

Protocol for Informing Parents / Carers

Protocol for Informing Parents/Carers about Use of Reasonable Force or Restraint

This is legal guidance from [Gov.uk](https://www.gov.uk) and **must** be adhered to.
[Restrictive interventions, including use of reasonable force, in schools - GOV.UK](https://www.gov.uk/guidance/restrictive-interventions-including-use-of-reasonable-force-in-schools)

Purpose

This protocol sets out how and when we will notify parents/carers if reasonable force, restraint, or other restrictive interventions have been used with their child, in line with the Department for Education guidance effective from **1 April 2026. This is non-negotiable and a legal and statutory requirement.**

This is any intervention that limits or restricts movement, which includes, but is not limited to the following:

- Blocking exits / entry points
- Preventing students from leaving or entering a room
- Removing mobility aids

Definition

Reasonable force means **any** physical contact used by a member of staff to control or restrain a pupil where it is necessary to prevent harm to the pupil or others, damage to property, or serious, prolonged disruption, and always using the minimum force necessary for the shortest time required.

This also includes seclusion, which is keeping a pupil confined to a place away from others and preventing them from leaving.

At Meadow High School, all staff are trained in Team Teach™ annually or biannually and are expected to use the techniques taught. More information about 'Team Teach' can be found on their website at www.team-teach.co.uk

Team Teach™ is a flexible framework of responses to support pupils' changing needs.

- 95% or more of all incidents should be managed without recourse to physical intervention
- the de-escalation of situations is a priority, using a variety of skills and strategies.
- gradual and graded positive handling techniques are based on providing the maximum amount of care, control and therapeutic support for the shortest possible time necessary to ensure the safety of all concerned.

Recording Incidents

All significant incidents involving reasonable force, restraint, seclusion, or other restrictive interventions must be recorded as soon as practicable, and **no later than the same day on cpoms.**

Records should include:

- Pupil name and details
- Date, time and location
- Description of the incident and why action was necessary and in the pupil's best interests
(use ABCF template as stipulated on cpoms)
- Type and duration of reasonable force used (use drop down on cpoms)
- Any injury or follow-up support offered
- Relevant triggers and de-escalation strategies attempted prior to intervention.

Parent/Carer Notification

Timing: Parents/carers will be informed as soon as practicable after the incident and **no later than the same day** that reasonable force or restraint has been used.

Communication **must** be made by telephone call followed by written confirmation (email) to ensure clear communication and so that parents/carers have a record of the details.

The written communication to parents/carers will include, at minimum:

- Date, time and location of the incident
- Why the intervention was assessed as necessary
- What type and degree of force/restraint was used
- Approximate duration of the intervention
- Any injuries or first-aid/medical support provided
- Next steps and available support for the pupil (where appropriate)

Please see template on tab 2 / 3 for more information.

Exceptions

In limited circumstances, the statutory duty to notify parents/carers does not apply if school staff reasonably believe that making a report would **likely result in serious harm** to the pupil. If the student is on a Child Protection or a Child in Need plan - please speak to a DSL / DDSL (your relevant AHT) before calling. See list here: [CP / CiN](#)

If the pupil is not on either plan, the protocol as above must be followed and parents / carers informed.

Follow-Up and Support

A follow-up meeting or phone call will be offered where appropriate to discuss the incident, answer questions, and agree any support or adjustments needed for the pupil.

Staff involved in the incident will receive an opportunity for debrief and review to support wellbeing and continuous professional development.

Telephone Script

Telephone Script – Informing Parents of an Incident

Hello, this is [Staff Name] calling from Meadow High School. Am I speaking with [Parent/Carer Name]?

I'm calling to inform you about an incident involving [Pupil Name] that occurred today.

The incident took place at approximately [time] in [location within school]. During this time, [brief factual description of what happened]. Staff assessed the situation and determined that intervention was necessary in order to ensure the safety of [the pupil / other pupils / staff].
Reference ISSP if relevant.

Prior to the physical intervention, staff attempted several de-escalation strategies which are recorded in [Pupil Name] ISSP, including [mention strategies used, e.g., verbal reassurance, offering space, redirection, or co-regulation]. However, the behaviour continued/escalated, and staff needed to intervene.

As a result, [type of restraint/physical intervention] was used for approximately [duration]. The intervention was used only for the minimum time necessary to manage the situation safely.

Following the incident, we checked on [Pupil Name] and provided support. State whether there were any injuries or confirm that there were no injuries. Mention any follow-up support offered, e.g., time with a trusted adult, peer support, time to regulate.

We have recorded the incident in line with school procedures, including the details of what happened, the triggers observed, and the steps taken before the intervention. We will be sending this to you via email by the end of the school day.

Do you have any questions about what I've shared, or is there anything you would like us to be aware of that may help support [Pupil Name]?

Thank you for your time, and please feel free to contact the school if you would like to discuss this further.

Parent / Carer Letter

Email Script – Informing Parents of an Incident

Dear [Parent/Carer Name],

Thank you for time on the phone earlier today.

As discussed, I am writing to summarise the incident that took place today involving [Child's Name].

On [date] at approximately [time], a member of staff used reasonable force to ensure the safety of [Child's Name] / other pupils / staff. This action was taken because [brief, factual explanation of what was happening and why intervention was necessary].

Prior to the physical intervention, staff attempted several de-escalation strategies which are recorded in [Pupil Name] ISSP, including [mention strategies used, e.g., verbal reassurance, offering space, redirection, or co-regulation]. However, the behaviour continued/escalated, and staff needed to intervene.

The intervention involved [brief description of the type of physical intervention used] and lasted for approximately [duration]. The minimum force necessary was used for the shortest time required to manage the situation safely.

Following the incident, [Child's Name] was given time and support to regulate and reflect. *[Include details of any first aid provided, if applicable.]* We have also spoken with them about what happened and how we can support them moving forward. *[share examples of reflective documentation or regulation strategies moving forward].*

As required by statutory guidance, we are informing you as soon as practicable and no later than the same day of the incident. If you would like to discuss this further, please do not hesitate to contact the school.

Our priority is always the safety and wellbeing of all pupils, and we remain committed to working in partnership with you to support [Child's Name].

Kind regards,

Welcome Pack Letter

Relational Behaviour and Positive Handling at Meadow High School

Dear Parents/Carers,

At Meadow High School we aim to provide a learning environment that is free from fear and safe from harm. We have policies and procedures in place which are followed by all our staff to try to secure the best learning and development for our pupils.

We are an inclusive school which tries to meet the needs of all our pupils regardless of their level of required support. The majority of young people regulate well in school and this behaviour is acknowledged and valued. However, some pupils, at times, because of the nature of their SEND difficulties, may need additional help to manage their dysregulation. We recognise all behaviour as a form of communication and as a school, follow a Relational Behaviour approach.

Our health and safety commitment to pupils and staff means that we will carry out a risk assessment to foresee and reduce the risks presented occasionally by a pupil's behaviour.

This may result in the use of physical intervention and support by staff to ensure the pupil's own safety, the safety of other pupils and staff, or so that property is not seriously damaged.

Team Teach™ is the chosen approach to positive handling adopted by us at Meadow High School to manage behaviours that are dangerous, either to the individual or others.

Team Teach™ is a flexible framework of responses to support pupils' changing needs.

- 95% or more of all incidents should be managed without recourse to physical intervention
- the de-escalation of situations is a priority, using a variety of skills and strategies.
- gradual and graded positive handling techniques are based on providing the maximum amount of care, control and therapeutic support for the shortest possible time necessary to ensure the safety of all concerned.

Team Teach™ is an approved body which provides an accredited training framework designed to reduce risk and, through working together, help safeguard our school community. At Meadow High School we train all teaching and support staff in Team Teach™ positive handling strategies through an ongoing programme of training and refresher courses. We have six authorised trainers in school.

All incidents of positive handling are reported, recorded, monitored and evaluated in line with the DfE guidance "Restrictive interventions, including use of reasonable force, in schools - GOV.UK"

Parents/carers will be informed as soon as practicable after the incident and **no later than the same day** that reasonable force or restraint has been used.

Communication **must** be made by telephone call followed by written confirmation (email) to ensure clear communication and so that parents/carers have a record of the details.

The Local Authority will be informed as appropriate of any incident involving a pupil being held with a more restrictive hold.

As a parent or carer you should be assured that all staff are committed to providing a safe and productive learning environment for all. If you have any questions concerning the use of physical interventions or the Team Teach™ approach please do not hesitate to contact the School.

More information about Team Teach™ can be found on their website at www.team-teach.co.uk

Article 23:- 'A child with a disability has the right to live a full and decent life with dignity and independence, and to play an active part in the community.'

