



# ANTI-BULLYING POLICY YSGOL GYMRAEG DEWI SANT

November 2022



**Directorate of Learning and Skills**

# Ysgol Gymraeg Dewi Sant Anti-bullying Policy

## The vision and values of the school

Schools should adopt a whole-school approach for promoting positive, respectful behaviour between staff and learners as part of their whole school approach to well-being. This approach should be woven through all school activity.

Creating an environment which encourages positive behaviour and addresses the root causes of unacceptable behaviour will help create an inclusive and engaging environment where learners feel safe and are ready to learn.

At Ysgol Gymraeg Dewi Sant our vision and values are a solid foundation for the teaching and experiences we offer our learners.

We have happy, ambitious and confident learners within a safe and supportive environment. We want to ensure that every child feels valued and loved.

We ensure experiences and an atmosphere where our pupils learn and grow, develop their curiosity and independence.

We will provide a broad, balanced and rich curriculum. This will enable our pupils to be independent, confident and capable learners who are ready to live a full life. Our intention is to secure skills and opportunities in order to prepare our pupils to be lifelong learners.

We develop caring learners who show respect and empathy for others and the world around them.

We celebrate our Welshness and take pride in our language, history and culture.

## AIMS AND OBJECTIVES

At Ysgol Gymraeg Dewi Sant we:

- Ensure that the Welsh language is the means of communication in all aspects of school life.
- Develop learners who are proud of the Welsh language, and the culture and traditions of Wales.
- Provide a happy, caring and supportive environment for all children and staff.

- Provide a wide range of educational opportunities via a broad and relevant curriculum that promotes independent learning and encourages each child to achieve the best possible standards.
- Teach basic skills and provide opportunities for pupils to apply them confidently within a range of contexts throughout their lives.
- Ensure wherever possible that everyone has equal access to the whole curriculum regardless of ability, beliefs, race or background.
- Create a caring atmosphere where everyone is respected and shows respect for others.
- Ensure high standards of behaviour.
- Create a welcoming atmosphere and develop an effective link between the school and the wider community in order to promote Welsh medium education within the local area.
- Celebrate everyone's efforts, achievements and talents.
- Support and develop the flair and skills of the workforce in order to maintain and develop team work.
- Create lifelong learners with an ambitious mindset.

### **What is meant by bullying?**

There is no legal definition of bullying in Wales or indeed in Great Britain. Therefore, the definition used in this guidance builds upon widely used principles established in the UK since 1993. Welsh Government guidance defines bullying as:

*Behaviour by an individual or group, usually repeated over time, that intentionally hurts others either physically or emotionally.*

There are a number of distinctive elements associated with bullying. These include but are not limited to the following:

- **Intention to harm:** bullying is deliberate with the intention to cause harm. Those who bully others are often skilled at knowing exactly how to humiliate or hurt their target: picking on key aspects of their appearance, personality or identity that produces the effect wanted. They seek out the area in which they have power over their target.
- **Harmful outcome:** someone or a group is hurt physically or emotionally. They can be isolated, humiliated or made fearful. Their sense of self-worth is reduced.
- **Direct or indirect acts:** bullying can involve direct aggression, such as hitting, as well as indirect acts such as spreading rumours, revealing private information about someone or sharing intimate images with people for whom the information/ images were not intended.
- **Repetition:** bullying usually involves repeated acts of aggression. An isolated aggressive act, such as a fight, is not usually considered bullying. Yet any incident can be the start of a pattern of bullying behaviour which develops subsequently. That is why incident records are so valuable.
- **Unequal power:** bullying involves the abuse of power by one person or a group who are (perceived as) more powerful, often due to their age, physical strength, popularity or psychological resilience.

Bullying can take many forms, including:

- **Physical** – kicking, tripping someone up or shoving them, injuring someone, damaging their belongings or gestures of intimidation.
- **Verbal** – taunts and name-calling, insults, threats, humiliation or intimidation.
- **Emotional** – behaviour intended to isolate, hurt or humiliate someone.
- **Indirect** – sly or underhand actions carried out behind the target's back or rumour spreading.
- **Online** – using any form of technological means, mobile phones, social networks, gaming, chat rooms, forums or apps to bully via text, messaging, images or video (see appendix 2 for more information on online bullying).

- **Relational aggression** – bullying that tries to harm the target's relationships or social status: drawing their friends away, exploiting a person's additional learning needs (ALN) or long-term illness, targeting their family's social status, isolating or humiliating someone or deliberately getting someone into trouble.
- **Sexual** – unwanted touching, threats, suggestions, comments and jokes or innuendo. This can also include sextortion, so called 'revenge porn' and any misuse of intimate, explicit images of the learner targeted.
- **Prejudice-related** – bullying of a learner or a group of learners because of prejudice. This could be linked to stereotypes or presumptions about identity. Prejudice-related bullying includes the protected characteristics (including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation). Prejudice can and does also extend beyond the protected characteristics and can lead to bullying for a variety of other reasons such as social status and background.

There are specific types of bullying relating to protected characteristics. These can broadly be categorised into the following groups:

- Bullying connected with age
- Bullying involving learners with disabilities, which can include SEN
- **Homophobic, biphobic and/or transphobic** bullying
- Bullying connected with **race, religion and/or culture**
- **Sexist and/or sexual** bullying

### What is not bullying?

Some behaviour, though unacceptable is not considered bullying. Welsh Government expects these instances to be dealt with in accordance with the school's Relationship Policy to deal effectively with these incidents and prevent them from potentially escalating to become bullying. It is essential that these one-off incidents are recorded by the school via 'My Concern' and that this data is regularly reviewed by the school alongside data on bullying to inform future practice. Some cases might be a safeguarding matter or require involvement of the police. A young person may be in need of multi-agency support or therapeutic intervention.

The following examples are cases which would not normally be considered bullying:

- **Friendship fallouts** - a friendship feud may, however, deteriorate into bullying behaviour that is enabled by the fact that former friends have an intimate knowledge of the fears and insecurities of one another. Children and young people who are targeted by former friends feel the betrayal deeply and are frequently isolated from their former friendship group.
- **A one-off fight** – Welsh Government expects it to be addressed according to the school’s Relationship Policy unless it is part of a pattern of behaviour that indicates intentional targeting of another individual.
- **An argument or disagreement** between two children or young people is not generally regarded as bullying. Nevertheless, they may require assistance to learn to respect others’ views.
- **A one-off physical assault** – Welsh Government expects it to be stopped and addressed immediately. Police involvement in cases where physical assault has happened may also be appropriate.
- **Prejudice-related incidents** – A prejudice-related incident can be defined as

“Any incident which is perceived to be prejudice or discriminatory by the victim or any other person hearing or witnessing the incident”.

It is crucial that schools act on and record such incidents to ensure that they are clearly seen as unacceptable within the school community. All incidents will be recorded via ‘My Concern’ by staff and categorised by the headteacher. Whilst not meeting the definition of bullying because they may not be repeated over time, they are no less hurtful to the child or young person subject to this. These incidents could be linked to stereotypes or presumptions about identity.

### **Why it is important to prevent and challenge bullying**

At Ysgol Gymraeg Dewi Sant we believe that it is vital that we work together to prevent and challenge bullying.

The School Council believe that we as a school should make a difference, that everyone is equal and that we should be able to reach out if help is needed.

The School council believe that:

- As a school we should raise awareness of what is bullying and the effect that bullying can have on a person.
- That pupils need to be made aware of who they should turn to if they feel that they are being bullied.
- That strategies are in place to deal with incidents of bullying (Rights of the Child – Article 39).
- That school is a good place to learn and build friendships (Rights of the Child - Article 15).
- School should be a place where children receive care and are safe (Rights of the Child – Article 19).
- The school should help children to learn how to treat others.
- School should be a happy place and that no one should feel sad or unworthy.
- The school should promote the Relationships policy and that every pupil is Ready, Respectful and Safe.

See appendix 3 for legislation relating to bullying.

### **How awareness of bullying will be raised**

**The school has adopted a Relationship Policy specifically focussing on the behaviours that we want to see in our school.**

**All pupils must be Ready, Respectful and Safe.**

At Ysgol Gymraeg Dewi Sant we will:

- Ensure that all staff receive regular training on the anti-bullying policy and procedures.
- Ensure that, on induction, all new staff are made aware of the policy, the approach taken by the school and how the procedures are administered.
- Ensure that playground, lunch time and school transport supervisors and school administrators are fully aware of the policy and the procedures they should follow.
- Regularly canvas children and young people's views on the extent and nature of bullying.
- Ensure that pupils know how to express worries and anxieties about one-off incidents and bullying.

- Ensure that all pupils are aware of the range of sanctions that may be applied against those engaging in one-off incidents and bullying.
- Involve pupils in anti-bullying campaigns in schools.
- Publish the anti-bullying policy on the school website.
- Publicise details of useful helplines and websites.
- Offer support to pupils who have been bullied (both perceived and actual).
- Work with pupils who have been bullying in order to address the problems they have.

**How anti-bullying and work to prevent any prejudice-related incidents will be embedded in the curriculum rather than an isolated annual event (such as during anti-bullying week).**

Creating an environment which encourages positive behaviour and addresses the root causes of unacceptable behaviour will help create an inclusive and engaging environment where learners feel safe and are ready to learn.

## **Successful Futures**

Successful Futures identifies 4 Purposes for the Curriculum. It recommends that the entirety of the school curriculum should be designed to help all children and young people to become:

- ambitious, capable learners, ready to learn throughout their lives
- enterprising, creative contributors, ready to play a full part in life and work
- ethical, informed citizens of Wales and the world, ready to be citizens of Wales and the world
- healthy, confident individuals, ready to lead fulfilling lives as valued members of society.

At Ysgol Gymraeg Dewi Sant we will:

- Adopt a 'Values' based approach to behaviour which highlights a value each month that is referred to and rewarded.
- Ensure that opportunities are planned through the Curriculum where we will engage with the pupils to addresses relationships, positive behaviour and resilience.
- The school will work across the Curriculum to build a supportive culture and shared values. This will be evident in assemblies and class-based learning.

- We will engage with outside agencies to provide learning experiences that reinforces a positive and inclusive school culture. We will also raise awareness of bullying through Barnardo's and 'Bullies Out'.

**Involvement of staff, learners, parents/carers and school governors in development and implementation of the policy**

Successful implementation of an effective anti-bullying strategy to challenge one-off incidents and prevent bullying in schools must involve the whole school community. Taking a whole-school approach is more likely to succeed than a single initiative by a teacher or group of learners.

At Ysgol Gymraeg Dewi Sant, we will:

- Engage widely with the school community to ensure that our policies and procedures are relevant and update them accordingly.
- Set clear and realistic objectives about what the strategy aims to achieve (awareness raising activities will be undertaken to promote these objectives among staff and learners).
- Provide training, on how to implement the objectives of the strategy consult with all those involved in implementing the strategy as to how well the strategy is working.

**It is imperative that children and young people are taught, both at home and in school, about building and maintaining respectful relationships. This is the foundation on which positive behaviour is based.**

Parents/carers have an important role to play, as part of the school community, in taking responsibility for their child's behaviour inside and outside school. Partnership working between the school and parents/carers to maintain high standards of behaviour and to encourage respect and kindness towards other people is vital.

At Ysgol Gymraeg Dewi Sant, we will ensure that parents/carers:

- Are aware of the strategy.
- Know how the school would like them to report any concerns and how to escalate matters appropriately should they not be satisfied with the outcome of their initial concern.
- Know who to speak to when raising a concern about bullying or one-off incidents and evidence to provide.

- Have been engaged to support their children and support the vision and values of the school.
- Are aware that prejudice and discrimination are unacceptable within the school community.
- Are aware of the school's complaints procedure, in case they are not satisfied with the way the school has dealt with a case of reported one-off incidents and bullying.
- Are aware that one-off incidents and bullying relating to school staff via social media is not acceptable.

### **Signs a child or young person might be experiencing bullying**

Indicators that a child is being bullied could include:

- Reluctance to go to school
- Appearing frightened of / during the journey to and from school
- Changing their usual route
- Being anxious, moody, withdrawn, quiet
- Complaining of illnesses such as stomach aches and headaches
- Bed-wetting in a previously dry child or young person
- Having nightmares or sleeping difficulties
- Coming home regularly with missing or damaged possessions
- Arriving home hungry
- Asking for extra money or stealing money
- Truancy
- Deterioration in their work / handwriting
- Not eating
- Unexplained cuts and bruises
- Being aggressive and bullying others
- Giving improbable excuses for any of the above

### **How bullying and prejudice-related incidents will be prevented, including on journeys to and from school**

#### **Creating a whole-school ethos**

Effective schools take a proactive approach to preventing all one-off prejudice incidents (perceived or actual) and bullying and to mitigate their effects when they occur.

At Ysgol Gymraeg Dewi Sant, we will:

- Adopt a whole-school approach for promoting positive, respectful behaviour between staff and learners as part of our whole school approach to well-being - this approach will be woven through all school activity.
- Create an environment which encourages positive behaviour and addresses the root causes of unacceptable behaviour – this will help create an inclusive and engaging environment where learners feel safe and are ready to learn.
- Teach children and train staff about respect, positive behaviour, stereotypes and addressing prejudice.
- Build confidence to enable unacceptable language to be challenged and addressed.
- Ensure effective supervision between lessons with safe places provided for vulnerable learners during these times.
- Communicate a clear message of positive behaviour, kindness, loyalty and team spirit.

### **Tailoring intervention**

Young children who bully others using insults may not always understand the hurt they have caused and may be repeating what they have heard at home or in the community.

We will address this through:

- Sensitive restorative work.
- Group activities exploring why some words are unacceptable can be used.
- Meetings with parents/carers to remind them about the values of the school.

When young people become adolescents, they are more likely to be influenced by their peers and therefore interventions should address the whole group or class so that the majority opinion can be heard.

## **When the school will take action in relation to prejudice-related incidents and bullying outside the school**

Bullying outside school can include online bullying. Information on this can be found in appendix 2.

Welsh Government guidance states that while schools are able to regulate certain conduct off school premises, such as one-off incidents and bullying behaviour, they can only impose sanctions when the learner is on the school site or under the lawful control or charge of a member of staff. A sanction could be imposed while a learner is on a school trip, but not while the learner is on their journey home from school for instance. In such circumstances, the member of staff could indicate to the learner that they have been seen misbehaving and/or engaging in bullying behaviour and will receive a sanction; however, the member of staff must wait until the learner is next in school to apply the sanction.

Welsh Government expect that any misbehaviour, including one-off incidents and bullying, on the journey to and from school should be dealt with using the most appropriate policy, such as the school's Relationship/Anti-bullying policies or by enforcement of the Travel Code.

See appendix 3 for more information on the Learner Travel (Wales) Measure 2008.

## **How the school will respond to incidents**

Headteachers should ensure that all school staff, are aware of the procedures to follow if a learner reports being bullied or a prejudice-related incident.

All staff will be mindful that a learner may approach any member of staff they trust. Staff training and regular updates will increase their readiness and confidence to notice and respond when issues around one-off incidents and of bullying present.

The most effective interventions are sustained over the long-term, developed with staff, learners, parents and partners in the community. These are monitored, evaluated and revised to reflect changes in circumstances or context. Interventions are supported by a school ethos which inhibits one-off incidents, as well as bullying whilst promoting empathy and respect for

diversity. A single strategy or initiative is unlikely to provide a solution to bullying and the most effective anti-bullying strategy will usually include a range of tools which can be adapted to suit particular incidents and form part of the school's wider whole-school approach to well-being.

Interventions may be at class level, year group level or only with the perpetrator/s.

### **Whole-school response**

There are frequently learning opportunities for the whole class or year group which can be implemented without mentioning the name of the person who reported it. This protects against retaliation.

### **Responding to the perpetrator**

At Ysgol Gymraeg Dewi Sant we will:

- Address the perpetrator/s according to the procedures and agreed sanctions in the school if they are found to have acted inappropriately.
- Give perpetrators the opportunity to put their side of the story before any decisions on penalties are made.
- Determine the most appropriate sanction in line with the Relationship Policy.
- Aim to address the root causes for the one-off incidents and/or bullying happening in the first instance - this is likely to have the greatest impact in preventing the issue from continuing.

Where isolation is used to tackle bullying, this will be used short-term and as part of a longer-term plan for addressing the root cause of the bullying.

Staff will explain to pupils the reason why they have been isolated and outline that the strategy is a short-term intervention as part of a longer-term plan to address the issue.

### **How to report bullying**

At Ysgol Gymraeg Dewi Sant, there are several ways in which pupils can report one-off incidents and bullying. These include:

- Trained peer supporters or buddies

- A quiet and private space to talk
- Staff available at key times
- 'I wish my teacher knew' cards.

## **Supporting the pupil who has reported that they have been bullied**

### **Effective listening**

Those who are targets of one-off incidents (perceived and actual) and bullying tend to feel powerless. One of the first steps when responding to incidents is to work to restore their capacity to make choices for themselves. Using effective listening techniques staff (or a peer supporter where these are used) can help the targeted learner to feel they are doing something about the problem.

We will:

- Acknowledge calmly the anger or distress of the targeted child or young person speaking.
- Try not to rush them if they need time to process their thoughts.
- Be mindful that it may have required considerable courage to come and report what is happening.
- Thank the learner for reporting the problem.
- Explain to them the next steps of how their concerns will be taken forward.

### **Consider the setting**

We will:

- Sit at the same level as the learner reporting their experience of bullying.
- Place chairs at a slight angle rather than directly opposite each other to help reduce any conscious or unconscious sense of confrontation or opposition.
- Ensure privacy to avoid learners overhearing what is said or seeing a meeting taking place (note that for safeguarding best practice, it should be possible for other staff to observe the meeting).

### **Saving evidence**

Learners who are bullied or subject to a one-off incident should be encouraged, where possible, to keep evidence of the activity. Evidence may include:

- Threats or images sent on or offline by messaging, conversations, notes or images, damaged clothing or other belongings, online conversations or notes.
- Witness statements or additional evidence from bystanders.
- Dates and times when things happened.
- Screenshots.

All evidence will be recorded on 'My Concern' by staff.

Bullying and one-off incidents rupture healthy self-esteem, replacing positive beliefs about oneself with beliefs linked to shame, disgust, criticism, incapacity, powerlessness and helplessness. When deciding on next steps to increase the self-efficacy of the learner who reports being bullied, staff should where possible give pupils an element of choice. Choices offered to the targeted learner may include:

- How the incident will be handled.
- Whether changes to the learner's current journey to or from school should be considered in more detail.
- Whether the learner would like help from peer supporters or agrees to join a club or activity.

### What learners can expect

Welsh Government has produced helpful guidance for children and young people:

- Challenging bullying: rights, respect, equality. A guide for children
- <https://gov.wales/sites/default/files/publications/2019-11/rights-respect-equality-guide-for-children.pdf>
- Challenging bullying: rights, respect, equality. A guide for young people
- <https://gov.wales/sites/default/files/publications/2019-11/rights-respect-equality-guide-for-young-people.pdf>

Schools should ensure that this information is readily available to all pupils.

At Ysgol Gymraeg Dewi Sant, we will:

- Regularly canvas children and young people's views on the extent and nature of one-off incidents and bullying.

- Ensure that pupils know how to express and report worries and anxieties about one-off incidents and bullying.
- Ensure that all pupils are aware of the range of sanctions that may be applied against those engaging in one-off incidents and bullying.
- Involve pupils in anti-bullying campaigns in schools.
- Publicise the details of helplines and websites.
- Offer support to pupils who have been bullied.
- Work with pupils who have been bullying in order to address the problems they have.
- Encourage pupils to discuss anti-bullying, for example through the school council.
- Put posters around the school, in language that can be clearly understood by all pupils

### What parents/carers can expect

Welsh Government has produced helpful guidance for parents and carers:

- Challenging bullying. Rights, respect, equality: guidance for parents and carers
- <https://gov.wales/sites/default/files/publications/2019-11/rights-respect-equality-guidance-for-parents-and-carers.pdf>

At Ysgol Gymraeg Dewi Sant, we will:

- Ensure that parents / carers know whom to contact if they are worried about one-off incidents and bullying.
- Ensure that parents know about our complaints procedure and how to use it effectively.
- Ensure that parents / carers know where to access independent advice about one-off incidents and bullying.
- Work with parents and the local community to address issues beyond the school gates that give rise to one-off incidents and bullying.

Having reported an issue regarding bullying to the school, if a learner or their parent/carer does not feel that the school has taken it seriously or has not addressed their concern to a satisfactory standard, they can make a formal complaint.

The school complaints policy is available on the school website and made available on request from the school or school governing body.

## **How bullying and one-off prejudice-related incidents will be recorded and monitored**

Welsh Government expects schools to have in place mechanisms for reporting and recording bullying which are clearly communicated to the whole school community. The Welsh Government expects the information schools record and monitor to relate directly to their school's definition of bullying and broader provisions outlined in their school's anti-bullying strategy and policy.

Welsh Government expects schools to record all incidents of bullying, outlining the specific types of bullying, including bullying around the protected characteristics. The Welsh Government expects schools to monitor processes regularly. This will enable schools to modify their bullying policies to respond to specific trends and emerging issues in a swift and effective manner.

At Ysgol Gymraeg Dewi Sant, we will use the online platform 'My Concern' to record each bullying or prejudice related incident.

Where schools have recorded incidents of bullying, they should demonstrate that they are acting to challenge bullying, address unacceptable behaviour and improve learner well-being.

As stated previously, not all forms of unacceptable behaviour can be defined as bullying. At Ysgol Gymraeg Dewi Sant, no discriminatory or prejudicial actions or comments against pupils with protected characteristics will be tolerated and these will also be recorded and monitored to ensure that all pupils are treated with respect. 'My Concern' will be used to record these "one-off" incidents.

In some cases, bullying may be so severe as to become a safeguarding matter or require involvement of the police. A young person may be in need of multi-agency support or therapeutic intervention. If this is the case, this will be reported to the DSP who will contact the local authority safeguarding officer.

At Ysgol Gymraeg Dewi Sant, we will:

- Implement an ongoing cycle of school-level data recording, monitoring and analysis of anti-bullying and one-off incident information.
- Use school level anti-bullying and one-off incident data to identify priority areas for implementing whole school improvement.
- Take action to make those improvements.
- Share all data with the local authority.

**How learners and/or parents/carers can appropriately escalate the matter if they do not feel that their concerns are being taken seriously**

Having reported an issue regarding bullying to the school, if a learner or their parent/carer does not feel that the school has taken it seriously or has not addressed their concern to a satisfactory standard, they can make a formal complaint.

Under section 29 of the Education Act 2002, school governors are required to have and publicise a complaints procedure ensuring anyone with an interest in the school can raise a complaint, confident it will be considered properly and without delay.

**How the school will evaluate and review its policy and strategy**

This policy will be reviewed on an annual basis and updated where required.

In reviewing the policy, all members of the school community, including members of the governing body will be consulted.

Effective schools will use surveys of learners' experiences to ask whether or not a learner, if bullied or subject to a one-off incident, reported it and were happy with the subsequent outcome. This gathering of feedback in order to learn lessons and continuously improve, more than any other, is of importance to establish trust among learners. Learners need to believe it is worthwhile to report being bullied and trust action will be taken on an individual and whole school level.

At Ysgol Gymraeg Dewi Sant, we will:

- Use surveys and group discussions to identify which aspects of the school's current policy and strategy work well and any areas for improvement.
- Regularly seek the views of learners, parents/carers and staff, through surveys and discussions, to measure the extent of bullying and one-off incidents (perceived and actual), behaviour present.
- Monitor incidents of bullying and one-off incidents (perceived and actual) and identify patterns of behaviour and the extent of bullying. This will enable us to modify our anti-bullying policy if required to respond to specific trends and issues.

## Appendices

### Appendix 1: Specific types of bullying and prejudice-related incidents

#### Specific types of bullying linked to protected characteristics

There are specific types of bullying related to protected characteristics. These can broadly be categorised into:

- bullying connected with age
- bullying involving learners with disabilities, which can include ALN
- homophobic, biphobic and/or transphobic bullying
- bullying connected with race, religion and/or culture
- sexist and/or sexual bullying.

#### Bullying involving learners with disabilities and/or ALN

Reports from Mencap and the Anti-Bullying Alliance show that children and young people with disabilities and/or ALN are more likely to experience bullying than their peers. A study by the Institute of Education in 2014 found that even after controlling other factors that might influence the likelihood of a child being bullied, at age seven a child with ALN is twice as likely to be bullied as a child with no ALN. Welsh Government expects schools to be proactive in countering this trend.

Learners with a disability and/or ALN learners may be more vulnerable to bullying because:

- of negative attitudes towards disability or perceived disability
- of a lack of understanding of different disabilities and conditions
- they may not recognise they are being bullied
- they may be doing different work or have additional support at school
- they may be more isolated than others due to their disability or condition
- they may find it harder to make friends as a result of their disability or condition
- they may exhibit perceived bullying behaviour due to their disability or condition, e.g. autistic learners may not be aware of other people's personal space, or learners with attention deficit hyperactivity disorder (ADHD) may interrupt conversations or talk over other learners
- they may experience lots of change, e.g. moving from a mainstream to a special school or pupil referral unit or spending periods of time in hospital.

Disabled and/or ALN learners may also find it more difficult to resist perpetrators because they have fewer friends to defend them and have difficulties telling someone if it occurs. They can be extremely adversely affected by bullying. In addition to being distressing, it can isolate them further and set back their social and educational development.

Bullying of learners with disability and/or ALN can take the form of any of the traditional forms of bullying. However, there are additional forms of bullying that ALN/disabled learners may experience.

### **Conditional friendship**

In these cases, a group will allow a target to believe they are accepted into the friendship group. The group may however be using the target or place conditions on them in order to be part of the group. They might make the target the subject of their jokes, use them to run errands or even engage in criminal activity for them.

### **Exploitative**

In these cases, the bullying takes the form of deliberately subjecting a target to something they cannot tolerate. For example, if a target is especially sensitive to sounds or smell, exploitative bullying might be where the perpetrator repeatedly spreads food over their work or makes loud noises to startle them. The eventual aim is to get the target child or young person into trouble because they will gradually become more stressed until they have an outburst of anger and/or retaliate.

### **Manipulative**

In these cases, the perpetrator manipulates the target, who at first may not realise what is happening. They might believe the other child/young person or group of children/young people like them and they are friends. However, the perpetrator might manipulate the target into high-risk relationships where the bullying becomes very controlling.

### **Positive action**

While research suggests children and young people with disabilities and/or ALN are more likely to experience bullying than their peers, it is important to remember that not all disabled and/or ALN children and young people are bullied.

Welsh Government expects schools to address bullying holistically while also taking into account the individual needs and circumstances of learners with

disabilities and/or ALN; under the PSED, schools are also under an obligation to ensure appropriate and effective action is taken to remove or minimise disadvantages encountered by learners due to their disabilities or ALN.

## **Social model**

In 2002, the Welsh Assembly Government adopted the social model of disability as the foundation of its work on disability in Wales.

The social model of disability offers a different perspective on disability, whereby disability is caused by the way society is organised, rather than by a person's impairment or difference. The social model of disability looks at ways of removing barriers that restrict life choices for people with impairments or differences. When barriers are removed, disabled people can be independent and equal in society, with choice and control over their own lives.

The social model of disability makes the important difference between impairment and disability. It recognises that people with impairments are disabled by barriers that commonly exist in society.

It is not the inability to walk that prevents a person entering a building unaided, but the existence of stairs that are inaccessible to a wheelchair user. Disability is socially constructed and the social model of disability requires society to remove the barriers so all people have equality. In schools this ethos is a key element of developing a truly inclusive environment and an effective disability equality scheme and anti-bullying policy.

## **Homophobic, biphobic and transphobic bullying**

Homophobic, biphobic and transphobic bullying are specific forms of bullying motivated by prejudice against lesbian, gay, bisexual or transgender (LGBT) people (including those questioning their sexuality), someone with a LGBT relative or simply because a learner is different in some way. It is not characterised by specific acts but by the negative attitudes and beliefs towards LGBT people that underlie these.

When a perpetrator identifies someone as 'different' this can be because the target does not conform to the 'expected' or 'gender appropriate' behaviour expected of someone. It is the learner's identity which is attacked. Homophobic, biphobic and/or transphobic bullying can therefore be experienced by a child or young person regardless of gender or sexual orientation.

## **Key issues for LGBT learners experiencing bullying**

A 2017 Stonewall report found that nearly three in five LGBT learners in Welsh schools who took part in a survey reported that their schools say homophobic and biphobic bullying is wrong, while just one in three report that their schools say transphobic bullying is wrong. The report also found that more than four in five LGBT learners report that they have never learned about or discussed bisexuality at school, making bisexual children and young people feel even more isolated, especially where sexual orientation can sometimes wrongly be conceived as a binary of being straight or gay/lesbian, and bisexual people's identity and experiences sometimes dismissed.

Welsh Government expects schools to incorporate anti-bullying work in the wider context of an equalities and social justice approach to respectful and healthy relationships and violence prevention. This should be done as part of a whole-school approach to celebrating difference, including embedding LGBT issues across the curriculum.

### **Homophobic, biphobic and transphobic insults used in place of other insults or indirectly**

In schools where learners believe they will not be challenged when using homophobic insults and/or actions, they may use such language or actions towards others they are targeting for other reasons, such as ALN or race, religion or culture. The homophobic insults are being used as a proxy for the language and/or actions they know they are likely to be challenged for using, such as racist insults. This behaviour can be observed through incident records or learner surveys, e.g. if learners with ALN report higher than average incidents of homophobic bullying.

In schools, homophobic, biphobic and transphobic language and actions can be wide-ranging and used directly or indirectly to:

- deride or disparage someone considered inferior or risible
- insult a learner with a lesbian, gay or bisexual parent/carer or relative
- use sexual orientation to denigrate the actions of another
- imply something is unacceptable
- intimidate someone or make them feel uncomfortable through insinuation
- undermine and bully a learner by suggesting that they are lesbian, gay or bisexual, including by spreading rumours and malicious gossip
- bully a male or female learner considered effeminate or masculine respectively
- put down a learner with a gender non-conforming friend or family member
- imply gender variance is unacceptable
- verbally bully a target considered gender-fluid.

## **Positive action**

Homophobic, biphobic and transphobic bullying cases require very sensitive responses. The family of the target may respond in ways that distress the child or young person further due to community pressure, homophobic, biphobic and/or transphobic views, or possibly through being unaware of their child's sexual orientation.

Welsh Government expects schools to work with families to ensure the right support, at the right time, is provided for the learner to ensure the best outcomes for that child or young person. Under the PSED schools are also under an obligation to ensure appropriate and effective action is taken to remove or minimise disadvantages encountered by learners due to their having protected characteristics.

## **Sexist and sexual bullying**

In 2015 Girlguiding UK found that 75 per cent of girls and young women said anxiety about potentially experiencing sexual harassment affects their lives in some way. The same survey found that 90 per cent of young women aged 13–21 agreed that the UK Government should make sure all schools are addressing sexual harassment and bullying in schools.

Sexist bullying is based on sexist attitudes repeatedly expressed in ways that demean, intimidate and/or harm another person because of their sex or gender. It may sometimes be characterised by repeated inappropriate sexual behaviours including harassment, groping, 'upskirting', 'downshirting' and use of humiliating sexist language. In rare cases violence may be used.

Sexual bullying may be physical, verbal or psychological. Behaviours may involve suggestive sexual comments or innuendo including offensive comments about sexual reputation or using sexual language that is designed to subordinate, humiliate or intimidate. It may involve sharing of explicit images online, sometimes by multiple people, coercion or unwanted sexual touching.

It is also commonly underpinned by sexist attitudes or gender stereotypes. Sexual bullying and sexual harassment are terms which are often used interchangeably in schools, with sexual bullying often regarded as a type of sexual harassment. Whether the incident is considered sexual bullying or sexual harassment, Welsh Government expects schools to address the issue through their anti-bullying, behaviour or safeguarding policy (whichever is deemed most appropriate). Sexual bullying can affect boys and girls.

## **Positive action**

Girls and young women are most frequently harmed by sexist and sexual bullying; however, boys and young men can also suffer sexist and sexual bullying and humiliation, e.g. by a group of girls/young women or a former girlfriend. Where this happens, Welsh Government expects that schools will not treat these cases any differently or less seriously than those involving girls and young women.

Welsh Government expects schools to consider all learners as potentially at risk of sexist or sexual bullying, particularly where they are perceived by others to not conform to dominant or stereotypical gender roles. Under the PSED, schools are also under an obligation to ensure appropriate and effective action is taken to remove or minimise disadvantages encountered by learners owing to their having protected characteristics.

## **Bullying linked to skin colour, nationality, religion and/or culture**

This form of bullying describes a range of hurtful behaviour, both physical and psychological, that makes a person feel unwelcome, marginalised, excluded or powerless because of their colour, ethnicity, culture, faith (including lack of faith), national origin or national status.

The equality Act 2010 offers protection based on a range of characteristics including race, ethnicity, religion and belief. The Act defines race as including skin colour, nationality and ethnic or national origins. Direct discrimination, indirect discrimination, harassment or victimisation targeted at an individual because they possess a protected characteristic, or are perceived to have a characteristic is against the law. If a school treats racist bullying less seriously than other forms of bullying, it may be in breach of the Equality Act.

As the Act applies to how a school treats a pupil but does not apply to relationships between pupils, the working definitions of racism and a racist incident proposed in the report of the Stephen Lawrence Inquiry in 1999 remain relevant.

The report defined racism as:

**Conduct or words or practices which disadvantage or advantage people because of their colour, culture or ethnic origin**

This is an expansive definition and reflects the personal, political, as well as institutional nature of racism.

The report describes a racist incident as:

**Any incident which is perceived to be racist by the victim or any other person**

A racist incident becomes racist bullying when it is persistent, intentional and involves an imbalance of power.

## **Forms of racism**

Racism targeting skin colour, religion, nationality, national status and culture is widespread and schools must continue to be alert in order to consistently challenge it.

The Local Authority, EHRC (Equality and Human Rights Commission), Welsh Government and ESTYN expect schools to consider for example, the following:

**Racism targeted at Gypsies, Roma and Travellers** – Gypsy, Roma and Traveller people are the target of a number of misleading and harmful stereotypes, many of which are deep-rooted in the public consciousness in the UK. Negative representations in the media further exacerbate the prejudice experienced by these individuals. It has even been suggested that discrimination towards Gypsies, Roma and Travellers remains ‘permissible’ in the UK. This is unacceptable and racist attitudes and stereotyping must be challenged in schools. As with all children, it is also important to build trust so that children and young people of Gypsy, Roma and Traveller backgrounds feel confident and able to report racism.

**Anti-refugee prejudice** – The political discourse and media reporting around immigration has heightened tensions between communities and created a challenging climate for refugees and asylum seekers in the UK. There is a trend of using dehumanising language when discussing immigration, e.g. words such as ‘swarming’ and ‘invasive’. Refugees and asylum seekers are often represented as a threat or a drain to public funds, and their motives for settling in the UK are regularly questioned. Schools must be alert to these influences and ready to counter negative narratives around refugees and asylum seekers. Schools should also be aware that some refugee and asylum-seeking children and young people may have endured traumatic experiences in their country of origin or during their journey to the UK, and of the further harm that could be caused by incidents of bullying.

**Anti-Semitism** – This is hostility, dislike or fear of Jews and Jewish things, manifested in discriminatory attitudes and actions. The online space has seen a proliferation of Anti-Semitic conspiracy theories in recent times, some of which are being repeated by school pupils. Again, these must be countered

through preventative education. Anti-Semitism is frequently exacerbated in Britain by events and underlying conflicts elsewhere in the world, particularly the Middle East.

**Anti-Muslim prejudice**– Hostility or misinformation around religion of Islam which results in discrimination against Muslim individuals and communities. The Local Authority, EHRC, Welsh Government and Estyn expect that schools should play an active part in countering anti-muslim prejudice and hostility within their own spheres of influence. This may be done through education about the religion and the use of positive role models, for example. Anti-Muslim prejudice is not necessarily to do with hostility to Islamic religious beliefs, but with denying equal rights and respect to people of Islamic heritage and perpetuating media-driven, unfounded stereotypes.

The Local Authority, EHRC, Welsh Government and Estyn expect that schools to consider, when recording incidents of racist bullying, that there should be distinct and separate categories for noting the basis of the racist bullying, e.g. on the basis of religious heritage. This will ensure patterns of behaviours and attitudes can be more easily detected, and a response can be put in place. Racist incidents should be reported to the local authority on a termly basis in order to show that the school is responding appropriately and to access any further support that may be needed.

Under Public Sector Equality Duty, all schools have a responsibility to foster good relations with those who have protected characteristics and those who not. It is known that bullying is very often motivated by hostility or prejudice based on a person's actual or perceived race, religion or culture. At the root of such bullying is a view that some people are different or 'other'. By 'othering' through remarks and insults it becomes easier to see any group as set apart and to dehumanise them. This can remove all compassion. The role of schools in helping every learner feel they belong is of immense value in building a cohesive society. Very young children do not see difference until they learn or adopt attitudes and prejudices which may be present around them. Schools should ensure their learning environments, materials and curriculum are inclusive and that all children treat those around them with respect.

## **Positive action**

The Local Authority , EHRC, Welsh Government expects and ESTYN expect schools to work with learners, their families and communities to ensure the right support, at the right time, is provided to learners to ensure the best outcomes for that child or young person. Under the PSED, schools are also under an obligation to ensure appropriate and effective action is taken to remove or minimise disadvantages encountered by learners owing to their having protected characteristics. This may include close monitoring in terms of

attainment data, the use of embedded anti-racism education and resources and the utilisation of positive role models.

## **Appendix 2: Online bullying and one-off incidents**

Understanding children and young people's lives in a digital age is a complex task and considering the implications for education is often a fine balance. On one hand there are calls to recognise the sophistication of children and young people's everyday uses of digital media, and for much greater integration of technology in education to equip learners effectively for their current and future lives. On the other hand, there are anxieties about the implications of extensive screen time and online harms that are hard to regulate and difficult to confine. Moreover, while many children and young people gain understanding and experience of digital environments from birth, their access to devices and experience of using technologies varies considerably. This disparity is not just linked to economic circumstances but to the different ways in which digital toys and resources are taken up within different families.

Often digital technologies simply provide new ways of doing the same kinds of things people were doing already, e.g. socialising online rather than through face-to-face engagement.

Where a technological future is inevitable, schools need to consider the digital impacts from which children and young people need to be protected while gaining digital competence, preparing them for the world ahead.

While technology facilitates traditional bullying behaviours such as insults or rumour-spreading it also provides additional ways to bully and humiliate others such as through the misuse of images or videos, live-streaming, using anonymous messaging apps or harassing someone online. Online bullying often occurs at the same time or follows on from traditional bullying but can occur in isolation.

The perception of being able to act anonymously online often leads to disinhibited and cruel behaviour that would be less likely face-to-face. Technology may help those who lack power or popularity offline to have power over others or bully online. In this way, learners who find themselves targeted offline may retaliate anonymously online.

Online bullying behaviour can take different forms including:

- profile – people do not have to be physically stronger, older, or more popular than the person they are bullying online

- location – online bullying is not confined to a physical location and it can take place at any time. Incidents can take place in a learner’s own home, intruding into spaces previously regarded as safe and private
- audience – online content can be hard to remove and can be recirculated and reposted. The potential numbers of people who can see content posted online is very large. Single incidents of online abuse can quickly escalate into bullying, e.g. by reposting, sharing and through comments
- anonymity – the person being targeted by bullying may not necessarily know the identity of the perpetrator(s) of the bullying behaviour. The target also will not know who has seen the abusive content. If the perpetrator actively hides their identity from the target this may be considered a form of passive aggression and, if repeated, this could constitute bullying
- motivation – online bullying is typically carried out on purpose. However, initial incidents may have unintended consequences, and can escalate through the involvement of others. An individual may not feel that by endorsing or reposting someone else’s post that they are actively participating in bullying. The instigator may not have intended an offensive or hurtful comment to be repeated. A single incident – one upsetting post or message – may escalate into bullying involving a number of people over time.

### **Why online bullying is uniquely distressing**

Although offline bullying remains more common than online bullying learners report that the features of online bullying, stated below, make the experience uniquely distressing.

- The audience can be unlimited.
- It can occur anywhere and at any time, there is no respite from it.
- It can involve unknown people, although most cases involve known peers.
- Technology facilitates the storage of images and messages for repeat viewing.

### **What is the role of schools?**

Digital competence will be a cross-curricular responsibility, together with literacy and numeracy, within Curriculum for Wales 2022. The Digital Competence Framework (DCF) is the first element of Curriculum for Wales 2022 and was made available in September 2016. The DCF has four strands of equal importance (‘Citizenship’, ‘Interacting and collaborating’, ‘Producing’, and ‘Data and computational thinking’).

The focus of the ‘Citizenship’ strand is on learners developing the skills and behaviours to contribute positively to the digital world around them, which includes protecting themselves online. The strand includes the elements of

'Identity, image and reputation', 'Health and well-being', 'Digital rights, licensing and ownership', and 'Online behaviour and cyberbullying' (online bullying). These skills will help learners to critically evaluate their place within the digital world, so that they are prepared to encounter the positive and negative aspects of being a digital citizen.

The 'Interacting and collaborating' strand also allows learners to explore both formal and informal methods of communication, including social media and instant messaging. Learners will not only look at how to store data, they will also consider the implications of data laws and how to share information appropriately.

The fast-changing digital environment offers boundless positive opportunities for children and young people. At the same time there are added risks and new forms of bullying and aggression. To stay up to date, schools should regularly check the Online Safety Zone (at [hwb.gov.wales/zones/online-safety](http://hwb.gov.wales/zones/online-safety)) within the Hwb digital learning platform.

Schools have powers to discipline learners for incidents taking place off the premises and powers to search or confiscate mobiles as a disciplinary penalty where learners have contravened the school behavioural policy and/or anti-bullying policy.

## **Positive action**

Welsh Government expects schools to address online bullying and one-off incidents where it has an impact on the well-being of learners at the school. Where necessary, Welsh Government expects schools to refer a case to the appropriate agency or service. Schools must act in cases that involve a safeguarding concern. All staff should receive regular training in safeguarding and online safety.

Online and mobile communications leave a digital trail. Keeping evidence is essential. Schools should be mindful that evidence can be taken down or disappear from viewer online platforms at any time, whether removed by individuals or at the request of corporate administrators of social media platforms. Screen-grabbing is a useful route to preserve evidence. Welsh Government expects schools to log and record incidents as part of their wider safeguarding monitoring practice and impact evidence. In some cases further evidence may come to light at a later point and it may become necessary to review the entire history of the case again.

### Appendix 3: The law relating to bullying

There is no legal definition of bullying but broader legislation can be applied to address certain acts of bullying.

Legislation applies in Wales, the UK and internationally that aims to protect the rights of children and young people to a life free from abuse and harm including bullying. Existing legislation and international conventions with relevance to bullying in Wales, set out in chronological order, include the following:

- Protection of Children Act 1978 (as amended)
- Malicious Communications Act 1988
- Criminal Justice Act 1988
- Children Act 1989
- Education Act 1996
- Protection from Harassment Act 1997
- Human Rights Act 1998
- Education Act 2002
- Sexual Offences Act 2003 (as amended)
- Children Act 2004
- United Nations Convention on the Rights of the Child (UNCRC)
- United Nations Convention on the Rights of Disabled Persons (UNCRPD)
- Education and Inspections Act 2006
- Learner Travel (Wales) Measure 2008
- Equalities Act 2010
- Rights of Children and Young Persons (Wales) Measure 2011
- Social Service and Well-being (Wales) Act 2014
- Serious Crime Act 2015
- Counter-Terrorism and Security Act 2015.

Further information on this legislation can be found in section 5 of Rights, respect, equality: Statutory guidance for governing bodies of maintained schools.

- <https://gov.wales/sites/default/files/publications/2019-11/rights-respect-equality-statutory-guidance-for-governing-bodies-of-maintained-schools.pdf>

## Appendix 4: Where to find further help and advice

**Bullies Out** – Anti-bullying charity based in Wales that works with individuals, schools, colleges, youth and community settings. E-mentors offer online support

(e-mail [mentorsonline@bulliesout.com](mailto:mentorsonline@bulliesout.com)). [www.bulliesout.com](http://www.bulliesout.com)

e-mail: [mail@bulliesout.com](mailto:mail@bulliesout.com)

**Anti-Bullying Alliance** – Information for schools, parents/carers and children and young people on all aspects of bullying.

[www.anti-bullyingalliance.org.uk](http://www.anti-bullyingalliance.org.uk)

**Kidscape** – Anti-bullying charity that runs workshops for children and young people who have been bullied.

[www.kidscape.org.uk](http://www.kidscape.org.uk)

**The Diana Award** – Trains young anti-bullying ambassadors to help others.

[www.antibullyingpro.com](http://www.antibullyingpro.com)

### Helplines and support services

#### General

**Samaritans** – Charity dedicated to reducing feelings of isolation and disconnection that can lead to suicide. E-mail, live chat and other services available. [www.samaritans.org](http://www.samaritans.org)

Tel: 116 123 (English-language line – free to call)

Tel: 0808 164 0123 (Welsh-language line – free to call)

**Rethink Mental Illness** – Advice and information for people with mental health issues.

[www.rethink.org](http://www.rethink.org)

Tel: 0300 500 0927

**Mencap Cymru** – Advice and information about learning disabilities.

<https://wales.mencap.org.uk>

Tel: 0808 8000 300

## Children and young people

**Meic** – Information advice and advocacy for young people.

[www.meiccymru.org](http://www.meiccymru.org)

**Childline** – Provide counselling for anyone aged under 19 in the UK.

[www.childline.org.uk](http://www.childline.org.uk)

Tel: 0800 1111

**Kooth** – Online counselling and emotional well-being platform for children and young people.

[www.kooth.com](http://www.kooth.com)

**CALL** (Community Advice and Listening Line) – Emotional support and information/literature on mental health and related matters for the people of Wales. [www.callhelpline.org.uk](http://www.callhelpline.org.uk)

## Parents/carers

**Family Lives** – Support and advice for parents/carers. Tel: 0808 800 2222

**ParentZone** – Support and advice for parents/carers.

[www.parentzone.org.uk](http://www.parentzone.org.uk)

**YoungMinds** – Support to help improve the mental health of children and young people.

[www.youngminds.org.uk](http://www.youngminds.org.uk)

Tel: 0808 802 5544 (parents'/carers' helpline)

## Schools/professionals

**Professionals Online Safety Helpline** – For those working with children and young people who require help for an online issue.

Tel: 0344 381 4772

e-mail: [helpline@saferinternet.org.uk](mailto:helpline@saferinternet.org.uk)

## Advice and support networks

### General

**Internet Watch Foundation** – For reporting online images of child sexual abuse.

[www.iwf.org.uk](http://www.iwf.org.uk)

**Victim Support** – Report hate crime in Wales.

[www.reportheate.victimsupport.org.uk](http://www.reportheate.victimsupport.org.uk)

**CEOP (Child Exploitation and Online Protection)** – If child sexual abuse or exploitation is suspected. [www.ceop.police.uk](http://www.ceop.police.uk)

**NSPCC** – National Society for the Prevention of Cruelty to Children.

[www.nspcc.org.uk](http://www.nspcc.org.uk)

Tel: 0808 800 5000

**Mental Health Matters Wales** – Works with people who have a mental health-related issue.

[www.mhmbcb.com/index.htm](http://www.mhmbcb.com/index.htm)

## **Children and young people**

**Heads Above The Waves** – Support for children and young people suffering depression or self-harming.

<http://hatw.co.uk/straight-up-advice>

## **Parents/carers**

**Internet Matters** – Advice on online issues for parents/carers and children and young people.

[www.internetmatters.org.uk](http://www.internetmatters.org.uk)

## **Resources for schools**

**EACH (Educational Action Challenging Homophobia)** – Provide services to inspire lesbian, gay, bisexual and trans equality.

<https://each.education>

**Show Racism The Red Card** – Training and resources to tackle racism in society.

[www.theredcard.org](http://www.theredcard.org)

**The ACE Support Hub Wales** – Toolkit for school staff on ACEs.

[www.wales.nhs.uk/sitesplus/888/page/88504](http://www.wales.nhs.uk/sitesplus/888/page/88504)

**South West Grid for Learning (SWGfL)** – Self-evaluation tool for schools and guidance.

[www.swgfl.org.uk](http://www.swgfl.org.uk)

## Other

**School Beat** – All Wales School Liaison Core Programme.  
[www.schoolbeat.org/en/parents/know-the-programme/national-events/what-is-the-all-wales-school-liaison-core-programme](http://www.schoolbeat.org/en/parents/know-the-programme/national-events/what-is-the-all-wales-school-liaison-core-programme)

**Children in Wales** – [www.childreninwales.org.uk/our-work/bullying](http://www.childreninwales.org.uk/our-work/bullying)

**Children's Commissioner for Wales** – [www.childcomwales.org.uk](http://www.childcomwales.org.uk)

**Time to Change Wales** – Campaign for young people, which aims to change attitudes towards mental health, ending stigma and discrimination.  
[www.timetochangewales.org.uk/en/mental-health-stigma/young-people/wecanwewill](http://www.timetochangewales.org.uk/en/mental-health-stigma/young-people/wecanwewill)

## Online issues

**Childnet International** – Support on all aspects of online safety.  
[www.childnet.com](http://www.childnet.com)