

Appendix B – Resources for Students

What to do if you are at risk now

If you are on the York St John University campus or accommodation: call [Security](#) on **01904 876444** and let them know you are worried for your safety.

- Give Security your telephone number
- Tell them where you are
- If it's safe, stay on the phone

Security will call the police for you if that is appropriate.

If you are off campus, and fearful for your immediate safety: ring **999** and ask for the police.

Always call the police if you are feeling endangered; that's what they're there for.

If possible try and take yourself to a safe place.

- Go somewhere familiar to you – your flat, a friend's house or a place you know well
- If that is not possible it is usually better to be amongst people - so head for a shopping centre or sit in a busy café or on campus go to the library, Holgate Student Centre or the Students' Union.
- Tell someone there you are worried and ask them to keep an eye on you.

It is important to remember that bullying is a repeated behaviour that victims experience repeatedly and over time. A one off fight or falling out is not bullying, this is more akin to conflict. Conflict is quite common in relationships, and common causes of conflict at university include; living with others in shared accommodation, working with others on group projects and general fallings out in friendship groups. You might find the following useful:

- The York St John [Student Handbook](#)
- Student Services information on [Living with Others](#)

What to do if you're being bullied or harassed

If you feel you are being bullied or harassed, the most important thing is that you tell someone. It is really important that you talk to someone so you can be supported and helped to decide what the next steps might be. It is really important that you report incidents so that the authorities have a full picture of the number and type of incidents that occur.

How to report if you're being bullied or harassed

If you are **being bullied or harassed** by another York St John student, you can contact one of our Harassment Advisors HA@yorks.ac.uk

If you are being, or have recently been, **bullied/harassed by a member of the public** please report this to North Yorkshire Police on **101**. If you are fearful about your safety call 101 so an incident can be logged on the Police database. The police can put a 'flag' on your telephone number so that if you

call again they would know it is linked to a previous incident. This helps emphasise the seriousness of any subsequent calls.

If you think you are **the victim of a hate crime** and want to report this contact '[Stop Hate UK](#)' online or by telephone **0800 138 1625**, or call North Yorkshire Police on **101**.

If you have **been raped or sexually assaulted** please consider contacting Bridge House on **0330 223 0362**. Bridge House is a Sexual Assault Referral Centre providing a dedicated service for men or women who have been raped or sexually assaulted recently or in the past. They offer a safe and welcoming environment which focuses on your individual needs offering emotional and practical support. They can also store evidence. It is your choice whether to report your crime to the police and Bridge House staff will be able to explore this option and what it means with you so you are able to make an informed decision. You will not be pressured to reporting to the police.

What support is available?

Sources of Support

Tell your friends and/or family what's happening. Going through this experience alone can be dangerous, both physically and emotionally. It is common for victims of bullying and harassment to blame themselves, so it is important to find people who are on your side. They will likely be more compassionate to you, help you to stop blaming yourself and to see that it is the behaviour of the perpetrator which is detrimental. Sometimes it can be enough just to talk to someone who validates that the situation you have been subjected to is difficult. Keep people in the loop about where you are on a daily basis so they'll be aware if something out of the ordinary happens

Be careful though, as some people may want to solve the situation and confront the perpetrator for you and this could increase the conflict. Make sure you are clear to the other person what you want from them.

Professional Support at York St John University

If you feel you are being bullied or harassed and want to talk to someone about what options are available to you please contact either:

- Harassment Advisors HA@yorks.ac.uk
- Your tutor or Subject Director
- A Welfare Adviser on **01904 876477** or email wellbeing@yorks.ac.uk or visit the Student Information Desk in the Holgate Student Centre

If you would rather speak to someone in the Students' Union please speak to your President Wellbeing and Diversity.

If your experiences are beginning to affect your studies, or the bully is on your course, you might find it helpful to first talk to your academic tutor or Subject Director.

Professional Support outside the university

- The [Bullying UK helpline](#) is a useful support organisation, you can ring them on **0808 800 2222**, or find advice and resources via Twitter [@bullyinguk](#)
- Helplines – it can be helpful to speak to someone on an anonymous basis and the following helplines allow you to do this
 - [Samaritans](#) – 116 123 jo@samaritans.org
 - [Nightline](#) – [01904 323735](tel:01904323735) listening@york.nightline.ac.uk 8pm - 8am during term time
- **IDAS** <https://www.idas.org.uk/> is a charity that provides comprehensive support services to all those experiencing or affected by domestic abuse and sexual violence. Services include refuge accommodation, outreach support and access to a free, confidential helpline - **03000 110 110** or email info@idas.org.uk
- **SURVIVE** <http://survive-northyorks.org.uk/> is another local charity dedicated to supporting survivors of sexual abuse, assault and rape. Their helpline is open Wednesdays 1pm-3.30pm **01904 642830** or email survive@survive-northyorks.org.uk
- If you have been raped or sexually assaulted please consider contacting **Bridge House** <https://www.bridgehousesarc.org/> on **0330 223 0362** or email bridgehouse.sarc@nhs.net
Bridge House is a Sexual Assault Referral Centre providing a dedicated service for men or women who have been raped or sexually assaulted recently or in the past. They offer a safe and welcoming environment and provide emotional and practical support

Practical tips for managing the situation

Everyone is different and the strategies below may not feel appropriate or work for everyone. Please consider all of the strategies below and use the ones that feel right for you.

1. If you are feeling physically threatened, phone the police and find a safe space

See the 'What to do if you are at risk now' section at the start of this document

2. Talk to someone

See the 'What support is available' section above

3. Tell the bully/ perpetrator their behaviour is not okay.

Depending on the nature of the incident(s) it will not always be appropriate for you to contact the perpetrator e.g. sexual assault, domestic violence. In these cases it is important that you report these incidents to others. For less severe incidents there are things you can do.

Remember it is not okay to harass or bully anyone. The person doing this needs to be told that their behaviour is wrong. There are a number of ways you can do this:

If it is safe to do so **speak to the person involved** and make it clear that you consider their behaviour harassment or bullying. It might be hard to believe, but it's possible the person bullying or harassing you doesn't realise his or her behaviour is bothering you this much.

It might even be the harasser thinks his or her behaviour is actually welcome. Sometimes just telling the person outright, "I consider this to be bullying/harassment" can prompt an embarrassing wake-up call and they may apologise for their behaviour and stop it. It is important to be assertive when doing this:

- Do not apologise for calling out their behaviour for what it is - you're not the one who has done something wrong.
- Make it absolutely clear that you consider this to be bullying or harassment, or else the person might not get the message.
- Focus on **naming the behaviour not the person**. For example, say, "Do not wolf whistle at me, that is harassment," or "I don't want you to touch me, that is sexual harassment."
- If you feel you want to explain use the 'I feel x when you do y please z' equation to help articulate your message in a non- confrontational way, e.g. "I feel uncomfortable (x) when you touch me (y) please stop (z)".

If you have trouble with face-to-face confrontation, or if you have no desire to actually see the person, you can write it in an email or a letter instead of talking in person.

4. Ignore the behaviour

Bullies often need a reaction to reinforce their behaviour. Ignoring the behaviour can be a non-verbal way of communicating that a behaviour/ comment is unacceptable. It can be difficult when people are harassing/ bullying you, but try not to react, don't respond and try to ignore the comments and turn around and walk away. If you are being bullied or harassed online – don't respond, don't comment or reply – this can only encourage the perpetrator as they believe they are upsetting you.

A note on Cyberbullying/ Harassment

If you are being bullied/ harassed online, there are some additional things you can do:

- Block/ unfriend the perpetrator
- Once you have captured them as evidence (e.g. taking screenshots of abusive messages) delete the messages/ images from your social media site

Many Social Media sites have safety pages, where you can report many forms of inappropriate behaviour:

- Facebook: <http://en-gb.facebook.com/help/contact/274459462613911>
- Twitter: <https://support.twitter.com/articles/20169998?lang=en#>
- Instagram: <https://help.instagram.com/165828726894770/>

If you are being bullied via text message or phone call, you can block the caller, or speak to your mobile phone provider.

5. Break off contact

If you've tried talking to the person, or ignored their inappropriate behaviour and that doesn't help, try to break off contact. Tell the person to stop contacting you. You do not need to get into a dialogue with them other than to say you are stopping contact because of their behaviour. You do not need to respond to their questions, threats, or guilt-tripping.

Stop answering the person's calls, emails, and other messages. Delete the person from your phone and social media accounts and set up a block on that number if possible.

At this point you've made your position clear, so if that person contacts you again he or she is explicitly going against the boundaries you've laid out. If this is the case seek support from others detailed above in the support section.

6. Collect evidence

Keep records of the bad behaviour. If you continue getting harassed, keep a record of every incident that occurs. At this point the harasser's actions may be considered illegal, and if they continue you're going to need to get other people involved. You'll need evidence of the harassing behaviour to show others who can then help you. Keep all email, text, letters and social media correspondence you have received as this will be helpful in making a case. Write down an account of what has happened, noting the date and place of each incident (see template below). Keep the names of other people who have witnessed the bullying/harassing behaviour in case you need to ask them to verify your account of what occurred.

When (date and time)	Where (incident took place)	What did they do (describe factually what happened)	What did you do (describe factually what happened but don't worry if you did nothing as responding can be hard)	Any evidence Were there any witnesses? Have you kept the social media posts, texts etc Did you talk to anyone about the incident

- If the bullying / harassment occurs online, or via text / media message:
 - Take a screen shot of the image / comment so you can capture the date and time of the incident
 - Don't just delete straight away, it can be tempting to do this, but make sure you keep a record of this for evidence.

7. Look after yourself

Ensure you access support if needed (eg friends, family).

If you have stopped doing the things you previously enjoyed because of the bullying or harassment ask yourself how you could start to do these things again. It is common for people to withdraw from social activities or from doing exercise if they do not feel safe, but these activities can be helpful to increase your resilience through this difficult time. Could you arrange to exercise with a friend or ask a friend to act as a chaperone on a night out – just until you feel safe again?

In the same way reflect on any changes in your behaviour that don't help you. For example if you begin to drink more alcohol to cope this can have a detrimental impact upon you as can isolating yourself by staying at home and missing classes.

Pull together all of your possible support options, both people and resources, write them down and keep them close to you so you always feel you have support.

If after trying to resolve the situation using the above strategies (if appropriate) you feel that you need to engage further support from the University then please contact a Harassment Advisor HA@yorks.ac.uk

How to help a friend

The most important thing to do if a friend tells you they are being harassed or bullied is **to believe them**. This simple step is so important because if you dismiss their concerns you leave them to manage their upset alone. It can be hard to know what to do when a friend tells you they are being bullied or harassed. Your first instinct may be to try and fix the problem but this isn't always a good idea. Following **ALDOER** can help you best understand what your friend needs:

- **Ask.** Asking how a person feels is always likely to be helpful even if they don't immediately talk to you, and they may feel relieved to talk.
- **Listen.** Take what your friend says seriously, and try to understand their perspective of the situation. Your friend may be able to tell you what they need and who might help.
- **Discuss.** Try to discover what might make a difference without imposing your solutions on the situation.
- **Offer practical help towards problem solving** - e.g. if you're worried about missing a deadline let us both go and speak to your tutor tomorrow.
- **Encourage.** Try and get your friend to seek help and talk to someone they trust.
- **Refer.** Do not take sole responsibility for the situation. Sensitively indicate that you are concerned enough to arrange for further help, even if it means breaking a confidence.

The aim is to help them manage the situation, to help them think through their options, and to allow them to make the decision that they think is best for them at this time. Support their decisions and make sure you do not take on responsibility for solving their situation. Try not to get involved or tackle the bully yourself, you risk only making the situation worse. Seek support for yourself if you feel you are taking too much on. You can do this by reaching out to your friends and family, contacting one of the University's Harassment Advisors HA@yorks.ac.uk or a Welfare Adviser wellbeing@yorks.ac.uk or visit the Student Information Desk in the Holgate Student Centre

What to do if you have been told that you bully or harass people? How to reflect on your own behaviour

If you are reading this because someone has pointed out they find your behaviour to be bullying or harassment you may be quite shocked and angry. Almost no-one would describe themselves as a bully or someone who enjoys harassing others. Consider this situation as a learning opportunity. You may think your behaviour was 'just a bit of banter', that you were just 'joking', or it was 'a misunderstanding' but if that was not how it was perceived by the other then continuing the offensive behaviour may get you into trouble. It's important that you reflect upon the comments and try to amend your behaviour:

1. It's important to acknowledge the situation and think about what the person has said to you.
2. Try to put yourself in their situation. If they're accusing you of saying something inappropriate, can you understand their perspective? If you find this difficult to do, try thinking about the following:
 - a. Would you say that to a parent or other family member?
 - b. Think about someone you care about, how would you feel if they have been spoken to/ or treated in that way?
3. Do not get angry with the person who has clearly expressed how they feel when faced by your behaviour. They have taken a brave and mature step in trying to address a situation that has upset them. It is important you respect this and try and discuss the issue in a mature way. It may be that you did not intend for your behaviour to be harmful. If so it is important that you discuss this rationally.
4. Remember alcohol is not an excuse. You are always responsible for your behaviour and being encouraged to misbehave by a group, or claiming no responsibility because of being drunk is never an excuse.
5. Sometimes people simply do not like each other and do not get on but that is never an excuse for inappropriate behaviour. If you find yourself in that situation, try to avoid the person or resolve to treat them politely at all times. This does not mean you have to agree with them but respect that they, like you, are entitled to their point of view.

Everyone makes mistakes but it important to learn from them, to recognise your impact upon others and to try and modify your behaviour. Being accused of being a bully or of harassment can be a difficult experience, and you may find it helpful to talk to someone to help you reflect upon the situation. Remember you can talk to:

- Friends and family
- A Welfare Adviser wellbeing@yorks.ac.uk or visit the Student Information Desk in the Holgate Student Centre
- Your academic tutor or another member of staff