

Report and Support – User Guidance

Contents

Introduction	1
Report	2
What types of behaviour does Report and Support relate to?	2
Report anonymously	3
What questions will I be asked?	3
Demographic data	7
What happens after I submit a report?	8
Report about a student	8
Report about a staff member	8
Process map	8
What happens to any data I provide?	9
Report with contact details	9
What questions will I be asked?	10
Demographic data	14
What happens after I submit a report?	15
Report about a student	15
Report about a staff member	15
Process map	16
Reports involving both staff and students	16
What happens to any data I provide?	17
Support	17
What type of support articles are available?	17
What information do the support articles provide?	18
General Information	18
Who do I contact if I have an issue with the system or want to provide feedback?	18
Can the system be changed or updated?	19

Introduction

Birmingham City University and Birmingham City Students' Union are committed to providing a safe and supportive campus environment. If you experience or have experienced any form of bullying, harassment, hate crime or sexual misconduct, you can report it and seek support via the Report and Support system.

Please note that Report and Support is not an emergency response system. If you are at immediate risk, please call 999. If it is not an emergency but you need support from campus security call 0121 331 6969.

Report

There are two ways you can report something: report anonymously or report with contact details.



An explanation of each process is in the relevant sections below.

What types of behaviour does Report and Support relate to?

In making a report you can select the following types of behaviour:

- Assault
- Bullying
- Discrimination
- Harassment
- Hate Crime
- Sexual Misconduct
- Prevent concern
- Safeguarding concern

This list is not intended to be exhaustive and you should not be put off making a report if the specific type of behaviour you want to report is not listed. In those circumstances, you can also select 'Other,' which will open a text box to allow you to describe the behaviour you are reporting.

The University and Students' Union will review the behaviours reported and amend categories where there is evidence to suggest they need to be updated or changed.

Report anonymously

Choosing to report anonymously means we might not be able to help you directly, but can help others. The information you give us will help us to provide better support to others and inform prevention work across the university. It means we can track whether particular types of behaviour are occurring more than others, or whether incidents happen in one location more than others, for example.

If you tell us that you don't want any further action to be taken as a result of the information you have provided, we will take that into account and typically no further action would be taken. However, you need to be aware that exceptionally there may be occasions where as part of our duty of care we are required to investigate the incident and take any necessary action against individuals involved. This will be done only where necessary due to a significant risk or ongoing duty of care which we have to act upon. For example, you might report witnessing harm to a child on campus; or you might report something which we think indicates there is a risk of harm to others.

For every anonymous report we will carefully consider why you do not want any further action to be taken, as well as the safety and wellbeing of anyone else affected.

What questions will I be asked?

We ask for the following information when you make an anonymous report:

Let us know what happened

We know it can be hard to describe what has happened, but the more information you provide, the more we'll be able to help you or others. Some of the things to think about are when and where it happened.

If you provide names of other individuals we may not be able to take any action against them if you wish to remain anonymous; but we can use your report to continue and inform our prevention work.

I would describe what happened as

- ☐ An assault 
- ☐ Bullying 
- ☐ Discrimination 
- ☐ Harassment 
- ☐ A hate crime 
- ☐ Sexual misconduct 
- ☐ A prevent concern 
- ☐ A safeguarding concern 
- ☐ Other

If you are unsure what we mean by some of these terms, we have articles available on the Support page to help you understand what they mean. You can also click on the question mark icon to see a brief description of the term.

When did the incident(s) occur?

- ☐ Within the last 24 hours
- ☐ Within the last week
- ☐ Within the last month
- ☐ Within the last three months
- ☐ Within the last six months
- ☐ Within the last 12 months
- ☐ One to two years ago
- ☐ More than two years ago

Knowing when an incident occurred can help us assess any potential risk associated with the report.

This incident happened to

- ☐ Me
- ☐ Someone else
- ☐ Prefer not to say

The person that experienced this incident is

- ☐ Staff
- ☐ A student
- ☐ A visitor
- ☐ Prefer not to say

Knowing this information can help us understand how the system is being used, and also determines who receives notification of the report (see '*What happens when I submit a report?*' below). A visitor might be someone like a builder doing work on campus, or an attendee at a recital.

Which department are you (or the person for whom you are reporting) based in?

- HELS ▼
- BLSS ▼
- CEBE ▼
- ADM ▼
- Professional Services ▼
- Other ▼

This information will help us to monitor trends in reporting. Clicking on the drop-down arrow will allow you to select your School or department.

Can you tell us why you've chosen to report anonymously today?

- ☐ I've reported in the past and nothing happened
- ☐ I'm worried I won't be believed
- ☐ I feel embarrassed/ashamed
- ☐ I'm worried about the repercussion for me or others
- ☐ I don't want to get anyone in trouble
- ☐ I'm worried about being called a trouble maker
- ☐ I'm concerned it might impact my future career/studies
- ☐ I've reported it but no one took me seriously
- ☐ It's not serious
- ☐ The person didn't want to report it themselves
- ☐ I don't know what to do
- ☐ I don't want anyone to know what happened
- ☐ I feel like they have more authority than me
- ☐ Other (please specify)

Again, this information will help us to monitor trends in reporting. It will also help us to identify barriers to named reporting, so that we can consider ways in which to remove barriers effectively and encourage named reporting wherever appropriate.

Demographic data

Before submitting your report, we ask you to provide some personal data:

- Age
- Gender identity
- Ethnicity

- Sexual identity
- Disability
- Religion

These questions are entirely optional and failure to answer them will not prevent you from submitting your report. Any answers given are anonymous.

We will use this data to help us identify patterns in reported behaviour and inform our work to prevent unacceptable behaviour, and to identify whether certain groups are more likely to experience particular types of behaviour. We will not use this data to try and identify the individual making the report.

What happens after I submit a report?

What happens after you submit a report depends on who the reported incident happened to.

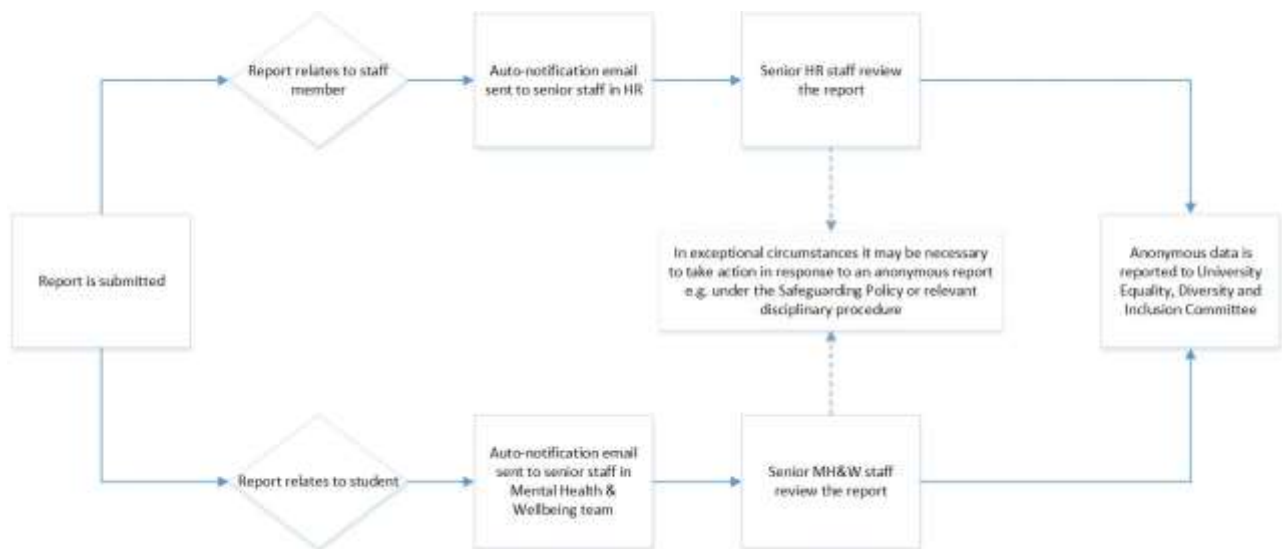
Report about a student

If the incident happened to a student (regardless of who is making the report), a limited number of senior staff in the Mental Health & Wellbeing team will receive an auto-notification of the report having been made. The auto-notification contains no details of the actual report. One of the MH&W staff members who received the auto-notification will log into the Report and Support system and review the report contents.

Report about a staff member

If the incident happened to a staff member (regardless of who is making the report), a limited number of senior staff in the Human Resources team will receive an auto-notification of the report having been made. The auto-notification contains no details of the actual report. One of the HR staff members who received the auto-notification will log into the Report and Support system and review the report contents.

Process map



If you tell us that you don't want any further action to be taken as a result of the information you have provided, we will take that into account and typically no further action would be taken. However, you need to be aware that exceptionally there may be occasions where as part of our duty of care we are required to investigate the incident and take any necessary action against individuals involved. This will be done only where necessary due to a significant risk or ongoing duty of care which we have to act upon. For example, you might report witnessing harm to a child on campus; or you might report something which we think indicates there is a risk of harm to others.

What happens to any data I provide?

Data provided in anonymous reports is collated and provided as part of a standing report to the University's Equality, Diversity and Inclusion Committee. This includes e.g. the type of behaviour reported and its location; the status of the reporter and person to whom the incident happened (student, staff etc.); and any demographic data provided.

The Committee will review this information in order to understand the experience of the University community and to monitor trends and patterns in data. This in turn will help to inform work in preventing particular types of behaviour or supporting particular groups of people.

Data included in reports will never be shared in a way that makes individuals identifiable.

Report with contact details

Where you choose to submit your contact details, we'll be able to help provide you with more direct support and will be in a better position to stop something similar from happening to anyone else. With contact details, we can ensure someone contacts you to provide support and guidance; and we can take formal action where it is deemed appropriate.

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taken. However, you need to be aware that exceptionally there may be occasions where as part of our duty of care we are required to investigate the incident and take any necessary action against individuals involved. This will be done only where necessary due to a significant risk or ongoing duty of care which we have to act upon. For example, you might report witnessing harm to a child on campus; or you might report something which we think indicates there is a risk of harm to others.

What questions will I be asked?

We ask for the following information when you make a report with contact details:

Let us know what happened

We know it can be hard to describe what has happened, but the more information you provide, the more we'll be able to help you or others. Some of the things to think about are when and where it happened.

I would like to upload an image related to what happened
(e.g. screenshots of conversations. Please do not attach pictures of a graphic/sexual/violent nature. Should this evidence be needed we will contact you directly to advise you further)

Choose Files

No file chosen

Images can help us understand what has happened e.g. if you have screenshots of bullying behaviour via social media. Please do not provide images of a graphic nature such as photos of injuries: you should keep these images and provide them later on if they are required.

I would describe what happened as

- ☐ An assault 
- ☐ Bullying 
- ☐ Discrimination 
- ☐ Harassment 
- ☐ A hate crime 
- ☐ Sexual misconduct 
- ☐ A prevent concern 
- ☐ A safeguarding concern 
- ☐ Other

If you are unsure what we mean by some of these terms, we have articles available on the Support page to help you understand what they mean. You can also click on the question mark icon to see a brief description of the term.

When did the incident(s) occur?

- ☐ Within the last 24 hours
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- ☐ Within the last month
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The person that experienced this incident is

- ☐ Staff
- ☐ A student
- ☐ A visitor
- ☐ Prefer not to say

Knowing this information can help us understand how the system is being used, and also determines who receives notification of the report (see '*What happens when I submit a report?*' below). A visitor might be someone like a builder doing work on campus, or an attendee at a recital.

Which department are you (or the person for whom you are reporting) based in?

- HELS 
- BLSS 
- CEBE 
- ADM 
- Professional Services 
- Other 

This information will help us to monitor trends in reporting. Clicking on the drop-down arrow will allow you to select your School or department.

If known, the staff/student number of the person who experienced this incident

How would you like us to contact the person who experienced the incident?

- ☐ Email
- ☐ Phone
- ☐ Face-to-face

What is the name of the person who we will be contacting?

All of this information will help ensure we know the details of the person to whom the incident happened. Sometimes there might be several individuals with the same name e.g. John Smith: providing their unique ID number will help ensure we know the person who experience the incident.

Can we use the above information to contact the person who experienced this incident?

- ☐ Yes
- ☐ No

You may be reporting on behalf of another individual, in which case you should confirm whether or not they are willing to be contacted.

Demographic data

Before submitting your report, we ask you to provide some personal data:

- Age
- Gender identity
- Ethnicity
- Sexual identity
- Disability
- Religion

These questions are entirely optional and failure to answer them will not prevent you from submitting your report. Any answers given are anonymous.

We will use this data to help us identify patterns in reported behaviour and inform our work to prevent unacceptable behaviour, and to identify whether certain groups are more likely to experience particular types of behaviour.

What happens after I submit a report?

What happens after you submit a report depends on who the reported incident happened to.

Report about a student

If the incident happened to a student (regardless of who is making the report), a limited number of senior staff in the Mental Health & Wellbeing team will receive an auto-notification of the report having been made. The auto-notification contains no details of the actual report. One of the MH&W staff members who received the auto-notification will log into the Report and Support system and review the report contents. A member of MH&W staff will also contact the reporting party to confirm receipt of the report.

The report will then be assigned within the system to an 'adviser' – a suitable adviser from the Mental Health & Wellbeing team. Advisers can only see reports assigned to them. The adviser will contact you to discuss your report and talk you through potential next steps. This might include, for example, discussing with you how to register for Mental Health & Wellbeing services such as counselling; signposting you to external support services; or discussing with you the University's Student Disciplinary Procedure.

Once initial contact has been made further action will either be logged within Report and Support on an ongoing basis or, where other University systems become more appropriate, the report will be closed with a note to record any action taken. For example, if a report leads to disciplinary action against another student then the Report and Support report will be closed after initial contact has been made and further action will be recorded using the University's student disciplinary case management system.

Likewise, in some cases MH&W may pass a case on to be handled on an ongoing basis by another department e.g. a disciplinary matter would be passed to Student Governance to process, although MH&W would continue to offer wellbeing support to any students involved in the case.

Report about a staff member

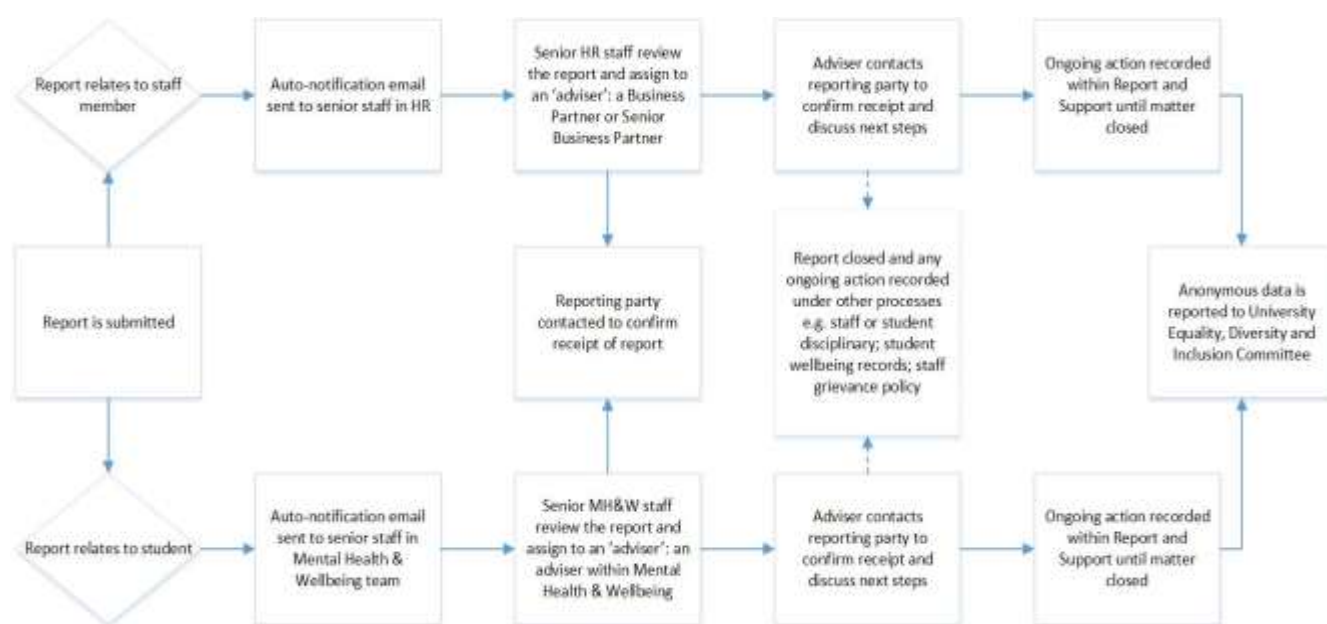
If the incident happened to a staff member (regardless of who is making the report), a limited number of senior staff in the Human Resources team will receive an auto-notification of the report having been made. The auto-notification contains no details of the actual report. One of the HR staff members who received the auto-notification will log into the Report and

Support system and review the report contents. A member of HR staff will also contact the reporting party to confirm receipt of the report.

The report will then be assigned within the system to an 'adviser' – a suitable Business Partner from the HR team. Advisers can only see reports assigned to them. The adviser will contact you to discuss your report and talk you through potential next steps. This might include, for example, discussing with you the Employee Assistance Programme; signposting you to external support services; or discussing with you the University's Grievance Policy or Staff Disciplinary Policy.

Once initial contact has been made further action will either be logged within Report and Support on an ongoing basis or, where other University systems become more appropriate, the report will be closed with a note to record any action taken. For example, if a report leads to disciplinary action against a staff member then the Report and Support report will be closed after initial contact has been made and further action will be recorded using the University's staff disciplinary case management system.

Process map



Reports involving both staff and students

There may be occasions when a report relates to both staff and students e.g. a student might report being harassed by a staff member, or a staff member might report feeling bullied by a student. In these cases Mental Health & Wellbeing and HR will deal with their respective parties e.g. MH&W will offer wellbeing support to a student while HR handle any staff disciplinary aspect; or HR will support a staff member in respect of their wellbeing while MH&W take any necessary action in respect of student disciplinary procedures (e.g. passing the matter to Student Governance).

In all cases details contained in a report will not be shared beyond those staff who need to

know the details in order to respond to the report appropriately.

Will you disclose what I report?

Whether any of the information you provide is disclosed will depend on the nature of the report and we will always take into consideration whether you wish information to be shared. If you are making a report in order to share your experience and to access support, it is unlikely that any disclosure would be considered appropriate. If you are making a report in order to report unacceptable behaviour by an individual, then details of the report may need to be disclosed as part of any subsequent investigation (e.g. under the Student Disciplinary Procedure or Staff Disciplinary Policy).

If you tell us that you don't want any further action to be taken as a result of the information you have provided, we will take that into account and typically no further action would be taken. However, you need to be aware that exceptionally there may be occasions where as part of our duty of care we are required to investigate the incident and take any necessary action against individuals involved. This will be done only where necessary due to a significant risk or ongoing duty of care which we have to act upon. For example, you might report witnessing harm to a child on campus; or you might report something which we think indicates there is a risk of harm to others.

What happens to any data I provide?

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The Committee will review this information in order to understand the experience of the University community and to monitor trends and patterns in data. This in turn will help to inform work in preventing particular types of behaviour or supporting particular groups of people.

Support

As well as providing a single point to report unacceptable behaviour, Report and Support also provides a wealth of information on support available if you or someone you know has experienced such behaviour.

If you want to speak to someone for support but do not want to make a report with contact details in order to be assigned an adviser, the Support pages can direct you to sources of help and provide contact information.

What type of support articles are available?

Support articles are available in relation to the types of behaviour listed in the report process:

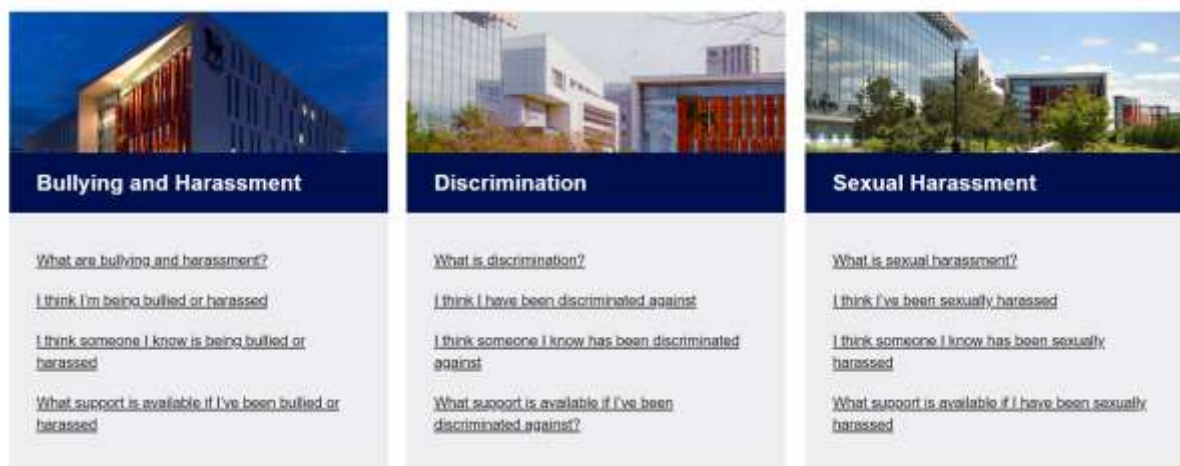
- Assault
- Bullying
- Discrimination
- Harassment
- Hate Crime
- Sexual Misconduct
- Prevent concern
- Safeguarding concern

This list is not intended to be exhaustive and you should not be put off making a report if the specific type of behaviour you want to report is not listed. In those circumstances, you can also select 'Other,' which will open a text box to allow you to describe the behaviour you are reporting.

The University and Students' Union will review the behaviours reported and amend categories where there is evidence to suggest they need to be updated or changed.

What information do the support articles provide?

Support articles are split by type of behaviour and there are typically four articles per type:



The articles are designed to help you understand what is meant by a particular type of behaviour, and what it might look like; what you can do if you or someone you know has experienced the type of behaviour; and what support is available in relation to a type of behaviour. In all instances, sources of internal support are identified; sources of external support typically differ depending on the behaviour type.

General Information

Who do I contact if I have an issue with the system or want to provide feedback?

There is a 'Contact Us' option at the bottom of every page. Clicking the hyperlink will allow you to send an email directly to the Mental Health & Wellbeing team, who have overall ownership of the system.

Can the system be changed or updated?

Report and Support is intended to be a 'living' tool that be changed or updated to reflect the data it captures. For example, additional types of behaviour can be added; and new support articles can be published, or existing ones amended.

If you would like to suggest a change to the system please use the 'Contact us' link at the bottom of the webpage.