

United Against Bullying School Case Study: Responding to parent concerns

How [school] responded to parent concerns

Context of our anti-bullying work

We achieved the gold award from the ABA in 2018 and the biggest barrier we have faced is the perception of parents and pupils with regards to bullying, especially when there is a sense of injustice when issues arise.

What we hoped to achieve

The desired outcomes were to help all involved with improving behaviour to understand the difference between bullying and bullying incidents, and how to report behaviours to prevent the repeated behaviours from escalating into bullying issues.

The action we took

We established a website page dedicated to helping pupil and parent wellbeing which includes helping those involved in issues to reach out for support, including when affected by undesired behaviours.

It has been added to the Staff Code of Conduct that staff will respond to emails within 48 working hours to ensure a prompt follow up to concerns. However, key staff have been highlighted as a prompt point of contact and a concern reporting platform has also been added to the website so concerns can be address promptly.

An anti-bullying webpage is being produced to help all of the school community to understand the descriptors of bulling.

Parent workshops have taken place to help them understand the complexities between bullying and conflict.

Staff training has taken place to help staff define the difference between bullying and conflicts to ensure the right support is put in place.

The behaviour policy has been reviewed to ensure in incorporates bullying behaviours and how to manage it.

Lunchtime staff were given extra training along with daily conversations (where necessary) to highlight those at risk of continuing behaviours to identify where additional support is necessary

Impact and outcomes of the work

A safer secure environment for pupils to play and be themselves without fear of undesired confrontation.

A better understanding for parents and staff to ensure that bullying incidents are identified quickly, enabling a quick management plan.

The creating of an awareness to help define what support is necessary for individual pupils.

Ease of access of information for those who struggle to make contact

Lunchtime staff given the ability to competently manage behaviours in a timely manor to prevent issues from escalating to incidents of bullying.

Parents awareness of the support available when concerns arise.

What we have learned

N/A