

## Report + Support: Year 2

The University launched Report + Support for staff, students, neighbours, and visitors on 2 December 2019. This report covers the second full year of Report + Support at Surrey: from 2 December 2020 until 1 December 2021.

### What is Report + Support?

This online tool was designed to provide a centralised platform for individuals to make a disclosure, either anonymously or with their contact details. Report + Support provides the University with further insight to monitor and prevent negative behaviour in our community. We can take a proactive and preventative approach to tackling this and are empowered to act before it occurs or escalates.

If someone needs to report an incident of harassment or abuse, they need to be assured that their report will be dealt with sensitively, and by someone with authority to act. Report + Support is a website that offers direct help and guidance in confidence. Those who submit reports with contact details hear back within three working days and receive advice and support. All submissions are treated impartially, with the appropriate level of investigation. The ability to disclose problematic behaviour anonymously, if the individual wishes, is often an effective way to make them feel safe and listened to. We do emphasise that although an anonymous reporter will not receive personal communications from the University, we do take their disclosure seriously and will take appropriate action.

Report + Support is available 24 hours a day, allowing for a time and place that feels safest to the individual, with clear information about their options and signposts to support for what they have experienced. We monitor Report + Support during University working days between 09:00 and 17:00, Monday to Friday (only). It is not intended as an emergency response tool. In emergencies, our designated University Security team can be reached 24 hours a day, 7 days a week on 01483 683333. The Warden team are also available 24/7 to support students in our residential accommodation. This information is clearly signposted on the Report + Support website.

Staff from Human Resources (x2), the Office of Student Complaints, Appeals and Regulation (OSCAR) (x2) and Security Services (x2) oversee the day-to-day management of Report + Support. The Head of Wellbeing and Welfare also has full access to all submissions. Appropriate colleagues across campus then act as Case Handlers and must report their actions and the outcome of their review to the Report + Support Coordinators. The University monitors the information gathered to identify patterns and trends.

Report + Support was promoted to the University community during the Covid-19 pandemic – particularly in relation to loneliness and relationship abuse. It was embedded into Welcome Week and was also promoted in response to local, national, and international events.

The Report + Support website has comprehensive information and support signposting covering the following areas:

Bullying & harassment	Physical assault	Hate crime
Mental Health & Wellbeing	Relationship abuse	Sexual assault
Sexual harassment	Stalking	Looking after yourself
Drugs and/or alcohol abuse/addiction	24-hour support	Policies and procedures



## A brief summary of highlights from the last year

### Updates to the Report + Support system

Additional features were added to Surrey's Report + Support system in 2021. These included allowing users to seamlessly switch between anonymous reporting and reporting with their contact details. It is hoped that this will reduce the number of anonymous reports received. We have also adapted the system to prevent users from submitting email addresses and telephone numbers which do not appear to be in the correct format.

### New Sexual Misconduct Procedures

The Office for Students (OfS) [Consultation on harassment and sexual misconduct in higher education](#) was relaunched in January 2021. This outlined expectations for institutions to follow and detailed how the OfS will regulate harassment and sexual misconduct which affects students. In response, we carefully reviewed the existing *Sexual Misconduct Policy (Students)* and replaced this with a new set of *Sexual Misconduct Procedures* in December 2021. These procedures now also cover staff and visitors in one comprehensive document.

The new Procedures highlight the University's commitment to promoting a culture in which sexual misconduct is not tolerated and will be thoroughly addressed to ensure a safe environment for students, staff, and visitors. The University recognises that incidents of sexual misconduct occur within our community and acknowledges that this can be experienced by any individual, regardless of their identity. We recognise the significant impact of this, including the potential impact on learning, employment, and wellbeing. The main aim of the new document is to provide individuals with clarity and confidence regarding the University's approach to dealing with sexual misconduct when it occurs. The *Sexual Misconduct Procedures* clearly demonstrate how the University responds to reports and what support mechanisms are in place.

### Bullying and Harassment Procedures – coming soon

Work also commenced to complete a major review of the *Dignity at Work and Study Policy* and this will be completed during 2022. The new document will cover bullying and harassment for staff, students and visitors.

### Sexual Violence Liaison Officers

The University and Students' Union have trained staff, known as Sexual Violence Liaison Officers (SVLOs). The SVLOs are trained in taking disclosures of historic or new incidents of sexual violence and are equipped to provide individuals with the support they need.

### Key statistics:

- 162 submissions were received via Report + Support between 2 December 2020 and 1 December 2021.
- 58% of submissions were made anonymously.
- 71% of submissions were made by students, 10% by staff and 2% by neighbours or visitors.
- 30% of allocated submissions were taken forward by Security Services, 27% by Wardens, 14% by Academic Registry, 12% by the Centre for Wellbeing, 11% by Human Resources, and 6% by other University departments.
- Harassment was the most referenced issue, followed by bullying, concerns about mental health and wellbeing, breach of COVID-19 restrictions and hate crime.
- 32% of those cases allocated to a Case Handler were progressed via the *Student Disciplinary Regulations* and 8% were progressed via the *Staff Disciplinary Procedure*. 9% of these cases were progressed via the *Procedure for Complaints* (by students).
- 26% of those cases allocated to a Case Handler resulted in a referral to internal support services.
- 10% of all submissions were able to be resolved immediately.

## How many submissions were received via Report + Support?

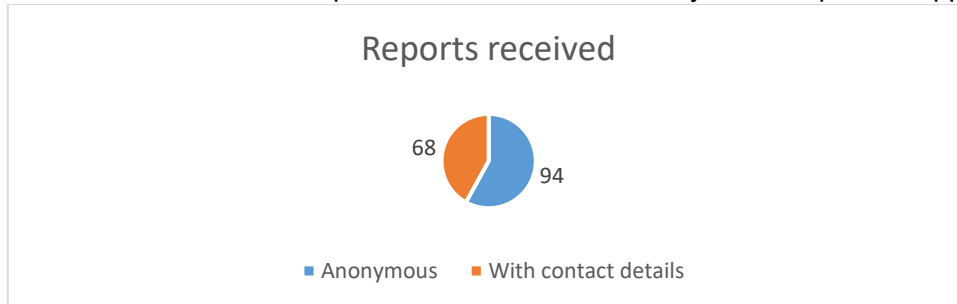
The University received 162 submissions in the period from 2 December 2020 – 1 December 2021. This was a reduction of 17 reports and can be partially explained by the initial spike of reports we received when Report + Support was first launched in December 2019. On average, a submission was received every two calendar days.

The University continues to receive a considerably larger number of submissions via other mediums directly to teams such as Security, Wardens, Human Resources, OSCAR, and the Centre for Wellbeing.

There continued to be a fluctuation in the submission rate in response to local, national, and international events. For example, we received several reports of spiking when this issue was receiving increased media attention.

## How many submissions were submitted anonymously?

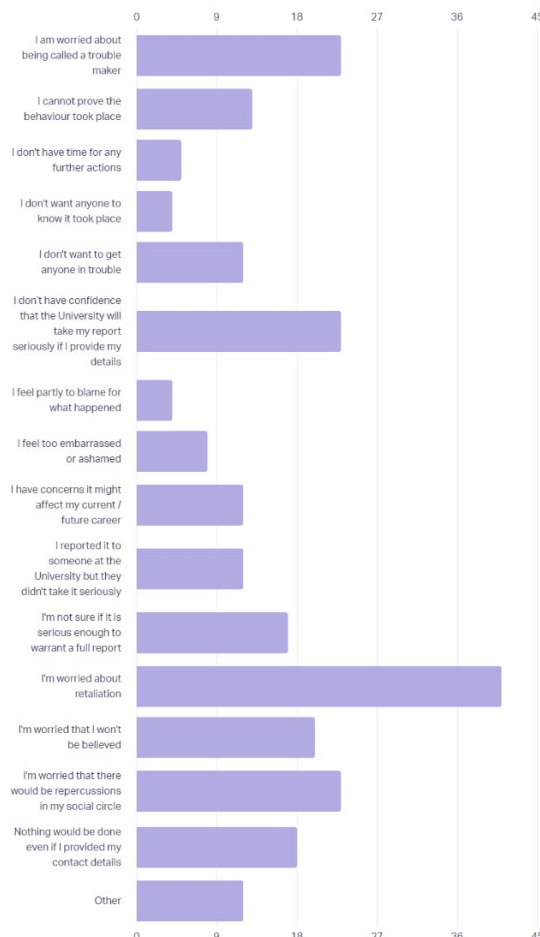
58% of the submissions were anonymous (94 submissions). The remaining 42% (68 submissions) contained the individual's name and contact details. This split is identical to the first full year of Report + Support at Surrey.



17 anonymous submissions could not be actioned due to a lack of information (10% of all submissions), although these individuals continued to have access to the support pages. This figure decreased slightly when compared to the last reporting year. We have seen no evidence of a pattern of vexatious or malicious reporting, and we firmly believe that the benefits of anonymous reporting far outweigh any risks.

## What were the reasons for anonymity?

We invite those using the system to tell us why they have not provided their contact details. They can choose more than one reason:



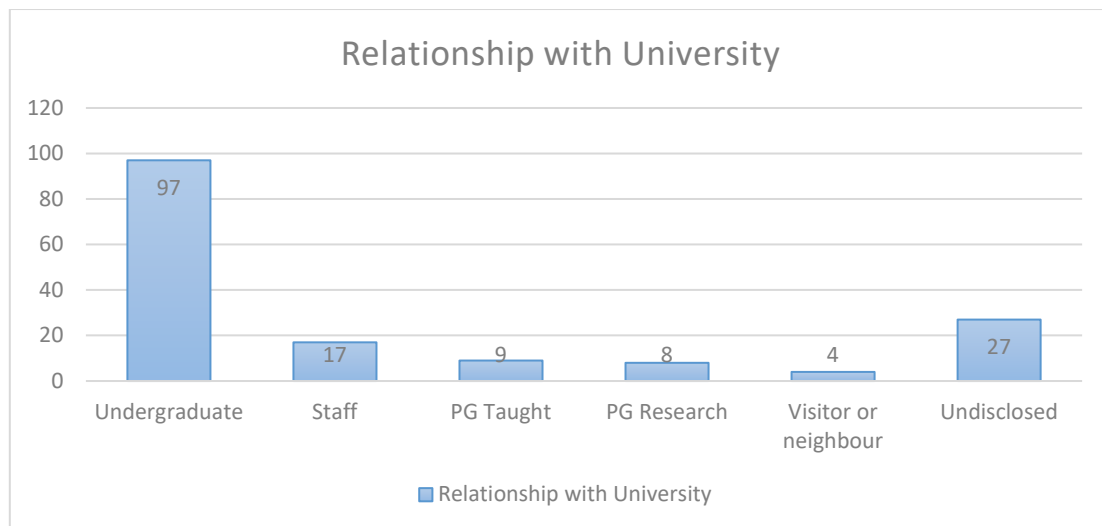
We will continue to use this information to inform our communications plans.

## Who used Report + Support?

We recognise that a high rate of reporting is not the only indicator of possible problem areas. Those with low rates of reporting also potentially require more in-depth exploration. We consider increased reporting to be a potential indicator of confidence that disclosures and reports will be handled effectively.

### Relationship with the University:

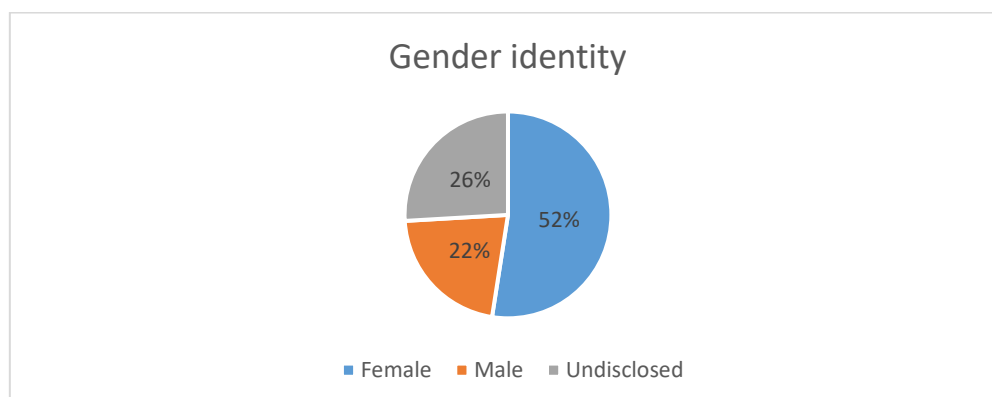
Undergraduates	97 (60%)
Staff	17 (10%)
Postgraduate Taught Students	9 (6%)
Postgraduate Research Students	8 (5%)
Visitors or Neighbours	4 (2%)
Not disclosed	27 (17%)



These figures<sup>1</sup> broadly reflect the current breakdown of the University's community. We will continue to monitor this over the coming months.

### Gender identity:

Female	85 (52%)
Male	35 (22%)
Prefer not to say, not answered or other <sup>2</sup>	42 (26%)



The figure for those identifying as female is disproportionately high (71% of those who provided a gender identity selected female). 54% of the student population and 52% of all staff members identify as female. This suggests that female members of the University community are more likely to experience negative behaviour and/or are more likely to report it. This gap has increased by a further 8% over the last year. We will continue to explore ways to promote Report + Support to individuals who identify as male.

<sup>1</sup> <https://www.surrey.ac.uk/about/facts/student-numbers>

<sup>2</sup> Those not identifying as male or female are included here. This is due to the low number and to respect privacy.

### Religion and belief:

No religion	59 (37%)
Christian	25 (15%)
Buddhist or Jewish or Sikh or Spiritual <sup>3</sup>	5 (3%)
Muslim	6 (4%)
Prefer not to say	31 (19%)
Not answered	36 (22%)

### Age:

17 years and under	1 (1%)
17-25 year olds	101 (62%)
26-35 year olds	12 (7%)
36-45 year olds	6 (4%)
46-55 year olds	0
46 years and over	2 (1%)
Prefer not to say	10 (6%)
Not answered	30 (19%)

### Disability:

Yes	15 (9%)
None	97 (60%)
Prefer not to say	16 (10%)
Not answered	34 (21%)

The submission rate for students with disabilities is in line with the student population as a whole<sup>4</sup>. Figures for staff were not available at the time this report was produced.

### Ethnicity:

Black/Minority Ethnic	30 (19%)
White	72 (44%)
Prefer not to say	25 (15%)
Not answered	35 (22%)

71% of those answering this monitoring question stated that they are white. This is disproportionately higher than both the staff and student figures (58% of students and 71% of staff are white). It is accepted that the numbers are small, but as above, we will monitor this over the coming months. We will also explore additional ways to improve confidence and awareness of Report + Support amongst underrepresented groups.

### Sexual orientation:

Bisexual	23 (14%)
Gay man or Gay woman / lesbian <sup>5</sup>	4 (2%)
Heterosexual	64 (40%)
Other <sup>6</sup>	3 (2%)
Prefer not to say	33 (20%)
Not answered	35 (22%)

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<sup>3</sup> Specific figures for each have not been provided due to low numbers and to protect privacy

<sup>4</sup> <https://www.surrey.ac.uk/about/facts/student-numbers>

<sup>5</sup> Specific figures for each have not been provided due to low numbers and to protect privacy

<sup>6</sup> Specific figures for each have not been provided due to low numbers and to protect privacy

### **What action did the reporting party request?**

The University to take action	129 (80%)
Not specified in initial report	6 (4%)
Help finding support services <i>and</i> the University to take action	20 (12%)
Help finding support services	5 (3%)
Other	2 (1%)

### **What was the report about?**

Individuals were able to select more than one category. The figure in (Brackets) shows the change compared to the first full year of Report + Support at Surrey.

Bullying	43 (+10)
Harassment	43 (+2)
Mental Health & Wellbeing	36 (+15)
COVID-19 related	22 (-10)
Hate crime	21 (-3)
Sexual Harassment	19 (+2)
Anti-social behaviour	17 (-3)
Sexual Violence	12 (no change)
Drugs	13 (+2)
Stalking	8 (+3)
Other	6 (-3)
Physical Assault	3 (-4)
Racism	Below 5 (no change)
Relationship abuse	Below 5 (no change)

We have not provided specific detail of the submissions. This is to protect the privacy of those concerned and the integrity of ongoing investigations.

### **What action did the University take?**

27 of the 162 submissions were not allocated to Case Officers. The reasons for this were:

Report resolved immediately	7
Insufficient information to act on an anonymous submission	17
No further action required or duplicate	3

135 of the 162 submissions were allocated to a Case Officer (100% were allocated within 3 working days) from:

Security Services	41 (30%)
Wardens	36 (27%)
Academic Registry	19 (14%)
Centre for Wellbeing	16 (12%)
Human Resources	15 (11%)
Other	8 (6%)

The submission was then progressed as follows:

Progressed via the <i>Student Disciplinary Regulations</i>	44 (32%)
Referred to Internal Support Services	35 (26%)
Progressed via the <i>Procedure for Complaints</i> (Students)	12 (9%)
Progressed via the <i>Staff Disciplinary Procedure</i>	11 (8%)
Resolved following initial enquiries	9 (7%)
No further action due to lack / poor quality of information <sup>7</sup>	9 (7%)
No further action required	8 (6%)
Referred to External Support Services	4 (3%)
Referred to the Police	1 (1%)
Other	2 (1%)

<sup>7</sup> Normally because the submission is anonymous, and we are unable to request more information from the reporting party

## **What next?**

A larger volume of statistical information will inform and enhance the University's proactive and preventative work. This will also allow us to continue to monitor issues across the University community more effectively. We will be able to analyse the data gathered through the system to gain a deeper understanding of campus culture (alongside any issues reported directly to teams such as Security, Wardens and the Centre for Wellbeing). We can monitor and analyse any worrying trends in behaviour to tackle them head on. We can flag issues early, often when they are less serious, in order to take a proactive approach to wellbeing and safety.

Our work to promote Report + Support to all members of the University community will continue, and we will use the information contained within this report when considering future actions. A particular focus will be promoting the site to underrepresented groups and to demonstrating that disclosure is effective. Report + Support will continue to evidence the University's commitment to minimising the barriers to reporting and to reducing negative behaviour in our community.

Work is already underway to develop a video which clearly explains what happens when an individual uses Report + Support. This will be launched to the University community later in 2022.

A comprehensive training plan for those serving as Panel members for student cases will be delivered during 2022. This includes sessions covering unconscious bias, mental health first aid, race equity, LGBTQI+ awareness, trauma informed decision making, sexual misconduct, consent, procedural fairness and concepts, disability and neurodiversity, and reasonable adjustments.

A training plan is also being developed for those staff tasked with investigating reports.

Additional SVLOs will be trained during 2022.

The University is working with the local community to respond to concerns over a local increase in reports of violence against women and girls. A community problem solving group lead by Surrey Police commenced in February 2022. Data from Report + Support can be used to support evidence-based solutions at a local level.

Report + Support will undergo an internal audit in March 2022.

Declan Baker, Deputy Head of Security Services  
Mark Chatterton, Head of Security Services  
Ioana Enany, Deputy Head of OSCAR  
Michael Hassell, Equality and Diversity Advisor  
Glenn Moulton, Head of OSCAR  
Karen Raymer, Deputy HR Director  
Laura Smythson, Head of Wellbeing and Welfare

7 February 2022