



MHW Foundation CIO

Behaviour Management Policy

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Date Adopted: 12/10/2025

1. Purpose and Scope

This policy outlines MHW Foundation CIO's approach to promoting positive behaviour and managing challenging conduct among service users, staff, volunteers, and participants. It applies to all activities, services, and environments operated or supported by MHW Foundation CIO, including community sessions, workshops, and group programmes.

2. Policy Statement

MHW Foundation CIO is committed to creating a safe, respectful, and supportive environment where everyone is treated with dignity and encouraged to make positive choices. We promote understanding, compassion, and trauma-informed approaches to behaviour. No form of punishment, humiliation, coercion, or degrading treatment will ever be tolerated.

3. Aims and Objectives

This policy aims to:

- Encourage consistent, fair, and positive behaviour management practices.
- Support staff and volunteers in responding safely to challenging situations.
- Protect the wellbeing of all individuals involved in our services.
- Ensure incidents are recorded, reviewed, and used as learning opportunities.

4. Principles of Positive Behaviour Management

Our approach is based on:

- Promoting respect, empathy, and understanding.
- Recognising the impact of trauma, stress, or mental health challenges.
- Reinforcing positive behaviour through praise and encouragement.
- Setting clear, fair boundaries that are consistently applied.
- Avoiding confrontation wherever possible through de-escalation techniques.



5. Roles and Responsibilities

Trustees are responsible for approving and reviewing this policy.

Anthony Young (Behaviour Lead) oversees policy implementation and ensures staff and volunteers receive appropriate training.

All staff and volunteers are responsible for modelling positive behaviour and following procedures for managing incidents.

Lisa Vieyra (Trustee Reviewer) will independently review any serious incident involving physical intervention or harm.

6. Promoting Positive Behaviour

Positive behaviour is promoted through clear communication, structured routines, consistency, and mutual respect. Staff and volunteers are expected to model calm, professional behaviour, use encouragement, and recognise positive contributions. Behaviour expectations will be clearly communicated in ways accessible to all participants, taking into account any additional needs or disabilities.

7. Managing Challenging Behaviour

Challenging behaviour will be managed calmly, respectfully, and proportionately. Staff should seek to understand the underlying causes of behaviour, using trauma informed approaches and restorative conversations where appropriate. Behavioural responses must never include intimidation, shouting, or humiliation.

8. De-escalation and Intervention

Where challenging behaviour escalates, staff and volunteers should:

1. Stay calm and avoid confrontation.
2. Use de-escalation strategies such as distraction, reassurance, and giving space.
3. Seek assistance from another staff member if necessary.
4. Remove other individuals from the area if safety is at risk.
5. If behaviour poses an immediate risk to safety, apply physical intervention only as a last resort.

9. Physical Intervention (as a Last Resort)

Physical intervention is only permitted to prevent immediate harm to a person or serious damage to property. It must be proportionate, reasonable, and used only when all other strategies have failed. Any intervention must:

- Be carried out by trained staff or volunteers.
- Be recorded immediately after the incident.
- Be reviewed by the Behaviour Lead within 24 hours.
- Be reported to the Board of Trustees and, if safeguarding concerns arise, referred to relevant authorities.



The use of physical punishment, restraint for compliance, or any action that causes pain or humiliation is strictly prohibited. A review of all incidents involving physical intervention will be completed within 5 working days.

10. Recording and Reporting Incidents

All incidents of challenging behaviour, intervention, or restraint must be documented using the Incident Report Form within 24 hours. The Behaviour Lead will maintain a secure incident log in accordance with the Data Protection Act 2018 and UK GDPR.

11. Support and Review After an Incident

Following an incident, debriefing and emotional support will be offered to all parties involved. The Behaviour Lead will conduct a reflective review to identify learning opportunities and ensure preventative measures are in place.

12. Training and Supervision

MHW Foundation CIO will provide staff and volunteers with regular training in behaviour management, de-escalation, safeguarding, and trauma-informed practice. Supervision sessions will include reflective discussions on managing behaviour effectively and safely.

13. Confidentiality and Data Protection

Information relating to behaviour incidents will be treated as confidential and stored securely in line with the charity's Data Protection and Privacy Policy. Details will only be shared with those who have a legitimate need to know or where required by law.

14. Links to Other Policies

This policy should be read in conjunction with:

- Safeguarding Policy (Adults and Children)
- Code of Conduct
- Whistleblowing Policy
- Allegations and Complaints Policy
- Health & Safety Policy
- Data Protection and Privacy Policy

15. Monitoring and Review

This policy will be reviewed annually or sooner if required by legislation, incident outcomes, or organisational learning. Findings from incident reviews will inform updates to this policy and future training programmes.



16. Trustee Sign-Off

This Behaviour Management Policy was approved and adopted by the Trustees of MHW Foundation CIO on 12 October 2025.

Signed: *A Young* (Anthony Young, Chair of Trustees)

Dated: 12 October 2025