Report + Support: Year 5

The University launched Report + Support for staff, students, neighbours, and visitors on 2 December 2019. This report covers the fifth full year of Report + Support at Surrey: from 2 December 2023 until 1 December 2024.

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	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		

Report + Support

Abuse, bullying, harassment, hate crime and sexual misconduct are never ok.
Report it, anonymously or by name.

To find out more or to report an incident visit:
reportandsupport.surrey.ac.uk

UNIVERSITY OF SURREY

Key statistics:

- 206 submissions were received via Report + Support between 2 December 2023 and 1 December 2024.
- 40% of submissions were made anonymously.
- 66% of submissions were made by students and 10% 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 physical assault.
- 64% of submissions resulted in direct action being taken. No action was required for 14% of submissions, whilst a lack of information meant that 22% could not be progressed in any way.
- 16% 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 206 submissions in the period from 2 December 2023 – 1 December 2024. This was an increase of 36 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 Advisors, Sexual Violence Liaison Officers, Human Resources, OSCAR, and the Centre for Wellbeing.
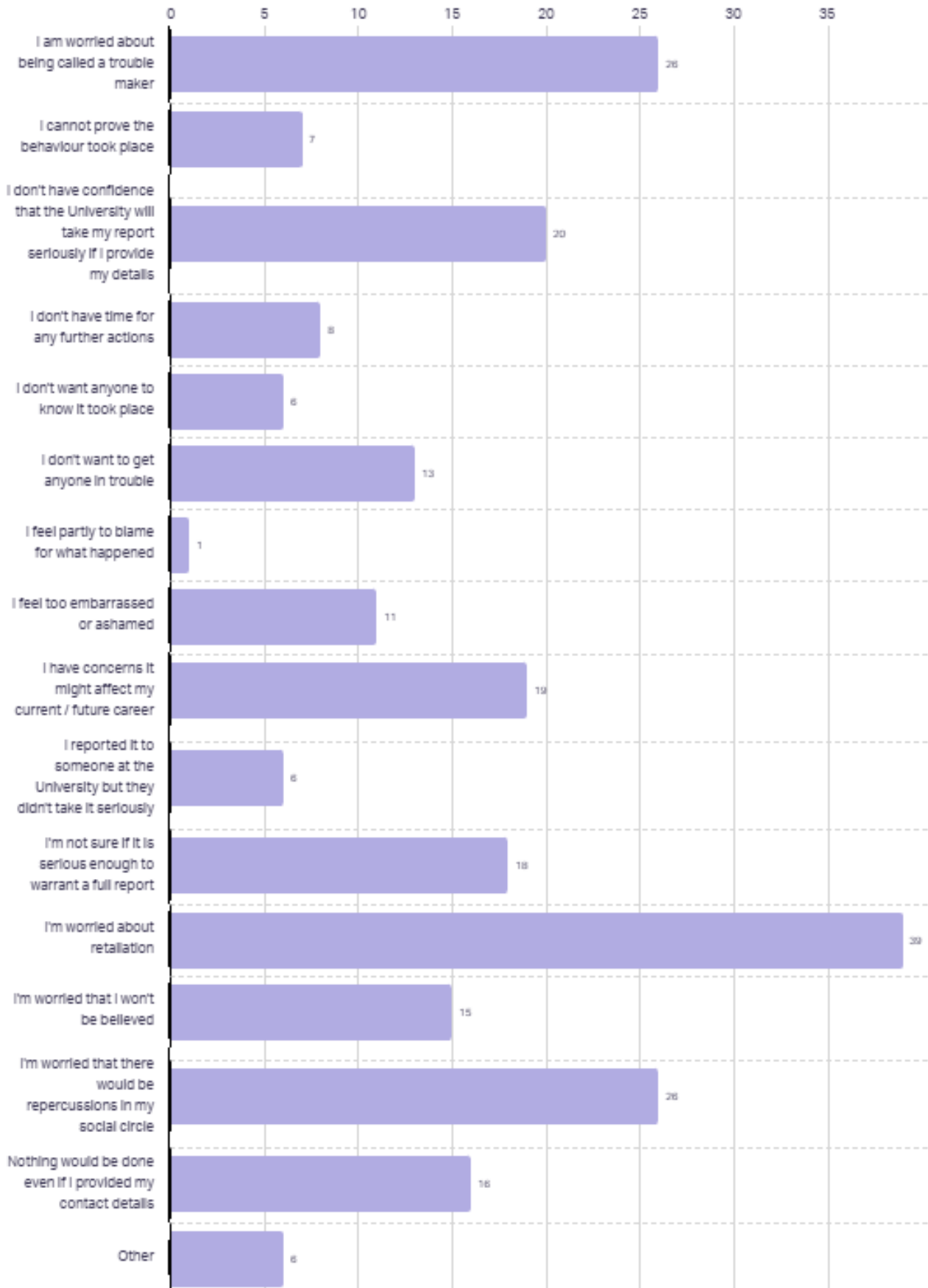
How many submissions were submitted anonymously?

40% of the submissions were anonymous (83 submissions). The remaining 60% (123 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.
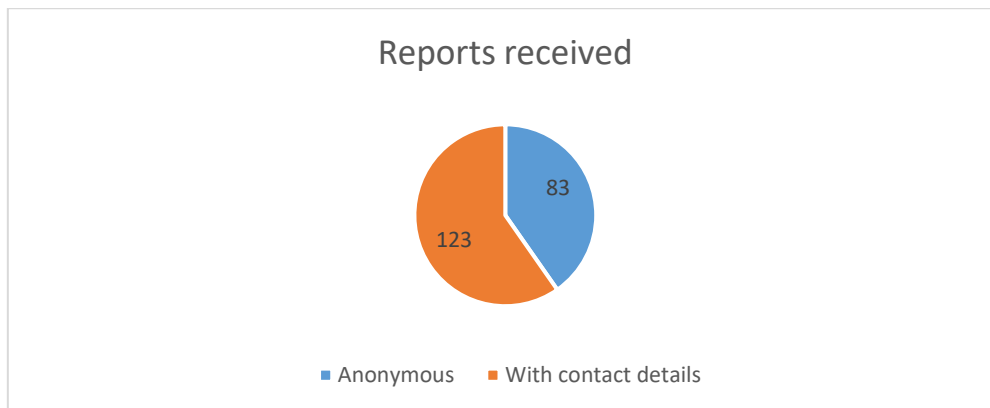
We have seen no evidence of a pattern of vexatious or malicious reporting, and we firmly believe that the benefits of anonymous reporting far outweigh any risks.

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:

Reason	Count
I am worried about being called a trouble maker	26
I cannot prove the behaviour took place	7
I don't have confidence that the University will take my report seriously if I provide my details	20
I don't have time for any further actions	8
I don't want anyone to know it took place	6
I don't want to get anyone in trouble	13
I feel partly to blame for what happened	1
I feel too embarrassed or ashamed	11
I have concerns it might affect my current / future career	19
I reported it to someone at the University but they didn't take it seriously	6
I'm not sure if it is serious enough to warrant a full report	18
I'm worried about retaliation	39
I'm worried that I won't be believed	15
I'm worried that there would be repercussions in my social circle	26
Nothing would be done even if I provided my contact details	16
Other	6

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	102 (49%)
Staff	21 (10%)
Postgraduate Taught Students	20 (10%)
Postgraduate Research Students	15 (7%)
Visitors or Neighbours	1 (1%)
Not disclosed	47 (23%)
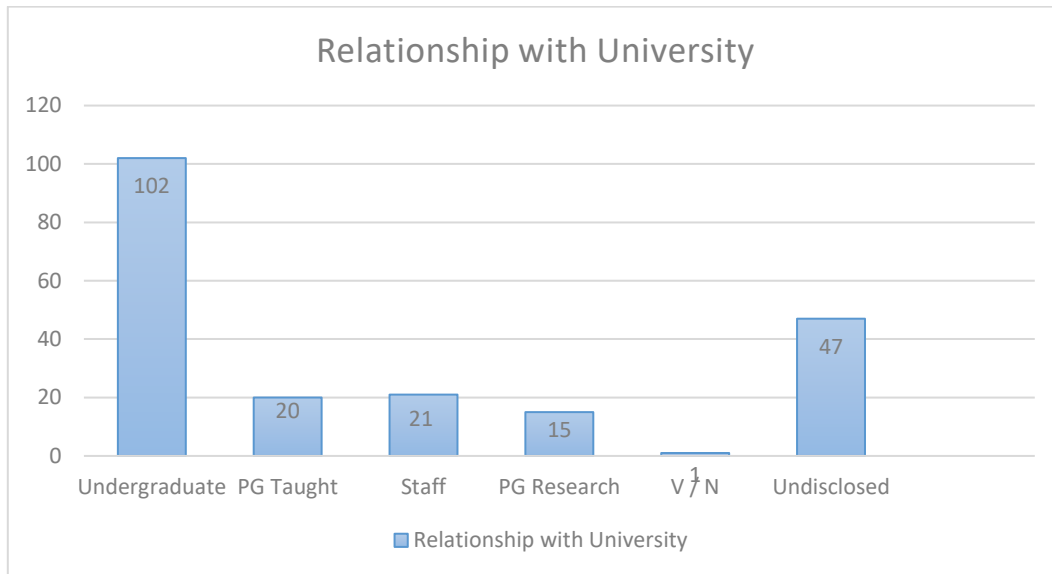
These figures[1] broadly reflect the current breakdown of the University's community. We will continue to monitor this over the coming months.

Sex:

Female	92 (45%)
Male	53 (26%)
Prefer not to say, not answered or other[2]	61 (29%)
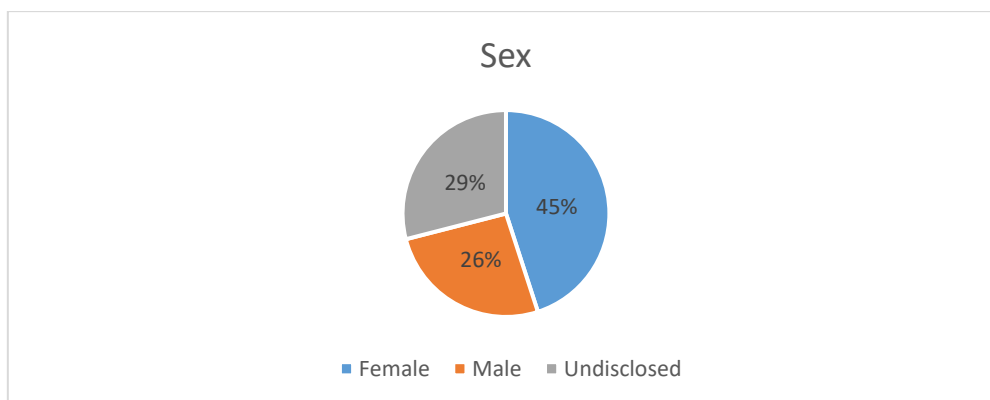
The number of females reporting is disproportionately high (63% of those who provided their sex selected female). 55% of the student population and 53% of all staff members are female. This suggests that female members of the University community are more likely to experience negative behaviour and/or are more likely to report it. This gap has 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	53 (26%)
Christian	32 (16%)
Muslim	15 (7%)
Hindu	8 (4%)
Spiritual	8 (4%)
Jewish	6 (3%)
Sikh	5 (2%)
Buddhist or Other[3]	3 (2%)
Prefer not to say	38 (18%)
Not answered	38 (18%)

Age:

17 years and under	1 (1%)
17-25 year olds	125 (60%)
26-35 year olds	22 (10%)
36-45 year olds	8 (4%)
46-55 year olds	1 (1%)
56 years and over	3 (2%)
Prefer not to say	8 (4%)
Not answered	38 (18%)

Disability:

Yes	29 (14%)
None	117 (57%)
Prefer not to say	21 (10%)
Not answered	39 (19%)

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

Ethnicity:

Black, Asian, and minority ethnic groups	65 (32%)
White	73 (35%)
Prefer not to say	31 (15%)
Not answered	37 (18%)

53% of those answering this monitoring question stated that they are white. This is broadly in line with the student demographic (54% 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	12 (6%)
Gay man or Gay woman / lesbian[4]	5 (2%)
Heterosexual	104 (51%)
Other[5]	1 (1%)
Prefer not to say	46 (22%)
Not answered	38 (18%)

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

Harassment	88 (+30)
Bullying	80 (+30)
Mental Health & Wellbeing	53 (+11)
Hate crime	40 (+23)
Physical Assault	20 (+3)
Sexual Harassment	14 (-12)
Stalking	14 (+4)
Sexual Violence	5 (-13)
Relationship abuse	3 (-9)

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	55 (27%)
No further action due to lack / poor quality of information[6]	46 (22%)
No further action required	29 (14%)
Progressed via the *Student Disciplinary Regulations*	24 (11%)
Referred to Internal Support Services	23 (11%)
Progressed via the *Procedure for Complaints* (Students)	8 (4%)
Resolved following initial enquiries	6 (3%)
Reported to the police	6 (3%)
Progressed via the *Staff Disciplinary Procedure*	4 (2%)
Referred to External Support Services	3 (2%)
Progressed via the *Staff Grievance Policy*	2 (1%)

Declan Baker, Deputy Head of Campus Services
Caroline Bayliss, HR Advisor
Corina Brind, Deputy Head of OSCAR
Sarah Leggett, Director of HR
Glenn Moulton, Head of OSCAR
Laura Smythson, Associate Director Student Wellbeing and Disability
Andy Swinbank, Campus Safety Support Manager

3 February 2025

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