This booklet will give you a reference to help identify bullying, harassment and abuse. It will help advise you how to react if you feel you are a victim and it will help you act if you feel that you have been a witness.

This booklet complements the:

- Trust Bullying and Harassment Policy
- The Trust Social Media Policy
- The Trust’s Values and Behaviours

This booklet will discuss the ‘line in the sand’.

It is never okay to make excuses for someone because “they’re always like that”, no matter who they are or how long they have worked within the Trust.
If you feel you are being bullied, harassed or abused the single most important thing you should do is to speak to the person(s) who is distressing you and explain that you don’t like their behaviour towards you. This behaviour may be verbal, written or via social media.

You may feel you are unsure if you are the victim of bullying, harassment or abuse or whether you are purely being managed. If this is the case then you should always have a conversation with someone to check.

Make a note of the time of the event(s) and note the date and the name of anyone who may have witnessed their behaviour.

If you feel you cannot approach the person(s) yourself then you can ask any other member of staff to do this for you. This DOES NOT need to be your line manager or a close friend. They DO NOT need to be a higher band or a senior member of staff.

This conversation should be done calmly and politely. This conversation will be your full stop ‘line in the sand’.

Make a note of the time, date and of anyone who may have witnessed this conversation.

If their behaviour continues after this conversation has taken place then this should be taken further and you should speak with someone you feel comfortable with, ideally your line manager or senior manager. If the person behaving inappropriately is your line manager or senior manager then you can speak with a member of the Pharmacy management team. If you feel this is an issue that would benefit from someone looking at outside the department, you could speak with the Trust’s Freedom to Speak Up Guardian.
THE ‘LINE IN THE SAND’

Most of us have banter with colleagues, but sometimes this may become uncomfortable. If someone feels uncomfortable because they have experienced verbal abuse or physical contact, the individual(s) who caused the distress must be made aware of this.

This is best done by speaking to the individual(s) as soon as it happens by letting it be known that you do not like “being called/spoken to/about like that” or “being touched there”.

This is the ‘line in the sand’. If the offending individual(s) cross this line by repeating their behaviour, then this should be reported.

The ‘line in the sand’ needs to be drawn by the person being made uncomfortable. However it can be voiced by their representative by way of a friend or colleague.
Bullying and harassment

Bullying and harassment is behaviour that makes someone feel intimidated or offended. Harassment is unlawful under the Equality Act 2010.

Examples of bullying or harassing behaviour include:
- Spreading malicious rumours
- Unfair treatment
- Picking on someone
- Regularly undermining a competent worker
- Denying someone’s training or promotion opportunities

Bullying and harassment can happen:
- Face-to-face
- By letter
- By email
- By phone
- By social media

The law

Bullying itself isn’t against the law, but harassment is. This is when the unwanted behaviour is related to one of the following:
- Age
- Sex
- Disability
- Gender (including gender reassignment)
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sexual orientation
Abuse

This is any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. This can include verbal abuse or threats as well as physical attacks.

The law

Health and safety law applies to risks from violence, just as it does to other risks from work. **The main pieces of relevant legislation are:**

- The Health and Safety at Work etc. Act 1974 (HSW Act)
- The Management of Health and Safety at Work Regulations 1999
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Safety Representatives and Safety Committees Regulations 1977 (a) and The Health and Safety (Consultation with Employees) Regulations 1996 (b)

**WHAT SHOULD YOU DO?**

- Ask the individual to stop, make it known to them that you feel uncomfortable
- Speak up!
- Keep a record
- Keep text messages
- Take screenshots from social media
- Keep a diary
- Make a note of who was there
- Make a note of what was said
- Make a note of witnesses
- Where and when it happened
- Speak to your colleague, senior colleague and / or your Freedom to Speak Up Guardian / Champion or Union Representative
WHAT YOU CAN EXPECT

- Supportive and supported line management
- Appropriate and timely response to any complaints
- Impartial investigation
- Adherence to Trust policy(s)

WHAT WE ALL MUST DO

- Promote a culture where bullying, harassment and abuse is not tolerated
- Look for early warning signs
- Challenge inappropriate behaviour
- Openly raise our concerns

USEFUL CONTACTS

Operations Lead – Team Manager – Shane Townend
Tel: x51380 (01924 541380)
Email: Shane.Townend@nhs.net

Diversity & Inclusion Lead – Gordon Smith
Tel: x53551 (01924 543551)
Email: gordon.smith@midyorks.nhs.uk
A PERSONAL GUIDE TO
BULLYING, HARASSMENT
AND ABUSE

Our Values

HIGH STANDARDS
Taking responsibility for providing the best services and patient experience.

CARING
Ensuring quality of care is at the heart of everything we do.

RESPECT
Showing value and respect for everyone and treating others as they would wish to be treated.

IMPROVING
We always look for ways to improve what we do. We encourage involvement, value contributions and listen to and positively act on feedback.