

Report + Support: Year 6

The University launched Report + Support for staff, students, neighbours, and visitors on 2 December 2019. This report covers the sixth full year of Report + Support at Surrey: from 2 December 2024 until 1 December 2025.

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:

- 277 submissions were received via Report + Support between 2 December 2024 and 1 December 2025.
- 43% of submissions were made anonymously.
- 80% 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, hate crime and sexual harassment.
- 67% of submissions resulted in direct action being taken. No action was required for 11% of submissions, whilst a lack of information meant that 22% could not be progressed in any way.
- 15% of submissions were progressed via the *Student Disciplinary Regulations* or *Procedure for Complaints*.
- 1% of submissions were progressed via the *Staff Disciplinary Procedure* or *Staff Grievance Policy*.

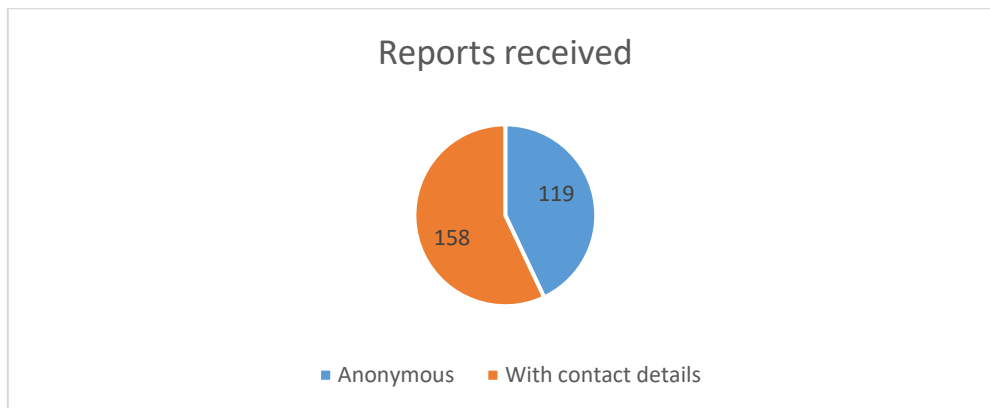
How many submissions were received via Report + Support?

The University received 277 submissions in the period from 2 December 2024 – 1 December 2025. This was an increase of 71 reports (34%) compared to the previous reporting year.

The University continues to receive a considerably larger number of submissions via other mediums directly to teams such as Campus Safety, the Communities Team, Sexual Violence Liaison Officers, Human Resources, OSCAR, and the Centre for Wellbeing.

How many submissions were submitted anonymously?

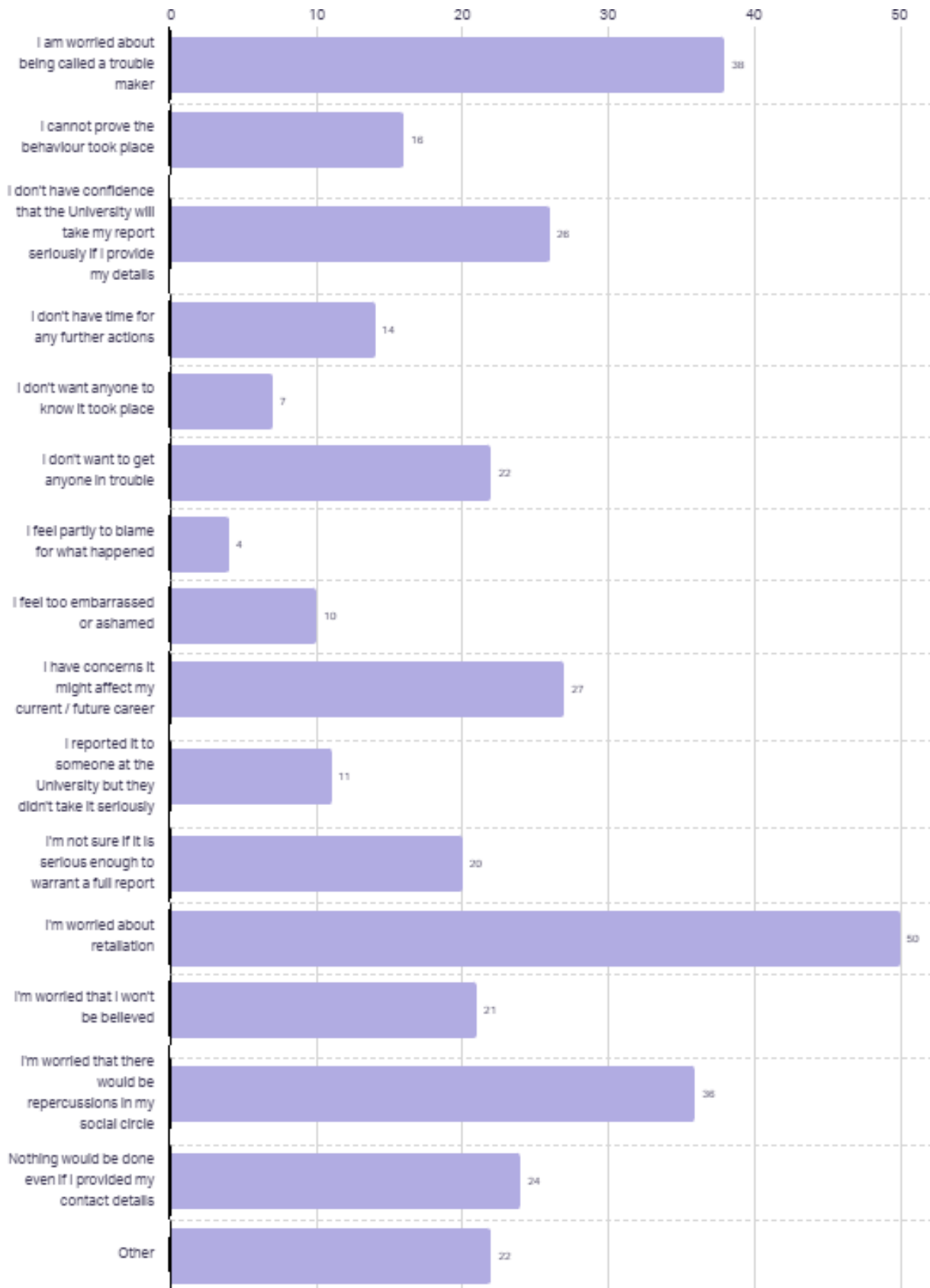
43% of the submissions were anonymous (119 submissions). The remaining 57% (158 submissions) contained the individual's name and contact details. There was a 3% increase in anonymous submissions, but this was offset by the newly introduced 'anonymous chat' function which allows anonymous reporters to speak with the University without their details being shared.



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)

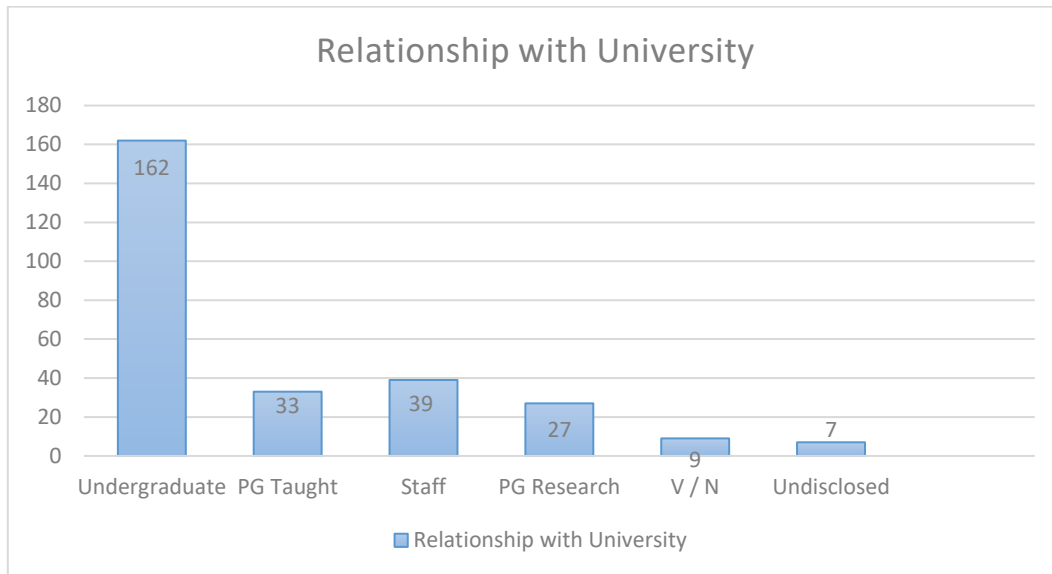
We will continue to use this information to inform our communications plans.

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:

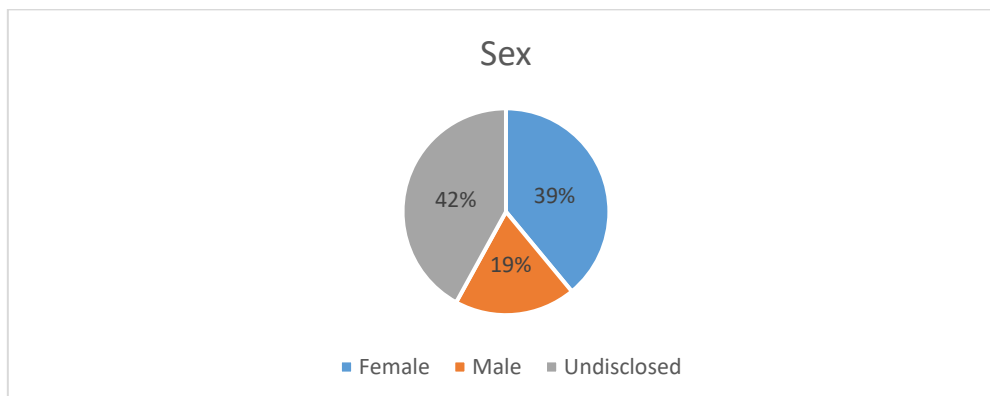
Undergraduates	162 (58%)
Staff	39 (14%)
Postgraduate Taught Students	33 (12%)
Postgraduate Research Students	27 (10%)
Visitors or Neighbours	9 (3%)
Not disclosed	7 (3%)



These figures¹ broadly reflect the current breakdown of the University's community.

Sex:

Female	107 (39%)
Male	54 (19%)
Prefer not to say, not answered or other ²	116 (42%)



The number of females reporting is disproportionately high (66% of those who provided their sex selected female). 55% of the student population and 53% of all staff members are 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 slightly compared to the previous year.

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	63 (23%)
Christian	33 (12%)
Muslim	18 (7%)
Hindu	14 (5%)
Other ³	12 (4%)
Prefer not to say	47 (17%)
Not answered	90 (32%)

Age:

17 years and under	1 (1%)
17-25 year olds	123 (44%)
26-35 year olds	30 (11%)
36-45 year olds	15 (5%)
46-55 year olds	5 (2%)
Prefer not to say	17 (6%)
Not answered	86 (31%)

Disability:

Yes	49 (17%)
None	113 (41%)
Prefer not to say	24 (9%)
Not answered	91 (33%)

The submission rate for students with disabilities is above the student population as a whole (15%). Figures for staff were not available at the time this report was produced.

Ethnicity:

Black, Asian, and minority ethnic groups	79 (28%)
White	74 (27%)
Prefer not to say	36 (13%)
Not answered	88 (32%)

48% of those answering this monitoring question stated that they are white. This is slightly below the student demographic (54% are white). It is accepted that the numbers are small.

Sexual identity:

Bisexual	18 (6%)
Gay man or Gay woman / lesbian ⁴	9 (3%)
Heterosexual	108 (39%)
Other ⁵	3 (1%)
Prefer not to say	50 (18%)
Not answered	89 (32%)

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	102 (+14)
Bullying	80 (-)
Mental Health & Wellbeing	79 (+26)
Hate crime	44 (+4)
Sexual Harassment	25 (+11)
Sexual Violence	23 (+18)
Stalking	21 (+7)
Physical Assault	16 (-4)
Relationship abuse	15 (+12)

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):

Informally resolved	77 (28%)
No further action due to lack / poor quality of information ⁶	61 (22%)
Referred to Internal Support Services	48 (17%)
Progressed via the <i>Student Disciplinary Regulations</i>	38 (14%)
No further action required	30 (11%)
Referred to External Support Services	11 (4%)
Progressed via the <i>Procedure for Complaints (Students)</i>	4 (1%)
Progressed via the <i>Staff Disciplinary Procedure</i>	4 (1%)
Resolved following initial enquiries	2 (1%)
Reported to the police	2 (1%)

Declan Baker, Head of Campus Safety
Caroline Bayliss, HR Advisor
Corina Brind, Deputy Head of OSCAR
Katy Huetson, Associate Director (People Services)
Glenn Moulton, Head of OSCAR
Laura Smythson, Interim Director of Student Life
Andy Swinbank, Deputy Head of Campus Safety

19 March 2026

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