



Severn Mentoring
Behaviour Management & Code of Conduct Policy
(Community & Alternative Provision Context – September 2025)

1. Purpose and Scope

This policy sets out how Severn Mentoring promotes positive behaviour, wellbeing and respectful relationships across its community-based mentoring and alternative provision work.

It applies to all staff, volunteers, contractors and learners engaged in mentoring, tuition, or off-site activities delivered on behalf of Severn Mentoring.

Our approach aligns with statutory expectations for behaviour and safeguarding across England and Wales, including:

England:

- *Behaviour in Schools* (DfE, 2024)
- *Searching, Screening and Confiscation* (DfE, 2022)
- *Use of Reasonable Force* (DfE consultation response 2025)
- *Keeping Children Safe in Education* (2025)
- *Working Together to Safeguard Children* (2023)
- *Education and Inspections Act* (2006)

Wales:

- *Keeping Learners Safe* (Welsh Gov, 2023)
- *Rights, Respect, Equality – Anti-Bullying Guidance* (2019)
- *Reducing Restrictive Practices Framework* (2021)

This policy must be read alongside:

- Severn Mentoring Safeguarding & Child Protection Policy
- Lone Working Policy
- Missing Persons Policy
- Exploitation & Prevent Policy

2. Ethos and Behaviour Statement

At Severn Mentoring, we believe **positive behaviour grows from connection, not control**. We recognise that many of the young people we support have experienced disrupted

education, trauma, or inconsistent adult relationships.

Our behaviour approach is therefore **relational, restorative and rooted in respect**.

We aim to:

- Create **safe, trusting relationships** where young people feel valued and heard.
- Teach emotional regulation, communication and self-control through mentoring practice.
- Model positive language, empathy and calm consistency.
- Reinforce clear, realistic boundaries that prioritise safety and wellbeing.
- Use restorative conversations rather than punitive sanctions.
- Support each learner to understand the impact of their actions and make positive choices.

Every interaction is an opportunity to teach and to model the behaviour we want to see.

Our staff embody the company ethos:

“Where Opportunity Meets Potential.”

3. Code of Conduct

For Staff

All Severn Mentoring staff must:

- Model professionalism, integrity and respect at all times.
- Follow safeguarding principles (KCSIE / Keeping Learners Safe).
- Treat each young person fairly, without prejudice or discrimination.
- Maintain clear and appropriate professional boundaries.
- Communicate calmly and clearly; never use sarcasm, shouting or humiliation.
- Use mobile devices and vehicles safely and professionally during community sessions.
- Never meet mentees outside authorised sessions or contact them via personal social media.
- Record all sessions, incidents and disclosures accurately and promptly.
- Work within agreed risk assessments and safety plans.

For Learners

We teach mentees that respect and safety work both ways. Expectations are expressed positively:

- Treat people, property and the community with respect.
- Listen and communicate openly.
- Follow the mentor's guidance during activities and trips.
- Be kind, stay safe, and ask for help if worried or angry.

4. Training of Staff

All staff undertake a **tiered training programme** to ensure safe and consistent practice:

Induction (prior to any unsupervised work):

- Safeguarding (KCSIE or Keeping Learners Safe)
- Behaviour and de-escalation approaches
- Equality, diversity and inclusion

- Lone working, dynamic risk assessment and emergency procedures
- Recording and reporting expectations

Ongoing Development:

- Annual safeguarding refresh
- Trauma-informed practice and attachment awareness
- Managing conflict and restorative conversations
- Positive handling and reasonable force (only for designated staff)
- Mental health first aid and emotional regulation training (where relevant)

Supervision sessions provide staff with reflective space to discuss incidents, review approaches and plan support for complex cases.

5. Anti-Bullying Statement

Severn Mentoring has **zero tolerance for bullying, harassment or discrimination** in any setting — whether between mentees, staff or community members.

We define bullying as *repeated behaviour that intentionally hurts another individual or group, physically or emotionally, involving an imbalance of power.*

Our prevention strategy includes:

- Building empathy and emotional literacy through mentoring discussions.
- Addressing prejudice and stereotypes openly.
- Encouraging young people to report concerns promptly.
- Modelling kindness, tolerance and restorative repair.

Procedure:

1. Any bullying allegation is recorded immediately.
2. The DSL reviews whether a safeguarding threshold is met.
3. Staff work with both parties to restore safety and understanding.
4. Parents/carers and referring schools are informed.
5. Patterns are monitored; repeat issues trigger targeted interventions.

We are guided by the **Equality Act 2010** and the **Rights, Respect, Equality** framework (Wales).

6. Use of Reasonable Force

Physical intervention is a **last resort**, only used to prevent **immediate danger to a child or others**, serious damage to property, or to stop behaviour that risks significant harm.

Staff must always prioritise **de-escalation** and **safety planning** before any physical intervention.

Key principles:

- Only trained and authorised staff may use physical intervention.
- Use must be **reasonable, proportionate and necessary**.
- Techniques that restrict breathing or cause pain are strictly prohibited.
- Every incident is **recorded on the same day**, reported to management and, in line with DfE 2025 guidance, **parents/carers are notified** of any significant event.
- Debriefs take place with both the learner and staff involved to identify triggers and prevent recurrence.

- Injuries or distress are treated and logged immediately.

In Wales, Severn Mentoring follows the **Reducing Restrictive Practices Framework**, ensuring any intervention is rights-based and time-limited.

7. Managing Behaviour in the Community

Because mentoring takes place primarily off-site, risk assessment and preparation are key.

Staff must:

- Complete a **dynamic risk assessment** before and during sessions.
- Choose safe, supervised public spaces wherever possible.
- Carry mobile communication, emergency contacts and first aid.
- End sessions safely if behaviour poses risk.
- Record all incidents or near misses promptly.

Mentors model respect for the community — including behaviour on public transport, in cafés, leisure centres or outdoor spaces. Mentees learn that they represent themselves and the Severn Mentoring ethos at all times.

8. Restorative and Reflective Practice

When incidents occur, Severn Mentoring focuses on **repair, reflection and learning**.

Restorative conversations involve:

1. Understanding what happened.
2. Exploring who was affected.
3. Discussing how to make things right.
4. Planning what can be done differently next time.

This approach strengthens trust, reduces repeat incidents, and builds accountability and empathy.

9. Partnership Working

Severn Mentoring works closely with:

- Referring schools and local authorities
- Parents and carers
- Community venues and sports clubs
- External professionals (social workers, educational psychologists, YOS etc.)

Behaviour plans and incident records are shared appropriately to ensure consistent support and early intervention.

10. Recording and Review

All incidents — including verbal aggression, withdrawal, damage to property or use of reasonable force — must be:

- Recorded on the same day
- Reviewed by a senior manager and DSL
- Shared with parents/carers and the referring agency if significant
- Analysed termly to identify patterns and inform practice

11. Roles and Responsibilities

- **Directors:** Oversee policy implementation, training and data review.
- **Designated Safeguarding Lead:** Ensures safeguarding integration and multi-agency liaison.
- **Service Leads/Supervisors:** Support reflective practice and ensure incident quality assurance.
- **Staff:** Apply this policy consistently, uphold Severn Mentoring values and maintain accurate records.

12. Monitoring and Review

This policy is reviewed annually or sooner if statutory guidance changes.

Termly audits track incident data, staff feedback and training needs.

Policy updates are communicated to all staff and partners.

13. Linked Documents

- Safeguarding & Child Protection Policy
- Lone Working Policy
- Missing Persons Policy
- Exploitation and Prevent Policy
- Health & Safety Policy

Approved by: Directors / DSL

Next Review: October 2026

Applies to: All Severn Mentoring community and tuition delivery