



Suffolk
New
College

Learner Anti-Bullying / Harassment Policy

Policy Title:	Learner Anti-Bullying / Harassment Policy
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Author(s):	Director of Quality, Teaching Development, Student Progress and Director of Student Services, Safeguarding and Support
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Related Policies & Procedures:	Safeguarding & Child Protection Policy Student IT Acceptable Use Policy Supporting Learner Achievement Policy E-Safety Policy Student 'Whistleblowing' Policy Preventing Extremism & Radicalisation Safeguarding Policy Student Placement Policy



Equality Impact Assessment Tool

Name of Policy: Learner Anti-Bullying / Harassment Policy

		Yes/No	Comments
1	Does the policy/guidance affect one group less or more favourably than another on the basis of:		
	Race or ethnicity	No	
	Disability	No	
	Gender	No	
	Religion or belief	No	
	Sexual orientation	No	
	Age	No	
	Marriage and Civil Partnership	No	
	Maternity and Pregnancy	No	
	Gender Reassignment	No	
2	Is there any evidence that some groups are affected differently?	No	
3	If you have identified potential discrimination, are any exceptions valid, legal and/or justifiable?	NA	
4	Is the impact of the policy/guidance likely to be negative/	No	
5	If so, can the impact be avoided?	NA	
6	What alternatives are there to achieving the policy/guidance without the impact?	NA	
7	Can we reduce the impact by taking different action?	NA	

Learner Anti-Bullying / Harassment Policy

1 SCOPE

This policy applies to all learners at all campuses. The term learner encapsulate all types of students and apprentices including full-time students, part-time students, apprentices or leisure learning students

PURPOSE

- To ensure that the college is a safe and supportive environment.- for learning both face-to-face and on-line and during out of class activity across all campuses
- To ensure that anyone who feels they are being bullied, harassed or abused in any context (including sexual, harassment, violence or abuse) receives appropriate support and action is taken to stop it happening again.
- To ensure any allegations of bullying, harassment or abuse are investigated and that the alleged perpetrator receives a fair investigation.
- Where investigations are undertaken externally, by the police for example, college procedures may be superseded.

2 INTRODUCTION

Suffolk New College is a place where people matter and everyone has the right to be treated with dignity and respect. Coming to College is a time for new beginnings, where new friends are made and new challenges are set. The College is committed to promoting fundamental British Values at all times and in so doing, providing a safe and positive environment so that learners can learn in a secure atmosphere and get the most from College life. The College recognises the right of freedom of speech and welcomes views from its diverse population, providing opportunities for Learners to discuss and debate topical themes within class-time, and will promote opportunities to have debates within the context of social justice. The College will however take action if it judges any views expressed promote radicalisation or inappropriate sexual behaviours at whatever level (see the Supporting Learner Achievement Policy).

Bullying, harassment and abuse are anti-social behaviours which affect everyone. Any such behaviour is unacceptable and will not be tolerated. The College will take firm and decisive action to protect Learners. Any reports will be taken seriously and will be dealt with in a fair, sensitive and speedy manner.

Bullying, harassment and abuse can have long-term effects on the morale and well-being of individuals. Learners cannot give their best or work well in teams when under fear of harassment, bullying or abuse. Learners will be actively

encouraged to report incidents and will be supported through the process of making a complaint.

It is recognised that learners' best assets are often each other. The college will therefore promote a culture of community and support whereby learners are encouraged to look out for each other and talk to a member of staff where they might have concerns about a peer or friend.

All staff should have an understanding of what bullying, harassment and abuse is and what the College's Anti-Bullying/Harassment Policy states. Staff need to be able to recognise the signs of bullying, harassment or abuse (Appendix 1) and know how to deal promptly with any incidents and allegations of bullying, harassment or abuse.

It is the responsibility of all learners and staff to create and support a learning environment free from threat, harassment or intimidation

3 WHAT IS BULLYING, HARASSMENT AND ABUSE

Bullying, harassment and abuse can take many forms and may be directed against an individual or group of people, it may also be direct or indirect.

Bullying is deliberate, offensive, intimidating, malicious, abusive or insulting behavior which makes the individual upset, threatened, humiliated, vulnerable or frightened for their safety.

Harassment may occur against an individual because of their disability, race, religion, gender, sexual orientation, age or any personal characteristic of the individual. Harassment may constitute discrimination which is unlawful under the terms of the Equality Act 2010.

Abuse may occur by inflicting harm or by failing to act to prevent harm. Harm can include ill treatment that is not physical as well as the impact of witnessing ill treatment of others.

Bullying, harassment and abuse is any behaviour by an individual or a group that:

- is unwanted by the recipient and which affects the dignity of any individual or group.
- could be hurtful - the person/people using the bullying/harassing behaviour know what they are doing and are doing it intentionally.
- brings unwelcome attention through being subject to persistent persuasion (with or without inducements) which seeks to change an individual's behavior and promotes extremism.
- may be an isolated incident or happens more than once - there is often a pattern of behavior.
- involves an imbalance of power - the person experiencing the bullying or harassment usually finds it difficult to defend themselves.

The following are examples of bullying, harassment and abuse but this is not an exhaustive list.

Emotional: Being excluded from social groups, tormented (e.g. hiding belongings, threatening gestures), or pressured to act against own will.

Physical: Pushing, kicking, punching, any use of aggression and intimidation or theft.

Racist and religious: Racial taunts, use of racial symbols, graffiti, gestures. Offensive comments about appearance, dress, religion or ethnic background.

Sexual, sexist, homophobic and transphobic: Unwanted physical contact, sexually abusive remarks including homophobic comments and graffiti. It is for each individual to determine what behaviour they find acceptable and what they regard as harassment. Transphobic bullying refers to bullying because someone is, or thought to be, transgender. There is discrimination if someone receives less favourable treatment because they submit to or reject sexual harassment.

Sexual abuse: : involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing, and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse.

Verbal: Name calling, spreading rumours, making careless or calculated remarks based on prejudice, false stereotypes or misinformation.

Disablist: involving young people with disabilities, which has similar traits to those already identified, but may also include, manipulative bullying whereby the victim is made to do something they don't understand; exploiting a particular aspect of a condition e.g. sensitivity to light or sound; conditional friendship; persistent, low level bullying which leads the victim to 'snap', particularly with people on the Autistic Spectrum.

Cyber: Cyberbullying is the intentional, persistent behaviour by an individual or group causing harm to others using information and communication technologies. It includes sending inappropriate, or hurtful text messages, e-mails, instant messages, or posting malicious material on-line (e.g. on social networking websites), or sending or posting offensive or degrading images and videos, threats by text and calls.

Aspects of cyberbullying are different from other forms of bullying. These include:

- Cyberbullying can take place at any time of the day or night.
- Cyberbullying is not restricted by locality and intrudes into personal and safe places (like the home environment). (See e-Safety Policy for further details)
- Cyberbullying may take the form of 'grooming' offering inducements (including promises of friendship) and seek to persuade a person to act in an unlawful or unacceptable way.
- The audience can be extremely large.
- The process of cyberbullying can be rapid with audiences being reached almost instantly.
- In some instances of cyberbullying the bully can remain anonymous.
- The instances of bullying can be used as evidence as there is lasting documentation.
- Bullying that takes place off site but comes onto the College's site either physically, electronically onto the network or is verbally taking place between learners will be addressed under this policy.

4 PROCEDURES

Learners must be encouraged to feel that they can confide in members of staff if an incident occurs (whether they are a victim or know of someone who is a victim of bullying, harassment or abuse).

Staff should be alert for signs and indicators of bullying, harassment and abuse and be prepared to act upon them.

It may not always be appropriate for the procedures to be followed in a sequential order, for example a serious incident may go directly to formal action under the Supporting Learner Achievement Policy (for the perpetrator) and may be referred to Authorities for Safeguarding including the PREVENT Team.

For apprentices on work-based learning provision, or where Learners are on placement, or work experience, College staff will discuss Learner's safety in the workplace with them, monitoring at progress reviews and/or tutorial, using the review pages in Pro-Monitor/SmartAssessor.

5 GUIDELINES FOR STAFF

All complaints about bullying, harassment or abuse are to be taken seriously and treated sensitively. **If there are serious concerns around Safeguarding or Radicalisation raised you must report these on to a member of the College's Safeguarding team immediately and follow this with a report on MyConcern in line with College Safeguarding Policy immediately.**

In cases where there is no immediate threat to the learner, it is important to discuss possible strategies with the victim in the first instance and proceed as appropriate. Often an informal approach at an early stage can offer the best solution before matters escalate. In all cases the complaint should be handled quickly and with the appropriate confidentiality. Any report of bullying, harassment or abuse even if resolved locally must be reported on MyConcern in line with College Safeguarding Policy.

We encourage learners to report to us if they are made to feel uncomfortable by actions or words and / or any incidents (including online) that occur whilst they are on placement, in line with our Student Placement Policy.

NB: If in the case of those under 18 child abuse is reported or suspected then the Safeguarding Children and Vulnerable Adults Procedure must be followed.

5.1 Supporting Victims of Bullying

Immediate action will be taken by whichever staff are first involved where this is outside of class e.g. Student Services or the Rangers so that the safety of the victim is ensured i.e. control of the bully and support of the victim and call for assistance if required. As soon as possible afterwards the Progress Tutor/Link Tutor of the victim should be brought into the situation.

The Progress Tutor will offer support and guidance to the victim and make a referral to Student Support if required.

The Progress Tutor will arrange mediation if appropriate and on-going support as required. The Head will monitor this to ensure that support is offered.

5.2 Investigating and Reporting

Staff should always make themselves available to learners who make a complaint that they have been bullied or harassed.

Every incident should be recorded by the member of staff discovering the incident or to whom the bullying or harassment is first reported using one or both of the following methods:-

- Completion of a MyConcern
- Completion of the relevant stage warning on Pro-Monitor.

The report should include:

- Date(s), time(s) and place(s) of incident(s)
- Name(s) of any witnesses
- What actually happened
- How it made the victim feel
- Any action taken
- Original copies of any written material connected with the issue

Such information will inform any mediation process, and should formal disciplinary action be subsequently followed, be offered as evidence in those

If an incident of bullying and harassment is reported to Student Support through the 'Stop It' button on MySNC the information will be passed to the Progress Tutor/Head in the first instance by a member of staff from Student Support.

The Progress Tutor will make an appointment to meet with the Learner within 24 hours of the incident.

In the event of an allegation against a member of staff advice should be sought from Human Resources immediately.

If the incident is serious the Head will investigate the incident following the processes outlined in the Supporting Learner Achievement Policy

When interviewed the victim should be assured that their complaint will be treated in confidence and that they will not be victimised for bringing the complaint.

When interviewed the alleged bully should be advised that bullying behaviour is taken very seriously and that any further victimising or retaliation against the complainant or any other learner for complaining about or giving evidence about harassment will also be taken very seriously.

If it is necessary to interview other learners who have witnessed acts of harassment, such Learners should also be assured of the same degree of confidentiality.

Written records of all interviews conducted and decisions taken must be made.

If the complaint is upheld the Head/Director should consider the seriousness of the incident and take appropriate disciplinary action as outlined in the Supporting Learner Achievement Policy. The Head/Director should also put in place actions to stop the harassment and prevent its reoccurrence. If mediation has been agreed by both parties the Head will arrange this. It may be appropriate to

relocate or transfer one of the parties concerned and every effort should be made to relocate the harasser and not the recipient.

If the complaint is not upheld, for example where the evidence is inconclusive, the Head/Director should continue to monitor the situation and offer mediation to the learner(s) and others concerned. The emphasis would be on rebuilding working relationships. The Head/Director may consider the relocation or transfer of one of the parties concerned and again every effort should be made to relocate the harasser and not the recipient.

When those involved are under 19 parents and carers will be informed of the incident, stating that the College is taking action.

Keep all documentation in a secure and confidential manner.

Send copies of all Stage 4 Suspension meeting reports documentation to the clerk to the Student Admissions and Behaviour Panel.

In less serious cases or where the issue is dealt with informally by the Progress Tutor the Head may arrange mediation if it is considered appropriate. Be sensitive to the feelings and perceptions of the victim (just because you cannot understand why someone feels harassed or bullied this does not mean they are not). Offer referral to Student Services to both the victim and the bully.

5.3 Dealing with those who bully

In the first instance bullying and harassing behaviour should be dealt with in a way that encourages co-operation and understanding of the effect of their behaviour on the person concerned.

Where appropriate, every effort should be made to work with the aggressor(s) to ensure that they change their behaviour and work to achieve reconciliation with the victim of the bullying or harassment. The College Supporting Learner Achievement Policy procedures should be used to create action plans for the Learner and to identify appropriate support to facilitate behaviour change.

If the bullying persists or the aggressor does not cooperate in the first instance it may result in exclusion of the Learner. Depending on the nature of the bullying and harassment the police may be involved.

Where appropriate Student Services will refer to external agencies who can offer support such as anger management and behaviour programmes.

6 ADVICE AND ASSISTANCE

The Student Services team can provide advice, support, guidance and assistance to learners subjected to bullying or harassment. Any advice and assistance is not intended to vary the procedure above.

7 STRATEGIES TO REDUCE BULLYING OR HARASSMENT

In order to ensure that learners can study in an environment free from bullying or harassment, it is the responsibility of the College to ensure that clear strategies are in place both to prevent occurrences of bullying and harassment and also to encourage Learners to report incidents. These strategies include:

- All learners to be made aware when they start College – through the Steps to Success programme of the learner expectations of behaviour, their rights and responsibilities and the appropriate College policies.
- Information on bullying and harassment and how to respond will be included in MySNC, Apprentice Handbooks and Placement Handbooks.
- Raise awareness of the nature of bullying, harassment and e-safety through Steps to Success, Professional Development sessions; MYSNC, Progress Reviews Student Parliament and participation in national initiatives such as Anti-Bullying Week and Safer Internet Day.
- Staff will act as positive role models for learners and have consistent expectations of learner behaviour.
- The College Rangers will pro-actively monitor the learner population outside of class and swiftly intervene where any signs of bullying are evident
- Learners will be provided with a range of ways to report bullying concerns. This will include reports to members of staff, student support, and the 'Stop It' button on Moodle
- There will be posters and other visual reminders that bullying and harassment is not acceptable and how to respond if it occurs.
- The Student Union and Parliament will be asked to take a pro-active anti-bullying role.
- The College's Safeguarding Officers contact telephone numbers are on the reverse of the learner's ID card.

9 MONITORING AND EVALUATION

Irrespective of whether formal or informal action is taken, all incidents of bullying or suspected bullying must be recorded on MyConcern. This should include brief details of the incident, action taken, the outcome and whether any follow-up action was required. This will inform reviews of the procedure, identify any additional actions the College needs to take and staff development needs and contribute to equality and diversity monitoring activity.

Questions on how learners feel about their own level of safety and the management of incidents of bullying and harassment will be included in learner satisfaction surveys.

Bullying and harassment will be included for discussion in course representative meetings, learner panels and Student Parliament and learners invited to comment on and influence the college procedures and practices.

APPENDIX 1

Signs and indicators of bullying:

- Anxiety about travelling to and from College – avoiding regular travel times
- Not wanting to be alone at the bus stop
- Change in usual routine
- Becoming anxious or withdrawn
- Attempted or threatened suicide
- Crying
- Feeling ill
- Frequent unexplained absence
- Deterioration in performance at College or loss of enthusiasm
- Possessions 'go missing'
- Clothing and books damaged
- Asking for or stealing money
- Unexplained cuts or bruises
- Becoming aggressive or unreasonable
- Lacking in confidence
- Bullying or harassing other learners
- Reluctance and/or refusal to explain what is troubling him/her

Additional indicators related to “cyberbullying”:

- Reluctance to use a computer or electronic device
- Avoiding discussion about their activity on the computer or electronic device
- Nervous or anxious when receiving an e-mail, or message
- Displaying unusual anger, sadness or depression after using the computer
- Exiting programmes or closing down computer unexpectedly

APPENDIX 3

Mediation

The mediator can help participants to resolve their dispute and to co-exist at the College, through using the procedure set out below:

1. In the mediation, both parties define the problem as they see it, alone with the mediator.
2. The mediator is impartial, identifies the key issues for both parties – these are listed on paper.
3. At the end of the individual session with the mediator, the mediator needs to ascertain whether or not the parties are willing to meet together, along with the mediator. This is the point when real mediation can take place, if both parties are willing to try, to move towards reconciliation.
4. At the joint meeting, both parties are able to speak and express their opinion, but this is lead by the mediator, only one person is allowed to speak at once, to ensure this meeting doesn't turn into a battle. The mediator needs to firmly control the meeting.
5. Both parties should be given the opportunity to brainstorm possible solutions to their issues, and explore what might be a possible way forward.
6. The mediator sets up a plan of action which will satisfy each party and obtains agreement on these.
7. Follow up action is agreed and monitored.

APPENDIX 4

Learner Anti-bullying and Harassment Policy Summary (MySNC)

Suffolk New College aims to provide a safe and supportive environment.

- Bullying and harassment are unacceptable, antisocial behaviours.
- There are different forms of bullying and harassment including emotional, physical, racial and religious, sexual, homophobic, disability and verbal harassment. You may also experience bullying by mobile phone, texts and calls, email, online, or by camera and video facilities.
- If you bully or harass someone you may be subject to disciplinary action.
- If you are being bullied:
 - Try to stay calm and look confident;
 - Be firm and clear – look them in the eye and tell them to stop;
 - Get away as quickly as possible;
 - Tell someone – (any member of staff – with a blue lanyard) this could be your Progress Tutor, link tutor, College Ranger, Student Support, LSP;
 - Report the bullying using the 'Stop It' button on MySNC.
- If you are scared to tell someone on your own, take a friend with you.
- When you are telling someone about the bullying be clear about:
 - What has happened to you;
 - How often it has happened;
 - Who was involved;
 - Who saw what was happening;
 - Where it happened;
 - What you have done about it already.
- You may, with support, make the other person clear that their behaviour is unacceptable.
- If you find the thought of doing this difficult, you may prefer someone to do it for you.
- Confidential support may be available to those who experience bullying, and to those engaging in bullying behaviour to help them move forward in a positive manner.
- Keep notes of what is happening, dates, times, places, who was there, how it made you feel, and any evidence such as notes, email, or pictures.
- A full copy of this policy can be found on MySNC

Appendix 5: Detailed GUIDELINES FOR Learners

If you feel you are being bullied, harassed or subject to abuse – tell someone. There are a range of ways that we can support you depending upon the nature/severity of the incident or issue. The College takes all incidents of this nature very seriously, and will intervene to address the issues with all concerned. The categories set out below provide guidelines to the processes that may follow, once we have been alerted to the issue. Wherever possible, we will support you to take steps to address the issue in the first instance, this will include talking with you about what might happen next.

The points below provide guidelines on the procedure to follow if they are being bullied, harassed or abused

FIRST POSSIBLE ACTION

If the perpetrator is known to you, you can ask the person bullying, harassing or abusing you to stop. Say that the actions or comments are unwelcome and are making you feel uncomfortable or unhappy.

If this does not work, or you are unable to take this action yourself because you do not feel safe doing this – you should follow the next steps.

5.2 BULLYING, HARASSMENT OR ABUSE

You may be subject to bullying, harassment or abuse which could be a one-off incident or a minor incident, this includes cyberbullying, such as unwanted texts, emails or social media exposure, peer-on-peer sexual abuse. It is important that you still report this quickly so that the College can take action to support you and to deal with the perpetrators.

ADD CONTINUUM – here

Try to keep a log of the incident(s) with details of who was present, what was said or happened and where it happened.

Reporting

You can report the incident to any member of staff (wearing a blue lanyard) that you feel comfortable to do so. This may be in the first instance your Progress Tutor, course tutor, a Student Support & Safeguarding Officer, a Ranger, a member of the Students' Union, an LSP or any other member of staff. You will be listened to sympathetically and your concerns taken seriously. Alternatively press the 'Stop It' button on MySNC. Complete the form providing as much detail as you can and press send. This form will go straight to Student Support who will acknowledge receipt of the concern and explain what will happen next.

Your Progress Tutor/Head will be informed and will complete a My Concern referral.

Resolution

In such cases your Progress Tutor or a Student Support & Safeguarding Officer will work with you to help you try and resolve the matter. If the perpetrator is a member of the College community your Progress Tutor will support you to make it clear to the person causing the offence that their behaviour is unwelcome and

should be stopped. This can be effective if the person is unaware that their words or behaviour is inappropriate.

If you feel unable to do this by yourself, the member of staff supporting you can arrange for a mediation session whereby they meet with you and the person causing the offence to resolve the issue and find a suitable way forward.

Outcome

Action taken will be proportionate and depend on the severity and nature of the incident and the impact on you. This may include:

- Monitoring the person who has been doing the bullying, harassment or abuse to prevent repeated behaviour. This will be by the Head.
- Support for you
- Support for the person who has been harming you.
- An Action Plan under the Supporting Learner Achievement Policy

Confidential support can be provided for both you and the person who has been harming you to help you both move forward in a positive and confident way.

Appendix 7 provides a list of useful web links with advice on how to deal with bullying, harassment or abuse.

If the person who has been harming you is not a member of the College community and you are under 19 the College will inform your parents and other Authorities if necessary to agree how to support and maintain your safety.

MORE SERIOUS BULLYING, HARASSMENT OR ABUSE

Bullying, harassment and abuse is deemed to be serious when it involves continued or persistent actions against you or it is a major incident which may include violent behaviour or the threat of violent behaviour.

Reporting

You must report the offence to any member of staff immediately. This could be your Progress Tutor, Head, a Ranger, a subject tutor, a Student Support & Safeguarding Officer, or an LSP, or member of staff (wearing a blue lanyard).

The member of staff's first priority will be to ensure your safety and prevention of repeated incidents.

Investigation

The staff member will then inform the Head who will talk to you about the incident and conduct a full investigation under the Supporting Learner Achievement Policy. You may bring along someone of your choice to this meeting and any other meetings that may occur in connection with the incident(s).

Where investigations are undertaken externally, by the police for example, college procedures may be superseded.

Outcome

Action will be taken depending on the severity of the incident. For serious incidents this may include:

- Formal action through the Supporting Student Achievement Policy
- Suspension pending investigation.
- Exclusion from College.
- Reporting to Authorities if Safeguarding or Radicalisation (PREVENT Team) concerns.

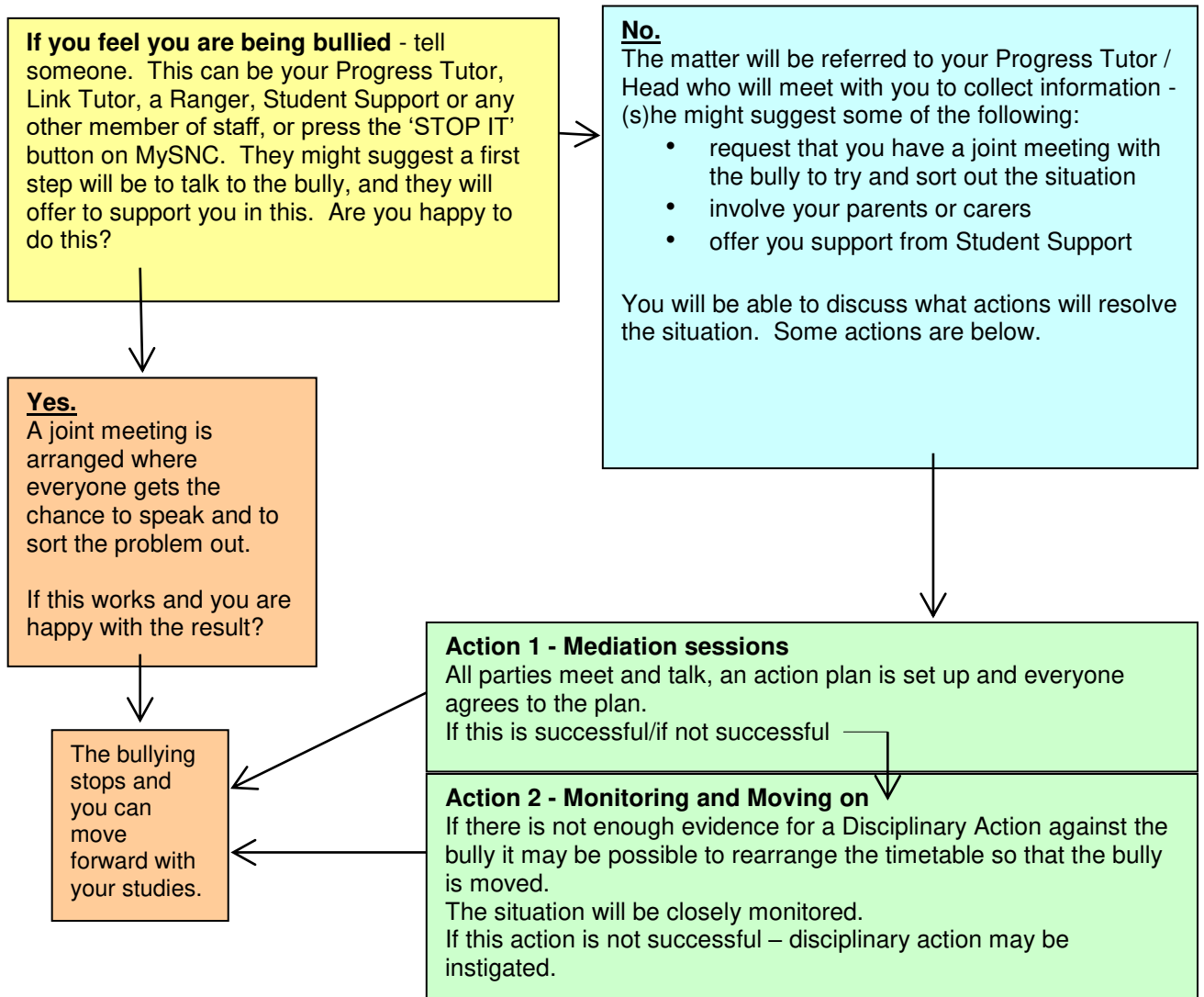
You will continue to be supported throughout the process, to help you move forward in a positive and confident way.

Appendix 4 provides a list of useful web links with advice on how to deal with bullying, harassment or abuse

Appendix 6: How the College will deal with your problem

You can ask to see the full Anti-Bullying/Harassment Policy from the Student Union or on Moodle. However, below is a flow chart showing how the College will deal with your problem.

Low Level Bullying



Serious Bullying

If you feel you are being bullied - tell someone immediately. This can be your Progress Tutor, Link Tutor, a Ranger, Student Support or any other member of staff, or press the 'STOP IT' button on MySNC

The matter will be referred to your Progress Tutor /Head who will meet with you to collect information - (s)he might suggest some of the following:

- involve your parents or carers
- offer you support from Student Support
- interview other students who were witnesses
- refer to your Head for investigation

You will be able to discuss what actions will resolve the situation. Some actions are below.

Action 1 - Disciplinary Action

The Head takes disciplinary action against the bully, which may include:

- Formal action through the Supporting Learner Achievement Policy – where an action plan is agreed
- Suspension pending investigation.
- Exclusion from College.

Action 2 – Monitoring of action plan

The situation will be closely monitored to ensure that the action plan is adhered to and the bullying stops. If there are any further incidents – further disciplinary action will be taken as appropriate, which may involve exclusion.

The bullying stops and you can move forward with your studies.

Appendix 7

Useful links for Learners

BullyingUK: Provides advice and guidance to young people on a range of bullying issues. <http://www.bullying.co.uk>

CEOP (The Child Exploitation Online Protection Centre): Hosts the young people's charter and is responsible for safety on the internet, with advice for young people, parents and carers. www.ceop.gov.uk

ChildLine: Confidential counselling service for young people. Website has useful information about bullying and cyberbullying. Good links to other websites on a range of issues. <http://www.childline.org.uk>

Childnet: For information and materials on a range of safety aspects such as social networking, cyberbullying and being a good digital citizen. <http://www.childnet.com>

EACH (Educational Action Challenging Homophobia): www.each.education/

Mencap: The Mencap site features advice and activities for young people on how to recognise and deal with bullying. <http://www.mencap.org.uk/>

Stonewall: Information on tackling homophobic bullying www.stonewall.org.uk

Sariweb: Support Against Racist Incidents – free support service www.sariweb.org.uk

The Race Equality Centre: For information on what racial harassment is and what to do about it. www.raceequalitycentre.org.uk

Bully Free Zone: Bully Free Zone in Bolton is one of the leading peer support projects in Britain, aiming to raise awareness of alternative ways of resolving conflict and reducing bullying. <http://www.bullyfreezone.co.uk/>