



**Outside Edge Theatre Company**

# **Service User Behaviour Policy**

**MARCH 2026**

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## 1. Introduction

- 1.1. This Behaviour policy aims to enable Outside Edge Theatre Company to respond fairly and effectively to service users who present behaviours that constitute risks to themselves, other service users, facilitators, staff & Trustees.
- 1.2. This policy outlines extra support and clear behavioural management guidelines to attend Outside Edge Theatre Company activities in a manner that is safe, constructive and effective for all.
- 1.3. The scope of this policy only relates to interactions that occur within the activities that are organised and delivered by Outside Edge Theatre Company. For the avoidance of doubt, any issues that occur outside of these activities are not covered by this policy and Outside Edge Theatre Company and its staff are not responsible for managing this behaviour.
- 1.4. Outside Edge Theatre Company activities include, but are not limited to, weekly drop-in groups, intermediate groups, online groups, masterclasses, theatre clubs, script clubs, peer-led events & social events.
- 1.5. This policy should be reviewed annually by the Participation Manager.

## 2. General Principals

- 2.1. Outside Edge works with vulnerable adults and every stage of behaviour management should be trauma-informed.
- 2.2. Outside Edge Theatre Company is not a statutory or clinical service. Any behaviour that is in contravention of the law should be handled by the appropriate law enforcement service.
- 2.3. We will seek to address behaviour concerns within our activities. Behaviour can be best addressed in-person within existing relationships.
- 2.4. We believe in enabling access to OETC wherever possible. This may involve pausing individuals' attendance from our activities if we need to ensure that colleagues and other service users are kept safe. Pausing attendance from the activities is a last resort. We will never exclude anyone permanently from our activities - we believe that people can change.
- 2.5. At all stages of addressing behaviour concerns at any level, we implore service users, facilitators, staff and trustees to avoid using artificial intelligence to write correspondence or notes.
- 2.6. This policy will be available on Outside Edge Theatre Company's website at all times.
- 2.7. Service Users should be made aware of this behaviour policy and how to access it whenever group guidelines are read aloud during a session.

## 3. Behaviour Expectations

- 3.1. Outside Edge can be a sanctuary for people, regardless of race, ethnicity, class, disability, gender, sexual orientation, age or a person's religion or belief.
- 3.2. Everyone is responsible for their own behaviour.
- 3.3. Treat fellow service users, staff and volunteers with respect and courtesy at all times.
- 3.4. Respect the difference between you and others, and avoid any language or behaviour which might be offensive to others.

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- 3.5. Be thoughtful when speaking, allow others to speak and do not talk over fellow participants.
  - 3.6. Do not film or photograph sessions.
    - In some sessions, a member of Outside Edge staff, or a designated Peer Volunteer, may film or photograph with consent obtained by a signed form.
    - For group pictures at one-off events such as a script club, theatre club or masterclass, the staff member or peer volunteer taking the picture will state that the media is for immediate inclusion on a social media platform and/or Outside Edge's newsletter.
    - For events where a designated photographer is present throughout the activity, such as a social event, stickers will be offered to service users that do not wish to have their photo taken, or shared publicly.
  - 3.7. All service users must be abstinent from alcohol and illicit drugs on the day of attending any Outside Edge activity, with the exception of low level scripts. We welcome people at any stage of their journey with recovery or harm reduction, so if you have any questions or concerns about this, please contact the OETC office.
  - 3.8. Individual groups may have additional guidelines co-produced with the facilitators. These guidelines are reviewed and updated every year.
  - 3.9. Group guidelines are read aloud to the group when new service users join. These guidelines may be requested from the group's facilitators at any time. Attendance at a group is an agreement to adhere to these guidelines.
  - 3.10. Facilitators may use their discretion to address behaviour concerns with general announcements to the whole group they are leading, if they feel this will be more effective than addressing the concern directly with a service user.
  - 3.11. The check-out at the end of a session is an opportunity to identify whether a service user may require individual follow up concerning their behaviour, or that of another service user. The check-out is not a forum to address individual behaviour issues.

#### 4. Types of Unacceptable Behaviour

4.1. Outside Edge classifies the following types of behaviour to be unacceptable:

- Violence (towards a member of staff, another service user or visitor)
- Threats or threatening behaviour.
- Threatening or abusive language involving swearing, shouting or offensive remarks.
- Harassment.
- Offensive sexual gestures or behaviour, including sexual assaults
- Derogatory remarks concerning race, ethnicity, class, disability gender, sexual orientation, age or a person's religion or belief.
- Display (including T-shirt slogans) or distribution of material that has derogatory content concerning race, ethnicity, class, disability gender, sexual orientation, age or a person's religion or belief.
- Theft from activity premises, of other service user's, staff or venue property
- Causing damage to other persons or venue property
- Acts of fraud, bribery or corruption which affect Outside Edge's property or resources, or impact the reputation of Outside Edge.
- Using alcohol or drugs on activity premises.
- Illegal behaviour, such as drug dealing, on activity premises or to other service users.
- Inappropriate requests that make staff feel uncomfortable or jeopardises their personal safety (e.g. request for particular members of staff to visit alone).
- Intentionally malicious allegations relating to members of staff, other service users or their relatives.

4.2. This list is not exhaustive and in some cases other types of behaviour may be considered unacceptable.

#### 5. Definitions of Behaviour Concerns

5.1. Behaviour concerns are informed by the management of risk to staff, service users & the general public.

5.2. **'Low-Level'** concerns are behaviour issues that require documenting, but can generally be contained within sessions by facilitators at their discretion. Low-Level concerns are addressed with Informal Responses (Level 1),

outlined below. Repeated 'low-level' concerns may lead to Formal Responses (Level 2), if they are persistent.

- 5.3. **'Zero tolerance'** concerns constitute an immediate risk to the safety of service users, staff, or the general public. These types of concerns may also relate to a service users' clear disregard for the behaviour guidelines, despite being made aware of the types of unacceptable behaviour. Zero tolerance concerns are addressed with Formal Responses (Level 2), outlined below.
  - 5.4. We take a 'zero tolerance' approach toward violence and abuse against colleagues and service users and we always call the police when crimes are committed or our colleagues and/or service users are threatened with criminal intent.
6. Informal Responses (Level 1)
- 6.1. An incident/event will be addressed immediately, or within 1 working day of its occurrence, with the service user (face-to-face, or in writing if a face-to-face meeting is not possible). Immediacy, consistency and persistence are fundamental principles in behaviour management and modification.
  - 6.2. When an incident occurs, we address it at the appropriate level in accordance with its seriousness. Low-level concerns will be picked up early and addressed in activity sessions.
  - 6.3. All incidents should be reported by a facilitator or staff member in the Salesforce 'workshop feedback' associated with the correct session. If this is not possible, it should be emailed to the Participation Manager.
  - 6.4. When reporting behaviour concerns in a workshop report or email, facilitators should identify whether it is a low-level concern or zero tolerance concern. Facilitators should also include whether it is their discretion that other facilitators need to be made aware of a low-level concern that has taken place.
  - 6.5. The Participation Manager will create an Incident on Salesforce, attached to the contact records of the primary people involved, so that the details are logged for future reference.

- 6.6. If three related low-level concerns are reported as incidents on Salesforce about the same service user, or an incident occurs which facilitators deem too serious for an informal conversation, then Level 2 actions will be put in place.
7. Formal Responses (Level 2)
- 7.1. If behaviour incidents persist from Level 1, it may become necessary for the Participation Manager (or another member of the Outside Edge office team) to contact a service user about behaviour concerns.
- 7.2. The Participation Manager (or staff member) will inform the service user of the incidents that have been raised. The staff member will:
- Outline which rules or policies have been breached.
  - Ask if the service user requires any support to understand why their behaviour has been reported.
  - Ask if the service user would like any support to manage their behaviour.
  - Inform the service user that persisting behaviour incidents may escalate to the service user being asked to pause their attendance.
- 7.3. The Participation Manager will follow up this conversation in writing via email.
- 7.4. The Participation Manager will update the Incident on Salesforce.
- 7.5. If a service user wishes to appeal any Formal Response (Level 2) decisions, they should refer to Outside Edge Theatre Company's complaint procedure: <https://outsideedge.org/complaints-procedure/>
8. Pausing Attendance (Level 3)
- 8.1. If behaviour incidents persist from Level 1 and 2, we will invoke a temporary pause from the group they have disrupted, unless their behaviour warrants a pause from all Outside Edge activity. We believe in enabling access to OETC wherever possible. Pausing attendance from our activities will only be invoked to ensure that we take all reasonable steps to keep colleagues and service users safe.
- 8.2. Pausing attendance from the activities is a last resort. We will never exclude anyone permanently from our activities - we believe that people can

change. The pause in attendance will be the minimum time necessary and sufficient to manage behaviour.

- 8.3. The purpose of pausing attendance is to keep everyone safe and to promote behaviour change. It is not a punitive measure. It is a behaviour modification, risk management and safety enhancement strategy.
- 8.4. All pauses in attendance will be explicit about a clear route for the service user to know what they need to do to resume normal access to the activities. Nothing in this policy replaces the key importance of our absolute commitment to our colleagues and other service users being entitled to work and be treated without fear of violence or abuse.

8.5. Pausing Attendance Process

- Pause in attendance will go to the Participation Manager and CEO for consideration and a decision will be made as to next steps.
- The service user will be informed of the decision. This will be by phone, or in person at Brady Arts Centre. This conversation will include 2 Outside Edge team members (Participation Manager or CEO + another office staff member, facilitator, or trustee). The conversation will be followed up by an email or letter confirming the details.
- If a conversation is not appropriate or possible, the service user will be informed in writing. The letter will detail the following:
  - That the behaviour is unacceptable and will not be tolerated.
  - The restrictions we are imposing are to protect our colleagues and service users– including the nature and duration of pause from groups.
  - Any pause in attendance starts from the date the service user is informed of the decision, not the date of the incident.
  - The appropriate behaviour that we expect them to adopt.
  - The steps we will take to support them to address their behaviour.
- We will take into consideration the response of the service user. For example, whether they are:
  - Apologetic and reflective of the impact that their behaviour has on the colleagues and service users.

- Sincere and genuine in their apology.
  - Understanding of what they could have done differently and what they will do differently in similar circumstances.
- We will consider whether we are confident of the sincerity and genuineness of their reflection, insight and apology and take this into account when determining the nature and length of any pause period.
  - In the event that a service user is under investigation (safeguarding, criminal or otherwise) for an incident that has taken place during an Outside Edge activity, they shall be asked to pause their attendance while the investigation is ongoing until a clear outcome is decided by, or can be communicated to, the Participation Manager.
- 8.6. If a service user wishes to appeal any Pausing Attendance (Level 3) decisions, they should refer to Outside Edge Theatre Company's complaint procedure: <https://outsideedge.org/complaints-procedure/>

## 9. Reintroduction Process

- 9.1. Once the pause period expires, the service user will be invited to meet with 2 Outside Edge Team members (Participation Manager or CEO + another office staff member, facilitator, or trustee) either online, on site at Brady Arts Centre, or elsewhere as appropriate.
- 9.2. If the service user conducts satisfactory behaviour outlined in 8.5, at this review meeting we will:
- Welcome the service user back to our activities.
  - Reiterate all expectations of appropriate and acceptable behaviour.
  - State the behaviour agreement terms to be adhered to (including consequences if the service user breaches the terms of the agreement).
- 9.3. If they do not conduct satisfactory behaviour outlined in 8.5, we will confirm that we reserve the right to extend the pause in their attendance as required.
- 9.4. Following this review meeting, next steps will be informed by the service user's desire & ability to achieve Outside Edge's behaviour expectations.

- 9.5. If the service user does not attend the review meeting, they will be invited to further meetings, but they cannot access any groups without attending a review meeting. This review meeting is required prior to the service user re-joining the activities.

## 10. Other Policies

- 10.1. This Behaviour Policy should be used as a guide alongside Outside Edge's Privacy policy. All Outside Edge Staff and facilitators will only be informed of incident details that are essential for them to carry out their work. It may become necessary to inform external agencies (e.g. law enforcement, etc) of behaviour incident details, in which case all provisions shall be taken to protect the privacy of those involved.  
<https://outsideedge.org/privacy-policy/>
- 10.2. In all behaviour incidents, Outside Edge's Safeguarding Policy will take precedence over anything outlined in this Behaviour Policy. The Behaviour Policy should be used as a guide alongside the Safeguarding Policy.
- 10.3. The Behaviour Policy should be used as a guide alongside the Equality, Diversity & Inclusion Policy and the Anti Harassment and Bullying Policy.
- 10.4. If anyone wishes to make an informal or formal complaint to Outside Edge Theatre Company about how the company has handled or responded to a behaviour management incident, the Complaints Procedure should be consulted.  
<https://outsideedge.org/complaints-procedure/>

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