

United Against Bullying Plus School Case Study:

How Oasis Academy John Williams improved its bullying reporting system to include student voice and encourage more students to come forward

Context of our anti-bullying work

At OAJW we used a dedicated email address for students to report bullying incidents. This had served well yet relied heavily on students recording all the details of the incident in a blank email without any help/prompts. We learned that Tell Us, in its original form, was not accessible to all students, important details were often missing which caused delayed responses, there was no immediate support/feedback, it was easy for staff to misinterpret information, and students were concerned about "snitching" and worried that action taken may make things worse.

What we hoped to achieve

We wanted to create student-friendly methods for reporting bullying so that more young people felt confident to come forward. We wanted to hear the student's voices in their report so that they may have an input in the outcomes and actions.

The action we took

We updated **Tell Us** by developing a form reporting system. It now supports students to provide more detailed information about incidents of bullying. The form uses a QR code or link which is easily accessible to all students on their Academy iPads. The QR code is displayed around the Academy and students are encouraged to save the link to their iPad favourites.

To ensure that the form is accessible to as many students as possible it has an immersive reader option and language packs can be added if necessary. Staff can support students to complete the form if needed.

Students can report incidents that have happened to them or on behalf of other students. To enable student voice, we have allowed students to suggest what they would like to happen next so that they can be involved in every step.

Once a student completes their Tell Us, they are sent an immediate response email that outlines actions they can take right away, support services they can access online, and advice for their parents/carers. The 360 Team checks for incoming Tell Us reports daily and works with students to resolve them, making sure to log and follow up to ensure any intervention was successful.

The second reporting method we implemented was the Whisper Box. Students expressed that sometimes it was necessary to report anonymously. The Whisper Box allows students to report bullying and any other worries they have about school or the community so we can identify and address problems effectively.

Students can report anonymously, tell us about problems without worrying about getting into trouble, share concerns about something they've seen or heard, and inform us about someone/something they're worried about.

As Year 8 is the focus of the UAB+ programme they were the first to trial and feedback on the new Tell Us. The trial was successful, so the system was launched for all students. We used a video to explain the changes to Tell Us and the Whisper Box, and the rationale

behind them. We will communicate these changes with parents/carers and allow them to feedback on the new systems in place.



Tell Us Immediate Email Response

THANK YOU FOR USING TELL US

Someone from the 360 Team will get back to you as soon as possible with non-judgmental advice and support. We've listed below some of the 24/7 & late night helplines which you can access for support while you wait.

ACTIONS YOU CAN TAKE NOW:

If it's taking place online, you can block, mute and report. Save any online messages/texts/ sent to you. **Find out more here:** <https://www.unicef.org/end-violence/how-to-stop-cyberbullying>

Talk to your parent/carer, learning mentor or other trusted adult.

Visit one of the websites or use the helplines mentioned below.

If the situation seems threatening or dangerous, walk away! Head towards an adult or friends, and ask for help.

If you or someone else is in **immediate danger** call 999.

HELPLINES & WEBSITES

Childline 0800 1111
www.childline.org.uk

Stay Safe Online
www.thinkuknow.co.uk

The Mix
Text THEMIX to 85258
www.themix.org.uk

EACH 0808 1000 143
Report homophobic, biphobic and/or transphobic bullying or harassment.
www.each.education/homophobic-transphobic-helpline

ADVICE FOR PARENTS & CARERS

Kidscape Parent Advice Line
Open on Mondays and Tuesdays, 9:30am - 2:30pm

Tel: 0300 102 4481
WhatsApp: 07496 682785
Email: parentsupport@kidscape.org.uk

www.familylives.org.uk

Impact and outcomes of the work

We have noticed that we can respond to incidents much quicker due to having detailed information at hand. Students tell us that they feel confident to report bullying and especially like that they can have input into what happens next.

We believe we are developing a culture of open communication by providing student-friendly ways to report bullying or concerns that are safe and confidential.

What we have learned

When students know they can have input on the actions taken when they have been bullied, they are more likely to feel confident to report when things go wrong.