

Section A: Membership process for appointing providers to the Challenging Behaviour – National Strategy Group

This document sets out the process for appointing service providers to the Challenging Behaviour – National Strategy Group (CB-NSG) on a biannual basis.

Please note this membership process is solely for provider members. For information about the general CB-NSG membership process, please visit the [membership](#) page on our website.

The CB-NSG is driven by lived experience and includes members with lived experience alongside stakeholders from across health, education, and social care as well as professional bodies, regulators, and academics. Service providers play an important role in ensuring that children, young people, and adults live rewarding and fulfilling lives and are therefore a key stakeholder of the CB-NSG.

Three umbrella organisations (VODG, ARC England, and the National Care Forum) hold permanent seats on the CB-NSG. Due to strong interest from providers in joining the CB-NSG, individual provider members are appointed for a fixed two-year term. To maintain a balanced and representative membership, no more than three places are available for individual service providers.

The membership process set out below has been developed to ensure appointments are transparent, consistent, an efficient use of Steering Group members' time and aligned with the values of the CB-NSG as set out in the [Challenging Behaviour Charter](#).

Appointment process

1. A call for expressions of interest in CB-NSG membership will be circulated to CB-NSG core members, associate members, and other networks by the Senior Policy Officer approximately every two years. The exact timing will be determined by the Policy Lead, Family Support Lead, and CEO.
2. The expression of interest will request that providers complete an application form (see Appendix A) by a fixed date.

Due diligence

3. The CBF Policy Lead will review the completed application forms and share the names of provider applicants with the Family Support Lead. The Family Support Lead will search records from the previous 2 years to identify any concerns raised about the named providers such as:
 - Preventable deaths
 - Safeguarding concerns
 - Breaches of rights e.g., Human Rights Act, Equality Act, MCA, DOLS etc. due to the action (or inaction) of the provider
 - Contact restrictions

- Formal complaints against the provider

The Family Support lead will anonymise and summarise details of any concerns ensuring that all identifiable information is removed.

4. The Policy Lead will add relevant information to the application form along with any information from due diligence checks of inspection reports and media activity.

Consultation and decision making

5. The Policy Lead will ask the CB-NSG Steering Group to review the membership applications.
6. A minimum of three Steering Group members including a member of the Steering Group who is a family carer will review the application forms and score them in line with the criteria in appendix B.
7. The Steering Group will make recommendations on provider membership appointments to the CEO.
8. The CBF CEO will review applications, due diligence findings, and the recommendations of the CB-NSG Steering Group. Following this review, the CEO will make the final decision on appointments.

Appointments

9. Successful providers will be notified of their appointment by the Policy Lead.
10. Appointments will be communicated to successful providers by the Policy Lead. They will be invited to share the news on social media using copy provided by the CBF.
11. Unsuccessful providers will be notified of the decision by the Senior Policy Officer or Policy Lead.
12. Both successful and unsuccessful applicants may reapply for membership in the next term.

Any queries regarding membership can be directed to the CBF by email:
nationalstrategygroup@theecbg.org.uk

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Section B: Complaints or concerns regarding CB-NSG members

All CB-NSG members sign up to the [Challenging Behaviour Charter](#) as a condition of membership of the group. Where there are concerns that members are not behaving in accordance with the charter, the Steering Group reserves the right to review CB-NSG membership.

This procedure sets out a short process for reviewing Challenging Behaviour National Strategy Group (CB-NSG) membership where concerns have been raised.

This may include a complaint or concern received by the Challenging Behaviour Foundation, a concern raised by a CB-NSG Steering Group member, or adverse publicity.

1. Any of the following should be shared with the Policy Lead and CEO where they pose a risk to the reputation of the CBF or CB-NSG: serious concerns about a CB-NSG core member, a complaint about a CB-NSG core member, or adverse media coverage relating to a CB-NSG core member.
2. All complaints should be processed in line with the CBF complaints procedure. In addition, the Policy Lead and CEO will review the information and decide whether it warrants scrutiny by the Steering Group member in relation to core membership.
3. Any information requiring further action will be shared with the CB-NSG Steering Group by the Policy Lead. If this happens, the core member will be contacted and informed that their membership has been temporarily suspended while the complaint is investigated and/or the CB-NSG Steering Group reviews the information. A broad summary of the information will be shared with the member. Where applicable, details will be redacted so that the complainant or source of information cannot be identified. Suspension from the CB-NSG is a neutral position to allow time for information to be considered.
4. The CBF complaints procedure will be completed in full before the Steering Group are asked to advise. At this point the Steering Group will be asked to review the information and advise the CEO on next steps. Potential next steps include no further action and removal of the suspension, a fixed period suspension or removal of core membership. Any member who has been suspended and re-instated will revert to full CB-NSG core member with the same rights and responsibilities as other members.
5. The CEO will review the recommendations of relevant CBF staff and the Steering Group and make a final decision.
6. The CBF will write to the core member to advise them of the decision, the reason for it and the date the membership has been reinstated or ceased.
7. Membership records will be updated to reflect any changes by the Senior Policy Officer.

8. Any member who has membership removed will not be eligible to reapply for CB-NSG membership in future unless there is a substantive change in circumstances e.g. new leadership team.

All decisions should be documented clearly. The Policy Lead is responsible for record keeping.

Appendix A: Application form

CB-NSG Core Membership – Provider Application Form

Please note this application form is solely for provider organisations. If you are interested in CB-NSG membership but are not a provider, please visit the [membership](#) page on our website.

Information about you

1. Your name	
2. Job title	
3. Address	
4. Phone number	
5. Email address	

Information about your organisation

6. Organisation name	
7. (If you are not the CEO of the organisation) Has your application been approved by your CEO? <i>(Please note that core members are expected to attend 2 meetings a year and to fund their own travel to in person meetings)</i>	
8. How many people with learning disabilities and behaviour described as challenging do you currently support?	
9. What area(s) are your services provided in?	
10. Have you signed the Challenging Behaviour Charter ?	

11. In the box below please provide brief details of the services and support offered by your organisation. Max 300 words (Please note attachments/links will not be accepted).

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12. Please describe how your company has showed innovation in the delivery of services/support to people with learning disabilities whose behaviour is described as challenging and their families.
Max 300 words (Please note attachments/links will not be accepted)

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13. How do you involve people with learning disabilities and family carers in governance and service improvement?

Max 300 words (Please note attachments/links will not be accepted)

14. How do you uphold the rights of individuals with learning disabilities whose behaviours that challenge?

Max 300 words (Please note attachments/links will not be accepted)

15. Please provide evidence of positive feedback from individuals with learning disabilities and/or family carers who use your services/support in the box please or attach this to your completed application form. *Please ensure that any personal information is appropriately redacted.*

16. What contribution do you feel you could make to the National Strategy Group?

Max 300 words (Please note attachments/links will not be accepted)

17. Please list other organisations and networks you are linked to in the box below.

Due diligence – for completion by CBF staff only

18. Care Quality Commission (CQC) or Ofsted ratings over the last 10 years	<i>List inspection outcome and dates over the last 10 years (with links)</i>
19. Media coverage in last 5 years	<i>Summary of media coverage in last 5 years (with links)</i>
20. CBF Family Support Service	<i>Details of concerns raised about provider e.g.</i> • <i>Preventable deaths</i> • <i>Safeguarding concerns</i> • <i>Breaches of rights e.g., Human Rights Act, Equality Act, MCA, DOLS etc. due to the action (or inaction) of the provider</i> • <i>Contact restrictions</i> • <i>Formal complaints</i>

The closing date for applications is **(add date)**. Applications received after this date will not be considered.

Please return your application form by email to
nationalstrategygroup@thecbf.org.uk

Appendix B: Provider Score sheet

All criteria will be scored on a scale of 0-4.

0 = Unacceptable. No response and/or information provided is deemed inadequate to merit a score

1 = Poor. Poor answer with little relevant detail

2 = Satisfactory. Okay answer with some detail

3 = Good. Good response with good detail

4 = Excellent. Excellent response with high-quality detail

Criteria	Comments	Score
1. Compliance with regulatory standards		
2. Best practice and innovation in the services and support delivered		
3. Promotion of individuals rights in service delivery		
4. Evidence of positive feedback from the people who use their services/support		
5. Involvement of people with lived experience in governance and/or service improvement initiatives.		
6. Ability and commitment to actively contribute to the work of the CB-NSG		
7. Links to other relevant projects and networks		
Total score		

Please note any other comments e.g. lived experience of accessing services or relevant experience of working with the provider

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Recommendation

The provider is:

☐ Appointable

☐ Not appointable

☐ Unsure

Please note any comments below:

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