

BEHAVIOUR POLICY

POLICY ACTION CARD

Scope

- Applies to all students, staff and adults working in the school environment.
- Covers behaviour expectations across classrooms, wards, shared spaces, routines, rewards, consequences and safeguarding-related incidents.
- Links to wider safeguarding, restraint, violence reduction and search procedures.

Purpose

- Create a calm, positive and safe learning environment where students can access education and thrive.
- Promote self-esteem, empathy, respect, responsibility and fair treatment for all.
- Use a trauma-informed approach that understands behaviour as communication and supports unmet needs.

Policy Essentials

- Positive behaviour is built through routines, clear expectations, praise, rewards and strong relationships.
- Responses should be personalised, restorative and proportionate to the student's developmental and mental health needs.
- Serious incidents, bullying, discriminatory behaviour, sexual harassment/violence and physical intervention must be managed safely and recorded.

Staff Requirements

- Build trusting, respectful relationships and maintain high expectations with dignity and consistency.
- Use accessible communication, clear routines, descriptive praise and restorative conversations.
- Record incidents, safeguarding concerns and any physical intervention in line with school procedures.

Accountability

- Maintaining positive behaviour is a shared responsibility across the whole school community.
- Staff are accountable for consistent implementation, timely recording of incidents and appropriate follow-up.
- Senior leaders review behaviour trends, ensure consistency and review the policy annually.

This **Policy Action Card** is a handy quick reference guide.
All relevant staff must still read and understand the Policy on the following pages.

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1. AIMS

1.1. This policy aims to:

- Create a calm and positive environment so that students can access the full range of learning opportunities.
- Promote achievement through appropriate expectations of work and behaviour - celebrating accomplishments but also educating where behavioural adjustments are necessary.
- Implement mental health and trauma-informed approach to behaviour in our school, so that communication of an unmet need is considered.
- Ensure that students are taught about expected behaviour in a range of environments and also appropriate ways to deal with challenges they may face.
- Ensure that students value the rights of each individual.

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2. PRINCIPLES OF OUR BEHAVIOUR POLICY

- To raise students' self-esteem.
- To promote/develop empathy and respect for self and others.
- To develop a sense of self-discipline and an acceptance of responsibility for own actions.
- To develop an awareness of and adherence to expected behaviour.
- To encourage students to value the school environment and its routines.
- To ensure that students are confident of their right to be treated fairly.
- To empower staff to determine and request expected behaviour from everyone.
- To acknowledge that maintaining good behaviour within the school is a shared responsibility.
- To ensure that positive behaviour is always recognised.
- To work within a positive, proactive and reflective approach to behaviour management.
- To ensure the policy is fully understood and is consistently implemented throughout the school.
- To ensure effective mechanisms are in place for the monitoring and evaluation of this policy.
- To ensure the rights and responsibilities of all members of the school community.

3. LEGISLATION

3.1. This policy is based on legislation and advice from the Department for Education (DfE) on:

Active Behaviour & Discipline Legislation

- **Education and Inspections Act 2006 (Section 89 & 93A)**: Empowers headteachers to enforce discipline, penalise non-compliance outside school premises, and establishes the legal baseline for staff to use force.
- **Education Act 2011**: Provides the legal authority for screening, searching, and confiscating prohibited items from pupils without prior parental consent.
- **Equality Act 2010**: Mandates that schools cannot discriminate when administering discipline and must make "reasonable adjustments" for pupils with Special Educational Needs and Disabilities (SEND).
- **The Education (Independent School Standards) Regulations 2014**: Legally forces academies, free schools, and independent schools to maintain rigid, written behaviour and anti-bullying strategies. [1, 2, 3]

Safety & Safeguarding Legislation

- **Education Act 2002 (Section 175)**: Enforces a statutory duty on local authorities and school governing bodies to protect children from harm and promote welfare.
- **Children Act 1989 & Children Act 2004**: Establishes legal accountabilities for local child protection, care planning, and multi-agency intervention.
- **Safeguarding Vulnerable Groups Act 2006**: Legally requires schools to bar compromised individuals from teaching via standard Disclosure and Barring Service (DBS) checks.
- **The Childcare (Disqualification) and Childcare Regulations 2018**: Governs strict legal criteria regarding who is banned from providing early-years or wrap-around care in a school setting.

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Statutory Guidance.

These documents carry **the force of law**. Under UK administrative law, schools must comply with them unless there is an exceptional, documented reason not to do so:

- **Keeping Children Safe in Education (KCSIE)**: The primary legal framework governing safer recruitment, peer-on-peer abuse, and internal safeguarding disclosures.
- **Working Together to Safeguard Children**: Sets the required legal parameters for how schools interact with social services and the police.
- **Restrictive Interventions, Including Use of Reasonable Force, in Schools**: Establishes a mandatory legal duty to officially record every instance of physical control or seclusion and report it directly to parents.

Non statutory advice and guidance.

- **Behaviour and discipline in schools: advice for headteachers and school staff**, February 2024.
- **Supporting pupils with medical conditions at school**. September 2014
- **Special Educational Needs and Disability Code of Practice**. September 2024 update.
- Schedule 1 of the **Education (Independent School Standards) Regulations 2014**; paragraph 7 outlines a school's duty to safeguard and promote the welfare of children; paragraph 9 requires the school to have a written behaviour policy and paragraph 10 requires the school to have an anti-bullying strategy.
- **Mobile phones in schools**: Guidance for schools. 2026.
- **Sharing nudes and semi-nudes: advice for education settings working with children and young people** (updated March 2024)
- **Sharing nudes and semi-nudes: how to respond to an incident (overview)** (updated March 2024)

4. KEY BELIEFS

4.1. At Cygnets Schools we believe that:

- Students want to behave well.
- Behaviour is a means of communication – we must ensure that all students are supported to communicate their needs safely and appropriately.
- With the right support and intervention, students can learn to improve their behaviour.
- Mistakes are part of the learning process, and we recognise that all of our students are at different stages of this process.
- Some of our students have additional needs which may impact on their behaviour, and their ability to communicate their own needs effectively.
- All adults can learn strategies to support students to improve their behaviour.
- Students achieve well through appropriate expectations of work and behaviour with praise, reward and celebration.
- It is our duty to promote the rights of children, as outlined by the United Nations Convention on the Rights of the Child (UNCRC), 1989.

Adults can support the students in our school by:

- The quality of our relationships with each other and them.
- The quality of our provision.
- A well-informed understanding of their needs.
- The appropriate scaffolding and support we put in place.
- Working in close partnership with professionals, parents and carers.

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- Listening to the student and ensuring that they are able to contribute their own views and opinions about the support that they receive.

The scaffolding and support consist of:

- Accessible modes of communication.
- Clear and realistic expectations.
- Rules (implicit and explicit).
- Routine.
- Modifying our language in terms of volume, cadence and fit for our audience.
- Rewards.
- Restorative conversations and appropriate reparation if needed.
- Descriptive praise.
- Fair and predictable responses to both negative and positive behaviour.

5. KEY BELIEFS EXPLAINED

5.1. We believe that:

Students want to behave well

Our students are happy when they behave well and when that behaviour is recognised and acknowledged by adults and their peers.

Behaviour and Communication

- How students behave gives us important information about how they are feeling. Supporting them to communicate effectively is a very important part of supporting them to behave appropriately.
- Students with additional needs will need a personalised approach to behaviour management and consideration must be given to their mental health needs, and pre-existing levels of stimulation and engagement, and their verbal communication skills and understanding of social boundaries and behaviours.
- Students can learn to improve their behaviour. Our students may find behaviour for learning difficult, and this needs supporting and scaffolding as we do with academic learning.
- As adults, we must consider the complex needs of our cohort; we must also have realistic expectations about the rate of progress a student will make when learning to adapt or develop new behaviours.
- Some of our students will learn in small, incremental steps over a very long period of time.

Mistakes are part of the learning process.

- We support our students to understand the impact of their actions and get it right the next time. This is achieved through modelling, positive relationships and restorative conversations.

All adults can learn strategies to support student to improve their behaviour.

- All staff have had a unique combination of personal and professional experiences, training and experiential learning, in relation to supporting students.
- At Cygnet Schools we encourage all staff to reflect on what may be the underlying issues that drive or trigger behaviour in our students, and to think

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about ways of responding to challenging behaviour in a non-judgemental and supportive way.

- This can be very difficult, especially if a student is behaving aggressively or targeting others. As a school we will support staff to develop their own emotional resilience through professional support. This may be peer to peer, group or individual support, and can draw on a range of expertise within school and beyond (Line Managers, Educational Psychologists, CAMHS, etc.).
- All adults must be committed to developing their practice and sharing their skills and experiences. This is a commitment to ongoing professional development. Our commitment to Coaching and Mentoring, reflective practice, training and peer support improves performance and professional competence.

Adults can support our students by the quality of their relationships between each other and them

- Our relationships are supported and developed using the principles of our company values of integrity, empower, respect, care and trust.
- The quality of relationships with our students are crucial, each adult is a significant adult for them. To foster successful, enabling relationships we need to:
 - Actively build trust and rapport.
 - Have high expectations for all students. When we demonstrate our belief in them, it supports them to succeed and exceed what they thought possible.
 - Treat students with dignity and respect at all times.
 - Listen respectfully to the student and value their input.
 - Make informed judgements about how/when to respond.
 - Always give students a fresh start as required.
 - Consider what might be behind the behaviour; why the student is behaving in this way. There will always be a reason: the behaviour is a symptom of something that we need to identify.
 - Keep our word – and if, for some reason, we are unable to honour a commitment to a student, to communicate clearly and honestly about why this has happened.
 - Identify the strengths in the student. These need to be shared with the student and built upon. When a student cannot do this for themselves, advocate for them within the team or professional group.
 - Apologise if you make a mistake. You are modelling this for the student, and this will support you to build trust and respect.
 - Demonstrate emotionally intelligent behaviour at all times. Seek help if you are finding it difficult to manage your feelings about a student.
 - Quietly, calmly and firmly hold appropriate boundaries for students.
 - Seek support from wider professional networks to problem-solve exceptionally challenging behaviour.
 - Be non-judgemental about our students' life experiences.
 - Use evidence and existing information to inform our planning for them.

The quality of our provision:

- 5.2. If we are able to meet students' needs during his/her admission into hospital, it is more likely that challenging or unhelpful behaviour will decrease or stop over a reduced period of time.

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- 5.3. To do this we need to follow the APDR approach (assess, plan, do, review) which in this setting means that we:
- Accurately assess the students' needs.
 - Plan to meet those needs with specific reference to the MDT plans drawn up by their professional group e.g. equipment, staffing, mental health needs, additional needs.
 - Support the student to develop high levels of resilience and have high expectations for every student.
 - Support students to raise their self-esteem, so that they believe that they can succeed. This will be facilitated by use of praise and offering a bespoke and varied curriculum which fosters success in all areas.
 - Provide positive reinforcement when things are going well and minimal feedback/tactical ignoring for low level undesirable behaviours.
 - Notice and share information about what motivates and engages each student.
 - Personalise learning to ensure that we meet each student at his/her point of development.
 - Review and evaluate plans on a regular basis, making adaptations and changes where necessary.
 - Where appropriate, include the student in the review, target-setting and evaluation process for outcomes measurement, using appropriate language and methods (self-assessment).
 - Give the students feedback on progress in a supportive way that makes sense to them, focusing particularly on their achievements and what they need to do to make further progress.
 - Praise the students for their specific achievements, i.e. descriptive praise and do this often.
 - Actively teach the students behaviour for learning with a focus on the unexpected action, not the individual.

The scaffolding and support we put in place

- 5.4. Rules support positive behaviour. They should be:
- Few in number.
 - Developmentally appropriate and agreed with students.
 - Communicated in a way that the students can understand.
 - Stated in the positive (e.g. things we are going to do).
 - Regularly referred to and reviewed by all staff with students.
 - Appropriate to the activity and environment.

Routines

- 5.5. Routines must be explicitly taught. The more consistency there is over routines, the easier it is for our students. Routines also support behaviour for learning. They should be:
- Explicit.
 - Communicated in a way the student can understand.
 - Promote progress toward independence.

Restorative conversations

- 5.6. Restorative conversations can be used to address negative behaviours. These conversations may happen during the school day or later, and practitioners will use

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restorative language and questions to allow students to understand the impact of their behaviours. Where appropriate social stories or visual supports such as 'comic strip conversations' may be used. These conversations:

- Increase student's sense of responsibility.
- Regard mistakes as part of learning.
- Remove the struggle for power.
- Are positive.
- Where appropriate, overtly link responsibility, choice and consequence.
- Help them to take responsibility.
- Help them to manage their own behaviour.
- Increase their independence.

- 5.7. **Appendix 3** is our suggested structure for restorative conversations, as this will help encourage metacognitive thinking.

Promoting the rights of children

- 5.8. UNCRC articles that we particularly aim to promote through this behaviour policy include:

- Article 3: The best interests of the child must be a top priority in all decisions and actions that affect children.
- Article 12: Every child has a right to express their views, feelings and wishes in all matters affecting them, and have their views considered and taken seriously.
- Article 28: Every child has a right to an education. Discipline in schools must respect children's dignity and their rights.
- Article 29: Education must develop every child's personality, talents and abilities to the full.

6. REWARDS AND CONSEQUENCES

(consequences are 'sanctions' in context of the independent school standards).

School systems

- 6.1. In a Cygnet School our staff promote the values of having **integrity**, being **trustworthy, empowering** our students, and promoting **mutual respect** in a **caring environment**. In addition, we also expect our students to do the same and will encourage this by rewarding those who demonstrate these behaviours (and by making it clear how this can be achieved by modelling these in our daily practice).

Rewards

- 6.2. This school rewards good behaviour, as it believes that this will develop an ethos of kindness and co-operation.
- 6.3. This policy is designed to promote and celebrate good behaviour rather than merely aiming to deter anti-social behaviour. Incentive schemes are in place to recognise achievements.
- 6.4. Students will be rewarded for good attendance (see attendance policy) and most improved attendance. Further to this, individual recognition may be awarded for good pieces of work and consistency.

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- 6.5. Students are also rewarded for demonstrating the Cygnet values. Periodically a student panel is assigned to review what this looks like in school (see below)

Integrity	How do we show this in school?
Empower	How do we take control of our own education and decisions about our future career?
Respect	What ways do we demonstrate this in school?
Care	How do we show this in school?
Trust	How do we build and maintain this in school?

Review date: 20 April 2027

Consequences

- 6.6. We believe that students have to understand that there are consequences in society for certain behaviours that are unacceptable. As a specialist school with a unique cohort such as ours, a 'one size fits all' approach to consequences is inappropriate.
- 6.7. Unexpected behaviour in school or disregard to the values we expect to see may result in consequences such as:
- Reflection time that may take place on ward, to reflect on feelings behind the behaviour.
 - Withdrawal of education in the school. Where it is deemed unsafe for the student to take part, education would still be offered on ward.
 - If appropriate, social stories can be used to support understanding and where needed used as part of a student's consistent routine and to support ongoing reflective/restorative conversations.
 - A restorative conversation, if possible, including the member of staff involved.
 - Reparation (for example fixing an item that a student may have damaged).
 - A bespoke care plan may be written around specific behaviour management strategies that would be reviewed by MDT.
 - Time arranged to complete work that may have been missed; this may take place after school or during a break time, if appropriate.
- 6.8. Where behaviour that may be deemed 'low level' is repeated (despite application of approaches outlined in this document and also delivered to staff through training), there may be a need to apply consequences accordingly.
- 6.9. Where behaviour is threatening to staff and students' health and safety, action taken by staff must be immediate and appropriate to prevent immediate and further harm. This applies to bullying and racist incidents where consequences are outlined in whole hospital policies and sexual harassment and sexual violence.
- 6.10. Zero-tolerance approach to sexual harassment and sexual violence.
- 6.11. The school will ensure that all incidents of sexual harassment and/or violence are met with a suitable response and never ignored.
- 6.12. Pupils are encouraged to report anything that makes them uncomfortable, no matter how 'small' they feel it might be.

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- 6.13. The school's response will be:
- Proportionate.
 - Considered.
 - Supportive.
 - Decided on a case-by-case basis.
- 6.14. The school has procedures in place to respond to any allegations or concerns regarding a child's safety or wellbeing. These include clear processes for:
- Responding to a report.
 - Carrying out risk assessments, where appropriate, to help determine whether to:
 - Manage the incident internally.
 - Refer to early help.
 - Refer to children's social care.
 - Report to the police.

Please refer to [Appendix 1](#) and our [safeguarding policy](#) for more information.

- 6.15. Levels of unacceptable behaviour.

We divide unacceptable behaviour into three broad bands*

*See [Appendix 2](#) for examples of such behaviours, with necessary adult intervention process and possible actions/consequences. These are to be explored further at professional development sessions with the group behaviour lead).

Level 1: Low level behaviour that can be effectively managed within a classroom environment by the school staff.

Level 2: More serious negative behaviour that is not easily managed within the classroom, or persistent level 1 behaviour. School staff may involve ward staff. We will always attempt to redirect students using positive behaviour strategies. Notification of other staff and informal involvement of the education lead may be required.

Level 3: Very serious negative behaviour, or persistent level 2 behaviour. Formal involvement with ward staff, head of education and parents/carers as appropriate.

All negative behaviours are logged on the school tracker.

Discriminatory language/incidents

- 6.16. Any incidents motivated by hatred including elements of racism, homophobia, sexism or those that relate to disability, gender presentation or religion are not acceptable within our school's community. They should be dealt with in line with this policy, with further advice and a coordinated response from MDT.
- 6.17. They **must** be recorded appropriately, including all follow-up actions. There are occasions where some children use discriminatory language without understanding or as a direct result of their current mental health presentation. However, it's

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impact is just as damaging, and this must be viewed as an opportunity to dispel ignorance and teach children how to be respectful to each other. In light of this, additional support may be needed for those affected by discrimination against their protected characteristics. This will be provided by both the school and other MDT members, with victims of hate crimes being given the opportunity and support to report this to the police should they wish to. Any actions relating to incidents involving discriminatory behaviours and language must be dealt with in a timely fashion for both the perpetrator and the victim(s).

- 6.18. The impact of these behaviours on others is proactively discussed and explored within RSE/PHSE curriculum.

Use of mobile phones by students

- 6.19. Students should not bring their mobile phone to school; these should be kept on ward and turned off/on silent. Should a student require their phone for educational purposes this must be agreed by the headteacher before being brought into school (any such agreement will be time limited and subject to conditions set out in the 'CAMHS device contract for mobile phone use') Any access to mobile phones required to support a medical need (such as an insulin monitoring app for a diabetic student) will be discussed on a case by case basis and reasonable adjustments made to the policy.

Physical intervention

- 6.20. The Behaviour policy must be considered alongside our **Restraint and Violence Reduction** policy and **Positive and Safe Care: Reducing Restrictive Practice** Policy. Physical intervention (known as positive handling or restraint) is only used as a last resort. It is not used as a behaviour management strategy – it is used when there is a risk to the safety of a student or others. The focus of this training is on de-escalation rather than needing to physically intervene with students.
- 6.21. At times mental health can impact emotional regulation in our students for this reason behavioural incidents can lead to a decline in mental health presentation. Should this escalate to a level that requires physical intervention our staff follow the above Cygnet policies.

7. MONITORING AND REVIEW

- 7.1. This policy will be reviewed formally on an annual basis.

8. STANDARD FORMS, LETTERS AND REFERENCES

- 8.1. This behaviour policy is linked to the following internally Cygnet policies:
- **Safeguarding in Schools**
 - **Restraint and Violence Reduction**
 - **Self-harm risk reduction and management**
 - **Search**

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Appendix 1 - Sexual harassment and sexual violence

Promoting appropriate sexual behaviours

At Cygnet Schools students are taught to understand what good and healthy sexual behaviour means.

Our PHSCE curriculum covers important areas such as:

- Consent
- What respectful behaviour looks like
- Body confidence and self-esteem
- Healthy relationships

Support for victims

The school will endeavour to ensure victims are kept at a reasonable distance from the alleged perpetrator(s) while in the school as set out on page 128 of KCSIE.

We will always listen to the victim(s), and their wishes will inform the schools response when making decisions on further actions.

Support to the alleged perpetrator(s)

Always condemn the behaviour, not the student.

Sometimes when pupils demonstrate harmful sexual behaviour (HSB) towards one another, it's because they're communicating their own experience of abuse.

Offer them a safe space to explain what may have happened to them, and to discuss how their actions weren't appropriate. Take advice from MDT.

Have a plan in place to help them modify their behaviour – this may involve counselling or adaptations to their clinical care.

Malicious allegations

In all cases where an allegation is determined to be unsubstantiated, unfounded false or malicious, the school (in collaboration with the hospital safeguarding lead and/or local authority designated officer (LADO), where relevant) will consider whether the student who made the allegation is in need of help, or the allegation may have been a cry for help. If so, a referral to children's social care may be appropriate. The school will also consider the pastoral and/or mental health needs of staff and students accused of misconduct. Please refer to our child protection and safeguarding policy for more information on responding to allegations of abuse against staff or other students.

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Appendix 2 – Behaviour case studies to exemplify the tiered approach

Example 1 – Level 1 Behaviours

Context:	
A student who is a new admission is struggling to engage with any learning in the classroom and refuses to start any work. This is a level 1 behaviour example. Possible responses to the behaviour include:	
Immediate responses:	Longer term responses
<ul style="list-style-type: none"> The teacher/TA or HLTA moves to work one to one with the student, to identify the barrier (such as not understanding the work, feeling unwell, feeling overwhelmed etc.) or assess the trigger for this behaviour. The member of staff provides direct support that allows the student to engage, such as reading for them, scribing, breaking down the task into small steps. The member of staff offers an alternative, therapeutic activity based on the students' interests and skills. 	<ul style="list-style-type: none"> A reflective conversation is held with the student and the class teacher to explore what was behind the behaviours shown. Diagnostic work is used to identify difficulties and skill gaps. Cognition and learning skills are explored (such as reading, writing) to identify any barriers to accessing the curriculum. MDT discussion is used to identify any concerns, or things in the students care plan that may be impacting on their motivation and behaviours (such as new medication, poor sleep hygiene etc.) The students' education pathway is adjusted to suit their presentation, and focusses on more therapeutic activities for an agreed period of time

Example 2 – Level 2 Behaviours

Context:	
A student is disturbing the learning of their peers within the classroom by talking loudly, swearing and banging on the table. This is a repeat of behaviours that were seen during a previous education session. As this is a repeated and persistent lower-level behaviour, it is considered to be a level 2 incident. Possible responses to the behaviour include:	
Immediate Responses:	Longer term responses:
<ul style="list-style-type: none"> The teacher speaks to the student, explaining that their behaviour is inappropriate, and reminding them about using positive and inoffensive language at all times. The student is told that a continuation of the behaviour will result in them being moved from the classroom with immediate effect. If that behaviour still persists, the student is removed to complete their work elsewhere (for example in a quiet room with one-to-one support, or to the communal space on the ward). It may be 	<ul style="list-style-type: none"> A reflective conversation is held by the class teacher with the student within a day of the incident. Education staff model and support the development of the student's language skills and strategies to help them express their needs effectively (such as RAG cards to ask for help with work, or timeout))

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appropriate to use MAPA de-escalation techniques.	
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Example 3 – Level 2 Behaviours

Context: A student with ASC and sensory needs has brought a large blanket into school from her bedroom and wishes to remain wrapped in this for the duration of the lesson. Ward staff have previously arranged for her to leave the blanket in a safe place on the ward when she comes to school, but on this particular day the member of ward staff who facilitated this is absent. Asking the student to unwrap herself from the blanket and hand it over has no positive outcome, and they appear to become more distressed and resistant to giving the blanket to education staff. This is considered to be a level 2 behaviour, as it requires a joint and consistent approach between ward and education staff. Possible responses to the situation include:	
Immediate responses:	Long Term Responses:
<ul style="list-style-type: none"> • Reassure the student that they are able to keep their blanket for that day and offer the opportunity for some time out in the quiet room with a known adult that they trust. • Engage the student with an activity that they are comfortable and confident with for the remainder of that session. • Later that day/session, speak to the student to agree a plan going forwards so that they understand what the routine will be for storing their blanket on the ward, and feel reassured that their needs will be met. 	<ul style="list-style-type: none"> • Speak to ward staff to ensure that all are aware of the routine for storing the student’s blanket safely on the ward before coming to education. • Explore the possibility of the student using a small piece of blanket as a familiar comforter in school. • Speak to the SENCO or make an OT referral to gain an understanding of the student’s sensory needs and strategies that could be utilised in school. • Provide some alternative sensory items in school to support the student’s needs, such as a weighted blanket, or a weighted soft toy. • Discuss the sensory needs of the student in MDT / ward round. • Establish a morning routine where a member of education staff meets the student on ward and reminds her about storing her blanket safely, before then walking her to education.

Example 4 – Level 3 Behaviour

Context: A peer-on-peer bullying incident which originated on the ward has resulted in one of the students targeting the other during education sessions by making unkind personal comments and references to the student’s ongoing mental health difficulties and family history. Because this behaviour has already been exhibited (both on the ward and in school), and is targeted, personal and likely to impact on the wellbeing of the other student it is considered to be a Level 3 incident. Possible responses to the situation are outlined below:	
Immediate Responses:	Longer term responses:

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<ul style="list-style-type: none"> • Members of staff remove both students from this situation, directing them to different locations. It may be appropriate to use MAPA de-escalation techniques. • The perpetrator is supported to return to ward and completes their education on ward for the remainder of that day. • The head teacher speaks to the perpetrator to ensure that they understand the unacceptable nature of their behaviour, and the likelihood of consequences (sanctions) if this is repeated. • A focussed restorative / reflective discussion involving education and ward staff takes place with that student before the end of the day. • The victim is supported to discuss the incident, and how it made them feel, and is supported to return to the classroom as soon as they feel safe and able to do so. • Staff log the incident on datix/pinknotes/school bullying log 	<ul style="list-style-type: none"> • Ward staff produce a safeguarding plan, and communicate this, and any updates, to the school at morning handover on a day-to-day basis. • Education staff adjust in school groups to ensure that the two students are working in different rooms. • Arrival times to school are staggered to ensure minimal contact. • Psychology staff complete a one-to-one support session with the victim as soon as possible after the incident and feed this back-to-school staff. • An MDT discussion about the behaviour takes place in ward round, and parents or carers are made aware of the incident, and the ongoing support plan (for both students) • The perpetrator is supported with a bespoke PSHE session in school to explore the consequences of bullying behaviour. • School staff monitor the situation and intervene swiftly in the event of any recurrence.
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Appendix 3 – Restorative/reflective conversation prompts

What went wrong?

When negative behaviour occurs, start by asking what went wrong. Allow the student to explain in their own way, while you listen, clarify and then paraphrase. The following script is a good way to manage the conversation:

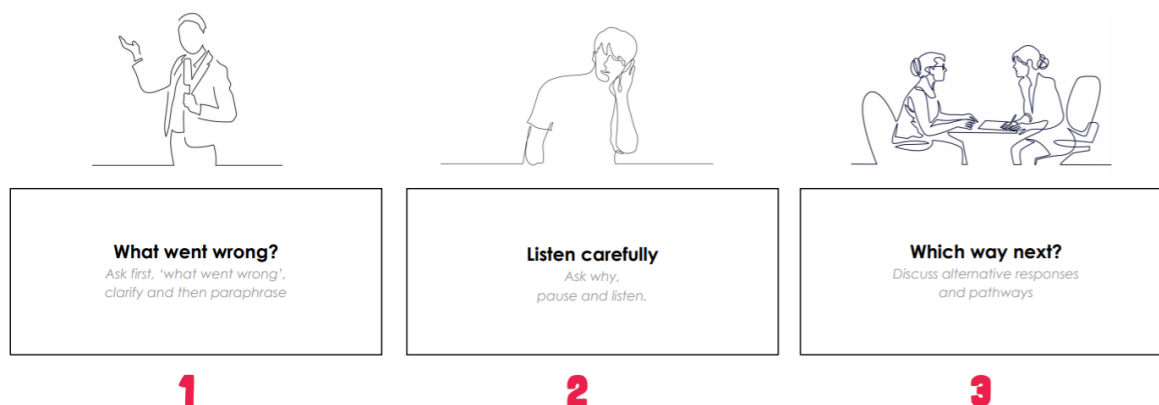
1. Praise - confirm good work from the past
2. Probe - ask why
3. Identify - select 2 or 3 options to take
4. Plan - narrow the solutions to one clear action
5. Lock - ask the student to summarise the conversation.

Listen Carefully

When you have established what went wrong, ask why. Again, listen carefully. If the student isn't sure, prompt with questions. For example, 'Imagine if... describe to me...' or 'How could you have ... instead of ...?' If they are still not sure, just tell them.

Which way next

Once you know why, ask: 'Which way next?' Discuss alternative responses and reactions, and their consequences. Where possible, always offer a choice to the student, but make sure that you select what those choices are...



Why it matters? As adults, we often spend time thinking about what went wrong, why and what should happen next. This strategy helps students to practise the skill of self-reflection. **Tip** - Don't try to have these conversations when emotions are flying high - allow the student sufficient time to calm down.

Version History

Archive versions can be obtained from policies@cygnethealth.co.uk and a detailed list of updates from [myPolicy/Policy Updates](#)

Version	Date Published	Approver	Role	Reason
cv1	14-02-2019	Jo Dexter	Director of Quality Assurance	Integration
cv2	28-08-2020	Jo Dexter	Director of Quality Assurance	Routine Review
cv3	04-03-2021	Jo Dexter	Director of Quality Assurance	Routine Review
cv4	13-04-2023	Jo Dexter	Director of Quality Assurance	Routine Review
cv5	07-05-2024	Jo Dexter	Director of Quality Assurance	Routine Review

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cv6	06-05-2025	Jo Dexter	Director of Quality Assurance	Routine Review
cv7	07-07-2026	Jo Dexter	Director of Quality Assurance	Routine Review