

CHILD and VULNERABLE ADULTS PROTECTION & SAFEGUARDING POLICY

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This policy was written for Greatwood by Laura Wickham and updated by Alex Shaw. It will be reviewed annually and updated in line with any new recommendations or legislation as it is made available.

This policy applies to all staff, including senior managers and the board of trustees, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of Greatwood. We are committed to reviewing our policy and good practice annually.

The purpose of this policy:

- to protect children, young people and vulnerable adults who receive Greatwood's services. This includes the children of adults who use our services;
- to provide staff and volunteers with the overarching principles that guide our approach to child protection;
- Greatwood believes that a child, young person or vulnerable adult should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and young people and to keep them safe. We are committed to practice in a way that protects them.

We recognise that:

- the welfare of the child/young person/vulnerable adult is paramount;
- all children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse;
- working in partnership with children, young people, vulnerable adults, their parents, carers and other agencies is essential in promoting welfare.

We will seek to keep children and young people safe by:

- valuing them, listening to and respecting them;
- adopting child protection and sound safeguarding practices through procedures and a code of conduct for staff and volunteers;
- developing and implementing an effective e-safety policy and related procedures;
- providing effective management for staff and volunteers through supervision, support and training;
- recruiting staff and volunteers safely, ensuring all necessary checks are made;
- sharing information about child protection and safeguarding and good practice with children, parents, staff and volunteers;
- sharing concerns with agencies who need to know, and involving parents and children appropriately.

Procedure for children at possible risk of abuse

This procedure applies to any paid member of staff or volunteer who may be concerned about the safety and protection of a child or vulnerable adult.

Purpose and aim of this procedure

We aim to ensure those children and vulnerable adults who attend Greatwood and any other children who may come to the attention of Greatwood, receive the protection and support they need if they are at risk of abuse. This procedure provides clear direction to staff and volunteers at Greatwood if they have concerns that a child or vulnerable adult is in need of protection.

Different types of abuse

Physical abuse is violence causing injury or occurring regularly during childhood. It happens when:

- a child or vulnerable adult is hurt or injured by being hit, shaken, squeezed, thrown, burned, scalded, bitten or cut
- someone tries to drown or suffocate a child or vulnerable adult
- someone gives a child or vulnerable adult poison, alcohol or inappropriate drugs someone fabricates the symptoms of, or deliberately induces, illness in a child or vulnerable adult.

In some cases the injuries will be caused deliberately. In others they may be accidental but caused by the child or vulnerable adult being knowingly put at risk.

Sexual abuse occurs when someone uses power or control to involve a child or vulnerable adult in sexual activity in order to gratify the abuser's own sexual, emotional or financial needs or desires. It may include:

- forcing or enticing a child or vulnerable adult to take part in sexual activities, whether or not the child or vulnerable adult is aware of what is happening
- encouraging children or vulnerable adults to behave in sexually inappropriate ways
- showing children or vulnerable adults pornographic material or involving them in the production of such material
- involving children or vulnerable adults in watching other people's sexual activity or in inappropriate discussions about sexual matters.

Emotional abuse is persistent or severe emotional ill-treatment of a child or vulnerable adult that is likely to cause serious harm to his/her development. It may include:

- persistently denying love and affection
- regularly making the child or vulnerable adult feel frightened by shouts, threats or any other means
- hurting another person or a pet in order to cause distress
- being so over-protective so that the ability to develop or lead a normal life is affected
- exploiting or corrupting a child or vulnerable adult, e.g. by involving him/her in illegal behaviour
- conveying the message that he/she is worthless, unlovable, inadequate, or his/her only value is to meet the needs of another person. This may or may not include racist, homophobic or other forms of abuse.

Neglect involves persistently failing to meet physical, psychological or emotional needs. It may include:

- failing to ensure basic needs for food, shelter, clothing, health care, hygiene and education are met
- failing to provide appropriate supervision to keep a child or vulnerable adult out of danger. This includes lack of supervision of particular activities or leaving a child or vulnerable adult alone in the house.

Financial abuse is a form of mistreatment and fraud in which someone forcibly controls another person's money or other assets. It can involve;

- stealing cash, bank details or personal belongings
- not allowing a victim to take part in any financial decisions
- preventing a victim from having a job

Other forms of abuse may include; Organisational, Self-neglect, Discriminatory, Modern Slavery and Domestic abuse.

Ways that abuse might be brought to your attention

- a direct disclosure about him or herself may be made
- a direct disclosure may be made about another child
- information may be offered that is worrying but not a direct disclosure
- a member of staff might be concerned about appearance or behaviour or about the behaviour of a parent or carer towards a child or vulnerable adult
- a parent or carer might make a disclosure about abuse or risk of suffering; they might offer information that is worrying but not a direct disclosure.

Talking to a child or vulnerable adult who has told you that he/she or another child/vulnerable adult is being abused

- Reassure them that telling someone about it was the right thing to do.
- Tell him/her that you now have to do what you can to keep him/her (the subject of the allegation) safe.
- Let them know what you are going to do next and who else needs to know about it.
- Let them tell his or her whole story. Don't try to investigate, quiz or use leading questions, but make sure that you are clear as to what he/she is saying.
- Ask them what he/she would like to happen as a result of what he/she has said, but don't make or infer promises you can't keep.
- Give the child the ChildLine phone number: 0800 1111.

Helping a child or vulnerable adult in immediate danger or in need of emergency medical attention

- If they are in immediate danger and are with you, remain with him/her and call the police.
- If the child or vulnerable adult is elsewhere, contact the police and explain the situation to them.
- If he/she needs emergency medical attention, call an ambulance and, while you are waiting for it to arrive get help from the designated first aider. If the first aider is not available, use any first aid knowledge that you may have yourself to help.

You also need to contact the Designated Safeguarding Lead, to let them know what is happening.

DSL or Helen Yeadon should inform the MASH. If the police and/or the health services have been involved, they should be part of the decision to inform the Local Authority. Consider the welfare of the child/vulnerable in the decision making as the highest priority.

Issues that will need to be taken into account are:

- the child's/vulnerable adult's wishes and feelings
- the parent's/carer's right to know (unless this would place the child/vulnerable adult or someone else in danger, or would interfere with a criminal investigation)
- the impact of telling or not telling the parent/carer
- the current assessment of the risk and the source of that risk
- any risk management plans that currently exist.

Once any immediate danger or emergency medical need has been dealt with, follow the steps set out in the flowchart at the end of this document.

Keeping a record of your concerns

Use the Greatwood reporting form to record the concern and how it is dealt with. The relevant sections of the form should be completed and signed at each stage of the procedure. It can be used to forward information to the statutory child protection or other relevant authorities if a referral to them is needed. The form should be signed and dated by all those involved in its completion and kept confidentially on the learner's file. The name of the person making the notes should be written alongside each entry.

Application and Scope

This policy applies to all employees and contractors of Greatwood. For ease of reference, all employees and workers who fall under these groups will be uniformly referred to as "staff" in this document. The policy covers allegations made against staff in the course of their duties and outside of this, including their private life and family home. Although managing safeguarding allegations against staff is required under the Children Act (1989 /2004), this policy also applies to vulnerable adults at risk of harm or abuse as per the Care Act (2014). Working Together to Safeguard Children and Young People (2015) sets out expectations that all statutory organisations will have a procedure for managing allegations against staff.

Managing Allegations – immediate actions

There are three strands in consideration of an allegation: 1. Enquiries and assessment by children/adult Social Care, about whether a child/young person/ adult at risk of harm or abuse, is in need of protection or in need of services. 2. A police investigation of a possible criminal offence. 3. Consideration of disciplinary action (including suspension).

The safety of the child, young person or an adult at risk is of paramount importance. Immediate action may be required to safeguard investigations and any other children, young people or adults at risk. Any concern that children, young people or adults may be at risk of harm or abuse, must immediately be reported. Reputational issues must be managed appropriately by discussion with the relevant communications team. All staff must be familiar with referral procedures to protect an adult/child at risk. The concern must also be reported to the staff member's line manager, who should take advice from the safeguarding lead.

Greatwood will always have a nominated safeguarding senior officer of significant seniority to make decisions on behalf of Greatwood. Where there is no-one appointed to this role or they are unavailable, Helen Yeadon will act as the point of contact to identify and appoint the nominated Safeguarding Senior Officer to lead and co-ordinate investigations

Each LSCB and SAB have their own websites which set out their policies and procedures for safeguarding children/young people/ adults at risk of harm or abuse. Each Local Authority has a Local Authority Designated Officer (LADO) to act on their behalf in investigating allegations; this role plays a critical part in terms of working in partnership with the Greatwood to manage risk and was cited at the critical relationship in the Savile investigations.

The LADO should be informed of allegations, according to local safeguarding procedures. MASH is the first point of contact for any concerns or queries regarding safeguarding in Wiltshire and Swindon.

A Serious Incident report of the allegation against any person should be reported to the designated safeguarding officer and MASH. Any action taken by Greatwood to manage an allegation must not jeopardise any external investigations, such as a criminal investigation.

Procedure for Reporting and Managing Allegations

It is essential that every effort must be made to maintain confidentiality and manage communications while an allegation is being investigated.

There will then be a Nominated Safeguarding Senior Officer (NSSO) appointed who should:

Ensure (if appropriate) that a child protection/adults at risk referral is made (or has been made) to the relevant Children/Adult Social Care Team and where appropriate the Police, using the required reporting form as detailed in the local policies and procedures of the area in which the person is situated. The referral must be put in writing to Children/Adult Social Care by the individual reporting the concerns within 24 hours or in the event of a weekend the earliest opportunity of the next working day

Where the issue is in relation to safeguarding children, the nominated safeguarding senior officer will liaise with the Local Authority Designated Officer (LADO), who will agree with the Nominated Safeguarding Senior Officer (NSSO) any information that needs to be shared with other geographical areas depending on where the staff member lives. The LADO can be contacted through the local Social Care team or the LSCB contact lead. Immediate issues of investigation and management of the employee should be discussed and agreed at this time, including what information should be passed to the staff member concerned at this point.

Where the issue is in relation to an adult at risk of harm or abuse, the NSSO will discuss the case and allegations with the police and the relevant adult social care department manager and identify which agency will be leading on the investigation.

For Greatwood directly employed staff the line managers should contact Helen Yeadon for advice regarding the action to be taken in relation to the employee. In conjunction with Helen Yeadon and the staff member's line manager, decide whether suspension is appropriate during the period of investigation. Helen Yeadon or the designated safeguarding lead will advise on the authority levels and process requirements for this action.

Following notification to the children/adult Social Care and/or the Police if deemed necessary, the NSSO should undertake an internal (Strategy) Planning Meeting (see below) with the appropriate personnel will meet to decide how to manage the allegation. The LADO should attend this meeting. This group should include the Line Manager and Safeguarding Lead. Designated professionals may also be invited, as a safeguarding expert.

Report the allegation for information to the Directors of Greatwood.

(Strategy) Planning Meeting.

At this meeting the following issues should be considered;

Consider what further contact is required with regional staff, local Police, children/, and adult Social Care. A member of the Investigation Team should be nominated as the link person. Whether the child/young person/ adult at risk of harm or abuse is safe from any further risk of harm or abuse.

Review what action has already been undertaken so far to ensure the safety of the victim. Decide the internal investigation strategy to be undertaken. The Police and/or Social Care should be consulted when they are involved in any on-going investigation and/or criminal proceedings are pending. A referral to the appropriate professional regulatory body should the member of staff be a registered professional such as the awarding bodies. Decide how to present the allegations to the relevant staff member concerned and how to manage the investigatory process. Agreement should be reached with children/adult Social Care and the Police about what information should be passed to the staff member concerned. The Line Manager should be asked to provide appropriate support to the individual while the case is on-going and keep them regularly informed. Further support may be considered necessary from Occupational Health. Decide how the person/child/ adult at risk of harm or abuse, or their nominated parent/guardian/nominated carer making the allegation is to be kept informed of what is happening to their allegation, whilst adhering to the requirements of maintaining confidentiality and observing the requirements of the Human Rights Act and the Data Protection Act. The sharing of information must not 'contaminate' any Police or children/adult Social Care investigations that are on-going. The information to be shared with the senior management team and the directors. Decide the frequency and format of review meetings which need to be set up to manage the on-going investigation and the various actions required.

Procedure for Reporting/Managing Allegations; NonDirectly employed staff. As detailed in the recent lessons learnt report into Savile by Kate Lampard QC (2015), that if a safeguarding allegation is made against a worker who is not directly employed by Greatwood, the allegation must also be shared with their employer or the body that engaged them at the earliest opportunity. The following are examples of some potential scenarios that might arise, but this is not exhaustive;

Allegations against contracted staff including equine specialist's gardeners, builders, electrician or plumber etc should be managed according to Greatwood policies and procedures and their professional bodies should be notified. A NSSO should be appointed for such allegations and undertake the duties required.

The NSSO will need to engage with the other relevant parties outlined above to decide how the allegation should be managed. These scenarios are likely to be complex and the NSSO should take early advice from MASH. It is recommended that a meeting is held between Greatwood and the other party/parties at the earliest opportunity, noting the responsibility to report issues to the Police and/or Social Care teams within 24 hours of the allegation being received. Such parties should be asked to attend the strategy meeting.

Despite the fact that allegations against such workers should be reported as above, Greatwood still retains a responsibility to consider how the allegations should be managed if the allegation has a connection with, or relevance to, the duties that the worker undertakes with Greatwood. All such allegations also need to be reported and escalated by the lead manager in accordance with the requirements of this policy.

Assumptions should not be made that the other party has referred the matter to the police or relevant other body – evidence needs to be promptly provided and if this is not forthcoming then the Nominated Safeguarding Senior Officer appointed to deal with the case should do so on behalf of Greatwood and advise the other party accordingly.

Useful contact details

Managing Director:

Helen Yeadon

Email: helen.yeadon@greatwoodcharity.org

Telephone: 01672 514535

Designated Safeguarding Lead:

Alex Shaw

Email: education@greatwoodcharity.org

Telephone: 01672 514535

Local police:

John Bordiss

Email: John.Bordiss@wiltshire.pnn.police.uk

Telephone: 101

Marlborough Police station, George Lane, Marlborough, Wiltshire, SN8 4DB

Multi-Agency Safeguarding Hub (MASH):

Telephone: 0300 4560108 or 0845 6070888 (out of hours)

or if there is immediate danger phone the police or emergency services on 999.

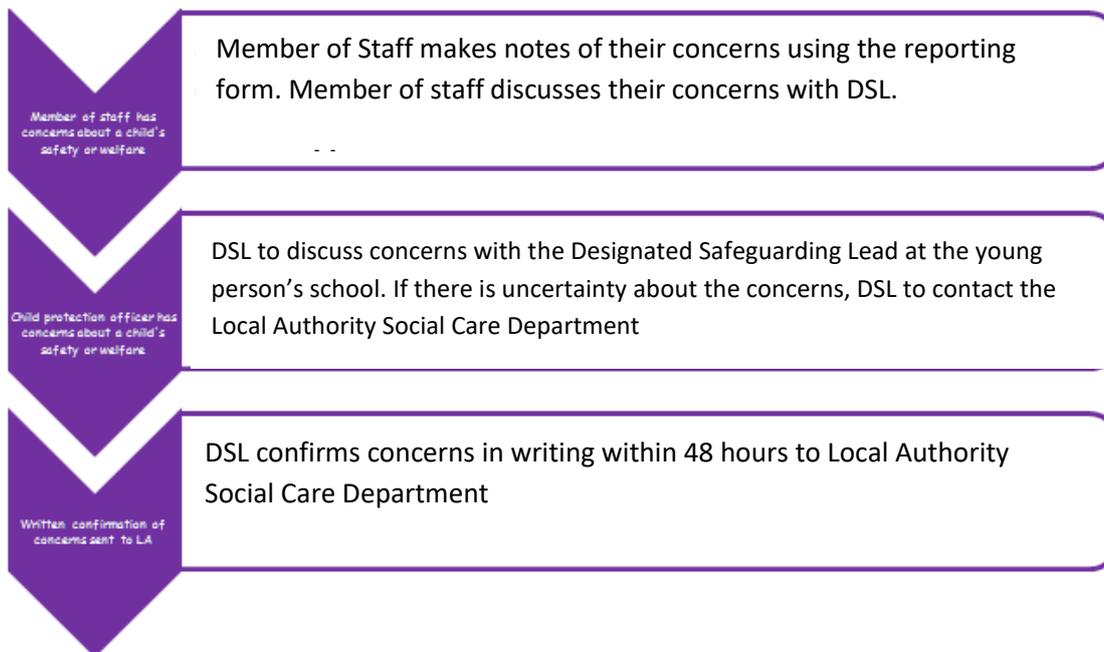
NSPCC Helpline: 0800 800 5000 or help@nspcc.org.uk

Child Line: 0800 1111 (text phone 0800 400 222) or www.childline.org.uk

Reporting child protection concerns

If a child/vulnerable adult is in need of emergency medical attention or in immediate danger, follow the procedure set out in on the section on helping in a situation of immediate danger or in need of emergency medical attention.

You should then take the steps set out in the flowchart to ensure the concern is dealt with.



*If after speaking to school's the Designated Safeguarding Lead and Helen Yeadon are no longer concerned, no further child protection action is needed. They will decide whether to discuss the initial concern with other services to ensure that the child's/vulnerable adult's needs are being met elsewhere.

E SAFETY POLICY

Introduction

ICT, digital and mobile technology resources are now regarded as essential to support learning, teaching and personal and social development. They form part of an essential life skill. When using technology with young children and adults in their setting, professionals need to ensure that the resource is used safely and responsibly. This policy sets out some guidelines for you to use.

Why is internet use important?

The internet can be used to support learning as well as for social and personal development activities. It can motivate, engage and develop self-esteem, confidence and as a tool for the development of social capital. It is now regarded as a necessary tool, in settings, for practitioners and children. Internet access is an entitlement for children and young people who show a responsible and age appropriate approach to its use. The internet is an essential element for education, business and social interaction. Greatwood has a duty to provide children and young people with quality Internet access as part of their experience.

How will internet use enhance learning and personal and social development?

Internet access for children and young people will be designed for educational aspects of social and developmental use and will include age appropriate filtering. Guidance about appropriate Internet use will be part of the support for children and young people. All staff should guide children and young people in online activities that will support their developmental and learning outcomes.

How will internet access be authorised?

All users of the internet will need to agree to responsible internet use. For all users, access to the internet will be closely supervised by an adult allowing access to specific and agreed sites only. Wifi access is password protected and this is not available to use by learners. There is very limited internet roaming signal available on site.

How will filtering be managed?

- A designated member of staff will manage the permitting and banning of additional web sites identified by Greatwood.
- If staff or children and young people discover unsuitable sites, the URL (address) and content must be reported to their Internet Service Provider (BT) via Greatwood Charity's designated person.
- Staff will ensure that regular checks are made to ensure that the filtering methods selected are appropriate, effective and reasonable.
- Any material that the setting or organisation believes is illegal must be referred to the Internet Watch Foundation (<http://www.iwf.org.uk>)

How will the risks be assessed?

In common with other media such as magazines, books and DVDs, some material available via the Internet is unsuitable for children and young people. Greatwood will take all reasonable precautions to ensure that users access only appropriate material. However, due to the international scale and linked nature of internet content, it is not possible to guarantee that unsuitable material will never appear on a computer. Greatwood cannot accept liability for the material accessed, or any consequences of internet access.

The use of computer systems without permission or for inappropriate purposes could constitute a criminal offence under the Computer Misuse Act 1990.

The e-safety lead for Greatwood will have an awareness of current e-safety advice and will embed this within the work with children and young people.

The e-safety lead for Greatwood will ensure that the Internet policy is implemented and compliance with the policy monitored.

Managing content

If an unsuitable site is discovered, the URL (address) and content must be reported to the South West Grid for Learning: 0845 307 7870 or email: filtering@swgfl.org.uk or the appropriate Internet Service Provider that Greatwood uses.

If appropriate, specific activities will be included within the work that Greatwood undertakes to allow all children and young people to develop their media literacy skills

How should website and social media content be managed?

- Written permission from parents or carers will be obtained before photographs of children and young people under the age of 16 are published on the setting's web site
- Names of children and young people should not be used anywhere on the website if permission is not given, first names will only be used in association with photographs on social media.
- Where audio and video are included (e.g. Podcasts and Video Blogging) the nature of the items uploaded will not include content that allows the children and young people, under the age of 16 to be identified if they have not given photo permission.
- Greatwood will take overall editorial responsibility and ensure that content is accurate and appropriate.

Introducing the policy to children and young people

- Support for responsible and safe use should precede Internet access
- Children and young people must be informed that Internet use is monitored
- The teaching of e-safety will be part of the provision for all children and young people. It will include key messages that are age and maturity appropriate, such as keeping personal information safe, dealing with cyberbullying, knowing who to tell if there is inappropriate content/contact on-line.

Consulting with staff and their inclusion in the e-safety policy

- All staff should be consulted about the contents of this policy to ensure that the use of the internet and mobile technologies supports their work with children and young people in a safe environment.
- All staff should be required to see and sign the policy for responsible network and internet use as part of their induction.
- The consequences for internet and misuse should be clear so that all adults are confident to apply this should the situation arise (e.g. supervised access, withdrawal of access).
- Staff should be aware that internet traffic is monitored and reported by internet service providers and can be traced to the individual user. Discretion and professional conduct is essential.
- Community and any visiting staff to Greatwood ICT facilities must sign the acceptable user policy before being granted access.
- Staff development for safe and responsible internet use will be provided as required by the setting.

ANTI BULLYING POLICY

Greatwood recognise that:

- bullying is "behaviour, usually repeated over time, that intentionally hurts another individual or group, physically or emotionally" (Safe from bullying in youth activities , DCSF 2009)
- one person or a group can bully others;

- bullying can occur either face to face between individuals or groups or online, using information technology, such as computers or mobile phones;
- bullying can include:
 - verbal teasing or making fun of someone;
 - excluding children from games and conversations;
 - pressurising other children not to be friends with the person who is being bullied;
 - spreading hurtful rumours or passing round inappropriate photographs/images/drawings;
 - shouting at or verbally abusing someone;
 - stealing or damaging someone's belongings;
 - making threats;
 - forcing someone to do something embarrassing, harmful or dangerous;
 - harassment on the basis of race, gender, sexuality or disability;
 - physical or sexual assault (although all sexual incidents and all but very minor physical incidents constitute abuse and must be dealt with in accordance with child protection procedures).
- bullying causes real distress. It can affect a person's health and development and, at the extreme, can cause significant harm;
- people are often targeted by people who bully because they appear different from others;
- we all have a role to play in preventing bullying and putting a stop to bullying.

Anti-bullying Procedure

Purpose and aim of this procedure

This procedure is supported by the Greatwood anti-bullying policy. Its aim is to provide detailed guidance to staff and volunteers, as well as to children and young people who may experience bullying, so that they will know what to do if an incident of bullying occurs between children and young people. The procedure also refers to situations where a young person may be behaving in a bullying way towards an employee or a volunteer.

The procedure aims to ensure that Greatwood responds fairly and consistently to incidents of bullying, recognising that those who bully often have needs too.

This procedure applies to all children and young people who attend Greatwood who may be bullied behave in a bullying way towards others or observe someone being bullied. It also applies to all staff and volunteers who observe bullying perpetrated by children and young people within Greatwood, who may have incidents of bullying reported to them or who may be concerned that a child/young person or adult at Greatwood is showing signs of being bullied by another young person.

*If an adult is bullying a child/young person, this should be reported under the child protection procedures. If a child or young person is bullying another child to the extent that it may cause significant harm, then it will also need to be dealt with under child protection procedures.

*This procedure does not cover incidents of bullying among staff members and volunteers. The grievance procedure should be used for this purpose.

Below are some examples of bullying, but the list is not exhaustive. **Bullying can include:**

- verbal teasing or making fun of someone;
- excluding children from games and conversations;
- pressurising other children not to be friends with the person who is being bullied
- spreading hurtful rumours or passing around inappropriate photographs, images or drawings;
- cyberbullying (i.e. using computers or mobile phones to bully someone);
- shouting at or verbally abusing someone;
- stealing or damaging someone's possessions;
- making threats;
- forcing someone to do something embarrassing, harmful or dangerous;
- harassment on the basis of race, gender, sexuality or disability;
- physical or sexual assault (although all sexual incidents and all but very minor physical incidents constitute abuse and must be dealt with in accordance with child protection procedures).
- People are often bullied because they appear different from others.

The signs and symptoms of bullying

If someone is being bullied, they might not tell anyone directly. This could be because they have been threatened and are afraid to say anything or because they believe that nothing can be done about it and that telling someone will only make it worse. It could even be because they don't recognise that what is happening to them is bullying.

Signs that someone may be being bullied could include:

- being unhappy, withdrawn and unwilling to spend time in a group, especially during unstructured periods, e.g. break time;
- being without friends;
- missing meetings and activities at Greatwood and/or expressing a reluctance to attend;
- being clingy with adults;
- appearing to lose possessions or money (things that may have really been stolen by or given away to people who bully);
- unexplained injuries;
- uncharacteristic illness or aggression.

Some of these signs might also indicate abuse at the hands of adults or other negative experiences, so they should be treated with caution.

What to do if you are a child or young person being bullied

If you are being bullied you should never keep it to yourself. Tell someone you trust; this could be your key worker, teacher, another helper at Greatwood or someone else. It could also be your parent or carer. You may prefer to tell another child or young person first and ask that person to help you tell an adult. If the bullying is happening at Greatwood, we will sort it out here. If it's happening somewhere else (at school, for example, or near your home), we will get other people involved to stop it happening there.

What to do if you observe a child or young person being bullied or if someone tells you he/she is being bullied

If you are a child or young person and someone tells you that he or she is being bullied, don't try to deal with it yourself. Talk to the person about getting help from an adult. Try to persuade him or her to go with you to explain the situation to their key worker or the Designated Safeguarding Lead. If he/she won't do this, the best way to help is to explain that you will have to tell an adult yourself – and then go ahead and tell someone.

If you are an adult and a child tells you that he or she is being bullied, take the child seriously. Do not tell him/her to stop being silly or to keep out of the way of the people who bully. This will not help and will make the child feel let down and less inclined to tell anyone else. Listen to the child's full account of what is going on and complete the **bullying reporting form** with the child as soon as possible.

If you observe the bullying directly, act assertively to put a stop to it. Explain to all concerned that the incident will have to be reported properly to stop it happening again. Report the incident to the child's school or key worker. Unless the incident is minor and can be dealt with informally, the child's school should be notified within one working day.

If the bullying is taking place within Greatwood, the parent, child and school should be reassured that it will be dealt with as a priority and should be asked for their views on what would be helpful to deal with the situation.

Having spoken to the child who has been bullied and the school, Greatwood should also speak to the people who bully and obtain their account of what has happened or is happening. This should be noted in writing and the school of the people who bully should be informed. The person who bully and his or her parents/carers should be asked for their views on what should be done to put a stop to any further bullying and to repair the damage that has been done.

Apart from very minor incidents that have been directly observed by a staff member and dealt with at the time, all bullying that takes place Greatwood should be discussed within the staff group within five working days.

At the meeting, the bullying incident should be discussed and the details of a draft plan drawn up to address the situation, taking into account any suggestions made by the children involved and their school, parents/carers.

The following areas should be covered:

- details of any apology that has been or should be offered by the people who bully;
- details of any support for the person who has been bullied, e.g. use of buddy scheme, extra input from the key worker or referral to another service;
- details of any consequences for the people who bully, in addition to making an apology, with reference to the behaviour code;
- details of any support for the people who bully, with reference to the behaviour code;
- details of any further discussions or work to be done with others in the group, including children who may have observed or encouraged the bullying;
- details of any changes in how the staff group may handle issues of bullying in future.

The plan should be shared with the children concerned, the school and their parents, and should be reviewed regularly.

Keeping a record of the bullying

Use the bullying reporting form and take clear notes of any discussions or meetings that take place following the bullying incident. The plan for dealing with the aftermath of the incident should be copied to the child who has been bullied, his/her parent/carer and to the people who bully and their parents/carers and the school. It should also be placed on the file of all the children directly involved.

Bullying online (cyberbullying)

What to do if you find out that a young person is being cyberbullied

If you find out that a young person or child is being cyberbullied using technology that they possess or technology that is provided through the group or organisation you work for, it is just as important to take action as it is with other forms of bullying. In terms of taking things forward, there are several additional things that the staff, in consultation with the DSL, needs to do to take action:

1. Give reassurance to the young person that they have done the right thing by coming forward;
2. Help the child or young person to keep the evidence and offer support – emails, text messages, screen shots and noting web addresses or other relevant information;
3. Support the young person in ensuring they know how to block people, change details or leave certain services where appropriate;
4. Support the child or young person in containing the material – if they or you know the person, ask them to remove the content;
5. Contact the relevant service provider, e.g. mobile phone provider or social networking provider to get the content taken down. Go through the appropriate reporting channels, and follow up with the service provider as necessary;
6. Use existing behaviour codes and e-safety policies and practices to confiscate equipment where appropriate or limit access;
7. If the content is illegal or you have suspicions that it may be, contact the relevant authorities;
8. Keep an evidence trail in the same way that you do with offline bullying to ensure there is a clear record.
9. Follow up the incident in the same way as you would for any other type of bullying, using the guidance above.

Mobile phones

All UK mobile phone providers have call centres and/or procedures in place to deal with issues around bullying. You will be able to find the number with information about the child's or your own provider. You can advise that it may be possible to get the child's number changed if they are being bullied. If a certain type of handset is being used, it may be possible to set the phone so that it does not receive phone calls or texts from a particular number.

Social networking sites

Social networking sites like Facebook have become an integral part of how young people network and communicate with each other. Facebook itself stipulates that users should be at least 13 years old, but many young people have found ways round this rule, which makes it all the more helpful that Facebook and other similar sites have reporting procedures and a safety centre that contains advice for children, young people, parents and professionals. These sites will remove content that breaches their terms and conditions. Facebook also operates something called "social reporting"; this encourages people to work with others in their community to report offensive content as well as reporting it "officially" through Facebook.

Video and picture hosting sites

If there are moving images or static pictures posted that are of a bullying nature, they should be reported in the same way as social networking sites. It may sometimes be necessary to create an account before the images can be reported. When making the report, remember to flag things that are deemed inappropriate in the website's own policy.

IM (instant messaging)

It's important that, if bullying has occurred in this context, all messages are recorded and archived. This means that if a report needs to be made or evidence needs to be saved, then there is a clear record. As with other online services, reports should refer to breaches in the provider's terms of service.