



Northumberland County Council

Northumberland Supported Tenancies Non-Physical Intervention Policy

Version No:	1
Dare Issued:	August 2023
Previously Issued:	August 2023
Authorised:	
Review Period:	Every 3 years unless there is a change in legislation
Projected Review Date:	August 2027

1.0 Introduction

1.1 As a service we understand that there may be times when a young person may struggle to regulate their emotions in response to periods of crisis/trauma in their lives and during these times may present in a heightened state.

1.2 Due to the crisis or trauma being experienced, a young person may exhibit behaviours that may put themselves or others at risk. As a service we do not condone the use of physical interventions with young people, and we ask that staff adopt an approach of trying to de-escalate the situation through calm discussions with the young person.

1.3 Where a situation cannot be de-escalated, staff are required to withdraw from the situation in order to allow the young person time to calm. Where there is a concern or risk of significant harm, then the appropriate emergency services should be called.

2.0 Policy Statement

2.1 In compliance with the UN Convention Children's Rights, Northumberland County Council recognises that young people are entitled to a safe and stable environment in which to live where high value is placed on learning to live within appropriate social boundaries.

2.2 The County Council aims to provide a safe environment for all young people for whom it is responsible and provides services too. The environment in which services are provided have a clear

structure and sense of order which supports young people's development and opportunity to access those services provided.

3.0 Position Statement

3.1 The service position is that in crisis situations **de-escalation** is the primary objective, and the use of a variety of theoretical approaches is the preferred means of achieving goals for young people.

3.2 It is accepted there may be times when young people will experience difficulties in managing their behaviour. This will require appropriately trained staff to provide advice and guidance for this behaviour, ensuring the **safety and dignity** of all concerned.

3.3 It is a firm belief that all young people, including those in local authority care, have the right regardless of their background ethnicity and beliefs to a safe individualised plan of support, which allow growth and promote positive well-being.

4.0 Safety Planning

4.1 Safety planning is a vital component to ensuring young people are supported appropriately in placement and all needs are met. A safety plan should be drawn up within 24hrs of placement to ensure staff are working consistently to meet the needs of the young person and will be based on the plan shared by the allocated social worker for the young person

4.2 The safety plan should identify any potential concerns/behaviours, triggers that may be known and the provide information on how best to support and resolve issues for the young person.

5.0 Incident Reporting

5.1 Where there has been an incident or concern raised around the safety of the young person, the individual member of staff should discuss and record the incident with the accommodation team manager or the service lead. See separate policy around incident reporting

6.0 Policy Summary

- Staff are expected to support young people in line with their views and wishes
- Staff should refer to and be aware of the safety planning in respect of each young person
- Staff are next expected to enter into any physical intervention with a young person and should adopt de-escalation techniques to help calm and diffuse the situation
- Staff are to report any incidents and record these through discussions with the service lead or accommodation team manager

7.0 Staff Support

7.1 Following an incident it is acknowledged that a member of staff may require additional support, especially if they have been involved in a difficult or lengthy incident.

7.2 The Accommodation Team Manager and/or the Service Lead should discuss incidents with staff as soon as is reasonably possible in order to identify any immediate needs arising from the incident. A follow up should be completed during staff supervision where required.

7.3 There are a number of options to consider when discussing issues with staff. It may be appropriate to arrange for the staff welfare officer to make contact or the member of staff may self-refer.

8.0 Training

8.1 Staff will receive training around de-escalation techniques and how best to support young people during periods of crisis. Following any incident that arises, further training opportunities will be explored to ensure staff feel appropriate equipped to manage situations as they arise