

# Keep Me Safe. Treat Me With Respect.



Managing behaviour that is challenging using the Pivotal MAPA® approach.

# Introduction



We believe that everyone should have clear and accessible information about what we do.



We train staff who work with children and young people and help them to strengthen their knowledge and skills.



We want to tell people what Pivotal MAPA® is and how it might affect them.



We have made this booklet so we can easily share information with pupils, parents and other people who need to know.



We encourage staff to talk to people about Pivotal MAPA® using this booklet.



You have the right to compliment staff, but also question what has happened to you or to complain about how you or someone else has been treated.



A member of staff is always available to listen. Telling us what you think and feel is important to us so we can support you.



# What is Pivotal MAPA®?



**MAPA®** means the **Management of Actual or Potential Aggression.**

The programme helps staff working with children and young people displaying disruptive and aggressive behaviour, to maintain a consistent and calm approach.



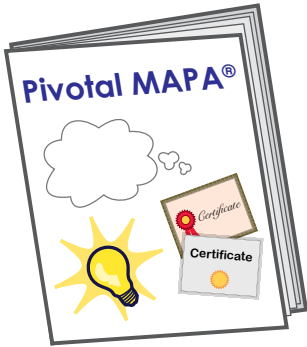
All behaviour is a form of communication.

Disruptive, aggressive or even violent behaviour happens when people lose control because they are scared, frustrated, distressed and angry.



When people lose control, it can mean:

- People harm themselves.
- People harm others.
- People damage property.



Pivotal MAPA® gives staff the knowledge and skills to help people avoid losing control. It also gives staff the knowledge to keep people safe when people put themselves or other at risk of harm.



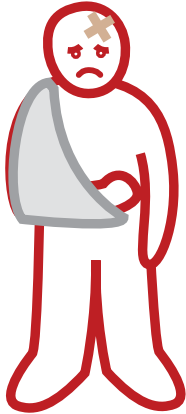
Keeping people safe can mean staff guide them to a safe place or hold them to prevent harm.



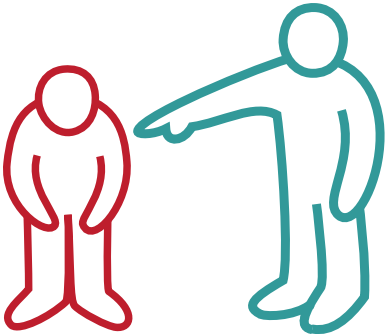
## Pivotal MAPA® is not



Pivotal MAPA® is not about using unnecessary force.



Pivotal MAPA® is not about causing pain or injury.



Pivotal MAPA® should never be used as punishment or to enforce rules.



## When do we use Pivotal MAPA®?



We will agree to a plan to help you manage the things that distress you in order to minimise any disruption to your learning.

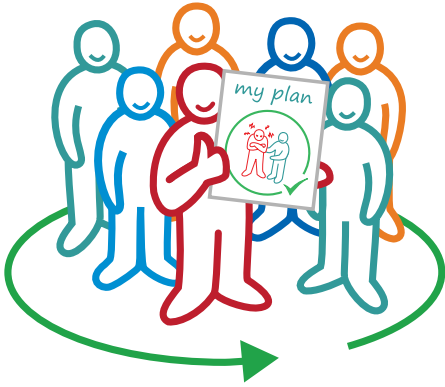


We will work out the right approach for you.

If your behaviour puts you or others at risk of harm, we will agree on the right skills to keep everyone safe.



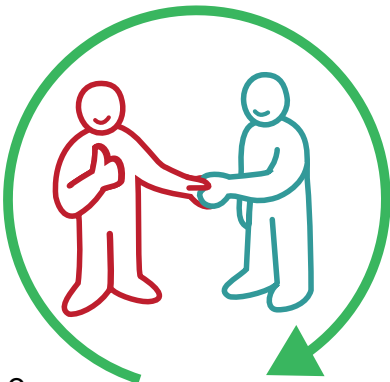
## When do we use Pivotal MAPA®?



If we need to prevent you from harming yourself or others, we will agree with everyone involved in your support on which Pivotal MAPA® skills are right for you.



If something happens to put you or others at risk of harm that we didn't anticipate, staff are authorised to use Pivotal MAPA® in an emergency to keep you safe.

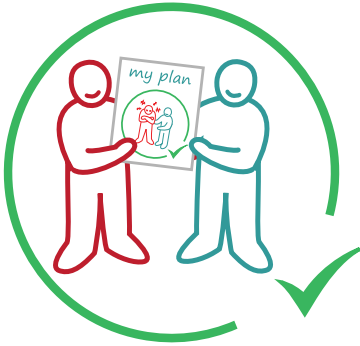


Whenever staff use Pivotal MAPA® to keep you safe, they will always treat you with respect and kindness.





# What should Pivotal MAPA® feel like?

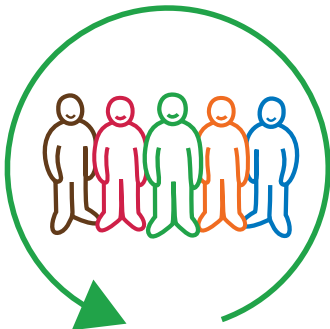


Pivotal MAPA® is designed to help prevent you from hurting yourself or others. Skills are designed to make you feel safe.



Staff are trained to use Pivotal MAPA®:

- as a last resort.
- in the least restrictive way.
- for the shortest time possible.



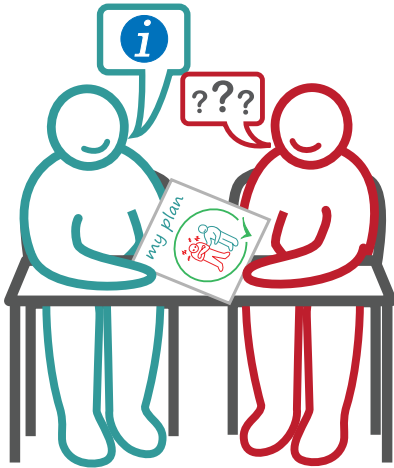
Staff are trained in Pivotal MAPA® because they have a duty of care to keep you and everyone else safe.

# ? What happens afterwards?

If Pivotal MAPA® skills have been used with you, staff will:

Talk to you about why there was a need to use Pivotal MAPA® skills.

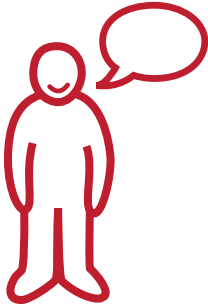
- Talk about what worked well and helped you.
- Talk about what did not work well.
- Talk about how to avoid using Pivotal MAPA® skills in the future.



All of this will be written down in your individual plan so everyone will know what has happened, why it has happened and what might work better in the future.



## More Information



You can always talk about Pivotal MAPA® to someone.



This person can be anyone you trust and can talk to. Staff are there to listen and will take immediate action to resolve your concerns or deal with a complaint.



If you are not sure whom to approach or feel unsure about talking to someone, ask about speaking to an advocate who can help you speak up.



Advocates can help you get all the information you need and can make sure your rights are maintained.



## Contact us by:



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