

APPENDIX 3: FIRST CALL REFERRAL PROCEDURE



Part 1: The use of first call referral in response to a behaviour and conduct concern

First Call is a means by which staff can request additional assistance in dealing with students who have:

- Broken the *Student Code of Conduct* and are not responding to the appropriate escalating corrective steps. In a classroom context, this would often mean a student explicitly or implicitly refusing to obey instructions from a teacher or intentionally distracting other students after the sanctions above have been given out, including a detention..
- Are very unsettled for reasons that might or might not be related to that particular classroom context and are at risk of creating or escalating conflict or confrontation with either other students or the teacher.
- Seriously breached the *Student Code of Conduct* in such a manner that they need to be immediately removed from a classroom; in the context of a lesson, this could include:
 - Fighting.
 - Intentional damage of school property.
 - Open and continued defiance towards staff or refusal to obey instructions multiple times from members of staff.
 - Serious sexual misconduct including offensive language of a sexual nature.
 - Serious instances of different types of bullying, as defined in the *Child-on-Child Abuse Policy*. This would include offensive language directed at other students.
 - Gratuitously offensive language.
 - Theft.
 - Verbal/physical abuse against staff or students.
 - Verbal/ physical aggression towards others with intention to cause harm.
 - A serious breach of the *IT Agreement or Health and Safety Agreement*.

It is also to be used for other urgent, non-disciplinary situations, such as to look for a student who has not arrived at a lesson, because a student has become very distressed in a lesson, or for other emergency situations that might arise in a classroom context that are not always related to conduct.

How to request First Call

If a teacher requires First Call in their classroom, they ring First Call (1111). The First Call member of staff will always carry the First Call phone with them and will collect this from Reception at the start of the lesson. The First Call member of staff will spend their period 'on First Call' proactively patrolling the corridors, ensuring students are working hard and building character in lessons.

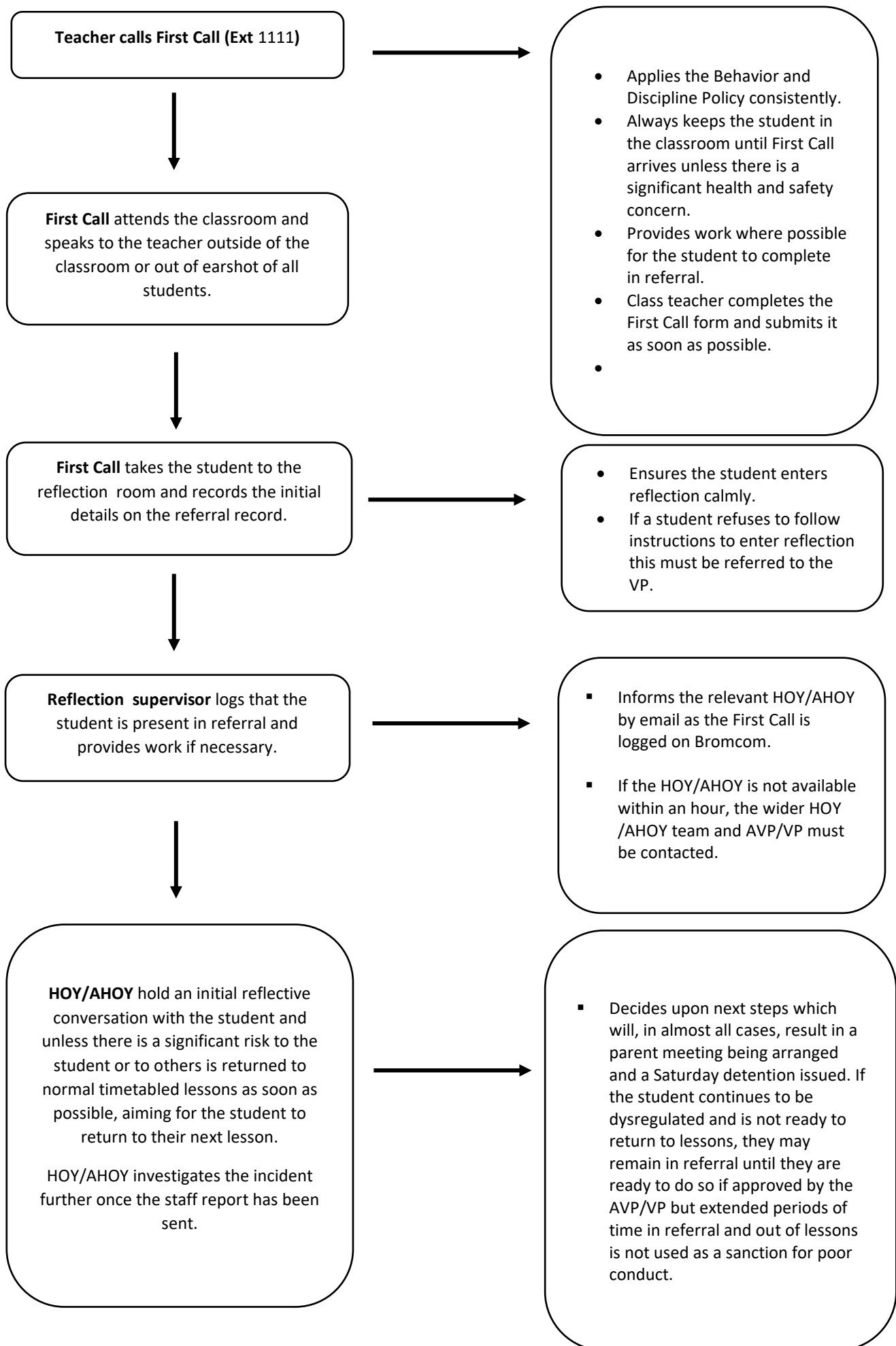
How does First Call work?

Figure 1 outlines the First Call response that should always be followed if:

- A student has been issued with all corrective steps in the Behaviour and Discipline Policy by their teacher for poor conduct, yet their conduct does not subsequently improve.
- A serious breach of the code of conduct has occurred as outlined above.

In both cases, the student will be removed from the classroom and taken to reflection where further investigation will take place and next steps considered.

Fig 1. First Call procedure



Deciding upon the next steps

The application of possible sanctions must be consistent. However, this does not mean that the sanctions are applied mechanistically. Each student and context is unique and sanctions or other further actions should therefore be tailored by taking into account how the approach may differ due to the College's knowledge of the student's individual needs. This includes disadvantaged students or those with SEND needs and the form that staff complete following a First Call referral requires them to make clear if they have met the needs of the student in the classroom based on their individual requirements.

It is also appropriate to take into account mitigating/aggravating factors that have affected the student's conduct when taking a decision upon the course of action. If a student is not willing to reflect upon their own actions and take responsibility during the reflective conversation with the pastoral team, this will also be considered when taking a decision upon the course of action. **Fig 2. Next steps**

First Call level response	Typical conduct issues, which prompt a First Call request	Immediate sanction	Further actions and sanctions
1	<p>Low-level poor conduct, such as shouting out, distracting other students, talking when asked to be quiet, or questioning a teacher's judgement.</p> <p>The student's conduct is likely to have resulted in a warning being written in the study file, and a detention being issued, but the student is persisting in their poor conduct/or is unsettled.</p>	<p>The student remains in reflection I until the end of the lesson in which the reflective conversation has taken place. This should take place within an hour of the student entering referral in most cases.</p>	<p>The Head of Year/AHOY will record the details of the incident on Bromcom as a First Call and email the summary to parents/carers requesting a parent meeting.</p> <p>A Saturday detention is issued to the student to be sat at the earliest opportunity which is set automatically via Bromcom. If a student receives more than one first call in a week they will also receive loss of social time and if more persistent may be referred to the VP.</p>
2	<p>Seriously breached the <i>Student Code of Conduct</i> in such a manner that they need to be immediately removed from a classroom.</p>	<p>The student remains in reflection I whilst the incident is referred to the Assistant Vice Principal/Vice Principal. This should take place immediately as the student should not spend unnecessary time in the reflection room.</p> <p>The Vice Principal will decide upon the course of action which may include further sanctions such as social time or after school detention or a referral for a suspension.</p>	<p>The Head of Year/AHOY will record the details of the incident on Bromcom as a First Call and email the summary to parents/carers.</p>
3	<p>A student is very distressed or upset and cannot remain in a lesson due to this. This is not related to poor conduct.</p> <p>OR</p> <p>The student continues to be dysregulated and returning to</p>	<p>Remove student from lesson, speak to them and use professional judgement as to the appropriate next steps and refer as necessary.</p> <p>It might be that the student can go to the next lesson or needs to be referred for specialist welfare support.</p>	<p>The pastoral team will liaise with the student welfare team regarding the ongoing care and support necessary for the student.</p>

	lesson may result in further poor conduct.		
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Part 2: The reflection room

The reflection room is not used as a sanction for poor behaviour but is a room that students are referred to whilst appropriate intervention takes place before returning to lessons quickly, almost always the lesson after the one they were removed from. This process allows students to reflect upon their actions. There are a set of expectations placed upon students whilst spending time in the reflection room and a procedure for the admittance of students and their reintegration back to lessons.

Emmanuel College does not use isolation or an 'isolation room' as a discipline sanction to keep students out of lessons.

The expectations for students in the reflection room are displayed throughout the reflection room to ensure that they are always visible. These expectations are also communicated to students upon entry to reflection.

General expectations

All students should:

- Sit where the member of staff asks them to without hesitation.
- Remain silent at all times.
- If they require something, they should put their hand up and wait to be asked.
- Not communicate with other students at any time.
- Ask permission if they need to leave their seat.
- Sit up straight and adopt a purposeful approach to the work that is provided.
- Ensure that their conduct does not disrupt the silence of the room by maintaining focus on their work; poor conduct such as tapping, swinging on a chair, sighing or similar is prohibited.
- Keep their work area in excellent condition at all times and free of rubbish.
- Prepare to take part in a restorative conversation by completing the reflective work in a mature manner.

Lunchtime

If a student is referred to the reflection room and will not be able to return to lessons before lunchtime as they await a restorative conversation, the reflection room supervisor will call First Call to collect lunch for the student. The expectations in the room do not change at lunchtime.

Toilet breaks

As with all other lessons, students can go to the toilet if needed. The student should go straight to the toilet and return immediately to reflection, using the toilets closet to the reflection room on the top floor corridor. The time they leave is noted in their study file.

Procedure for admittance and reintegration

Referral of students

A student will be placed in the reflection room if they have been removed from a lesson after a First Call referral. This incident will be referred to the Head of Year (HOY)/Assistant Head of Year (AHOY) to decide upon the course of action (*please see First Call Procedure*).

If a student is placed in the reflection room as the result of a First Call, the member of staff on duty in the reflection room logs the First Call on Bromcom and adds the student's name to the admittance register. They then send a reminder to the member of staff making the referral to complete the First Call referral form as soon as possible.

Admittance of students to referral

When a student is brought to reflection, they should be asked to sit at a table.

The member of staff referring the student to referral will:

- Complete Section 1 of the reflection admittance form.

The member of staff supervising the reflection room will:

- Log the First Call referral for the student which will auto generate an email for HOY/AHOY and class teachers to alert them and request work to be sent for the student to complete.
- Send an email to the member of staff making the referral to remind them to complete the First Call referral form as soon as possible.

The student will be asked to complete Section 2 of the admittance form in preparation for their reflective conversation. The student may need to take some time on this and must complete this activity.

Purposeful and productive work in referral

Once the student has completed the reflection activities, they will be asked to complete work provided from their lesson. Every effort should be made to ensure that the student has work that is appropriate provided by their teachers from the lesson they have been removed from. If needed, First Call staff can be contacted to collect work from a teacher.

On the rare occasion when a student is waiting for work or has finished the work that has been set to a sufficient standard, there will be general resources provided in the reflection room such as:

- A range of reading materials.
- Textbooks and revision guides from each department.
- Core subject workbooks appropriate for KS3 and KS4.
- General resources such as literacy, numeracy and problem-solving tasks.

Work that has been completed by the student should be kept by the student and handed in to their teacher after they leave reflection.

Restoration and reintegration to lessons

Before a student is reintegrated to lessons, they should take part in a reflective conversation held by a HOY/AHOY or other member of staff as appropriate, e.g., the Assistant Vice Principal/Vice Principal. The student will be asked to talk through their actions, the impact of them and be prepared to make amends with those who were affected.

The member of staff carrying out the reflective conversation will complete Section 3 of the admittance form. If a student does not engage in the conversation effectively and is not ready to make amends and admit wrongdoing, then this will be referred to the Assistant Vice Principal/Vice Principal who will consider the next steps.

The HOY/AHOY will record the reason for being in reflection on Bromcom and use this to email parents. The admittance form will be stored in the reflection room and should be returned there by the HOY/AHOY.

Unacceptable student conduct in reflection

If a student does not meet the expectations of the reflection room, they are given a warning, and this is recorded on the reflection log and in the student's study file. If this poor conduct persists, the student is referred to the Vice Principal and the consequence is likely to be a suspension.