ANTI-BULLYING POLICY INCLUDING ANTI-CYBER BULLYING

Effective from: **6th May 2019**

1. Guidelines & Policy on Bullying for service users & Staff

1.1 Bullying Behaviour

These are guidance notes for those who feel that they are experiencing bullying behaviour. Sometimes, victims of bullying behaviour do not want to tell anyone because of:

- A fear of what the person responsible for the bullying behaviour (or others) might do.
- A fear of what could happen if the person responsible for the bullying behaviour is punished.
- A desire not to tell tales.
- A belief that one must accept bullying behaviour.
- A belief that bullying behaviour is in some way deserved.

However, if you are experiencing bullying behaviour or you know someone else who is, you must speak out because:

- Sharing what you know with others will help to ensure that the situation can be properly managed.
- Bullying behaviour thrives on secrecy; once it is brought out into the open, it is less likely to continue – do not give the bully power by not telling.
- Telling someone else will help victims to start to come to terms with their own feelings.
- It may save others becoming victims of the same bullying behaviour.

Any actions, behaviour or remarks that hurt or cause offence are unacceptable. Bullying behaviour is too important not to report. If you are experiencing bullying behaviour, know someone that is experiencing bullying behaviour or see bullying behaviour - tell someone.

1.2 What will happen?

- All possible support will be given to the victim to help them deal with their feelings and to develop strategies for combating their vulnerability.
- The person responsible for the bullying behaviour will be asked to talk to the service manager so that the seriousness of the situation can be explained to them and so that s/he can discuss their behaviour and find ways to change it.
- It is possible that the person responsible for the bullying behaviour has not appreciated the distress caused and will be immediately and genuinely repentant.
- Butterfly Bloom's behaviour and discipline policies will be followed, as appropriate, and the person responsible for the bullying behaviour may be sanctioned.
- Should a person responsible for bullying behaviour ever prove unable to change their behaviour then his/her place at Butterfly Bloom would need reviewing.
- Careful monitoring will take place to prevent any recurrence of bullying and everyone is responsible for supporting the victim and for helping the person responsible for bullying behaviour change their behaviour.

For a service user, the relevant person to contact is the service manager. Any member of Butterfly Bloom staff can help with concerns of bullying.

2.	Policy Statement

2.1 Scope

This policy applies to all service users at Butterfly Bloom irrespective of whether or not a service user is in the care of Butterfly Bloom when or if bullying behaviour occurs. While this policy focuses mainly on the bullying of service users by other service users, it is recognised that other forms of bullying may occur.

2.2 Publication

This policy is available to all carers, families, service users, staff and volunteers at request. In addition, the policy is available on the shared drive for staff. This policy can be made available in large print or other accessible format if required.

2.3 Policy Aids

Through the operation of this policy we aim:
- To promote and safeguard actively the welfare of service users at Butterfly Bloom.
- To maintain and drive a positive and supportive culture among all service users and staff throughout Butterfly Bloom.
- To deter bullying behaviour, detect it when it occurs, and deal with it on a case by case basis by counselling and/or disciplinary sanctions.
- To comply with Butterfly Bloom's duties.

3.	Bullying Behaviour

Bullying behaviour is always unacceptable and will not be dismissed as being normal between service users, as "banter" or simply "part of life". Bullying will not be tolerated because:
- It is harmful to the person who is bullied, to those who engage in bullying behaviour, and those who support them, and can in some cases lead to lasting psychological damage.
- It interferes with the person's right to enjoy his/her service, working and leisure time free from intimidation, oppression or abuse.
- It is contrary to all our aims and values, our internal culture and the reputation of Butterfly Bloom.

This policy will also apply to bullying behaviour outside of Butterfly Bloom, of which Butterfly Bloom becomes aware.

Bullying is behaviour by an individual or group, normally repeated over time, that intentionally hurts another individual or group either physically or emotionally. Butterfly Bloom does not accept bullying in any form.

Bullying may be:
- Physical: Hitting, kicking, pushing people around, spitting; or taking, damaging or hiding possessions.
- Verbal: Name-calling, taunting, teasing, mimicking, insulting or demanding money.
- Exclusionary Behaviour: Intimidating, isolating or excluding a person from a group.
- General Unkindness: Spreading rumours, any kind of initiation ceremony or exploitation of another service user, or writing unkind notes, mobile phone texts or e-mails.
- Cyber bullying: Bullying that takes place using technology. See 3.1 below.
- Sexual: Talking to or touching someone in a sexually inappropriate way.
- Sexist: Related to a person's gender or gender reassignment.
- Racist: Related to someone's religion, belief or culture.
- Other: Related to a person's sexual orientation (homophobic), to pregnancy and maternity, to a person's home or economic circumstances, to a person's disability, special educational needs, learning difficulty, health or appearance.

3.1 Cyber Bullying

"Cyber bullying" is bullying that takes place using technology including email, digital and mobile device cameras, text messages, social networking sites, gaming sites, web documents and online blogs. It can be used to carry out all the different types of bullying. However, unlike 'traditional' forms of bullying it can have a greater impact because:
- It can also go further, in that it can invade home/personal space and can involve a greater number of people;
- Of the anonymity of the bully;
- It can take place across age groups and Butterfly Bloom staff and other adults can be targeted;
- Of the ability to broadcast upsetting messages and images rapidly to a potentially huge audience and to continue to do so repeatedly over a long period of time;
- It can draw bystanders into being accessories.

Cyberbullying includes:
- Threats and intimidation; harassment or 'cyber-stalking';
- Vilification/defamation; exclusion or peer rejection; impersonation;
- Unauthorised publication of private information or images.

"Cyber bullying" is not restricted to Butterfly Bloom-based activities. Any form of bullying, intimidation or unpleasantness directed at anyone in the Butterfly Bloom community that is publicised on such sites or through any form of electronic communication will not be tolerated and will be treated as a serious breach of Butterfly Bloom guidelines. Likewise, any posting on such sites that brings the reputation of Butterfly Bloom into disrepute will be treated as a serious offence.

An incident of cyber bullying will be dealt with in accordance with the procedures in this policy. See the Appendix to this policy for guidance for service users about cyber bullying.

3.2 Intention

Not all perceived bullying is deliberate or intended to hurt. Some individuals may see their hurtful conduct as "teasing" or "a game" or "for the good of" the other person. These forms

of bullying are equally unacceptable but may not be malicious and can often be corrected quickly with advice and without disciplinary sanctions.

3.3 Responsibility
It is everyone's responsibility to ensure, whatever the circumstances, that no one becomes a victim of bullying. A person may be vulnerable to bullying because of his/her age, physical appearance, nationality, colour, gender, sexual orientation, religion, culture or disability, or because s/he is new to Butterfly Bloom, appears to be uncertain or has no friends. S/he may also become a target because of an irrational decision by a bully.

3.4 Legal Aspects
A person who makes a physical or sexual assault on another, or who steals or causes damage to the property of another, commits a criminal offence. Bullying behaviour may also be regarded as threatening behaviour or harassment which can be either a criminal offence or a civil wrong. Misuse of electronic communications could also be a criminal offence, for example it is an offence to send an electronic communication (such as a text message or email) to another person with the intent to cause distress or anxiety.

3.5 Safeguarding
Bullying behaviour may be of such a nature that safeguarding concerns are raised. Such behaviour may include hazing behaviour, initiation rituals or any form of sexual harassment. See Butterfly Bloom's Safeguarding Vulnerable Adults Policy and Procedures for Butterfly Bloom's approach to peer on peer abuse.

Concerns about a service user's welfare because they are the perpetrator or victim of bullying behaviour must be reported in accordance with the Safeguarding Vulnerable Adults Policy and Procedures and appropriate action taken.

3.6 Anti-Bullying Culture
 Butterfly Bloom is committed to safeguarding and promoting the welfare of vulnerable adults and expects all staff and service users to share this commitment. Tolerance, understanding and care for the welfare of others should be a characteristic of the Butterfly Bloom community. Our expectation of all members of the Butterfly Bloom community is that:
* Everyone will uphold Butterfly Bloom guidelines.
* A service user or member of staff or volunteer who witnesses or hears of an incident of bullying will report it - there is a community responsibility to prevent anyone being hurt, threatened, upset or frightened. Butterfly Bloom should be a safe and secure environment with a supportive climate.
* A complaint of bullying will always be taken seriously.
* No-one will tolerate unkind actions or remarks or stand by when someone else is being bullied.

3.7 Equal Opportunities
In Butterfly Bloom and in every year group:
* Discriminatory words and behaviour are treated as unacceptable.
* Respect for others, within and outside Butterfly Bloom is encouraged through activities carried out during service.

3.8 Senior Management

The Senior Management have overall responsibility for promoting and safeguarding the welfare of service users at Butterfly Bloom, ensuring that those in leadership and management positions actively promote service user well-being. This includes ensuring that policies and procedures are in place and implemented effectively to:

- minimise the risk of bullying at Butterfly Bloom so that service users feel safe and secure; and
- deal swiftly with allegations of bullying at Butterfly Bloom so that service users feel confident that all incidents will be dealt with appropriately.

3.9 Staff

- Through their training and experience, members of staff are expected to promote an anti-bullying culture by:
- Celebrating achievement.
- Anticipating problems and providing support.
- Disciplining fairly, consistently and reasonably, taking into account any special educational needs or disabilities of the service user and the needs of vulnerable service users.
- Making opportunities to listen to service users.
- Acting as advocates of service users.

3.10 service users

Service users are informed and taught that bullying will not be tolerated in Butterfly Bloom. They are encouraged:

- To celebrate the effort and achievements of others.
- To hold and promote positive attitudes.
- To feel able to share problems with staff.
- To turn to someone they trust, if they have a problem.
- Not to feel guilty about airing complaints.
- To treat meals as pleasant social occasions.
- To be kind, considerate and tolerant towards others.
- To be aware of the impact their behaviour can have on others.
- To challenge their peers if they are unkind to others.

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4. Anti-Bullying Systems

4.1 Approach

Our systems for detecting and dealing with bullying are designed to operate throughout all Butterfly Bloom services.

Our anti-bullying systems are implemented and driven in the way described below.

4.2 Vigilance

Members of staff and volunteers are vigilant at all times but particularly:

- Before service e.g. outside session rooms and in foyer
- As service users move between rooms
- At social occasions e.g. during club nights

4.3 Meetings

Bullying is regularly discussed in meetings between:

- Senior Management
- Butterfly Bloom support staff
- Volunteers

The result of these meetings is to feedback information about friendship patterns, particular incidents, any service user who seems to be isolated, any growing "power base" and any known conflict between a member of staff and a service user, or between service users so that strategies can be developed to prevent bullying incidents.

4.4 Education & Training

Bullying behaviour issues are discussed regularly in sessions to:

- Educate service users about bullying, including cyberbullying and this policy.

Ensure staff have the necessary professional skills, especially awareness of the risk and indications of bullying and how to deal with cases and the risks of peer-on-peer abuse and how bullying behaviour may give rise to safeguarding concerns. Training is provided on induction and at regular intervals thereafter.

Staff receive training in identifying cyberbullying and understanding their responsibilities.

All staff will be helped to keep up-to-date with the technologies that service users may be using.

5.	Why Incidents might not be reported

5.1 Victim

There are many reasons why a service user who has suffered bullying may be reluctant to report it. S/he may become demoralised and may think, for example:

- It is telling tales.
- They won't believe me, because the person I am complaining about is popular and I am not, and I will become even more unpopular.
- The things they are saying and doing are too embarrassing to discuss with anyone.
- It is all my fault anyway for being overweight/too studious etc.
- There are too many of them; there is nothing the staff can do.
- It will get back to my family and they will think less of me.
- I will just try and toughen up and grow a thicker skin.
- This is a normal part of life and attending Butterfly Bloom services.

5.2 Witnesses

There are also reasons why a service user who has witnessed or learned of bullying behaviour may not want to make a report. S/he may think:

- It is "grassing" and I will become unpopular.
- It is not my concern anyway.
- I don't like the victim and I would find it embarrassing to be associated with him/her.

5.3 Culture

Any of these responses would be contrary to our culture at Butterfly Bloom. When we drive and implement this policy we encourage every service user to understand that:

- Every complaint of bullying will be taken seriously.
- Members of staff and volunteers will deal with a complaint correctly and effectively in accordance with their experience and the training they have received.
- There is a solution to nearly every problem of bullying.
- A service user who complains will receive support and advice and in many cases the problem can be dealt with on a no-names basis.
- The primary aim will be for the bullying to cease, not the punishment of the bully, unless this is necessary.
- We may need to support the bully as well so we can address the cause of the bullying behaviour.

6.	Record Keeping & Monitoring

Every complaint or report of bullying is recorded centrally and monitored. The service manager and chief operations officer monitor these records in order to enable patterns to be identified, both in relation to individual service users and across Butterfly Bloom as a whole and to evaluate the effectiveness of Butterfly Bloom's approach.

7.	Risk Assessment

Butterfly Bloom ensures that all staff actively promote and safeguard the health, safety and welfare of service users. Butterfly Bloom has appropriate systems in place to identify, assess and control risks to service user welfare posed by bullying issues and that sufficient staff are competent to assess risks to service user welfare. The service manager and chief operations officer have overall responsibility for ensuring that, when significant risks to service users' welfare are identified, those risks are assessed and the findings implemented and recorded. They are also responsible for ensuring that adequate monitoring and review of these assessments and the control measures put in place, occurs. The format of these risk assessments may vary and may be included as part of Butterfly Bloom's overall response to a bullying issue.

8.	Procedures

8.1 Guidelines

The following procedures are a guideline except where expressed in the terms "should" or "must". The best guide is the experience and training of the staff.

8.1.1 *service users*

Butterfly Bloom does not accept bullying in any form – service users are asked to be vigilant and to discuss any concerns with someone. A service user who is being bullied, or who is worried about another service user being bullied, should complain without delay and can do so in several ways. They can:

- Tell their carer/family/support.
- Tell a member of Butterfly Bloom staff or volunteer.
- Contact Butterfly Bloom remotely or Independent Listener for advice.

8.1.2 *Carers/Families*

Carers/Families that are concerned that someone is being bullied should inform a member of Butterfly Bloom staff without delay.

8.1.3 *Staff*

This policy focuses mainly on the bullying of service users by service users, although it is recognised that a staff member could be a victim and on occasion may be perceived to be guilty of bullying. Staff members who are concerned about being bullied or harassed should refer to Butterfly Bloom's relevant policies. Service users and carers/families who feel that a member of staff is bullying should report this in accordance with the procedures set out above. Complaints against staff will be dealt with in accordance with staff disciplinary procedures.

8.2 Initial Complaint

A member of staff or volunteer who learns of alleged bullying behaviour should:

- respond quickly and sensitively by offering advice, support and reassurance to the alleged victim. The member of staff should:
  - listen carefully and keep an open mind;
  - not ask leading questions; and
  - reassure the child but not give a guarantee of confidentiality;
- report the allegation to the service manager of the victim and the alleged bully as soon as possible.

If the alleged bullying behaviour raises a safeguarding concern, the matter should be reported in accordance with Butterfly Bloom's Safeguarding Vulnerable Adults Policy and Procedures before further investigation is carried out.

8.3 Assessment

The service manager will normally see the victim and (unless the case is very serious) any witnesses without delay and form an initial view of the allegation. The assessment will consider:

- The nature of the incident(s) - Physical? Verbal? Exclusionary? Cyberbullying?
- Is it a "one-off" incident involving an individual or a group?
- Is it part of a pattern of behaviour by an individual or a group?
- Has physical injury been caused?
- Who should be informed? Chief of Operations? Carers/Families? Social Services? The Police?
- Can the alleged bully be seen on a no-names basis?
- What is the likely outcome if the complaint proves to be correct?

At this stage, the possible outcomes for an incident which is not too serious include:

- There has been a misunderstanding which can be explained sympathetically to the alleged victim with advice to the alleged bully.
- The complaint is justified in whole or in part, and further action will be needed (see Range of Action, below).

8.4 Serious Incident

If at any stage the alleged bullying behaviour raises a safeguarding concern, the matter should be reported in accordance with Butterfly Bloom's Safeguarding Vulnerable Adults Policy and Procedures before further investigation is carried out. Otherwise, the following procedures should be followed.

If the service manager believes that serious bullying behaviour:

- Has occurred involving a service user during service.
- Has recurred after warnings have been given to the "bully"

S/he must inform the Chief Operations Officer and Butterfly Bloom's Designated Safeguarding Lead (DSL).

The service manager will then arrange for the DSL to:
Interview the alleged victim, bully and any witnesses separately, in order to establish the facts of the case.

- Service users may be accompanied at interviews by an adult of their choice, which may include carers/family members. The adults would be present as observers and the interview and investigation process would be outlined to them prior to the service user interview taking place.
- The investigation, hearing and outcomes would be clearly documented and a summary of findings would be sent to the Chief Operations Officer.

The service manager may then arrange to interview the alleged victim and bully separately (service users may be accompanied as detailed above):

- To confirm the facts of the case, if considered necessary to decide on the action to be taken in accordance with the Range of Action set out below.
- A summary of findings will be sent to the Chief Operations Officer.
- The service manager will notify the parents of the victim and bully giving them details of the case and the action being taken. In serious cases, such action may include further investigation in accordance with Butterfly Bloom's behaviour and discipline policies.

8.5 Range of Action

When a complaint of bullying behaviour is upheld the range of responses will include one or more of the following:

- Consideration as to whether the bullying incident should be addressed as a safeguarding concern and if so, Butterfly Bloom's Safeguarding Vulnerable Adults Policy and Procedures will be followed.
- Advice and support for the victim and, where appropriate, establishing a course of action to help the victim, including support from external services where appropriate.
- Advice and support to the bully in trying to change his/her behaviour. This may include clear instructions and a warning or final warning.
- Consideration of the motivation behind the bullying behaviour and whether external services should be used to tackle any underlying issues of the bully which contributed to the bullying behaviour. If these considerations give rise to safeguarding concerns relating to bullying, Butterfly Bloom's safeguarding adults procedures will be followed.
- A supervised meeting between the bully and the victim to discuss their differences and the ways in which they may be able to avoid future conflict (only with the victim's express agreement).
- A disciplinary sanction against the bully, in accordance with Butterfly Bloom's behaviour and discipline policy such as rustication. In a very serious case or a case of persistent bullying, a service user may, after a fair hearing, be required to leave Butterfly Bloom permanently.
- Action to break up a "power base".
- Notifying the carers/families of one or both service users about the case and the action which has been taken.
- A formal meeting with one or both sets of carers/families and senior members of staff may be deemed necessary or desirable to inform and agree a course of action. .

8.6 Monitoring

The position should be monitored for as long as necessary thereafter. Action may include:

- Sharing information with some or all colleagues and with service users so that they may be alert to the need to monitor certain service users closely.
- On-going support.
- Vigilance.
- Mentioning the incident at meetings of staff.
- Reviewing vulnerable individuals and areas of Butterfly Bloom.
- Liaison between the service manager and chief operations officer, the outcome being recorded in the service user files.
- Monitoring and examination, where possible, of all electronic communication between the bully and the victim, including the use of social networking sites.

8.7 Formal Complaint

If the victim's carers/family are not satisfied with the action taken, they should be advised to make a formal complaint, according to Butterfly Bloom's complaints policy.

8.8 Review

The Chief Operations Officer will review and make revisions to this policy on an annual basis, or more regularly as required, taking into account the results of the monitoring of the centralised bullying record, as well as any changes in legislation and/or statutory guidance and other relevant information gathered (such as through service user questionnaires).

Cyberbullying

Cyberbullying is bullying that takes place using technology. It can be used to carry out all the different types of bullying.

Service users should remember the following:
- Always respect others - be careful what you say online and what images you send.
- Think before you send - whatever you send can be made public very quickly and could stay online forever.
- If you or someone you know is being cyberbullied, TELL SOMEONE. You have the right not to be harassed or bullied online. Tell an adult you trust - your family/carer, any member of staff or volunteer.
- Don't retaliate or reply online.
- Save the evidence - learn how to keep records of offending messages, pictures or online conversations. Ask someone if you are unsure how to do this. This will help to show what is happening and can be used by Butterfly Bloom to investigate the matter.
- Block the bully. Most social media websites and online or mobile services allow you block someone who is behaving badly.
- Don't do nothing - if you see cyberbullying going on, support the victim and report the bullying.