



MANAGEMENT OF BEHAVIOURS THAT CHALLENGE

POLICY

Author	Learning and Development Coordinator (CALM)			
Owner (Director/SM)	Organisational Development			
Date of Issue				
Date of Reviews				
Revision Dates				
Date of next Review	01/01/2021			
Key Outcomes	<ul style="list-style-type: none"> • The risk of behaviours that challenge towards is assessed in a systematic and on-going way. • Long term reduction in incidents of behaviours that challenge towards staff. 			
Evaluated	Yes	Timescale	Annually	

Key Evaluation Methods Incident reporting system
Staff Surveys / Team Development Days

Responsible for evaluation	Learning and development coordinator (CALM)
Key Areas for Induction & Training	Local Induction Procedures Angus Council Induction
Scope	This Policy applies to all Angus Council employees. It also applies to others engaged in the work of the organisation including students, volunteers or people employed to carry out work on behalf of Angus Council.

REVISION STATUS				
Detail of Changes	Section Changed	Location Section No.	Author	Date
IMPACT ASSESSMENT				

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1. POLICY AIMS

We aim to:

1.1	Meet the commitments to the Health and Safety of employees described in the Risk Management and Health and Safety Policies as well as the Safety, Health and Wellbeing Guidance Note on Aggression and Violence.
1.2	Comply with the Health and Safety at Work Act 1974, Management of Health and Safety at Work Regulations 1999
1.3	Make sure that the risk of behaviours that challenge is assessed in a systematic and on-going way, and that safe systems and methods of work are put in place to reduce the risks as far as is reasonably practicable
1.4	Provide the necessary training, advice, guidance and support to prepare employees to avoid, prevent and if need be respond to such situations;
1.5	Make sure that appropriate support is available to employees involved in Incidences of behaviours that challenge
1.6	Encourage full reporting, recording and investigation of all incidents of behaviours that challenge
1.7	Monitor incidents and put in place appropriate remedial measures wherever possible
1.8	Reduce the number of incidents and injuries to employees resulting from behaviours that challenge

2. BACKGROUND

The purpose of this policy statement and procedures is to provide an overarching framework to Angus Council's approach in avoiding and managing behaviours that challenge and its arrangements for dealing with such matters.. This Policy should be read in conjunction with the following Angus Council Documents:

- Angus Council's Guidance on [Physical Intervention](#)
- Angus Council Guidance on [Behaviour Support Plans](#)
- Angus Council Guidance on [Incident Debrief](#)

3. POLICY STATEMENT

Angus Council have adopted the CALM (previously known as Crisis and Aggression Limitation and Management) training model in relation to incidents of behaviours that challenge. The purpose of CALM training is to ensure that we proactively listen to those behavioural messages and to systematically respond, as individuals and as teams, to what people are telling us about their lives.

4. ASSESSMENT OF RISK

Consideration should be given to incidents of behaviours that challenge; managers should follow the council's Safety Health and Wellbeing guidance on risk assessment. Please click here for [Guidance](#)

Where a risk is identified a behaviour support plan must be developed in line with Angus Council's Guidance on Behaviour support plans. These plans must be reviewed every six months and after any incident of behaviour that challenges.

It is important that there is a good flow of information about potentially violent situations and as such this information should be shared with those that may be required to support the individual. Please refer to service specific policy on aggression and violence.

5. The Council's Approach

The CALM system has been adopted by the Council in order to support staff and firmly believe **when an incident of behaviours that challenge occurs the council's approach is that employees always attempt to de-escalate the situation in the first instance.**

6. RECORDING AND REPORTING

Any incident of behaviours that challenge must be recorded and reported in line with Safety Health and Compliance Guidance on Health and Safety Incidents.

Angus Council are committed to the reduction of restraint and Line Managers should have systems in place to monitor the effectiveness of approaches to reducing and minimising the impact of aggression and violence locally.

7. DEBRIEFING FOLLOWING AN INCIDENT

Any incident offers an opportunity for growth and learning for the person, those supporting them and wider teams/service areas. Guidance on debriefing following an incident has been developed please consult this [guidance for further information](#).

External Support

Employees can also self-refer themselves free and in confidence to the PAM Assist without the need to approach the organisation.

PAM Assist is a counselling, support, advice and information service provided for the benefit of all Angus Council employees. It is a totally independent service and is free to use and totally confidential.

PAM Assist can be accessed in the following ways:

- Freephone, 0800 882 4102;
- www.pamassist.co.uk – username: ANGUS; password: COUNCIL;
- PAM Assist Mobile App – compatible with Apple and Android operating systems

8. INVOLVEMENT OF THE POLICE

Employees have the right as citizens to request Police assistance. Any employee contacting the Police should notify their line manager immediately, or in the absence of the manager, or out of hours as your service requires, should contact the appropriate line manager.

9. TRAINING AND SUPPORT

There is a comprehensive CALM training programme in place for Angus council' employees in dealing with behaviours that challenge. The extent and type of training undertaken by staff will depend on the nature of the incidents and the risks identified through the risk assessment process.

Line managers and senior managers will ensure that all employees considered as being at risk are provided with the opportunity to undertake training. The levels of training requirement and any specific needs will be identified by managers through the risk assessment process and the supervision and appraisal process.

Training available includes:

CALM module 1, The prevention and safer management of challenging behaviour, which must be undertaken where a risk is identified

CALM module 2, Physical intervention techniques, subject to identified prd / appraisal needs

CALM, Behaviour support for early years, subject to identified prd / appraisal needs

CALM, Escape techniques

It is a pre requisite of CALM training that CALM module 1 is undertaken prior to training in CALM module 2 or CALM behaviour support for early years.

Training in physical intervention is delivered to service specific areas on an assessed need basis only

Guidance has been developed in relation to physical intervention and this guidance should be followed when physical intervention is being considered. [Please click here for guidance](#)

Where employees have undertaken any physical skills training it is mandatory that they practice and record the techniques they have been trained in once per month. This will ensure that their skills and knowledge are kept up to date.

The Learning and Development co-ordinator (CALM) along with the relevant service lead must feel confident that the requested level of training is proportionate to the level of risk identified through the risk assessment process. In verifying this line managers may be requested to complete a physical intervention audit form.

10. POLICY REVIEW

This policy, and the associated procedures and training will be reviewed as and when there is an operational need and to ensure that it meets statutory requirements.