



BEHAVIOUR MANAGEMENT POLICY FOR SERVICE USERS AND FAMILIES

| Document Control | |
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| Reference | LINK005 Behaviour Management Policy for Service Users and Families |
| Version & Status | V5.0 |
| Purpose/ remit | This document describes the procedures around behaviour management within The Link to manage behaviour according to clear, consistent and positive strategies. |
| Owner | Safeguarding Team |
| Approval body | CEO, Safeguarding Lead |
| Date of issue | July 2023 |
| Review Date | March 2026 |
| Applies to | All Staff |
| Notes | To be read in conjunction with Related Documents detailed below. |
| Classification | Public |

| Related Documents | |
|--------------------------|--------------------------|
| Reference: | Purpose/remit of policy: |
| LINK015 | Safeguarding Policy |

| Contents | |
|--------------------------------------|--------------|
| Item: | Page Number: |
| Purpose | 2 |
| Scope | 2 |
| Strategy | 2 |
| Working Relationship | 2 |
| Behaviour Management Strategies | 2 |
| Dealing with Inappropriate Behaviour | 3 |
| Informing and Consulting Parents | 4 |



PURPOSE

The Link recognises the importance of positive and effective behaviour management strategies in promoting children's welfare, learning and enjoyment. The aims of our Behaviour Management policy are to help children to:

- Develop a sense of caring and respect for one another.
- Build caring and co-operative relationships with other children and adults.
- Develop a range of social skills and help them learn what constitutes acceptable behaviour.
- Develop confidence, self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

SCOPE

This policy applies to all employees, associates, partners, and independent consultants who are paid by/working under the control of The Link or working with The Link's applications and covers all business activities and all information, in whatever form, that is processed to support those activities. Employees should always seek approval for actions if there is any doubt that the action is compliant with policies or law, or if there are any other concerns. Failure to comply with this policy may result in disciplinary action being taken against you. If there is anything in this policy that you do not understand, please discuss it with HR. As the law is constantly changing, this policy is subject to review and The Link reserves the right to amend this policy without prior notice.

STRATEGY

We aim to encourage appropriate behaviour through:

- Praise for specific behaviour.
- Talking to children with the courtesy and respect that we expect of them.
- Negotiating rules between children and practitioners during each session as necessary.

WORKER RELATIONSHIP

- Practitioners are expected to provide a caring, co-operative and safe environment, respecting the children and other practitioners.
- Children are expected to respect and co-operate with the practitioners and other children.

BEHAVIOUR MANAGEMENT STRATEGIES

The Link staff will manage behaviour according to clear, consistent and positive strategies. Parents are encouraged to contribute to these strategies, raising any concerns or suggestions. Behaviour Management in The Link will be structured around the following principles:

- Staff and children will work together to establish a clear set of 'ground rules' governing all behaviour in The Link. These will be periodically reviewed so that new children have a say in how the rules of each session operate. Parents are welcome to discuss with practitioners the Ground Rules to encourage unity and consistency.
- The Link Ground Rules will apply equally to all children, staff and parents.
- Positive behaviour will be reinforced with praise and encouragement.



- Challenging behaviour will be addressed in a calm but assertive manner. In the first instance, practitioners will try to redirect children's energies by offering them alternative and positive options. Practitioners will be open in stating and explaining non-negotiable issues.
- When dealing with challenging behaviour, practitioners will always communicate in a clear, calm and positive manner. For those children who need support in order to behave in an appropriate manner, The Link will investigate strategies and offer consistent care.
- Staff and parents will make every effort to set a positive example to children by behaving in a friendly and tolerant manner themselves, promoting an atmosphere where children and adults respect and value one another.
- Practitioners will facilitate regular and open discussions with children about their behaviour. This will help children to understand the inappropriate aspects of their behaviour and enable children to have their say and be helped to think through the causes and effects of their actions.
- Practitioners will work as a team by discussing incidents and resolving to act collectively and consistently.
- Practitioners will endeavour to discuss concerns confidentially with parents at the earliest possible opportunity in an attempt to help identify the causes of inappropriate behaviour and share strategies for dealing with it.
- Children who experience bullying, racism or other unacceptable behaviour will be actively encouraged to speak to a member of staff.
- Practitioners will encourage and facilitate mediation between children to try to resolve conflicts by discussion and negotiation.

DEALING WITH INAPPROPRIATE BEHAVIOUR

When confronted with negative behaviour, staff will be clear to distinguish between 'disengaged', 'disruptive' and 'unacceptable' behaviour:

- 'Disengaged' behaviour may indicate that a child is bored, unsettled or unhappy. With sensitive interventions, staff will often be able to re-engage a child in purposeful activity:
- 'Disruptive' behaviour describes behaviour which prevents other children from enjoying themselves. Staff will collectively discuss incidents and agree on the best way to resolve them.
- 'Unacceptable' behaviour refers to non-negotiable actions and may include discriminatory remarks, violence, bullying or destruction of equipment. Staff will be clear that consequences will follow from such behaviour, including in the first instance, temporarily removing a child from the session.

When an incident of inappropriate behaviour occurs, staff will listen to the child or children concerned and hear their reasons for their actions. Staff will then explain to the child or children what was unacceptable about their behaviour and that such actions have consequences for both themselves and for other people.

Staff will make every attempt to ensure that children understand what is being said to them. Children will always be given the opportunity to make amends for their behaviour and, if appropriate, be able to rejoin the activity. Consideration will be given to the child or young



person's individual needs. Every effort will be made to communicate in the most appropriate manner in order to assist in an improvement in behaviours.

Children who need help in order to behave in an appropriate manner will be given support and consistent strategies to address the matter. Staff will seek appropriate training in order to reflect upon the triggers and effects for some children who find some aspects of the play environment stressful.

Parents will be informed of inappropriate behaviour when picking up their child. The parent will be informed of the incident, how it was dealt with and how the child responded. In the event that unacceptable behaviour persists, more serious actions may have to be taken, at all times, children will have explained to them the potential consequences of their actions.

It is recognised that an incident of unacceptable behaviour is a stressful situation for staff and children alike. However, staff will be aware that there is also a need to be mindful of confidentiality and will only discuss such incidents on a 'benefit to know' basis. Where causes of incidents suggest possible abuse, child protection procedures will be followed. Staff are reminded to follow the Link's Safeguarding Policy.

INFORMING AND CONSULTING PARENTS

Should an incident of inappropriate behaviour occur, the child's parents are informed. The parent is informed about the incident, how it was dealt with and how the child responded.

Should regular incidents of inappropriate behaviour occur, the parent and the child will be asked to attend a meeting to discuss the behaviours and how they could be rectified. Outcomes of the meeting will be discussed with the staff and any actions put into place.

The Link will risk assess behaviour wherever necessary and beneficial to do so.

Appendix A: Review & Sign-Off Log

| Date | Version | Changes | Approval Signature |
|----------|---------|--|--------------------|
| 26.07.23 | 2.0 | Policy reformatted to include document control and sign off log | H Gibson (HR) |
| 15.11.23 | 3.0 | Removal of specific training available regarding Behaviour Management. | H Gibson (HR) |
| 26.02.24 | 4.0 | Policy reformatted, added in scope section and contents page | J Leopard (CEO) |
| 25.03.25 | 5.0 | Annual policy review & sign off | J Leopard (CEO) |
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