



Weeke Community Centre

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Acceptable Behaviour Policy

Weeke Community Centre exists to facilitate a healthy, vibrant and inclusive community. This means that the Community Centre, its staff (whether employed or voluntary), Trustees, User groups/hirers, and the general public who access the 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 sexual orientation)
- Treated courteously and respectfully at all times and in all circumstances
- Permitted to engage in the activities of the 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 most people know how to behave in ways that support a healthy, vibrant and inclusive community. We also believe that most people know how to moderate their behaviour in appropriate ways so that their behaviour does not negatively impact other people. However, for the avoidance of doubt, we want to identify the following behaviours as totally unacceptable:

- 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; and especially:
- Bullying – whether by words (including malicious gossip and ‘jokes’), actions (such as intimidation), electronic media (posting malicious content or opinions)
- Damage to Centre property or personal property
- Harassment – whether verbally, physically, sexually or by electronic media
- Offensive language – the Centre is open to people of all ages and cultural backgrounds, and coarse and offensive language will have a negative impact on some people. Further, the neighbours of the Centre include families with young children and they must not to be witnesses to coarse or offensive language
- Publishing, displaying or circulating offensive materials whether discriminatory, racist, sexist, pornographic or otherwise offensive
- Victimisation – a negative action or attitude towards another person based on perceived differences of opinion or belief
- Violence – whether by words or actions or attitude

Sanctions for Unacceptable Behaviour

It is expected that any of these unacceptable behaviours may 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.

Where a person is unable or chooses not to moderate their behaviour Centre staff (whether paid or voluntary) or Centre Trustees may be required to consider two questions:

- Is the unacceptable behaviour a likely criminal act?
- Will the unacceptable behaviour be moderated by further sanction?

The Trustees, acting through staff, have a duty to consider the safe use of the Centre by the entire community. To safeguard the wider community they will report to the Police any behaviour which they believe to be criminal in nature or intent. Further, they may ask a person whose unacceptable behaviour is not being moderated appropriately to leave the premises with immediate effect. This may be enforced by the Police, if necessary.

In extreme cases, and for the safety of the community the Centre serves, the Trustees may consider a permanent ban on any person whose behaviour is:

- Persistently unacceptable
- Criminal in nature or intent

Procedure for Unacceptable Behaviour

This procedure has been designed to carry through the Acceptable Behaviour Policy in a professional and consistent way. Staff and Trustees involved in a breach of the Acceptable Behaviour Policy should:

Attitude

- Remain calm
- Always be polite and courteous, even under provocation
- Treat people professionally

Fact gathering

- Be clear about the facts and who witnessed the unacceptable behaviour
- Make sure that specific details are recorded e.g. he said “...” or she did
- Write down the facts, and record the names and contact details of the witnesses

Has the intervention worked?

- Did the original complaint have the desired effect?
- Was there a positive or negative response from the person challenged?
- Did anyone else get involved and escalate the problem?
- Did the intervention of staff or Trustees help?

Was the unacceptable behaviour likely to be a criminal offence?

- Who is reporting the offense to the Police?
- Has this been done?
- Record the date and time and person spoken to

Do the Trustees need to consider a permanent ban?

- Is this a one-off, or a persistent behaviour?
- Does the person acknowledge their behaviour as unacceptable?
- Did the person escalate the problem?
- Is it likely that this type of behaviour will reoccur?
- Does this behaviour contravene our Safeguarding Policy?
- What other factors should we consider – positive or negative?