



Anti-Bullying Policy

April 2016

www.peopleknowhow.org

**Designated Person For Child Protection:
Glenn Liddall, Head & Founder**

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1. Statement of Policy

People Know How is fully committed to providing a caring, friendly and safe environment for children, young people and adults involved in our organisation, as service users, volunteers and staff members. Bullying of any kind is unacceptable at People Know How. If bullying does occur, all children, young people and adults involved in our organisation should be able to report incidents and know that they will be dealt with promptly and effectively. Anyone who knows that bullying is happening is expected to report it. People Know How is committed to:

1. Preventing bullying of children, young people and adults.
2. Supporting children, young people and adults who are affected by bullying.
3. Building the capacity and skills of our service users, staff members and volunteers to respond effectively to bullying behaviour.
4. Ensuring that all staff members and volunteers understand their legal and moral obligations to protect children, young people and adults from bullying behaviour.
5. Ensuring that staff members and volunteers understand their responsibility to work to the standards and procedures detailed in all People Know How policies and procedures.
6. Ensuring that staff members and volunteers understand their obligations to report bullying concerns to People Know How's **Designated Person** for Child Protection.
7. Ensuring that the **Designated Person** for Child Protection understands their responsibility to appropriately handle bullying concerns.

2. Scope of Policy

This Policy applies to all service users, staff members and volunteers connected to People Know How. This Policy sets out the guidelines and procedures to be followed to prevent and respond to all bullying concerns within all People Know How services and activities.

This Policy should be read in conjunction with all other People Know How policies and procedures, including our Child and Vulnerable Adult Protection Policy.

In addition, the following principles underpin this policy:

- All children, young people and adults have the right not to be bullied, intimidated, humiliated, exploited or harassed.
- All children, young people and adults have a responsibility not to bully, intimidate, humiliate, exploit or harass other children, young people or adults.
- All children, young people, and adults are valued equally in all People Know How services and activities.
- Bullying is a form of abuse and is completely unacceptable.

3. Responsibilities

This Policy provides staff members and volunteers with the operational procedures to be followed in the event of bullying being discovered or suspected. All staff members and volunteers are required to implement these procedures and report any allegations of bullying behaviour to the **Designated Person** for Child Protection.

Designated Person For Child Protection:

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4. Definition of Bullying

Bullying can have a detrimental impact on well being of person, leaving them feeling helpless, frightened, anxious, depressed and humiliated. Bullying can also have a lasting and lifelong impact.

According to the National Guidance for Child Protection in Scotland 2010 (574-577), bullying behaviour can include:

- Name-calling, teasing, putting down or threatening;
- Ignoring, leaving out or spreading rumours;
- Physical assault;
- Stealing and damaging belongings;
- Sending abusive text, email or instant messages;
- Making people feel like they are being bullied or fearful of being bullied;
- Targeting someone because of who they are or are perceived to be.

Bullying is also increasingly associated with the use of the Internet and mobile phones, especially via social networking sites such as Facebook. Bullying behaviour may also be related to perceived or actual differences and can be encouraged by prejudices relating to race, gender, disability and sexual orientation and may compound other difficulties in a person's life – already vulnerable children, young people and adults may be particularly at risk. Bullying will not be tolerated within services and activities facilitated by People Know How.

In summary, bullying can include:

- Emotional Bullying – Being unfriendly, excluding or tormenting
- Verbal Bullying: Name-calling, sarcasm, spreading rumours or teasing
- Physical Bullying – Pushing, kicking, hitting, punching or any use of violence
- Sexual Bullying – Unwanted physical contact or sexually abusive comments
- Cyber Bullying – Bullying taking place over email or on the internet, via text messages and calls, or the misuse of other technology, i.e. photos and videos

5. Recognising Bullying

It must be kept in mind that dealing with bullying may be complex. It is not always easy to recognise situations where bullying may be occurring. Any concerns about bullying should be reported immediately to the **Designated Person** for Child Protection

The table below details some possible indicators of bullying. It should be remembered that this list is not exhaustive and the following signs could also indicate other problems.

- Unexplained changes in behavior – becoming withdrawn or aggressive
- Unexplained changes to normal routine
- Unwilling to participate in certain activities
- Change in attendance pattern
- Sudden drop in confidence
- Sudden drop in performance
- Inconsistent stories, excuses relating to injuries or incidents
- Damaged or missing possessions or money
- Unwilling or nervous to use the internet or mobile phone

Combatting bullying is about more than recognising and dealing with instances of bullying. Children, young people and adults should be able to participate in People Know How services and activities free from concerns for their personal safety and in comfort. To this end, staff members and volunteers are required to consider all issues which would make service users uncomfortable and take steps to combat bullying, name-calling and any other forms of harassment that might limit a child, young person, or adult's involvement.

6. Responding to Bullying

Staff members and volunteers should be aware of their responsibility to report any concerns they might have about bullying.

Dealing with Allegations and Concerns

The staff member or volunteer to whom the allegation of bullying is first reported, or who witnesses apparent bullying, must take it seriously. They must use their judgment to decide the appropriate immediate action to be taken. This will depend on the following factors:

- The age of those involved
- Repetition or frequency of bullying
- Level of premeditation or calculation
- Numbers of individuals involved
- Knowledge of the individuals involved
- Level of distress caused
- Location and time of alleged bullying behavior

If a child or vulnerable adult discloses or suggests that they have been bullied, or information is obtained which gives concern that a child, young person or adult is being bullied, the staff member or volunteer receiving the information should:

- Stay calm and not rush into any inappropriate action.
- Listen to the allegation and show that it will be taken seriously.
- Keep questions to an absolute minimum. The child, young person or adult should be allowed to speak freely without any undue interruption or questioning. However, the staff member or volunteer should attempt to get as clear an account as possible.

- Reassure, but do not make promises of confidentiality. Complete confidentiality might not be possible, given that a report may have to be prepared.
- Make a full written record of what was said, heard and/or seen as soon as possible.
- Record full details of the allegation and any additional concerns they may have.
- Pass their written record either: a) To the staff member or volunteer in charge of the service or activity and therefore responsible for referring the allegation to the **Designated Person** for Child Protection; b) Directly to the **designated Person** for Child Protection, or; c) Complete a Bullying Report Form (see Appendix A) as accurately and fully as possible and pass this to the **Designated Person** for Child Protection. The Bullying Report Form (see Appendix A) should be passed to the **Designated Person** for Child Protection within 24hours.
- In cases where a Bullying Report Form (see Appendix A) is not immediately available, all details should be written on plain paper and transferred to a Bullying Report Form (see Appendix A) by the **Designated Person** for Child Protection at a later time. The original record should be retained.

Reporting to the Designated Person

Any information regarding bullying should be reported to the **Designated Person** for Child Protection. For staff members and volunteers working at premises other than the People Know How offices, e.g. at an event, an activity, at a school, or at another organisation, the first point of contact will be the person in charge of the service, event or activity. If they are a People Know How staff member or volunteer, they will have a responsibility to forward information to the **Designated Person** for Child Protection. If they are not a People Know How, staff member or volunteer, the staff member or volunteer who received the information will have a responsibility to notify the **Designated Person** for Child Protection.

The **Designated Person** for Child Protection will be responsible for taking appropriate action to investigate the allegation of bullying. If the allegation involves a child or young person, once substantiated, contact should be made with parents or carers to inform them that that an allegation has been made, that it is under investigation and that they will be informed of outcome of the investigation.

To investigate the allegation, the information recorded on the Bullying Report Form (see Appendix A) will be used. The following questions will be considered:

- Who was involved and are there any apparent victims? If so, who are they?
- How did the alleged bullying start?
- Was the reported incident spontaneous or premeditated?
- What is alleged to have happened, from the perspective of all those involved?
- When did the alleged bullying take place?
- Where did the alleged bullying take place?
- Who witnessed the alleged bullying?
- Who reported it? To whom and when?
- Is there any background or history to the alleged bullying?
- Are there any other factors that may have contributed to the alleged bullying?
- Why does the reporter perceive this to have been bullying?
- To what extent did what happened affect others?
- What was the response of the victim(s)?

Based on the outcomes of the investigation, the **Designated Person** for Child Protection will decide on appropriate further action. Further actions to be considered could include:

- Recording the incident as bullying
- Make it clear to all those involved that bullying is unacceptable in all circumstances
- Explain to the perpetrator – and their parent/carer if applicable – that their actions have an effect and a consequence
- Involve appropriate staff member and volunteers to work with those involved as appropriate

If the investigation shows a need for further action to be taken, parents and carers of any children or young people involved will be informed of this.

If the **Designated Person** for Child Protection is the subject of the report or under suspicion, the report must be made directly to the Board of Trustees. This also applies if the **Designated Person** for Child Protection is unavailable.

Serious Incidents

In serious cases, or extreme circumstances, such as incidents of significant violence or sexual assault, persistent physical attacks or ongoing harassment and/or behavior which continues outside People Know How services and activities, the following actions may also be considered:

- Excluding the perpetrator from People Know How services and activities
- Notifying the police

In cases involving children, young people or vulnerable adults where it is necessary to refer to other agencies, a Child Protection Referral Form (see Appendix B) should be completed. Refer to People Know How's Child and Vulnerable Adult Protection Policy for further information.

Next Steps

In all cases of bullying, staff members and volunteers will be expected to take all appropriate measures to try to prevent the bullying from taking place again.

Support for the victim is essential both immediately following the incident and during a review period. The length of the review period will be decided by the **Designated Person** for Child Protection and agreed by those involved. At the end of the review period, an appropriate staff member or volunteer should meet with those involved to reassess the situation, unless this would be considered to be counter-productive, unhelpful, or insensitive to do so.

During the review period and thereafter, support from People Know How staff members and volunteers, parents and carers, and other relevant organisations can play a vital role in reducing or eliminating long-term damage to the victim. Consideration should be given to how best to discipline and support the perpetrator. All disciplinary procedures against the perpetrator are intended to change or modify behavior rather than label anyone as a bully. Such procedures could include:

- Positive behavior strategies with agreed goals to be attained
- Working with parents to increase a child or young person's understanding of the consequences of continuing to behave inappropriately and to sustain a change in behavior
- Involvement of relevant organisations
- Regular monitoring
- Withdrawal of appropriate privileges
- Group or individual discussion about the effects of bullying

7. Data Protection & Confidentiality

Any information disclosed to staff member and volunteers is regarded as being information given in confidence and therefore, shall not be divulged to any person, organisation or agency, including other People Know How staff members and volunteers (other than those whose province it is to know the information or with the proper authority) without the express permission of the disclosing individual, except in certain exceptional circumstances.

Confidentiality applies to all service users. Confidentiality also applies to all staff member and volunteers. Personal details of any staff member or volunteer will not be disclosed without their express consent.

8. Monitoring & Review

The effectiveness of this Anti-Bullying Policy will be reviewed annually and action taken as necessary, with specific attention paid to:

- Any changes in legislation and guidance on the protection of children and vulnerable adults or any changes within People Know How.
- Any issues or concerns raised about the protection of children or vulnerable adults within People Know How.

People Know How will monitor the policy by:

- Keeping records of allegations brought and their outcomes.
- Accepting comments from staff members and volunteers on the ease of implementation and effects of the policy.
- Carrying out regular internal reviews.

This Policy will be reviewed in 2017.

Appendix A: Bullying Report Form

The staff member or volunteer responsible for recording the allegation of bullying should complete this Form as fully as possible. This Form should be then passed to the **Designated Person** for Child Protection to investigate the allegation of bullying, to complete any missing information, and to take a decision on further action to be taken. A copy of the completed Form should be retained for records.

TO BE COMPLETED BY STAFF MEMBER / VOLUNTEER REFERRING REPORT

Name of Staff Member / Volunteer referring report:

Date reported: _____ **Date incident occurred (if different):** _____

Name and Details of those involved

Please add any extra information to additional sheets.

Person(s) alleged to have bullied

Person(s) alleged to have been bullied

Name(s)

Date of Birth

Age

Gender

Ethnicity

Religion

Any language needs?	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes, give details</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes, give details</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes, give details</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes, give details</i>
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Disability	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes, give details</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes, give details</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes, give details</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes, give details</i>
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Nature of Alleged Bullying Behaviour

Please add any extra information to additional sheets.

Emotional Bullying	<input type="checkbox"/>	Sexual Bullying	<input type="checkbox"/>
Verbal Bullying	<input type="checkbox"/>	Cyber Bullying	<input type="checkbox"/>
Physical Bullying	<input type="checkbox"/>		

Are there any indications that the alleged bullying behaviour may have been influenced by any of the following:

Race	<input type="checkbox"/>	Sexual Orientation	<input type="checkbox"/>
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Disability	<input type="checkbox"/>	Gender	<input type="checkbox"/>
Religion	<input type="checkbox"/>	Other:	<input type="checkbox"/>

How did the alleged bullying start?

Was the reported incident spontaneous or premeditated?

<input type="checkbox"/> Spontaneous	<input type="checkbox"/> Premeditated
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When did the alleged bullying take place?

Where did the alleged bullying take place?

Where there any witnesses to the alleged bullying behaviour?

Please add any extra information to additional sheets.

Name	Home Address	Telephone Number
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Who reported the alleged bullying?

Person(s) alleged to have been bullied	<input type="checkbox"/>	Member of staff member / volunteer	<input type="checkbox"/>
Parent / Carer	<input type="checkbox"/>	Other service user	<input type="checkbox"/>
Other:	<input type="checkbox"/>		

Initial report made to:

Is there any relevant background or history to the alleged bullying?

Are there any other factors that may have contributed to the alleged bullying?

Why was this perceived to be bullying?

To what extent did what happened affect others?

What was the response of the victim(s)?

Name of Parent(s)/Carer(s) (if applicable):

Home Address:

Any other relevant addresses:

Post Code:

Telephone Number/s:

Post Code:

Have the parents / carers been informed?

Yes No

TO BE COMPLETED BY DESIGNATED PERSON FOR CHILD PROTECTION

Investigative procedures carried out

Interviewed those involved

Interviewed witnesses of incident

Discussed with parents/carers of victim(s)

Discussed with parents/carers of perpetrator(s)

Other:

Was the allegation substantiated?

Yes

No

Other information:

Detail any action taken, including any action taken to support victim(s) and perpetrator(s)

Indicate the date this incident was reviewed

Date

Details of Review:

Further Comments

SIGNED

Signature of Staff Member / Volunteer referring report:

Date:

Signature of Designated Person:

Date:

Appendix B: Child Protection Referral Form

The **Designated Person** for Child Protection should complete this Form when referring a child protection issue to a relevant local statutory authority. This Form should be sent to the relevant statutory authority along with a completed Reporting Concerns Form / Bullying Report Form. A copy of all relevant Forms should be kept for records.

Subject's First Name:

Subject's Surname:

Other name/s known by:

Date of Birth:

Gender:

Religion:

First Language:

Age:

Any language needs?

Name of Parents/Carers (if applicable):

Home Address:

Any other relevant addresses:

Post Code:

Telephone Number/s:

Post Code:

Ethnic Origin:

Referring to:

Police

Social Work

Name of Contact at Statutory Agency (if applicable):

Address:

Post Code:

Telephone Number/s:

Other Agencies

Please indicate if any of the following are currently working with the subject and provide any contact information you have.

GP	Tel:	Health Visitor:	Tel:
Nursery	Tel:	E.W.O.	Tel:
School	Tel:	Police	Tel:
Y.O.T.	Tel:	Dentist	Tel:
C.M.H.	Tel:	Paediatrician	Tel:
School Nurse	Tel:	Social Worker	Tel:
Other	Tel:	Other	Tel:

Please circle or delete as appropriate.

Has permission been given by subject to share with other agencies?	Yes	No
What form did permission take?	Written	Verbal
Do you know if any family members aware of the referral?	Yes	No

If yes, please provide details.

Name	Relationship	Contact Details
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Form of suspected abuse

Please tick relevant box.

Physical Sexual Emotional Neglect Bullying

What actions have been taken?

Name of Referrer and Role [Please Print]:

Please provide Contact Number:

Signature:

Date: