

Report + Support: Year 4

The University launched Report + Support for staff, students, neighbours, and visitors on 2 December 2019. This report covers the fourth full year of Report + Support at Surrey: from 2 December 2022 until 1 December 2023.

What is Report + Support?

This online tool provides 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 Campus Safety 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 Campus Safety (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.

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

Bullying & harassment
Mental Health & Wellbeing
Sexual harassment
Drugs and/or alcohol abuse/addiction
Policies and procedures

Physical assault
Relationship abuse
Stalking
24-hour support

Hate crime
Sexual assault
Looking after yourself
Safeguarding



Key statistics:

- 170 submissions were received via Report + Support between 2 December 2022 and 1 December 2023.
- 41% of submissions were made anonymously.
- 71% of submissions were made by students and 14% by staff. The remainder were from visitors or members of the public.
- Harassment was the most referenced issue, followed by bullying, concerns about mental health and wellbeing, sexual harassment, sexual violence and hate crime.
- 51% of submissions resulted in direct action being taken. No action was required for 20% of submissions, whilst a lack of information meant that 29% could not be progressed in any way.
- 11% of submissions were progressed via the *Student Disciplinary Regulations* or *Procedure for Complaints*.
- 3% of submissions were progressed via the *Staff Disciplinary Procedure* or *Staff Grievance Policy*.

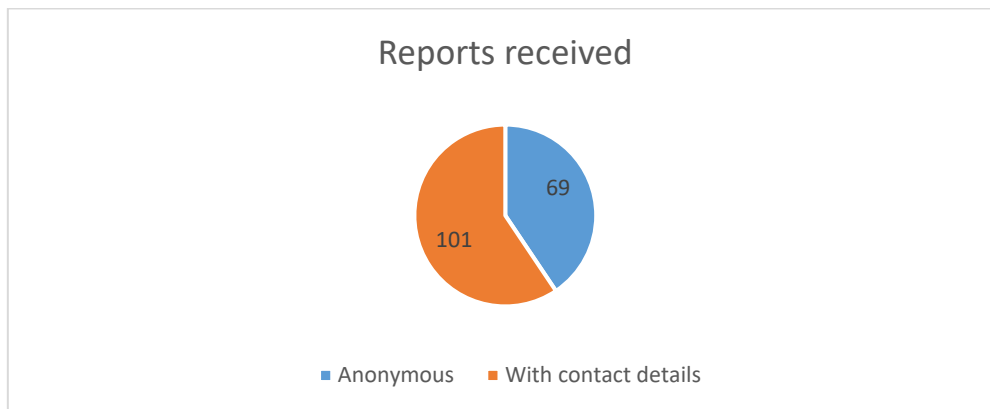
How many submissions were received via Report + Support?

The University received 170 submissions in the period from 2 December 2022 – 1 December 2023. This was a decrease of 13 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 Campus Safety, Residential Life, Human Resources, OSCAR, and the Centre for Wellbeing.

How many submissions were submitted anonymously?

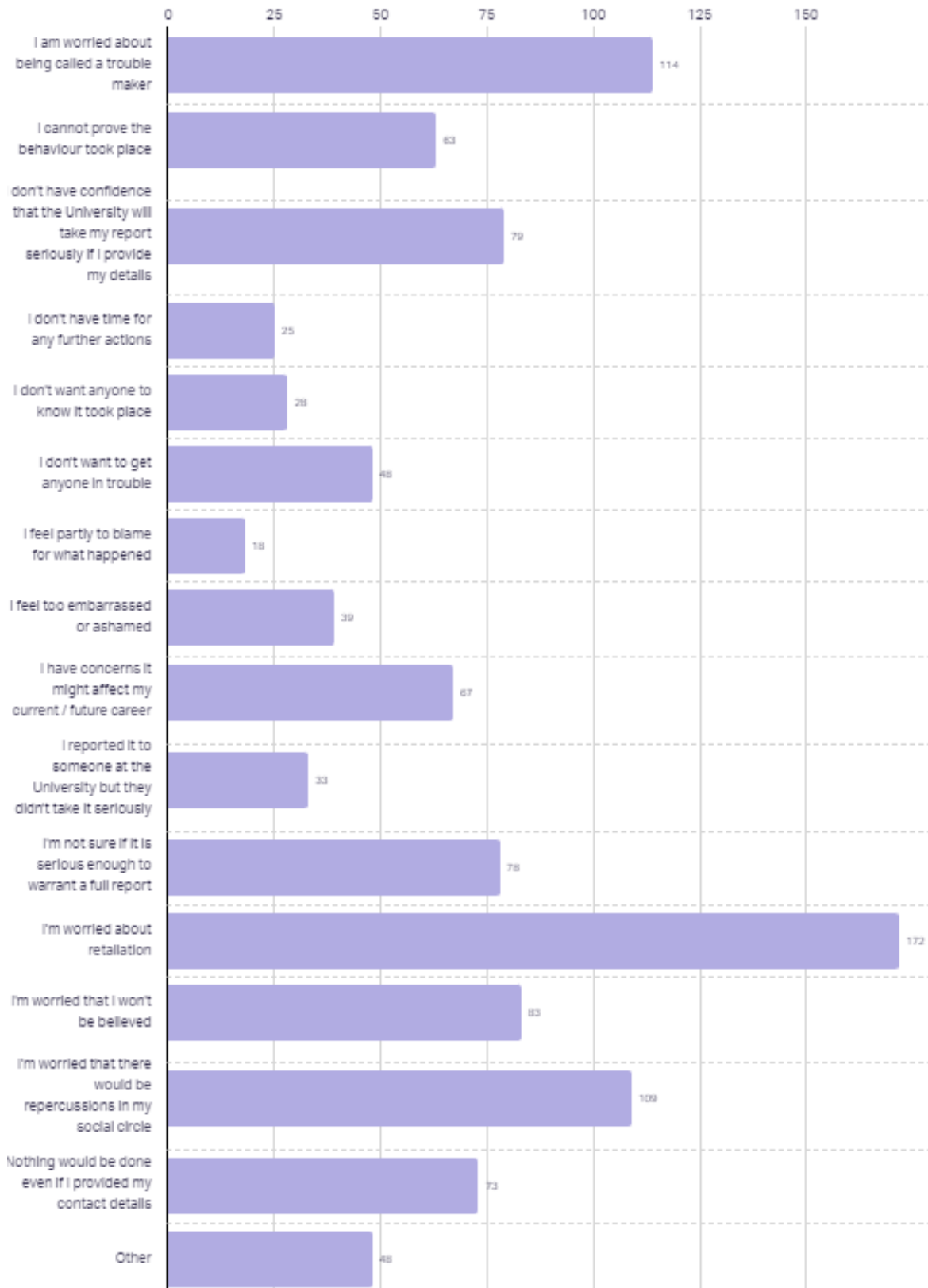
41% of the submissions were anonymous (69 submissions). The remaining 59% (101 submissions) contained the individual's name and contact details. This percentage split continues the year-on-year decrease in anonymous submissions since Report + Support was launched and may indicate increased confidence in the system.



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:



More granular data showing reasons for anonymity for different incident types or for different groups are available (i.e., separate statistics for anonymous staff or students)

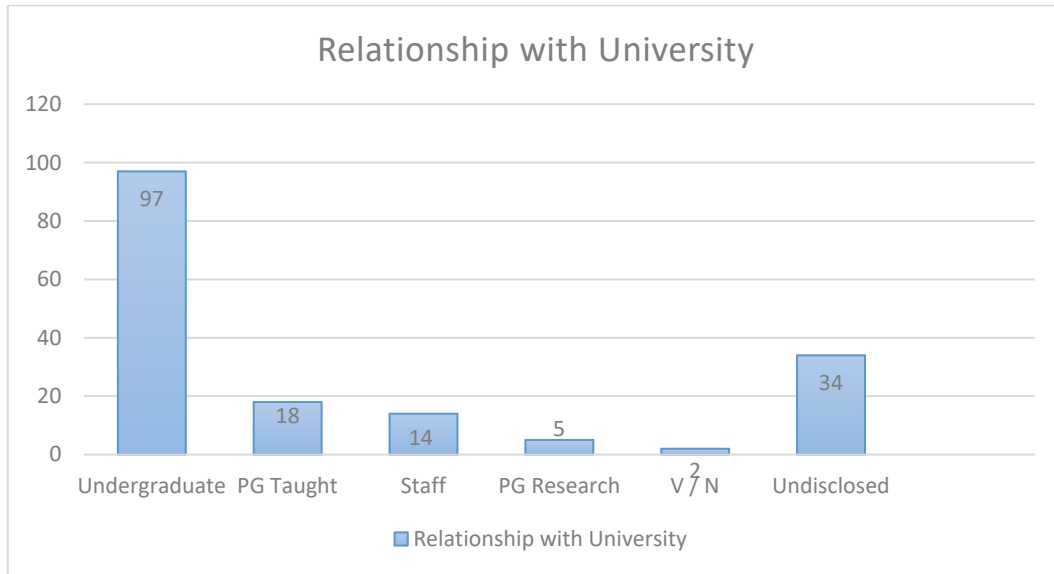
We will continue to use this information to inform our communications plans.

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:

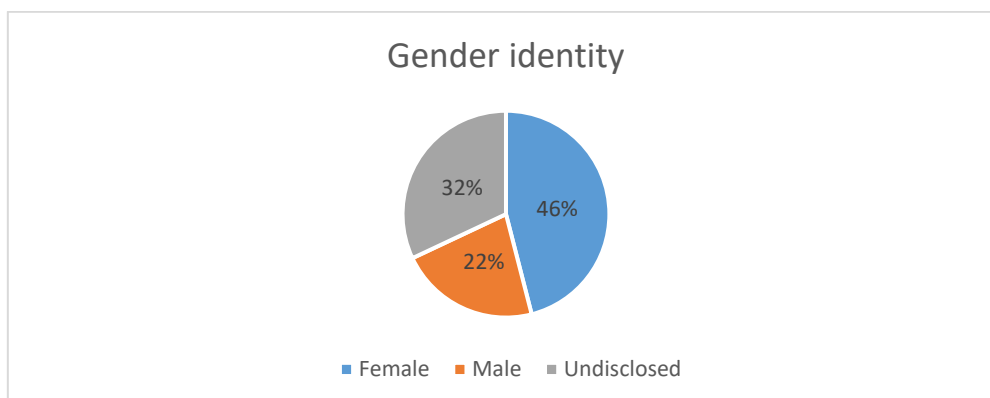
Undergraduates	97 (57%)
Postgraduate Taught Students	18 (11%)
Staff	14 (8%)
Visitors or Neighbours	2 (1%)
Postgraduate Research Students	5 (3%)
Not disclosed	34 (20%)



These figures¹ broadly reflect the current breakdown of the University's community. We will continue to monitor this over the coming months.

Gender identity:

Female	79 (46%)
Male	37 (22%)
Prefer not to say, not answered or other ²	54 (32%)



The figure for those identifying as female is disproportionately high (68% of those who provided a gender identity selected female). 55% of the student population and 53% 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.

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	58 (34%)
Christian	33 (19%)
Buddhist or Jewish or Muslim or Sikh or Other ³	11 (6%)
Hindu	10 (6%)
Prefer not to say	28 (17%)
Not answered	30 (18%)

Age:

17 years and under	2 (1%)
17-25 year olds	111 (65%)
26-35 year olds	12 (7%)
36-45 year olds	7 (4%)
46-55 year olds	1 (1%)
56 years and over	1 (1%)
Prefer not to say	11 (6%)
Not answered	25 (15%)

Disability:

Yes	34 (20%)
None	90 (53%)
Prefer not to say	18 (11%)
Not answered	28 (16%)

The submission rate for students with disabilities is above the student population as a whole (16.8%). Figures for staff were not available at the time this report was produced.

Ethnicity:

Black/Minority Ethnic	44 (26%)
White	71 (42%)
Prefer not to say	27 (16%)
Not answered	28 (16%)

62% of those answering this monitoring question stated that they are white. This is disproportionately higher than both the staff and student figures (57% of students and 80% 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	22 (13%)
Gay man or Gay woman / lesbian ⁴	4 (2%)
Heterosexual	83 (49%)
Other ⁵	5 (3%)
Prefer not to say	27 (16%)
Not answered	29 (17%)

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

⁴ Specific figures for each have not been provided due to low numbers and to protect privacy

⁵ 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 more than one category. The figure in (Brackets) shows the change compared to the previous year of Report + Support at Surrey.

Harassment	58 (-4)
Bullying	50 (-6)
Mental Health & Wellbeing	42 (-8)
Sexual Harassment	26 (-10)
Sexual Violence	18 (-4)
Hate crime	17 (-12)
Physical Assault	17 (+1)
Relationship abuse	12 (+5)
Stalking	10 (-1)

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):

No further action due to lack / poor quality of information ⁶	49 (29%)
No further action required	35 (20%)
Informally resolved	23 (13%)
Referred to Internal Support Services	22 (13%)
Progressed via the <i>Student Disciplinary Regulations</i>	10 (6%)
Progressed via the <i>Procedure for Complaints</i> (Students)	8 (5%)
Resolved following initial enquiries	7 (4%)
Reported to the police	6 (4%)
Referred to External Support Services	5 (3%)
Progressed via the <i>Staff Disciplinary Procedure</i>	4 (2%)
Progressed via the <i>Staff Grievance Policy</i>	1 (1%)

Declan Baker, Deputy Head of Campus Services
Mark Chatterton, Head of Campus Services
Corina Brind, Deputy Head of OSCAR
Caroline Bayliss, HR Advisor
Glenn Moulton, Head of OSCAR
Karen Raymer, Deputy HR Director
Laura Smythson, Head of Wellbeing and Welfare

22 February 2024

⁶ Normally because the submission is anonymous, and we are unable to request more information from the reporting party