

Tips for schools

Supporting and communicating with parents and carers about bullying

Parents and carers through the Parents' Forum have told us that generally schools are doing a good job in resolving bullying, but could do better in involving and communicating with them. These tips have been put together by the Council, the Parents Forum and other Community and Voluntary Sector organisations to improve this.



General good practice:

- Provide new families to the school with information about anti-bullying and equality practice in your school (including the Brighton & Hove leaflet for parents and carers)
- Provide regular communications to all parents and carers about bullying and prejudice based incidents (including definitions and how to recognise signs and support their child)
- Inform parents and carers about the range of work the school is doing to encourage positive behaviour and respect for others and when possible involve parents and carers in planned activities (such as those for anti-bullying week)
- Encourage positive behaviour and respect for others inside and outside of school
- Share good practice with other staff and schools
- Ensure appropriate confidentiality is maintained when bullying is disclosed.
- Listen to parents and carers' concerns and advise them that you will record the incident, investigate and that the issue will be taken seriously
- Ask the parent, carer and child what they would like to happen and agree actions together
- Agree a timescale for the actions, agree when the school will feedback and identify a named person for the family and child to talk with
- Keep parents and carers informed about what is happening with their child at school – both the parents of the child that is being bullied and the child exhibiting bullying behaviour and do this as an issue emerges rather than when it has become serious or embedded
- Signpost to support services and give them information about bullying, including the school's Anti-Bullying Policy and Behaviour Policy
- Keep written notes of conversations so there is an accurate record of what you were told and the action you have taken
- Feedback to parents and carers within agreed timescales after the incident has been reported and then follow-up after another period of time (a month) to ensure that the matter has been resolved
- Ensure parents and carers know how to make a complaint or take the matter further.

Communicating with parents and carers:

- Recognise that parents and carers want what's best for their child and therefore adopt a non-judgemental and respectful attitude
- Recognise that parents and carers come with their own experiences, including negative ones around these issues and this may inform how they present
- Be explicit when communicating an issue regarding bullying and clarify what you have explained to them to ensure understanding
- Avoid jargon and acronyms when communicating with parents and carers

For further support in developing whole school approaches to anti-bullying and equality email pshe@brighton-hove.gov.uk



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