



Behaviour Management Policy

Registered company no. 12760014
ICO Registration Number: ZB615860
Reviewed: August 2025

Statement of Commitment

All staff and volunteers are expected to model positive, respectful behaviour and maintain professional boundaries at all times. Our approach promotes a safe, calm, and supportive environment for children, clients, and colleagues.

Professional Behaviour

- Treat all children, clients, families, and colleagues with respect, patience, and fairness.
- Remain calm and professional in all interactions, even when under pressure.
- Use de-escalation, empathy, and clear communication to manage challenges.
- Never use shouting, ridicule, or physical punishment in any circumstances.

Responding to Conflict or Distress

- Prioritise safety and wellbeing in any situation involving heightened emotion or conflict.
- Seek supervision or support when managing difficult dynamics or safeguarding concerns.
- Record and report any incidents or near-misses promptly, following safeguarding procedures.

Accountability and Reflection

- Staff are expected to engage in reflective practice and regular supervision.
- Behaviour that breaches professional standards or policy will be addressed promptly through supervision or formal procedures.

Compliance & Review

- Adhere to all relevant legislation, professional standards, and organisational policies.
- This policy is reviewed at least annually or whenever statutory guidance or organisational practices change.
- Next review date: August 2026



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