



Family Link



Our mission: The provision of leisure opportunities for children and young adults with disabilities.

Behaviour Policy

Policy Statement

Family Link is committed to providing a safe, inclusive, supportive and enjoyable environment for all children and young people attending our clubs, activities and short break services.

We recognise that all behaviour is a form of communication and that children and young people may express their emotions, needs, wishes, anxieties or frustrations in different ways. Family Link adopts a positive behaviour support approach, seeking to understand the reasons behind behaviour and supporting children and young people to participate successfully in activities.

We are committed to promoting dignity, respect, inclusion and wellbeing for all children, young people, staff, volunteers and families.

Purpose

This policy aims to:

- Promote positive behaviour and participation.
- Ensure the safety and wellbeing of all children, young people, staff and volunteers.
- Provide a consistent approach to managing behaviour.
- Support children and young people to develop social and emotional skills.
- Ensure behaviour is managed fairly, proportionately and respectfully.
- Reduce the likelihood of incidents through proactive planning and support.

Scope

This policy applies to:

- All Family Link staff.
- Volunteers.
- Trustees.
- Children and young people attending Family Link services.



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- Parents and carers when participating in Family Link activities.

Guiding Principles

Family Link believes:

- Every child and young person has the right to be treated with dignity and respect.
- Behaviour should be viewed as communication.
- Positive relationships are central to effective behaviour support.
- Prevention is more effective than reaction.
- Support should be tailored to individual needs.
- Behaviour management should always be proportionate and in the best interests of the child or young person.
- Safety of all individuals must remain a priority.

Promoting Positive Behaviour

Family Link staff will:

- Build positive and trusting relationships.
- Get to know each child and young person's individual needs.
- Use clear and consistent communication.
- Provide structure and routine where appropriate.
- Use visual supports where beneficial.
- Offer choices and promote independence.
- Recognise and celebrate achievements.
- Encourage positive interactions with peers.
- Use praise and positive reinforcement.
- Make reasonable adjustments to support participation.



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Behaviour Support Planning

Where necessary, Family Link will:

- Gather information from parents, carers, schools and professionals.
- Identify potential triggers and behaviours of concern.
- Develop risk assessments and behaviour support plans.
- Share relevant information with staff on a need-to-know basis.
- Review support strategies regularly.

Managing Challenging Behaviour

Where a child or young person becomes distressed, anxious or dysregulated, staff will:

Use De-escalation Strategies

This may include:

- Remaining calm and reassuring.
- Using a quiet and respectful tone.
- Providing additional space.
- Reducing environmental demands.
- Redirecting attention.
- Offering sensory support.
- Supporting the young person to move to a quieter area.
- Allowing processing time.

Staff will seek to de-escalate situations at the earliest opportunity.

Physical Intervention

Family Link operates a policy of minimal and proportionate physical intervention.

Physical intervention will only be considered where:

- There is an immediate risk of harm to the child, young person or staff member
- There is an immediate risk of harm to another person.



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- There is a serious risk of property damage that could cause injury.

Any physical intervention must:

- Be lawful.
- Be reasonable and proportionate.
- Be the least restrictive option available.
- Be used for the shortest possible time.
- Be recorded and reported.

Staff must never use physical intervention as a punishment.

Where appropriate, Family Link will ensure staff receive accredited training in behaviour management and positive handling techniques.

Prohibited Practices

The following are not permitted:

- Corporal punishment.
- Physical punishment of any kind.
- Humiliation or ridicule.
- Intimidation or threats.
- Withholding food, drink or access to toilets.
- Deliberately isolating a child as punishment.
- Use of force beyond what is lawful and necessary.

Recording and Reporting Incidents

Any significant behavioural incident must be recorded.

Records should include:

- Date and time.
- Description of the incident.



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- Individuals involved.
- Triggers or contributing factors.
- Actions taken.
- Outcome.
- Any injuries sustained.
- Parent/carer notification.

Where appropriate, incidents may also be reported under safeguarding procedures.

Working with Parents and Carers

Family Link values positive relationships with families.

Where behavioural concerns arise, we will:

- Communicate openly and respectfully.
- Share information regarding incidents.
- Seek information that may help support the child or young person.
- Work collaboratively to identify strategies and solutions.

Temporary Suspension of Sessions

Family Link is committed to inclusion and will make every reasonable effort to support children and young people to continue accessing services safely.

However, where behaviour presents a significant risk to the safety and wellbeing of the child, other participants, staff or volunteers, Family Link may determine that a temporary suspension from sessions is necessary.

Such decisions will:

- Be considered on a case-by-case basis.
- Be based on a risk assessment.
- Take into account the needs of all parties involved.
- Be discussed with parents/carers wherever possible.



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A temporary suspension is not intended as a punishment but as an opportunity to review support arrangements, complete risk assessments, implement additional controls and consider any training or resources required.

Family Link will work with families and relevant professionals to consider appropriate reintroduction arrangements wherever possible.

Staff Support Following Incidents

Family Link recognises that challenging incidents can be distressing for staff.

Following significant incidents, Family Link will:

- Provide opportunities for debriefing.
- Offer support and supervision.
- Review risk assessments and support plans.
- Consider additional training requirements.

Equality and Inclusion

This policy will be implemented in accordance with:

- Equality Act 2010
- Children Act 1989 and 2004
- Working Together to Safeguard Children
- SEND Code of Practice

Family Link is committed to ensuring that behaviour is understood within the context of each child or young person's individual needs, disabilities, communication style and lived experiences.

Monitoring and Review

This policy will be reviewed annually by the Trustees and Management Team, or sooner if legislation, guidance or organisational needs change.



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Policy approved and adopted by the Family Link Board of Trustees

On the: 11th June 2026

Reviewed: by Trustee – 16th June 2026 - Brian James

Current Play Leader – Kenzie / Megan / Reneé / Emma

Current Safeguarding Trustee – Julia James – 07894 672019

Policy due for review: 11th June 2027