director will report the behaviour to Clarion Housing and to any relevant authorities such as the Safer Neighbourhood Watch, Anti-Social Behaviour, and the Police.

Step 4. Fourth level of intervention

In extreme cases, RJ4All staff may consider a longer-term or permanent ban on any person whose behaviour is persistently unacceptable or criminal, in order to ensure the safety of the wider community which the Community Centre serves.

Such a ban should be decided after having involved and discussed with qualified Restorative Justice practitioners, Clarion, and relevant authorities such as the Safer Neighbourhood Watch, Anti-Social Behaviour, and the Police.

If any staff member has any questions or concerns about this policy they should raise them promptly with the Director.

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Annexe 1. RJ4All Rotherhithe Community Centre Behaviour Contract

Welcome to the RJ4All Rotherhithe Community Centre. At RJ4All, we provide services and are a community resource to SE16 and beyond. We respect our community and expect you to respect us.

We want you and our staff team to feel welcomed, and comfortable in a safe space that shows dignity and respect for all. If anyone feels this is not met, we will review any concerns and work our best to address them. Therefore, below are some rules and expectations that must be followed when entering our community centre

- We want to hear your positive experiences, and we will listen and act on any concerns you may have. In return, you agree to us also sharing positive experiences and raising concerns with you.

- We agree to keep our environment inside and outside of our centre clear and tidy. We respect everyone who uses this space and the surrounding area and our neighbours. In return, you agree to do the same.

- We always aim to serve you the best we can. Please be mindful that we are a small team with limited resources.

  In signing this agreement …… agrees to the following:

  - I will respect staff members and service users
  - I will not use racist or sexist language
  - I will respect the place, take care of equipment, and replace any damaged property
  - I will dispose of my litter
  - I will not leave personal property at the centre
  - I will not repeatedly ring the doorbell in the reception area
  - I will respect the premises (not damaging the windows, doors, garden, etc.)
  - I will leave if asked to leave
  - I will pay for all items removed from charity shop

We are grateful for your agreement to the above.

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THIS CONTRACT is made on	
BETWEEN:	
And	Restorative Justice 4 All

In the case of a breach of this agreement:

Where a person is unable or chooses not to moderate their behaviour towards RJ4All staff (whether paid or voluntary) or service users, the RJ4All staff have a duty to consider the safe use of the Centre by the entire community.

If this breach occurs, RJ4All staff may be obliged to act by:

1. Staff may ask a person whose unacceptable behaviour is not being moderated appropriately to leave the premises with immediate effect.

2. To safeguard the wider community, the organisation will report to the Police any behaviour which they believe to be criminal in nature or intent.

3. In extreme cases, and for the safety of the community the Centre serves, RJ4All may consider a longer-term or permanent ban on any person whose behaviour is: Persistently unacceptable or criminal in nature or intent

Declaration:
I understand and support the principles outlined in this behaviour contract. I agree to abide by these rules and be a part of maintaining this safe space for RJ4All staff and service users.

Signed .....

Signed .....

Date .....

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