

**SD-07**

## **POLICY AND PROCEDURE**

### **Bullying Behaviour (Service User)**

Approved by: 

Date Effective From: 18-4-2017

Review Date: April, 2020

# CARRIGLEA CAIRDE SERVICES

## Procedures Manual

### **Title: BULLYING BEHAVIOUR (by service users)**

#### **1.0 Scope**

- 1.1 The Services response to bullying behaviour involving service users

#### **2.0 Aims and Values**

- 2.1 To raise awareness of bullying as a form of unacceptable behaviour with service users, staff, managers and parents/families
- 2.2 To develop a culture which encourage people to disclose and discuss incidents of bullying behaviour
- 2.3 To set out service procedures for noting and reporting incidents of bullying behaviour
- 2.4 To set out Service procedures for dealing with incidents of bullying behaviour
- 2.5 To provide guidelines for support of those affected by bullying behaviour and those exhibiting bullying behaviour

#### **3.0 Contents**

- 6.0 What is Bullying?
- 7.0 Effects of Bullying
- 8.0 Indicators that Bullying may be happening to a person
- 9.0 Preventing Bullying Behaviour
- 10.0 Reporting Bullying Behaviour
- 11.0 Support for service users affected by bullying behaviour and those who exhibit bullying behaviour
- 12.0 Allegations of bullying /harassment involving staff

#### **4.0 Referenced Documents**

- SD-43 Safeguarding Vulnerable Persons at Risk of Abuse
- SD-05 Advocacy
- SD-51 Supporting Service Users with Behaviours of Concern

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# CARRIGLEA CAIRDE SERVICES

## Procedures Manual

SD-13 Comments and complaints procedure

HR-28 Trust in Care

HR-07 Dignity at Work

Person Centred Plan

Service User Daily Report

Complaints Log

### 5.0 Responsibilities

5.1 Service users, managers and all staff.

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## 6.0 WHAT IS BULLYING?

6.1 **Definition:** Bullying is repeated on-going aggression or harassment. It can be verbal, emotional or physical. It can be conducted by one or more persons against another or others.

### 6.2 Examples of types of bullying:

- **Verbal:** shouting, bossing, teasing, gossiping, telling lies about people
- **Physical aggression.** pushing, shoving, punching, tripping, poking, hair pulling
- **Damage to property:** clothing, books/ possessions, locker
- **Extortion:** Demands for money, goods or possessions accompanied by threats
- **Intimidation.** Aggressive body language and facial expressions
- **Telephone Abuse:** Verbal intimidation, silent calls, offensive pictures
- **Cyber Bullying:** Sending offensive pictures or comments over internet via Facebook, Twitter or other social media
- **Isolation.** Deliberately isolating, excluding or ignoring one person
- **Name calling:** Persistent name calling directed at one person which hurts, insults or humiliates
- **Slagging:** Constantly making personal remarks of an uncomplimentary nature about an individual.
- **Constant sarcasm or humiliation.** Making someone feel bad by focusing on their sensitive/weak areas
- **Unwelcome sexual comments or jokes:**
- **Harassment:** due to religious belief, marital status, family status, race, age, sexual orientation, disability, membership of the travelling community
- *This list is not exhaustive*

## 7.0 EFFECTS OF BULLYING

- Fear
- Extreme insecurity and/or anxiety
- Damage to self confidence
- Damage to self esteem
- Poor attendance/Non attendance
- Changes in mood and behaviour
- Sense of hopelessness, suicidal thoughts

## 8.0 INDICATORS THAT BULLYING MAY BE HAPPENING TO A PERSON

- Anxiety about attending services
- Deterioration in work/activity, loss of concentration, enthusiasm or interest
- Pattern of physical illness

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- Unexplained mood changes
- Visible signs of anxiety or distress, stammering, crying, facial expression
- Not eating, over eating or vomiting
- Bed-wetting
- Displaying uncharacteristic aggression to more vulnerable people e.g. younger family members
- Withdrawing and unsociable
- Nightmares, insomnia
- Spontaneous out of character comments
- Possessions/clothes missing or damaged
- Increased requests for money or stealing money
- Unexplained bruising or cuts or damaged clothing
- Reluctance to say what is troubling him/her

## 9.0 PREVENTING BULLYING BEHAVIOUR

Every service user has a named key worker/advocate in whom they can confide.

- 9.2 The role of the key worker and advocate includes supporting the service user to address issues of concern in their lives, including bullying.
- 9.3 A Code of Behaviour for service users is drawn up in conjunction with service users, agreed and documented for each area of the service and this should be discussed at advocacy and service user meetings. This Code of Behaviour should outline the principles of mutual respect, cooperation and natural justice and should be constantly highlighted and adhered to.
- 9.4 All service users are offered training in Abuse, Bullying, Complains and Consent. Service users also receive on-going guidance in the Service's policy on bullying behaviour and the Service's *Comments and Complaints Procedure*. This should be facilitated by staff in day services and also at house meeting, advocacy meetings and at PCP meetings.
- 9.5 Posters displaying strong anti-bullying messages may be displayed in target areas throughout day services.
- 9.6 The Services has an *Advocacy Policy and Procedure* and service users can raise issues or concerns including bullying at advocacy meetings.
- 9.7 Supervision and monitoring of all areas at all times is not always practical or possible and may not be supportive of an ethos of promoting service user independence and developing maturity. However, areas where and times when bullying incidents frequently occur should be highlighted and extra supervision and monitoring put in place. When there are particular ongoing issues in relation to individuals, this supervision and monitoring should be documented in their files. Support plans and agreed preventative measures should be implemented and kept under review

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9.8 Carriglea Cáirde Services provides guidelines for service users in how to report abuse, how to deal with bullying, how to make a complaint and giving consent.

## 10.0 REPORTING BULLYING BEHAVIOUR

- 10.1 Service users are encouraged to report bullying behaviour and are advised that they have a responsibility to respect the welfare and safety of fellow service users and that they must also respect staff.
- 10.2 Service users should be encouraged to report a bullying incident immediately when it happens.
- 10.3 Staff should listen carefully to all reports, no matter how trivial they may appear
- 10.4 Staff should document reports on the service user daily report form and inform the service user's key worker
- 10.5 Every report should be dealt with in a professional manner seeking to resolve the problem at local level to the satisfaction of all parties involved.
- 10.6 Staff should always adopt a calm, unemotional, problem solving approach to bullying whether reported by staff, service users or family
- 10.7 The person allegedly bullying will be made aware of the complaint against him/her and kept informed during the course of any complaints process.
- 10.8 A sensitive attempt to get the perspective of both parties should be made in private and outside of the area where the bullying may have occurred to avoid humiliation to either party
- 10.9 When interviews take place, all parties are entitled to have someone with them for support.
- 10.10 If a number of people are involved in a bullying incident each member should be interviewed individually
- 10.11 Other witnesses, staff, family, or service users not directly involved may also need to be interviewed.
- 10.12 When interviewing service users regarding an incident of bullying behaviour calmly seek answers to the questions of What? Where? When? Who? Why?
- 10.13 If it is concluded that bullying has occurred it should be made clear to the person who initiated the bullying behaviour that they are in breach of acceptable standards of behaviour or the agreed Code of Behaviour applicable to the area.

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- 10.14 Service user complaints of bullying and follow-up actions should be recorded in the *Complaints Log*. Records of bullying will also be kept on file in the *Service User's Daily Report Record*.
- 10.15 Where a service user is not happy that the bullying problem they have reported has been resolved they should report this to the manager
- 10.16 The service user will then be issued with a copy of the Easy Read Comments and Complaints procedure which will be carefully explained to them by their key worker or other assigned staff.
- 10.17 The unresolved problem may be documented as a formal complaint on a complaints form and the service user will then receive support as outlined in the *Comments and Complaints Procedure*.
- 10.18 Persistent bullying or incidents of a serious nature may be dealt with under the Services policy for dealing with allegations of abuse which is the *Safeguarding Vulnerable Persons at Risk of Abuse policy* and may be reported to the HSE and or An Garda Siochana, if appropriate.

#### **11.0 SUPPORTS FOR SERVICE USERS AFFECTED BY BULLYING BEHAVIOURS AND THOSE WHO EXHIBIT BULLYING BEHAVIOURS**

- 11.1 Service users involved in bullying behaviours require assistance on an ongoing basis.
- 11.2 Staff should meet with the service user and parents/family member as appropriate.
- 11.3 Discuss with the family ways that they can support the service user
- 11.4 The person exhibiting the bullying behaviour should always be supported to see the situation from the view point of the person who has reported the bullying incident.
- 11.5 Key workers and families of those who exhibit bullying behaviours and those who are being bullied should be aware that low self-esteem is frequently an issue for both parties.
- 11.6 Opportunities should be actively explored and documented in their *Person Centred Plan* to increase feelings of self-worth and self-esteem for both parties.
- 11.7 Individual behaviour management plans (*See policy on Supporting Service Users with Behaviours of Concern*) may be written up with/for the service users exhibiting bullying behaviour where appropriate and his/her circle of support should be made aware of same.
- 11.8 The support of the multidisciplinary team should be requested where appropriate.

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11.9 In certain cases, counselling may be required where either party could be supported to explore their social behaviours and/or their responses to the social behaviours of others - thus developing more effective coping and communication strategies.

## 12.0 ALLEGATIONS OF BULLYING /HARASSMENT INVOLVING STAFF

12.1 In instances where a staff member is alleged to engage in bullying behaviour against a service user, such allegations will be dealt with under the Services policy for managing allegations of abuse as set out in the *Policy and Procedure for Safeguarding Vulnerable Persons at Risk of Abuse and Trust in Care (HR-28)*.

12.2 Allegations of Bullying/Harassment by a staff member towards another staff will be dealt with under '*Dignity at Work*' (HR-07).

12.3 In the event of a staff member feeling bullied by a service user, he/she should discuss the matter with his/her line manager

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