

Lincolnshire YMCA Ltd

Policy Document

Housing Services

'Intervention and Restraint Policy'

Owned by: Director of Housing
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1. Introduction

YMCA Lincolnshire recognises their responsibility and commitment to safeguard and promote the welfare of children, young people and vulnerable adults and the health and safety of all staff and beneficiaries accessing our services.

This policy covers the use of non-physical intervention and physical restraint, and when it is and isn't acceptable to use it.

This is a housing services policy and relates only to our interactions with YMCA Lincolnshire residents and visitors to our housing accommodation.

2. Policy application

This policy applies to all staff, agency staff, volunteers and maintenance contractors working at/for YMCA Lincolnshire in any of its buildings, activity locations, in public and third-party venues. A copy of this policy will be provided to all of our contractors and will be made available within the contractor information folder.

3. Policy Statement

YMCA Lincolnshire's policy is to withhold all physical intervention and use de-escalation tactics in order to make the situation safe, bid time to allow support to arrive and reduce the physical threat.

There may be occasions where a staff member, volunteer or contractor may have no choice but to use self-defense techniques but this must be an absolute last resort with heavy scrutiny being placed on that person when physical means are used.

An example where physical intervention might be the only way to prevent harm is where a resident becomes physically aggressive, cannot be de-escalated verbally and the staff member is alone and backed into a corner with no escape. In these circumstances it may be reasonable to expect the staff member to use reasonable force to make enough space to get away from the aggression.

4. Definitions

Restraint: Any direct physical contact where the intention of the person intervening is to prevent, restrict or subdue movement of the body, or part of the body of another person. (CQC).

5. Self-defense

Common law states that you have the right to defend yourself and others.

Section 3 (1) of the **Criminal Law Act 1967** states that a person may use such force as is reasonable in the circumstances in the prevention of crime, or in effecting or assisting in the lawful arrest of offenders or suspected offenders or of persons unlawfully at large.

Positive touch: The use of consensual physical contact in a way that is safe, respectful and beneficial for all parties involved, such as placing a hand on a shoulder or arm.

Reasonable force: The minimum level of force necessary to successfully defend yourself. The key is proportionality. It must match the level of threat faced.

Injury: physical harm or damage to someone's body caused either by accident or purposeful action.

5. Avenues of non-physical intervention

Avenues of non-physical intervention should be in place to ensure that situations do not escalate to physical interventions. These include:

- Robust risk assessments carried out on all residents prior to entering the service to minimize the risk of challenging behavior
- Clear rules for residents and their visitors
- Training for staff on de-escalation tactics, keeping safe
- All staff to undertake conflict resolution training
- Ensure clearly communicated complaints procedures are in place.
- Staff should ensure that they and others remove themselves to the nearest safe location and that emergency services are called.
- Ensure that a 'lessons learned' session takes place after any incident involving physical intervention.

YMCA Lincolnshire recognises that in very rare circumstances all avenues of non-physical intervention may have been exhausted. In these instances, staff members should remove themselves to a place of safety and call the emergency services.

YMCA Lincolnshire will always use a person centred approach recognising special educational needs and disabilities. It is expected that those working in this environment familiarise themselves with the residents that they are working with to understand the person as an individual in order to get the best out of them.

6. Self defense

YMCA Lincolnshire recognises that in very rare circumstances staff members may be required to defend themselves. All cases will be subject to investigation considering if it was necessary and proportionate to the incident.

Considerations for Reasonableness:

Section 76 of the Criminal Justice and Immigration Act 2008 outlines that when assessing whether the force used was reasonable, the following considerations should be taken into account:

- A person acting for a legitimate purpose may not be able to precisely measure the necessary action.
- Evidence that a person acted only on what they honestly and instinctively thought was necessary can be strong evidence that their actions were reasonable

7. What to do after an incident where self-defense was required

When any incident of dangerous behavior has occurred, the staff member who was involved must report this immediately to their line manager (or another manager if theirs is not available) via a telephone call followed up with the completion of an incident form on Inform. All staff members must complete an incident report before the end of their shift. The manager will investigate the incident within 24 hours, speaking to relevant staff and residents and viewing any available CCTV evidence

The Service Manager and/or Executive lead will undertake a lessons learned session within 7 days of any incident. Where there are witnesses to the incident there must be no conferring when each is writing an incident report form. This is to prevent the risk of collusion and protect both staff, volunteers and service users and assist the police when/if it is investigated.

Support will be offered to all parties involved including the resident and any witnesses. This includes full debrief with their Manager.

5. Monitoring and evaluation

We will keep a register of any physical intervention that occurs, and these will be reported to the Housing and Property and Risk and Compliance Committee on a quarterly basis as part of the safeguarding update.

The report will include:

- Any triggers identified
- Any patterns of behaviours that are common across individuals that may needed to be considered
- Additional training requirements
- Any trends including particular staff or residents frequently involved
- Any further action taken