

Behaviour Support Policy

Policy Management	
Policy Created: <i>July 2025</i>	Document Location: <input checked="" type="checkbox"/> Bee-Able CIC website
Date of Last Review: <i>July 2025</i>	<input checked="" type="checkbox"/> Hard copy in red folder on top shelf of locked cabinet in office
Date of Next Review: <i>July 2026</i>	<input checked="" type="checkbox"/> Electronic copy on OneDrive > Documents > Policies
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Signed:	Date:

1. Purpose

This policy describes how we promote positive behaviour and support children, young people and adults to manage their feelings safely and respectfully.

2. Our Principles

We believe:

- Behaviour is a form of communication
- Everyone deserves understanding and respect
- Positive relationships are key to supporting behaviour

3. Our Approach

We will:

- Create safe, predictable environments
- Use positive reinforcement
- Set clear, consistent expectations
- Offer choices and encourage participation



- Support individuals to express their needs appropriately
- Work with families to understand triggers and strategies

4. Unacceptable Responses

Staff and volunteers must never:

- ✗ Use physical punishment or restraint (unless in an emergency to prevent harm)
- ✗ Humiliate, shout at, or intimidate service users
- ✗ Withhold basic rights or needs as punishment.

5. Behaviour Support Plans

Each service user has an individual support plan in place which may include:

- Known triggers
- Preferred calming strategies
- How to respond to behaviours safely and consistently

Support plans are reviewed regularly and updated with the person and their family/carers.

6. Staff Training

All staff and volunteers receive training in:

- Positive behaviour support
- De-escalation techniques
- Safeguarding

7. Recording Incidents

We record all significant incidents factually and share information with parents/carers as appropriate.

8. Monitoring and Review



We will review our practices regularly and this policy every year to make sure it stays relevant and effective.