



Windsor Christian Action

Supporting Vulnerable People in the Windsor Community

Anti-Bullying Policy

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PART 1 – Policy Introduction

This document sets out Windsor Christian Action’s Anti Bullying Policy. It should be considered in conjunction with the Safeguarding Policy.

In the context of this document, ‘vulnerable adults’ refers any person aged 18 years or over who may be unable to take care of themselves, protect themselves from harm, or prevent themselves from being exploited.

An adult may be vulnerable because they:

- Have a physical disability.
- Have learning difficulties.
- Have mental health problems.
- Are old, frail or ill.
- Are sometimes unable to take care of themselves or protect themselves without help.

If you have any questions about this document in the first instance please contact the Secretary to the Trustees at secretary@windsorchristianaction.org

Anti Bullying Policy Statement

The WCA is committed to providing a caring, friendly and safe environment for all of our clients so they can enjoy their experience in a relaxed and secure environment.

Bullying of any kind is unacceptable. If bullying does occur, all clients of any age should be able to report it and be assured that incidents will be dealt with promptly and effectively. We consider that it is important to respond to bullying because everyone has the right to be treated with respect.

In this Policy the WCA seek to ensure that:

- All staff, volunteers, members and clients have an understanding of what bullying is.
- All staff and volunteers have an understanding of this policy and what they can do report incidents when bullying is reported.
- It will take reports of bullying seriously and assure the victims of bullying they will be supported.
- It will create an atmosphere where bullying is not tolerated.

PART 2 – Procedures

Designated Person

Although everyone has a role to play in ensuring that bullying does not take place, it is best practice that a designated individual has specific responsibility for implementing our policy.

Kat Bracewell (kathryn.bracewell@yahoo.co.uk) is the designated Safeguarding Officer, and as such the first point of contact, and in her absence please contact the Trustees via the Secretary (secretary@windsorchristianaction.org).

The designated person has responsibility for:

- Ensuring that the policy and procedures are kept up to date and maintained.
- Ensuring that relevant staff and/or volunteers are aware of and follow the procedures, including implementing safe recruitment procedures.
- Maintaining necessary contact details, such as Police and other relevant authorities.

If there is a concern, the designated person would:

- Be the first point of contact for any concerns or allegations, ensuring that confidentiality is maintained in all cases.
- Decide on the appropriate action to be taken, in line with the organisation's procedures.
- Keeping the relevant authorities informed as necessary.

Recognising Bullying

Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim. Bullying can be:

- **Emotional;** being unfriendly, excluding, tormenting (e.g. hiding equipment , personal belonging, or making threatening gestures)
- **Physical ;** pushing, kicking, hitting, punching or any use of violence
- **Racist;** racial taunts, graffiti, gestures
- **Sexual;** unwanted physical contact or sexually abusive comments
- **Homophobic;** because of, or focussing on, the issue of sexuality
- **Verbal;** name-calling, sarcasm, spreading rumours, teasing
- **Cyber;** All areas of internet ,such as email & internet chat room misuse or mobile phone threats by text or messaging.

Signs and Symptoms

All staff and volunteers should be on the alert for any vulnerable adult showing one or more of the signs identified below, and be prepared to investigate further where necessary:

- is frightened
- is reluctant to visit a particular venue
- changes their usual routine
- becomes withdrawn anxious, or lacking in confidence
- starts stammering
- attempts or threatens suicide
- feels ill without noticeable medical symptoms
- has possessions which are damaged, " go missing" , or are given away
- has unexplained cuts or bruises
- becomes aggressive, disruptive or unreasonable
- is bullying other people
- stops eating
- is frightened to say what's wrong
- gives improbable excuses for any of the above
- is afraid to use the internet or mobile phone
- is nervous & jumpy when a cyber message is received

These signs and behaviour patterns could indicate other problems, but bullying should be considered a possibility and should be investigated.

Handling concerns, reports or allegations

A complaint, concern or allegation may come from a number of sources e.g. the victim or someone else within the organisation. It may involve the behaviour of one of the volunteers or employees, or something that has happened to the person outside of the Project.

An allegation may range from mild verbal bullying to more serious incidents. Please follow the guideline below in this incidence.

In some cases, bullying may also be classed as abuse. If you suspect this, please follow the procedures in the Safeguarding Policy instead.

Handling an incident of bullying:

- Report bullying incidents to a senior staff member.
- In less serious incidents, the bully should be given three warnings to rectify their behaviour. Any Warnings issued must be recorded on the end of day debrief log, and the senior staff member notified. If the individual reaches their third warning they will be removed from their activity and subject to further procedures as below.
- In cases of repeat and/or serious bullying, the Project Manager should be informed and will discuss the problem with senior personnel.
- The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly. An attempt will be made to help the bully (bullies) change their behaviour.
- If necessary and appropriate, the person responsible for bullying will be excluded from the Project for a given period. Should this situation re- occur at a future period, the offender will be asked not to return to the Project due to the detrimental effect it is having on the safety and enjoyment of other people and staff on site.
- In very serious cases police and/or social services will be consulted and the offender will not be allowed back on site until the case is resolved.

Outcomes:

- In mild cases of bullying, the offender may be asked to genuinely apologise.
- In serious cases, an offender may be excluded from the Project, suspended from work or dismissed, as appropriate.
- Social Services and / or Police may be asked to investigate the situation further.
- After the incident(s) has been investigated and dealt with, each case will be documented and monitored.

Recording and handling information

All incidents that require reporting will be recorded on an incident form, to be held on file.

All information must be treated as confidential and only shared with those who need to know. If the allegation or suspicion of bullying concerns someone within our centre, only the Manager of the Project or their deputies (unless they are the subject of the allegation) and the relevant authorities should be informed. It should not be discussed by anyone within the organisation other than the person who received or initiated the allegation and, if different, the person in charge.

Any serious incident must also be reported by the Project Manager to the Secretary of the Trustees.

Dated; June 2018

Reviewed by; M.N.McEvoy (Secretary to WCA Trustees) April 2020

Approved by Trustees; June 2020

Reviewed by Jane Deakin 26th January 2022

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Windsor Christian Action is the umbrella charity for the following: Windsor Homeless Project, Windsor Street Angels, Windsor Foodshare and More than a Shelter.