

Lunar Hub

Behaviour and Relationships Policy

Policy Owner: Lunar Hub Leadership Team

Policy Reviewed: May 2026

Next Review Date: May 2027

Applies To: All staff, learners, and visitors



1. Purpose

At Lunar Hub, we believe positive relationships are central to successful learning, emotional regulation, and personal development.

This policy outlines how Lunar Hub promotes:

- safe learning environments
- respectful relationships
- positive behaviour
- emotional wellbeing
- restorative approaches
- consistency and accountability

Our approach is trauma-informed, relational, and supportive while maintaining clear expectations and boundaries.

2. Aims

Lunar Hub aims to:

- provide a safe, calm, and inclusive environment
- support learners to regulate emotions and behaviour
- build trusting relationships between staff and learners
- promote respect, responsibility, and resilience
- reduce barriers to education
- support learners with SEMH, SEND, EBSA, and additional needs
- manage behaviour consistently and fairly
- use restorative approaches wherever appropriate

3. Legal Framework

This policy is informed by:

- [Keeping Children Safe in Education \(KCSIE\)](#)
- [Behaviour in Schools Guidance](#)
- [SEND Code of Practice](#)

- [Equality Act 2010 Guidance](#)
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4. Guiding Principles

At Lunar Hub:

- all behaviour is viewed as communication
- relationships come before sanctions
- consistency creates safety
- regulation must come before reasoning
- staff model calm, respectful behaviour
- learners are treated with dignity at all times
- restorative conversations are prioritised over punitive responses

We recognise that many learners accessing alternative provision may have experienced:

- trauma
- exclusion
- anxiety
- adverse childhood experiences
- disrupted education
- unmet SEND needs

Behaviour responses should always consider underlying needs.

5. Expectations for Learners

Learners are expected to:

- treat others with respect
 - follow reasonable instructions
 - engage positively in learning
 - use appropriate language
 - maintain a safe environment
 - respect property and equipment
 - avoid behaviours that place others at risk
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6. Expectations for Staff

Staff are expected to:

- build positive professional relationships
- remain calm and regulated
- use de-escalation strategies

- apply boundaries consistently
- avoid shouting, humiliation, or confrontation
- recognise triggers and additional needs
- record significant incidents appropriately
- seek support when needed

Staff must never:

- use degrading language
- intentionally shame learners
- use unnecessary physical intervention
- engage in power struggles
- use behaviour strategies that discriminate against protected characteristics or SEND needs

7. Positive Behaviour Approaches

Lunar Hub promotes positive behaviour through:

- relationship-building
- predictable routines
- consistent boundaries
- praise and encouragement
- restorative practice
- personalised support
- emotionally safe environments
- differentiated learning
- sensory and regulation support where appropriate

Positive reinforcement may include:

- verbal praise
- achievement recognition
- certificates
- rewards systems
- positive communication home/school

8. De-escalation Strategies

Staff should use de-escalation before sanctions wherever possible.

Strategies include:

- calm communication

- giving processing time
- reducing audience attention
- offering regulated spaces
- restorative dialogue
- movement or sensory breaks
- clear choices and expectations
- distraction and redirection

Where a learner becomes dysregulated:

- safety becomes the priority
- staff should reduce confrontation
- additional support may be requested
- safeguarding procedures followed where necessary

9. Behaviour That May Require Intervention

Examples include:

- persistent disruption
- unsafe behaviour
- verbal aggression
- discriminatory language
- bullying
- damage to property
- refusal to follow safety instructions
- online misuse
- physical aggression

Responses will always consider:

- age
- SEND needs
- trauma history
- risk level
- proportionality

10. Consequences and Sanctions

Consequences may include:

- restorative conversations
- reflection activities

- temporary removal from activity
- parental/school communication
- behaviour support plans
- risk assessment review
- suspension from sessions (where necessary)

Sanctions will:

- be proportionate
- maintain dignity
- focus on learning and repair
- never involve humiliation or public shaming

11. Restorative Practice

Restorative approaches are used to:

- repair relationships
- encourage accountability
- rebuild trust
- support emotional understanding

Restorative conversations may explore:

- what happened
- who was affected
- how harm can be repaired
- what support is needed moving forward

12. Physical Intervention

Lunar Hub aims to avoid physical intervention wherever possible.

Reasonable force may only be used:

- to prevent harm
- to prevent serious property damage
- to maintain immediate safety

Any physical intervention must:

- be proportionate
- use minimum force necessary
- be recorded immediately
- be reported to leadership and parents/carers where appropriate

Staff should receive appropriate training where physical intervention may be required.

13. Bullying

Bullying is not tolerated at the Lunar Hub.

This includes:

- physical bullying
- verbal bullying
- online bullying
- discriminatory bullying
- peer-on-peer abuse

All concerns will be:

- taken seriously
- investigated promptly
- recorded appropriately
- managed in line with safeguarding procedures

14. SEND and Additional Needs

Lunar Hub recognises that behaviour may relate to:

- autism
- ADHD
- SEMH needs
- communication difficulties
- anxiety
- trauma

Reasonable adjustments will be made in line with the Equality Act 2010.

Behaviour expectations remain important, but support strategies may differ according to need.

15. Suspensions and Placement Review

In exceptional circumstances, Lunar Hub may:

- temporarily suspend attendance
- review placement suitability
- request multi-agency meetings
- implement additional risk management measures

This would only occur where:

- safety risks are significant
- support strategies have been unsuccessful

- the provision cannot safely meet need

Decisions will be:

- proportionate
 - documented
 - communicated clearly
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16. Recording and Reporting

Significant incidents must be recorded promptly.

Records may include:

- date/time
- individuals involved
- antecedents/triggers
- actions taken
- outcome
- follow-up support

Safeguarding concerns must be reported immediately to the DSL.

17. Monitoring and Review

This policy will be reviewed:

- annually
 - following significant incidents
 - following legislative updates
 - where practice improvements are identified
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18. Linked Policies

This policy should be read alongside:

- Safeguarding & Child Protection Policy
 - SEND Policy
 - Physical Intervention Policy
 - Online Safety Policy
 - Equality & Diversity Policy
 - Attendance Policy
 - Staff Code of Conduct
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Review date: May 2027