



JIGSAW FAMILY SUPPORT

ANTI-BULLYING POLICY

1. Introduction

Jigsaw Family Support is committed to creating a safe, inclusive and respectful environment for all participants, staff and volunteers. As an organisation working with marginalised, vulnerable and hard-to-reach individuals in Cumbria, we recognise the significant impact bullying can have on wellbeing, personal development and engagement in learning.

This policy sets out Jigsaw's commitment to preventing bullying and responding effectively to any concerns or incidents within our programmes, projects and community activities.

2. Policy Statement

Jigsaw Family Support operates a zero-tolerance approach to bullying. Everyone has the right to be treated with dignity and respect. Bullying of any kind is unacceptable and will always be addressed promptly, sensitively and in line with safeguarding principles.

This policy applies to:

- Participants
- Staff
- Volunteers
- Visitors
- External partners involved in Jigsaw activity

It covers behaviour occurring:

- on-site in Jigsaw premises
- during off-site visits or activities
- online and through digital communication
- outside Jigsaw activities where behaviour impacts wellbeing, safety or participation

3. Definition of Bullying

Bullying is defined as:

“The intentional and repeated behaviour of an individual or group that causes physical, emotional or psychological harm to another person.”

Bullying may include:

3.1 Verbal

- Name-calling
- Threats or intimidation
- Humiliation or ridicule

3.2 Physical

- Hitting, pushing or threatening violence
- Damage to personal belongings

3.3 Emotional / Psychological

- Isolation or exclusion
- Manipulation or coercion
- Persistent negative behaviour causing distress

3.4 Discriminatory Bullying

Related to protected characteristics under the **Equality Act 2010**, including disability, race, sex, religion/belief, gender reassignment, age and sexual orientation.



3.5 Cyberbullying

- Abusive online messages
- Social media harassment
- Sharing harmful content

Single incidents may constitute bullying if part of a wider pattern or imbalance of power.

4. Aims of the Policy

Jigsaw aims to:

1. Promote a culture of respect, inclusion and positive behaviour.
2. Prevent bullying through awareness, training and positive relationships.
3. Encourage open communication so bullying can be reported safely.
4. Respond promptly and effectively to all reported or observed incidents.
5. Support individuals affected by bullying.
6. Address unacceptable behaviour in a constructive, trauma-informed way.
7. Ensure compliance with safeguarding and equality duties.

5. Prevention Measures

To prevent bullying, Jigsaw will:

- Maintain a welcoming, trauma-informed environment.
- Challenge discriminatory or harmful behaviour immediately.
- Ensure staff and volunteers are trained to recognise and address early signs of bullying.
- Monitor group interactions and participant wellbeing routinely.
- Promote emotional resilience, empathy and respectful relationships.
- Model appropriate behaviour at all times.

6. Reporting Bullying

Jigsaw encourages participants, staff and volunteers to report concerns. Reports may be made:

- directly to any staff member
- to a programme lead or safeguarding officer
- through written or digital communication
- through a third-party (family member, friend, support worker)
- confidentially

Every report will be treated seriously.

7. Responding to Bullying

7.1 Immediate Safety

Staff ensure:

- the person affected is safe and supported
- any immediate risks are removed
- reassurance is provided

7.2 Initial Information Gathering

Staff:

- listen calmly and without judgement
- collect factual information
- avoid making assumptions

7.3 Recording of Incidents

All incidents and near misses must be recorded using:



- Contact forms
- Group activity review sheets
- SOPs Incident Reporting Procedure
- Safeguarding concern forms where relevant

Records must be:

- written promptly
- factual and objective
- stored securely under data protection requirements

7.4 Investigation

The Designated Safeguarding Lead (DSL) will:

- review all information
- speak to those involved
- assess vulnerabilities, context and risk
- determine actions in line with Jigsaw policies

7.5 Support and Response Strategies

Jigsaw will ensure a range of strategies is considered to:

- support the person affected
- address the behaviour
- prevent recurrence

Support may include:

- restorative conversations (only where safe and appropriate)
- mediation supported by trained staff
- emotional support and wellbeing check-ins
- adjustments to session/group arrangements
- referral to specialist or therapeutic services

Participant involvement

The affected participant will, wherever appropriate, be involved in:

- choosing support strategies
- safety planning
- decisions on next steps

This promotes empowerment, control and emotional wellbeing.

7.6 Addressing the Behaviour

Actions may include:

- clear behaviour expectations
- warnings and boundaries
- restorative approaches
- targeted support for the perpetrator
- temporary or permanent removal from the programme for serious or persistent incidents
- safeguarding referrals if risk is identified

7.7 Monitoring

Following an incident:

- staff monitor the situation regularly
- wellbeing checks are made with both the person affected and the individual responsible



- ongoing risks are reviewed
- interventions are adjusted as needed

Monitoring records form part of safeguarding oversight.

8. Safeguarding Considerations

Bullying may constitute a safeguarding concern. Staff must refer to Jigsaw's **Safeguarding Policy** where:

- an individual is at risk of harm
- bullying relates to hate incidents or discrimination
- there is evidence of exploitation, abuse or criminal behaviour
- the participant is a child or vulnerable adult

The Designated Safeguarding Lead (DSL) must be informed immediately if risk is present.

9. Equality and Inclusion

Jigsaw is committed to:

- promoting equality
- eliminating discrimination, harassment and victimisation
- ensuring full inclusion for all participants

Bullying linked to protected characteristics is treated as a serious incident.

10. Confidentiality

Information will be shared only with those who need it to:

- protect participants
- investigate incidents
- implement support

All data is managed in line with the **Data Protection Act 2018** and **UK GDPR**.

11. Responsibilities

11.1 Staff and Volunteers

Must:

- model respectful behaviour
- report all concerns immediately
- record incidents accurately
- support those affected
- follow Jigsaw procedures correctly

11.2 Senior Staff/ Designated Safeguarding Leads

Are responsible for:

- ensuring consistent implementation
- supervising investigations
- maintaining accurate records
- overseeing monitoring and follow-up

11.3 Participants

Are expected to:

- treat others with respect
- contribute to a positive environment
- report concerns

12. Monitoring and Review



This policy will be:

- monitored continuously for effectiveness
- reviewed annually or earlier if required
- updated to reflect legislation, safeguarding guidance or organisational changes

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