

## Things to know about bullying



**No more  
bullying**



Turning Point Scotland will do whatever they can to stop bullying and abuse to service users. Abuse is when people are treated badly or ignored, it includes bullying and it is very serious.

Turning Point Scotland knows that bullying can make people feel scared and upset, and that it can harm people. They will support service users who have been bullied and try to help people who bully others to change the way they behave. Both people involved will be supported equally and fairly.



A bully could be someone you know at work or college, someone who uses the same service as you, a friend, a family member, a staff member, or someone that you see when you are out and about.

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# Ways you can be abused or bullied

- Neglect



Neglect is when you are not allowed to have things like water, food, clothes or medical care. It can also be when you are left on your own too much, or not included in activities.

People sometimes neglect themselves when they don't feel good inside. This can be because they have been bullied.



- Physical abuse

This can be when someone hits you, kicks you, pushes you, keeps hurting or pestering you. It can also be when someone chases you or makes rude signs to you. Or, it can be when someone stops you from going where you want to go.



- Sexual abuse

This can be when someone says something sexual to you that you don't want to hear, or when someone touches you in a way that you don't want them to. If someone shows you parts of their naked body or pictures of people who are naked this can also be sexual abuse. Some people get bullied because they are gay.



- Emotional or verbal abuse

This can be when someone calls you names or makes a fool of you. Bullies pick on people for all sorts of reasons. Sometimes it is because of your skin colour, the clothes you wear, where you come from, your disability or religion. It can be when someone swears at you or says things that make you feel scared or upset.

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- Non verbal abuse

This can be when someone breaks your things on purpose, or spoils your home or garden on purpose. It can also be when someone offends you by changing the way you look in digital photographs. Sending nasty emails or text messages or putting nasty things on the internet is also abuse.



- Financial abuse

This is when someone steals your money or threatens you to get you to give them your money. It can also be when someone pretends to be your friend and makes you spend your money on them.



- Institutional abuse

This is when someone who works in a service that supports you abuses you. It can be when a staff member takes choices away from you. It can also be when a staff member does not take you to the toilet when you need to go. Or, it can be when a staff member does not listen to you.



In all cases of abuse, it is important to tell someone. If you, or someone you know, is being bullied you should tell someone. You can tell a staff member, a manager, your family or the police. Abuse is a crime so the police might need to be involved.

## Who does what?



Support workers will:

- discuss this policy with service users
- make sure service users know they do not need to hide anything and that staff are there to help
- watch out for signs of someone being bullied
- make sure that everything possible is done to help the people involved
- report that bullying has happened and talk to their manager about it
- support the person who has been bullied and try to help the bully to change the way they behave



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Managers will:



- speak to service users and staff to see if they think anyone is at risk of bullying
- look into any bullying that is reported
- speak to any other agency involved
- support and advise staff
- make sure staff stick to this policy
- make sure staff are trained in how to deal with bullying
- make sure that the person who has been bullied knows it is not their fault
- help the bully to understand how the person who has been bullied has been affected





## About this document

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