Report + Support: Year 3

The University launched Report + Support for staff, students, neighbours, and visitors on 2 December 2019. This report covers the third full year of Report + Support at Surrey: from 2 December 2021 until 1 December 2022.

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. 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	Safeguarding
Policies and procedures		

A brief summary of highlights from the last year

Key statistics:

- 183 submissions were received via Report + Support between 2 December 2020 and 1 December 2021.
- 42% of submissions were made anonymously.
- 66% of submissions were made by students, 9% by staff and 8% by neighbours or visitors.
- Harassment was the most referenced issue, followed by bullying, concerns about mental health and wellbeing, sexual harassment and hate crime.
- 30% of all submissions were able to be resolved immediately.
- 10% of submissions were progressed via the *Student Disciplinary Regulations* or *Procedure for Complaints*.
- 6% of submissions were progressed via the *Staff Disciplinary Procedure* or *Staff Grievance Policy*.

Internal audit of Report + Support

An internal audit of Report + Support was conducted in May 2022. A small number of minor recommendations were made, and these have been actioned.

Animation

An animation showing how to use Report + Support was developed and is now available via various webpages.

New Bullying and Harassment Procedure

This review and revision of the University's Harassment and Bullying Procedures supported the aspirational culture change at Surrey and set out important expectations for behaviours and attitudes amongst the staff and student community to create an environment of dignity, respect, and inclusion. The University's previous Harassment and Bullying Policy required a process of review (previous version, Dignity at Work and Study Policy, was approved in 2013 and updated in 2016).

This new procedure ensures that all the various strands of work to address Harassment and Bullying, across multiple areas, are drawn together and enhanced with appropriate communications to our whole staff and student community. There was a wide, comprehensive, and iterative cross-University consultation process, with key support from CSO, Director of Doctoral College, Head of Security, Legal/Governance teams.

The revised Procedure sets out behavioural and cultural expectations at Surrey and enables and informs the effective resolution of reports and incidents relevant to the procedure.

The key changes in this new set of procedures, are as follows:

- Greater clarity on what zero tolerance means;
- Strong emphasis on culture change and creating healthy and productive work and study environments where inclusion and respect are at the heart of interactions;
- Expansion of examples of harassment definitions and behaviours, including microaggressions (in line with sector);
- Approach centring more around the Report + Support reporting tool, while acknowledging that reports will and should come via a range of routes. This recognises the need for colleagues to have options on how to report with the support of colleagues with whom they have built trust;
- Clarity on sexual harassment and alignment with sexual misconduct procedure;
- FAQs to help answer concerns or address lack of confidence about process;
- Training and communication strategy to help embed the overall principles of this procedure across the whole community, with a tailored approach to the specific needs of faculties and departments.

Sexual Violence Liaison Officers (SVLO)

A priority for the University last academic year was to set up a SVLO service, since it's official launch, resourcing has been an issue, however in the last three months, five people have been trained and a mass communication plan is due to be launched Semester 2. The Report and Support function has always been a source of referral with anonymous reports and those with details, however reports can now be directed straight to the SVLO service staff who has a five day a week response and appointment availability. Mostly students will access the service for one or two meetings, but few are longer term cases requiring longer term support and very few students required immediate support (one student was referred to the SARC, one student was a few hours outside the forensic

window). Three more SVLOs will be trained, a service document will be completed, enhanced awareness across the University will begin.

Sexual misconduct investigation and Panel hearing training

OSCAR strives to be sector leading in student casework, including investigative practices, and regularly organise and attend relevant training courses and conferences to remain up to speed with sector developments. The team initiated a collaborative project with academic colleagues at the University of Surrey and researchers from the Institute of Domestic Violence and Sexual Assault (IDVSA), University of Texas and obtained a £20,000 grant from the Impact Acceleration Account to develop a specialist training programme for Panel Chairs and Investigators dealing with sexual misconduct cases. Three training sessions were successfully delivered to Panel Chairs and investigators (over 30 University of Surrey staff) exploring topics such as:

o The neurobiology of trauma
o Trauma informed interviewing techniques
o Handling initial disclosures
o Sexual consent
o Investigating drug/alcohol facilitated sexual assault cases
o Perpetrator strategies
o Weighing witness evidence
o The process and skills with which to break down myths and biases
o Preparing reports on the outcome of investigations and manage case files within best practice procedures

OSCAR played an essential role in shaping and planning the training content from a practitioner's viewpoint. As part of this project, OSCAR is currently developing an investigator toolkit and a training package with the aim of commercialising it for use across the HE sector. The training programme enabled the University to move closer to the goal of having a survivor centred response to sexual misconduct, ensuring their needs and narrative are at the heart of our work. It also resulted in considerable improvements to investigatory practices and outcomes. It equipped investigators with specialist skills and knowledge to manage sexual misconduct cases and enabled Panels to make robust decisions. This ultimately led to making our campus a safer place.

Separately, every member of the Casework section of OSCAR now also holds a recognised qualification in Investigative Interviewing.

Webinar on sexual consent

OSCAR took part in the Festival of Social Sciences 2022 (funded by the Economic and Social Research Council) and delivered a successful and well attended workshop on "*10 Things about Sexual Consent on Campus*". This was a collaborative event with representatives from Surrey Police, The Institute on Domestic Violence & Sexual Assault at the University of Texas, University of Surrey academics from the School of Law and Sociology Department and a student from the Support Zone of the Students' Union.

How many submissions were received via Report + Support?

The University received 183 submissions in the period from 2 December 2021 – 1 December 2022. This was an increase of 21 reports compared to the previous reporting year. 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, Residential Life, Human Resources, OSCAR, and the Centre for Wellbeing.
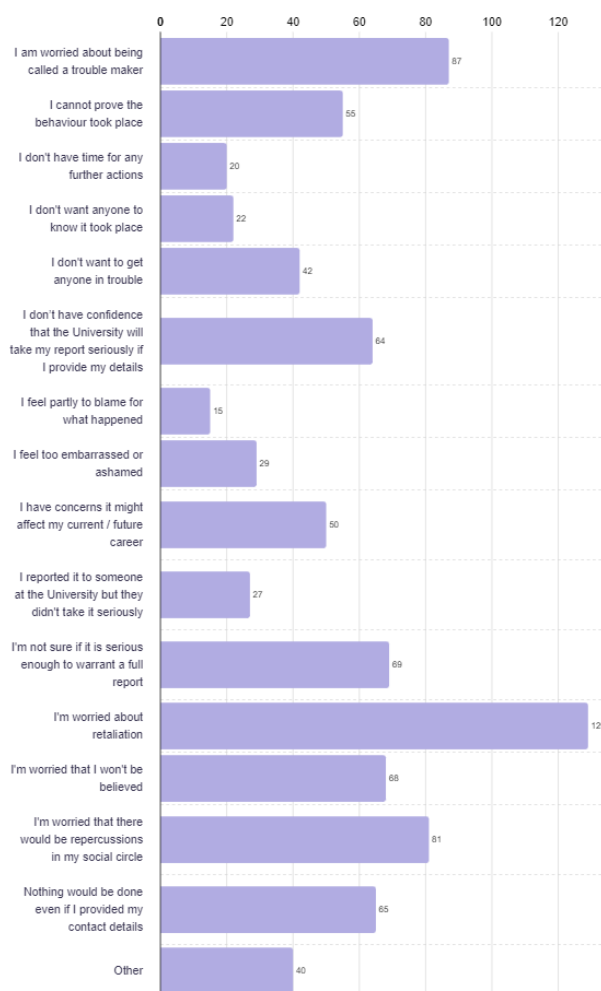
How many submissions were submitted anonymously?

42% of the submissions were anonymous (76 submissions). The remaining 58% (107 submissions) contained the individual's name and contact details. This percentage split is exactly the opposite of the first two years of Report + Support and may indicate increased confidence in the system.

Reports received

107   76

■ Anonymous   ■ With contact details
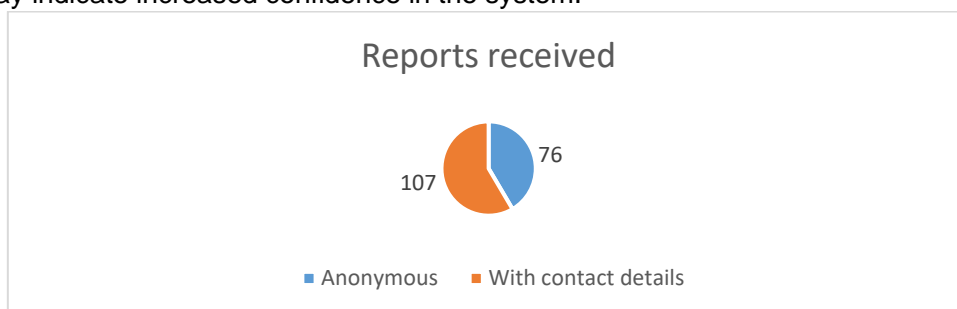
20 anonymous submissions could not be actioned due to a lack of information (11% of all submissions), although these individuals continued to have access to the support pages. This figure increased by 1% when compared to the last reporting year. We have seen no evidence of a pattern of vexatious or malicious 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:


Reason	Count
I am worried about being called a trouble maker	87
I cannot prove the behaviour took place	55
I don't have time for any further actions	20
I don't want anyone to know it took place	22
I don't want to get anyone in trouble	42
I don't have confidence that the University will take my report seriously if I provide my details	64
I feel partly to blame for what happened	15
I feel too embarrassed or ashamed	29
I have concerns it might affect my current / future career	50
I reported it to someone at the University but they didn't take it seriously	27
I'm not sure if it is serious enough to warrant a full report	69
I'm worried about retaliation	129
I'm worried that I won't be believed	68
I'm worried that there would be repercussions in my social circle	81
Nothing would be done even if I provided my contact details	65
Other	40

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	100 (55%)
Staff	16 (9%)
Visitors or Neighbours	14 (8%)
Postgraduate Research Students	12 (6%)
Postgraduate Taught Students	9 (5%)
Not disclosed	32 (17%)
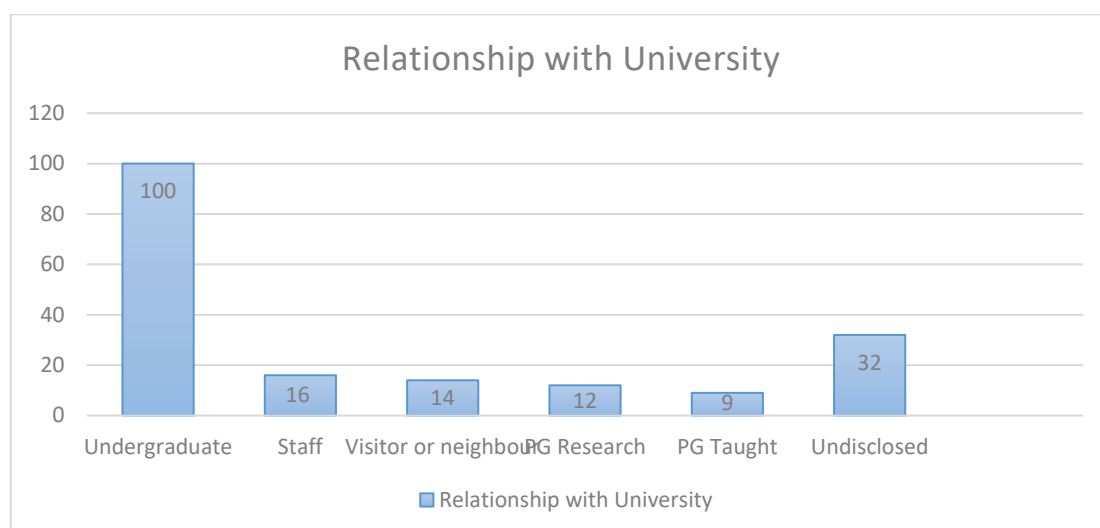
These figures[1] broadly reflect the current breakdown of the University's community. We will continue to monitor this over the coming months.

Gender identity:

Female	92 (50%)
Male	40 (22%)
Prefer not to say, not answered or other[2]	51 (28%)
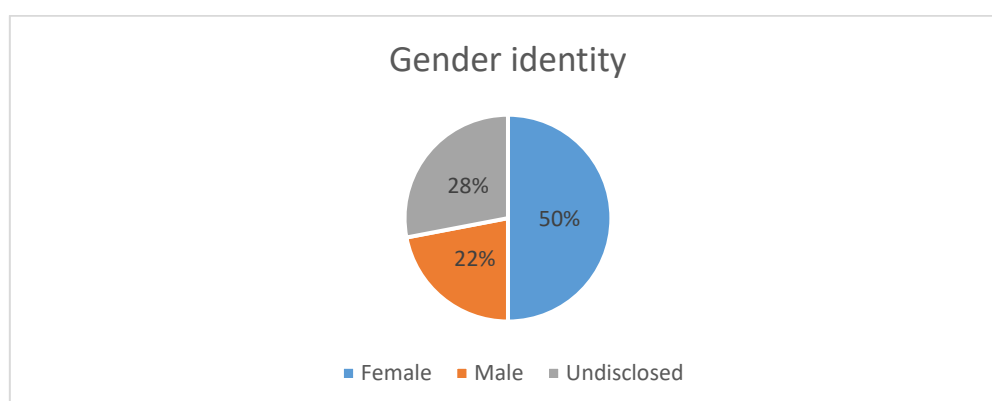
The figure for those identifying as female is disproportionately high (70% of those who provided a gender identity selected female). 54% of the student population and 52% of all staff members identify as female. This suggests that female members of the University community are more likely to experience negative behaviour and/or are more likely to report it. This gap has decreased slightly compared to the previous year. We will continue to explore ways to promote Report + Support to individuals who identify as male.

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[1] https://www.surrey.ac.uk/about/facts/student-numbers
[2] 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	67 (37%)
Christian	33 (18%)
Hindu	10 (6%)
Buddhist or Jewish or Sikh or Spiritual[3]	8 (4%)
Muslim	7 (4%)
Prefer not to say	19 (10%)
Not answered	39 (21%)

Age:

17 years and under	1 (1%)
17-25 year olds	116 (63%)
26-35 year olds	14 (7%)
36-45 year olds	9 (5%)
46-55 year olds	1 (1%)
56 years and over	2 (1%)
Prefer not to say	5 (3%)
Not answered	35 (19%)

Disability:

Yes	29 (16%)
None	98 (54%)
Prefer not to say	19 (10%)
Not answered	37 (20%)

The submission rate for students with disabilities is above the <u>student</u> population as a whole (12%)[4]. Figures for <u>staff</u> were not available at the time this report was produced.

Ethnicity:

Black/Minority Ethnic	50 (27%)
White	84 (46%)
Prefer not to say	12 (7%)
Not answered	37 (20%)

63% 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 identity:

Bisexual	30 (16%)
Gay man or Gay woman / lesbian[5]	8 (4%)
Heterosexual	80 (44%)
Other[6]	6 (3%)
Prefer not to say	19 (10%)
Not answered	40 (22%)

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[3] Specific figures for each have not been provided due to low numbers and to protect privacy
[4] https://www.surrey.ac.uk/about/facts/student-numbers
[5] Specific figures for each have not been provided due to low numbers and to protect privacy
[6] Specific figures for each have not been provided due to low numbers and to protect privacy

What was the report about?

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

Harassment	62 (+19)
Bullying	56 (+13)
Mental Health & Wellbeing	50 (+14)
Sexual Harassment	36 (+17)
Hate crime	29 (+8)
Sexual Violence	22 (+10)
Physical Assault	16 (+13)
Anti-social behaviour	15 (-2)
Other	14 (+8)
Stalking	11 (+3)
Relationship abuse	7 (up from below 5)
Drugs	4 (-9)
COVID-19 related	1 (-21)
Racism	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?

The submission was then progressed as follows (some had multiple outcomes, but the primary is shown):

Resolved following initial enquiries	55 (30%)
Referred to Internal Support Services	33 (18%)
No further action required	33 (18%)
No further action due to lack / poor quality of information[7]	25 (14%)
Progressed via the *Student Disciplinary Regulations*	10 (5%)
Progressed via the *Procedure for Complaints* (Students)	10 (5%)
Progressed via the *Staff Disciplinary Procedure*	9 (5%)
Referred to External Support Services	6 (3%)
Progressed via the *Staff Grievance Policy*	1 (1%)
Reported to the police	1 (1%)

Declan Baker, Deputy Head of Security Services
Mark Chatterton, Head of Security Services
Corina Brind, Acting Deputy Head of OSCAR
James Smith, Employee Relations Manager
Glenn Moulton, Head of OSCAR
Karen Raymer, Deputy HR Director
Laura Smythson, Head of Wellbeing and Welfare

28 February 2023

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[7] Normally because the submission is anonymous, and we are unable to request more information from the reporting party