



Dolphin Healthcare Services

Sheldon Community Centre, Sheldon Heath Road,
Birmingham, West Midlands, B26 2RU
Phone: 01212433384

Anti-Bullying Policy and Procedure

Scope

- All workers and Service Users.

Policy

- We are committed to providing a caring, friendly and safe environment for all of our workers and Service Users so they can work and live in a relaxed and secure atmosphere. Bullying of any kind is unacceptable, and if bullying does occur, all incidents will be dealt with promptly and effectively.
- The attention of all employees is drawn to the:
 - The Social Care Workers Codes of Practice, which can be found for download on the Social Care Institute of Excellence (SCIE) website at <http://www.scie.org.uk/workforce/files/CodesofPracticeforSocialCareWorkers.pdf?res=true> a copy of which is given to all employees;
 - Discipline Policy and Procedure, a copy of which is shown to all employees on recruitment, is referred to in the Staff Handbook that is issued to all employees, and is available in the Policy and Procedure Manual in the staff room/administration office. This policy sets out the disciplinary action which may be taken in the event of bullying activity;
 - Whistleblowing Policy and Procedure, a copy of which is shown to all employees on recruitment, is referred to in the Staff Handbook that is issued to all employees, and is available in the Policy and Procedure Manual in the staff room/administration office;
 - Sexual and Racial Harassment Policy and Procedure, a copy of which is shown to all employees on recruitment, is referred to in the Staff Handbook that is issued to all employees, and is available in the Policy and Procedure Manual in the staff room/administration office.
- What is bullying?
 - Bullying is the use of aggression with the intention of hurting another person physically or emotionally. Bullying results in pain and distress to the victim.
 - Bullying can be:
 - Emotional; being unfriendly, excluding and ignoring, tormenting (e.g. hiding or interfering with belongings, threatening gestures, threatening language);
 - Physical; pushing, kicking, hitting, punching or any use of violence;
 - Racist; racial taunts, graffiti, gestures;
 - Sexual; unwanted physical contact or sexually explicit comments;



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- Homophobic; because of, or focusing on the issue of sexuality;
 - Verbal; name-calling, criticising in public, sarcasm, spreading rumours, teasing;
 - Cyber; All areas of the internet, such as email and internet chat room misuse;
 - Mobile; threats by text messaging and calls, misuse of associated technology i.e. camera and video facilities.
- Signs and symptoms.
 - A person may indicate, by signs or behaviour, that he or she is being bullied. Supervisors should be aware of these possible signs and that they should investigate if a person:
 - Is reluctant to work without a specific person accompanying them;
 - Asks that a particular member of staff does not care for them;
 - Changes their usual routine;
 - Is unwilling to come to work;
 - Begins to take unannounced days off;
 - Becomes withdrawn, anxious, or lacking in confidence;
 - Feels ill in the morning;
 - Begins to work to a lower standard;
 - Has possessions which are damaged or 'go missing';
 - Has unexplained cuts or bruises;
 - Becomes aggressive, disruptive or unreasonable;
 - Is bullying other people;
 - Is reluctant to discuss their behaviour;
 - Gives improbable excuses for any of the above;
 - Is nervous and jumpy when a cyber message is received.
 - These signs and behaviours could indicate other problems, but bullying should be considered a possibility and should be investigated.

Procedure

- Report bullying incidents to your supervisor.



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- Record cases of serious bullying.
- If necessary and appropriate, police will be consulted.
- 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.
- Use the supervision process to formally record bullying behaviour, and agree a plan of action to stop it.
- Clearly spell out the potential disciplinary action which could be taken in the event of appropriate corrective action not being followed by a person who is exhibiting bullying behaviour, or if serious incidents occur.
- Refer to the Discipline Policy and Procedure in serious and/or intransigent cases.
- Use the abuse procedures in the case of bullying of a Service User.
- Consider the use of advocacy in the case of a Service User bullying a worker, and refer the Service User and/or their advocate to the behavioural standards set out in the Service User's Handbook and Agreement.