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Marshfield CE VC Primary School

Staff Operational Procedure: Recognising, Reporting, and Managing Anti-Bullying Incidents

School Leadership:	Mrs. Bolt (Headteacher & DSL)
Deputy DSLs:	Mrs. Tilley & Mr. Looker-Jones
Key Recording System:	CPOMS (Child Protection Online Management System)
Governing Body Oversight:	Mr Campbell (Chair), Mrs. Bradley (Safeguarding Governor), Mrs. Gough (Foundation Governor)

At Marshfield CE VC Primary School, creating a safe, caring, and respectful environment is everyone's responsibility. In accordance with our Behaviour Management Policy, Safeguarding Policy, and Keeping Children Safe in Education (KCSIE 2026), this operational procedure establishes the mandatory 5-step process for all staff when an allegation or observation of bullying occurs.

Step 1: Recognise & Immediate Response

1.1 Distinguish Bullying from Disagreements:

Staff must assess whether the behaviour constitutes bullying under the S.T.O.P. framework (Several Times On Purpose). Bullying is repeated, targeted, and intentional hurtful behaviour (verbal, physical, emotional/social, cyber, or prejudice-based). Single accidental incidents or one-off peer fallouts should be addressed through immediate classroom conflict resolution rather than anti-bullying escalation.

1.2 Immediate Reassurance & Listening:

When a child approaches staff or an incident is witnessed:

- Ensure immediate physical and emotional safety.
- Listen calmly and non-judgmentally using open TED questions (Tell me, Explain to me, Describe to me).
- Reassure the pupil that they were right to report it (Start Telling Other People).
- Clearly explain that confidentiality cannot be promised where safety and safeguarding are concerned.

Step 2: Report to Leadership & Record on CPOMS

2.1 Mandatory Leadership Notification:

All allegations of bullying must be reported immediately to the Class Teacher and the Headteacher (Mrs J. Bolt). If the Headteacher is offsite or unavailable, staff must report directly to a member of the Senior Leadership Team (SLT) / Deputy DSLs (Mrs P. Tilley or Mr T. Looker-Jones).

2.2 Same-Day CPOMS Recording Standards:

The receiving staff member must record the incident on CPOMS before leaving school on the same day. The entry must contain:

- The pupil's verbatim words without adult interpretation, assumptions, or summarisation.
- Precise contextual facts: date, time, specific location (e.g., Year 1 shelter, playground boundary, classroom corridor), and nature of behaviour.
- Names of all involved pupils, witnesses, and staff present.
- Immediate de-escalation, comfort, or protective steps taken.

Step 3: Headteacher / SLT Investigation & Action

3.1 Formal Investigation Protocol:

The Headteacher (or designated SLT lead) will conduct a prompt, fair investigation. Interviews are held separately with the reporting child, the child accused of bullying, and peer witnesses to establish a clear picture without causing further anxiety.

3.2 Decision-Making, Consequences & Support:

- Restorative Problem Solving: Apply 'No Blame' problem-solving discussions to build empathy and agree on specific behavioral commitments.
- Graduated Sanctions: Issue proportioned consequences under the Behaviour Policy (e.g., loss of break privileges, structured playground reflection outside the Year 1 shelter, internal or external suspension for severe/persistent bullying).
- CPOMS Logging: The Headteacher logs all formal findings, risk assessments, and action plans on CPOMS.

Step 4: Parental Communication & Engagement

- Direct Contact: The Headteacher or Class Teacher contacts the parents/carers of both pupils on the same day or within 24 hours.
- Supportive Approach: Discussions focus on explaining the facts, outlining the support provided to the victim, and detailing the restorative steps/consequences for the instigator.
- Data Protection & Confidentiality: Staff must ensure that information shared with parents focuses solely on their own child. Details or disciplinary sanctions relating to other children must remain confidential.

Step 5: Post-Incident Monitoring, Green Zone Return & Governance

- Structured Check-Ins: Class teachers and TAs conduct scheduled check-ins (at 1 week, 2 weeks, and 1 month post-incident) to ensure bullying has ceased and no retaliation has occurred.
- Zones of Regulation Support: Adults actively guide both children back to the Green Zone (safe, calm, happy, and ready to learn).
- Governance & Trend Audit: Anti-bullying records on CPOMS are audited termly by the Headteacher and reviewed with the Safeguarding Governor (Mrs E. Bradley) and Chair of Governors (Mr H. Campbell) to ensure rigorous accountability.

Summary: 5-Step Staff Workflow At-A-Glance

Step	Action Required	Responsible Party
Step 1	Recognise S.T.O.P. behaviour, offer immediate safety & listen non-judgmentally using TED questions.	All Staff / TAs / Midday Supervisors
Step 2	Report to Headteacher (or SLT if HT away) and log verbatim details on CPOMS same day.	Observing Staff / Class Teacher
Step 3	Investigate separately, apply restorative 'No Blame' steps or sanctions, log decisions on CPOMS.	Headteacher / SLT
Step 4	Contact parents/carers of both pupils. Outline support and actions while preserving privacy.	Headteacher / Class Teacher
Step 5	Conduct scheduled check-ins (1, 2, 4 weeks), termly governor audit.	Teaching Team/ Headteacher