

Report + Support Annual Report

October 2021- October 2022

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Introduction



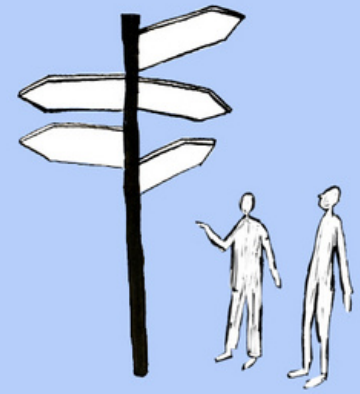
Queen Mary University of London, launched its Report + Support platform in October 2019, following a pilot during September 2019. Report + Support is a secure online platform which allows students, staff and visitors to report issues of bullying, harassment, hate crime or sexual violence. Reports may be anonymous, or may request contact with staff. This report covers the third year since Queen Mary launched Report + Support, covering the period from the 20th October 2021 to the 19th October 2022.

Insights from this report support the work of the Preventing and Addressing Harassment and Sexual Misconduct Working Group. Informing intervention and prevention approaches to make Queen Mary a safe and inclusive community.

The Preventing and Addressing HARassment and SEXual Misconduct Working Group, also known as PHASE was chaired by Sheila Gupta, the Vice Principal for People, Culture and Inclusion until her departure in July 2021. Alex Prestage, Head of Equality, Diversity and Inclusion and Simon Jarvis, Head of Student Wellbeing are the current joint Chairs of the group. The group has representation from across the Queen Mary Faculties, HR and Student and Academic Services, as well as partnership with Queen Mary Students' Union. The group reports to the Queen Mary Equality, Diversity and Inclusion Steering Group (EDI-SG) and is informed by the Office for Students Statement of Expectations.

It is our aim to increase awareness of the Report + Support platform and to encourage reports, because reports are essential to effective prevention and response. We expect to see increases in reports following communication campaigns and events, and consider an increase in incoming reports to be an indicator of trust and confidence in the reporting process and subsequent response. Specifically, an increase in contact requests (i.e. non-anonymous reports) over time is an indicator of increased trust in the university process

What are people reporting?



The data reported here comprises anonymous and named reports received through Report and Support from the 20th October 2021 – 19th October 2022. It does not include data on reports made directly to another department or service at Queen Mary. In this period a total of 199 reports were received (duplicate reports or inappropriate reports have been removed).

As shown in Figure 1, incidents of bullying and harassment remain the most reported types of incidents, consistent with the previous reporting period (20th October 2020 – 19th October 2021).

When combined bullying and harassment represent 48.8% of total reports received from staff and students. Bullying makes up 32.2% of all reports, with harassment making up 16.6% of reports during this period.

- Queen Mary staff named another Queen Mary staff member as the reported party in 85.3% of reports.
- Bullying (58.5%) was the most frequently reported issue by staff. The ‘other’ category was selected in 25.7% of reports. However, most of these reports were made anonymously.
- Students (UG,PG,PGR and alumni) named another student as the reported party in 59.3% of reports. 24% of reports made by students named a staff member as the reported party.
- Bullying (26.3%) and Harassment (18%) are the most frequently reported issues by students, representing 44.3% of all reports from students when combined.
- The ‘other’ category was selected in 21.8% of reports from students. However, many of these were anonymous.

Comparing to the national picture:

CIPD research shows that 15% of employees had experienced bullying over the past three years, with 8% reporting harassment and 4% sexual harassment. [1]

What are people reporting?

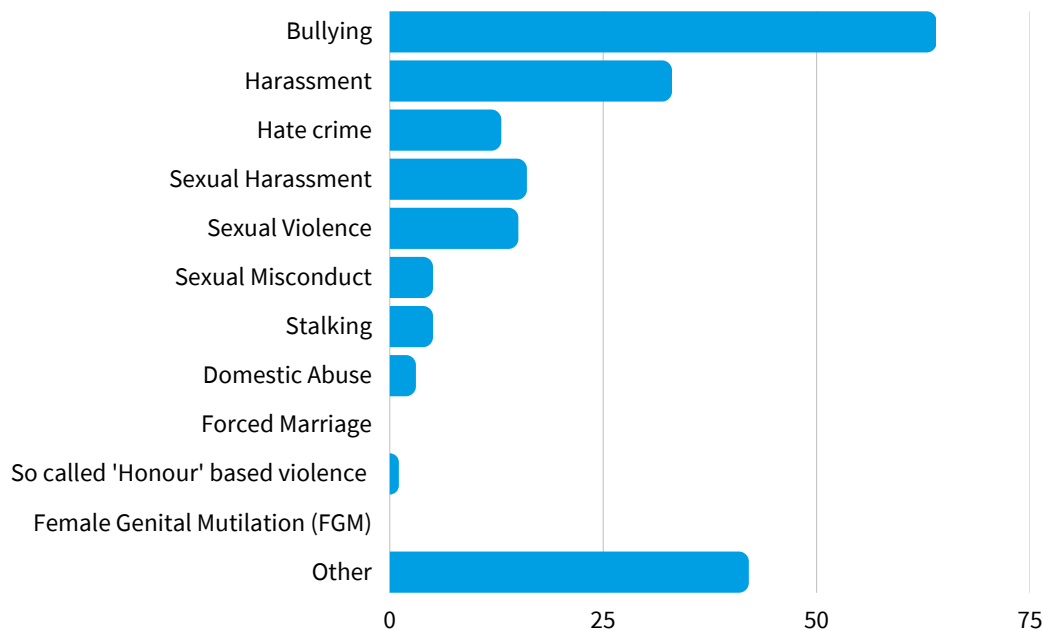
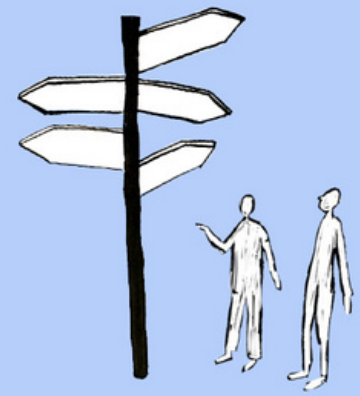


Figure 1: Number of reports received by incident type

Where reported gender-based violence (GBV) incidents are grouped (sexual harassment, sexual violence, sexual misconduct, domestic violence, stalking and so-called 'honour'-based violence), it becomes the second most reported type of incident representing 22.5% of all reports. This figure is consistent with the previous reporting period. Gender-based violence was predominantly reported by students rather than staff at Queen Mary, with 76% of reports of GBV from students, 4.3% of reports of GBV were from staff.

It is acknowledged that these individual incident types can affect any person. However, women, and people who identify as women, are disproportionately affected and therefore it is common for literature and specialist agencies to refer to 'gender-based violence'.

In total 10.8% of the reports selected the 'other' category to classify the type of incident they had experienced, the majority of these reports were anonymous.

- Gender was considered as a perceived contributing factor by the reporting party in 32 of the 46 (69.5%) gender-based violence incident reports. Some reports did not list a perceived contributing factor.
- 35 of the 46 (76%) people reporting gender-based violence incidents identify as female. 13% did not disclose their gender identity.
- 2 of the 46 (4.3%) people reporting this type of incident identify as male. 2 out of 46 (4.3%) people identified as non-binary.

Most incidents of GBV reported by students were about other students (71.4%). A staff member was accused of sexual harassment or sexual misconduct in three reports by students. The reported party was not known or connected to Queen Mary in 7 of the 35 reports (20%).

Of the two reports received from staff relating to gender based violence, both concerned sexual harassment from a member of the public.

Comparing to the national picture:

56% of students experienced unwanted sexual behaviours at university but only 15% realised that these behaviours counted as sexual harassment. [2]

The Crime Survey for England and Wales (CSEW), March 2022, found that 2.3% of adults aged 16 years and over were victims of sexual assault (including attempts); this equates to an estimated 1.1 million adults (798,000 women and 275,000 men). [3]

The Crime Survey for England and Wales year ending March 2022 found that 6.9% of women (1.7 million) and 3.0% of men (699,000) experienced domestic abuse in the last year. [4]

What factors contributed to the victim being targeted?



Our reporting forms offer the reporting party an opportunity to reflect on and tell us if they feel that the victim was targeted because of any protected characteristics (please note, the victim may not be the same as the reporting party). It is also important to note that multiple options could be selected in a single report.

Besides reporting parties who selected 'Other' (33%) or 'None' (42.8%) as perceived factors, Ethnicity (21%), Nationality (18.7%), Religion or belief (16.5%) and Being a woman (49.6%) were most cited as the factors perceived as relevant to the victim being targeted, across all incident types.

- In 25.7% of reports of Bullying and Harassment the reporting party chose 'other' as the category for perceived factor. Being a woman (21.6%), Age (17.5%), Ethnicity (16.4%) and Nationality (14.4%) were commonly cited as a perceived factor for why the person was targeted.
- In reports of Hate Crime, religion or ethnicity were selected in 53.8% of reports as the reason they were targeted. Nationality (30.7%), Sexual Identity (30.7%) were also referenced as reasons people were targeted.

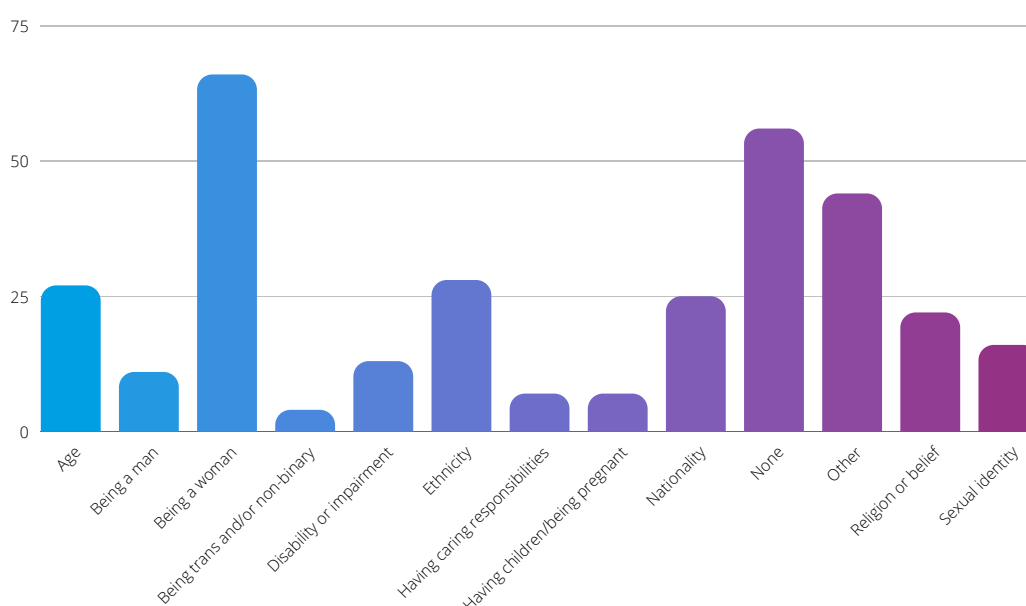
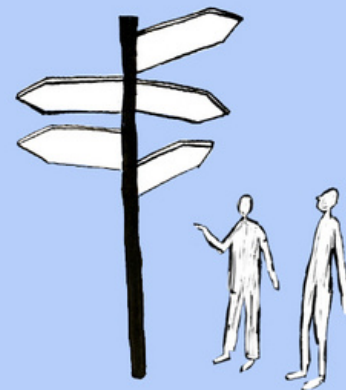


Figure 2: Perceived factors for the victim being targeted

Anonymous vs named reporting



As a University we are limited in the action we can take from an anonymous report. If there is a cluster of anonymous reports relating to a particular department or a particular type of incident, some generalised action can be taken (e.g. awareness raising campaigns; environmental investigation within a department).

For action to be taken on a specific report, we require the individual(s) to report with their contact details so that we may ascertain more information and provide advice on options for further investigation and/or support.

111 of the 199 reports submitted provided their contact details (55.8%), 88 out of 199 reports were made anonymously (44.2%). This data shows that more reports are being submitted with contact details than in the previous reporting period, where anonymous reports represented 50.6% of reports received.

Queen Mary staff were more likely to report anonymously (65.9%) than with their contact details provided (34.1%). Students were more likely to report and provide their contact details (60.2%), with 39.8% choosing to report anonymously.

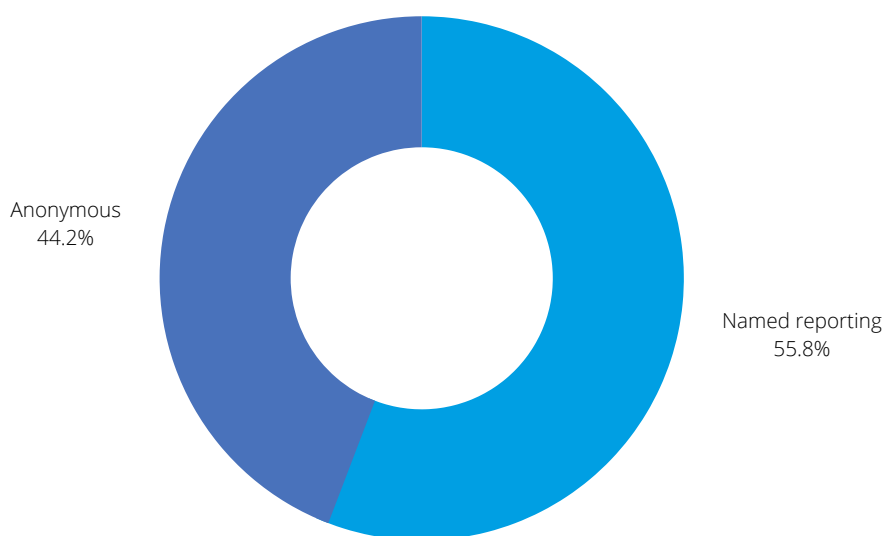


Figure 3: Proportion of reports made anonymously vs with contact details

Our anonymous reporting form includes a question about the reasons for choosing to report anonymously. This helps to identify common barriers to named reporting and allow us to consider strategies to overcome these barriers. We want to increase people’s confidence in coming forward with their contact details, so that action can be taken on specific reports.

Since our first report in 2020, we continue to see people reporting anonymously due to fear of retaliation from the reported party and a significant number select that nothing would be done by the university if they reported with their contact details. The top reasons that were given for choosing to report anonymously are shown in the chart below. The reporting party can select multiple reasons for why they chose to report anonymously.



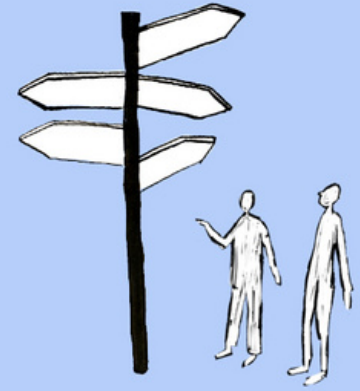
Figure 4: Reasons given by reporting party for reporting anonymously

The top reasons given are fear of retaliation, a belief that nothing would be done if a report was made and concerns about repercussions on a current or future career.

We continue to focus on the fear of retaliation as a key barrier to reporting with contact details and consider how to raise awareness of processes and policies that can protect the reporting party. Since the previous reporting period we have amended the Frequently Asked Questions on Report + Support to give more detail about when we are required under GDPR to notify a reported party of the personal data we hold about them on the platform and explain that we do not share the personal details about who made the report with the reported party in this process.

It is also significant that a concern that 'nothing would be done' is a top factor in a decision to report anonymously, in this report we have provided a breakdown of the outcomes that cases received through Report + Support were closed with for students, staff and third parties to show what is happening in the cases we receive. In the next annual report we are hoping to provide further detail on sanctions taken where a case has proceeded to further investigation.

Who is making a report?



The majority of reports (84.4%) were made on behalf of oneself and 15.6% were made on behalf of someone else. It is important to bear in mind that the reporting party and the victim are not always the same person.

We continue to receive the majority of reports from Undergraduate students.

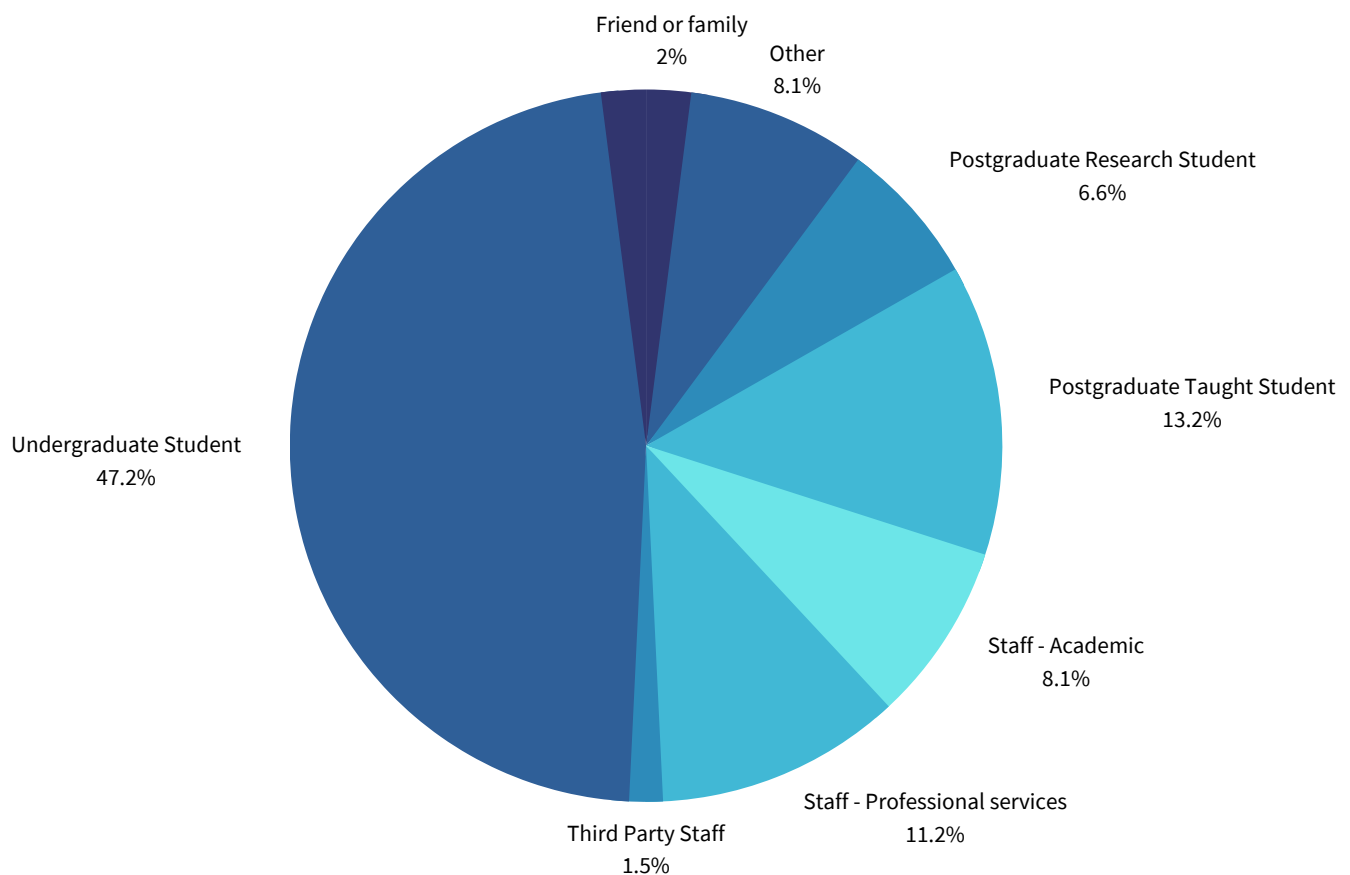


Figure 5: Reporting party's role at Queen Mary

Our reporting form collects optional equality monitoring information about the reporting party (who is not necessarily the victim). 84.4% of reports were made by the person who had experienced the incident, 15.6% were made on behalf of someone else. It is important to note that many respondents left these questions blank or marked 'prefer not to say'.

Of the responses received from these questions, most reporting parties are:

- White - 36.7%
- Female - 54.8%
- No religion - 24.6%
- Do not consider themselves to have a disability – 73.9%
- Heterosexual – 57.3%
- Same gender as birth – 82.4%
- Age 18-21 – 31.7%

The significant majority of reports (85.3%) of all reports made by Queen Mary staff named another Queen Mary staff member as the reported party. In 9.8% of reports the reporting party did not know their connection to Queen Mary and only 2 of 41 reports from staff (4.9%) named students as the reported party.

The chart below shows the breakdown of where the reporting party and reported (i.e. accused) party are based at Queen Mary. The reporting party and reported party were not necessarily from the same faculty.

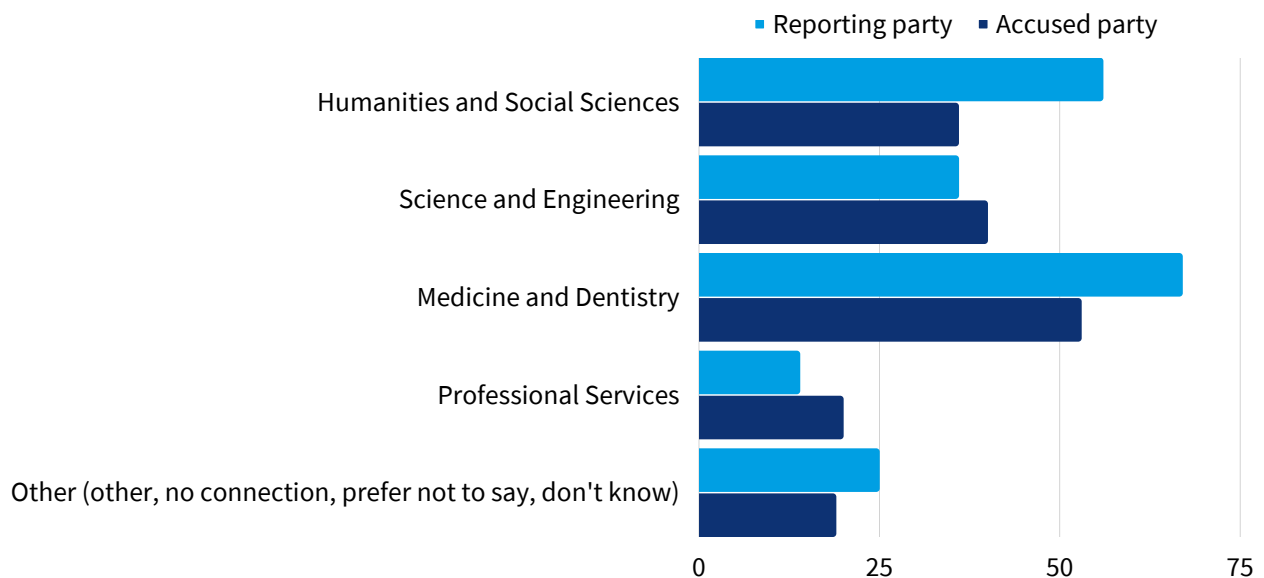
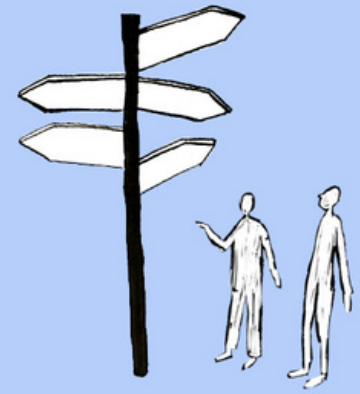


Figure 6: Reporting party and reported party connection to Queen Mary

Incident hotspots



Both anonymous and contact reports help us to identify trends in incident types and any possible ‘hotspot’ locations or Faculties/Schools/ departments.

Data for this year shows that most of the reports received (69%), relate to recent incidents which took place within the past three months. As shown in the chart below, there have been a fairly comparable number of reports received across faculties. However, it should be noted that where reports were made anonymously we cannot rule out that multiple reports were made by the same person. When possible we have sought to remove duplicate reports.

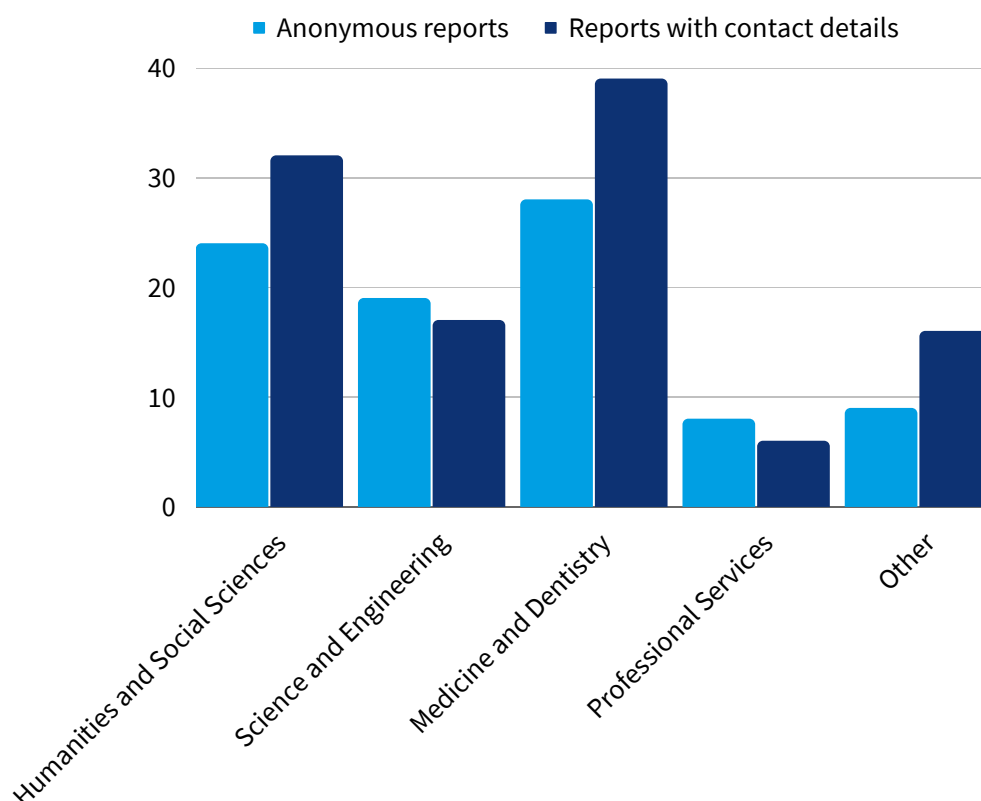
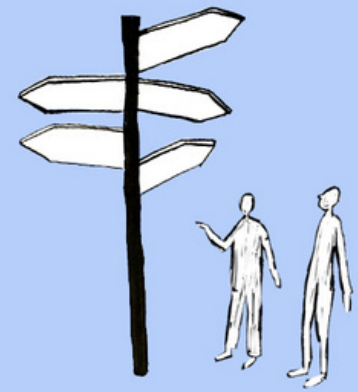


Figure 7: Number of reports received by faculty

Report outcomes



Of the 111 reports which provided contact details, 55 requested to be referred to support services and 86 requested an investigation by Queen Mary. (It was possible to choose either or both options.) On average reports in this period were closed with an outcome within 75 days. Incoming reports were triaged to the appropriate support in less than 24 hours (0.57 days).

20 reports were assigned to HR. These were reports from staff and where the reported party/accused was a staff member (18%). HR provide support for staff as well as investigations.

Reports from students are triaged to the Academic Appeals, Complaints and Conduct Team and/or the Advice and Counselling service.

- The Academic Appeals, Complaints and Conduct Team were assigned 43 of the 80 reports.
- Cases were referred for support from Advice and Counselling services in 38 of the 80 reports from students.
- Seven reports were assigned to the team within the Faculty of Medicine and Dentistry for raising clinical concerns.
- Two reports were assigned for support from the Malta campus.

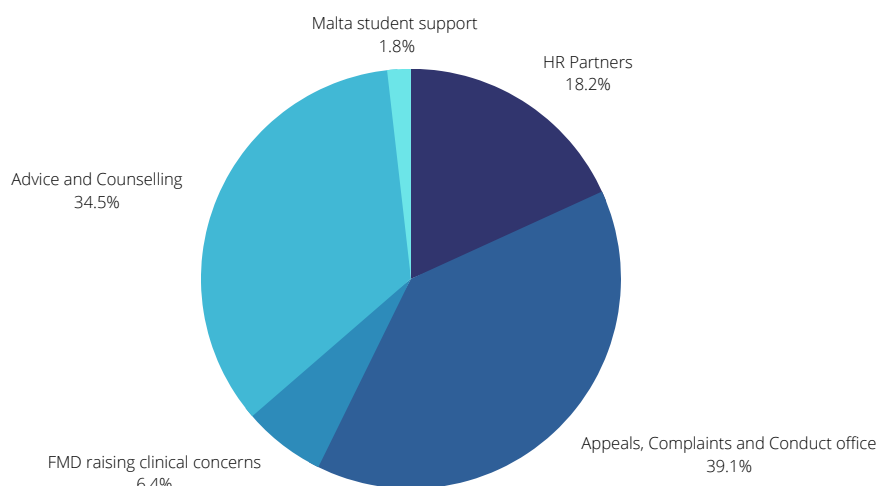


Figure 8: Case assignment

Report outcomes



Reports are closed and marked with an outcome on the system, the table below details the outcomes of cases in this reporting period.

Reports about students were closed with the outcomes below

External referral (e.g. social services, police, external counselling, GP, Sexual Assault Referral Centre, Rape Crisis)	1
Report withdrawn by reporting party	4
Internal referral for local resolution (within academic school/ line management / residences)	6
Internal referral: Academic Appeals, Conduct and Complaints Office for investigation	8
Investigation: Formal Action (e.g Disciplinary Hearing)	5

Investigation: No further action	8
No response / disengaged - case closed	7
Support / advice given	17
Triage: Closed as anonymous / no action required	36
None/case ongoing	5

Reports about staff were closed with the outcomes below

Discussed risk factors and basic safety advice given	1
Internal referral for local resolution (within academic school/ line management / residences)	4
Internal referral: Raising Clinical Concerns process (SMD)	1
Investigation: Formal Action (e.g Disciplinary Hearing)	3
Investigation: No further action	7

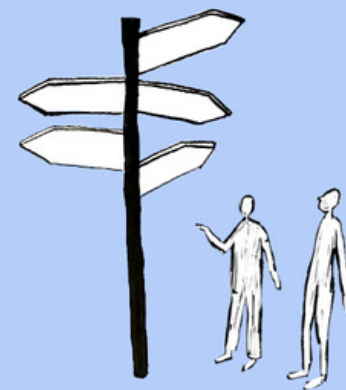
No further action: no case to answer	1
No response / disengaged - case closed	1
Support / advice given	8
Triage: Closed as anonymous / no action required	43
None	3

Reports where the connection of the reported party to Queen Mary was unknown or where they were not connected to Queen Mary were closed with the outcomes below

Discussed risk factors and basic safety advice given	1
Internal referral: Raising Clinical Concerns process (SMD)	1
Internal referral: Student Support services (Advice and Counselling; Disability and Dyslexia Service)	2
Investigation: No further action	1

No response / disengaged - case closed	4
Support / advice given	10
Triage: Closed as anonymous / no action required	10
None	3

Project Evaluation



Training for students

This was the third year of providing the e-learning module on sexual consent, Consent Matters. This was promoted to all new students in September 2021. In this period (1.09.21 - 30.09.22), 1,383 students have accessed the course. This is consistent with the previous reporting period.

Training for staff

In October 2022, we ran a Hate Crime awareness training session, delivered by Tower Hamlets Council. Professional Development continued to run Bystander Intervention training for staff throughout this period.

Awareness campaigns

Report and Support has been promoted at Welcome week 2022 and within internal communications to staff and students over the past year. We held an interactive stall at Welcome week 2022 to promote Consent Matters, Report and Support and the Sexual Assault and Harassment Adviser support service.

In October 2022 we held a stall to mark Hate Crime Awareness week and provided students with information on how to report a hate crime and the support available if they or someone they know experiences a Hate Crime.

Awareness of Report + Support

Queen Mary did not participate in the 2022 UKES student survey due to low response rates. This survey has previously provided a measure of awareness of and satisfaction with Report + Support. We are considering how to obtain these metrics for future reporting periods.

No such comparable data is available for staff. There have been a total of 4515 unique visits to the Report + Support reporting webpages in this period. When Report + Support support articles and links are shared in wider university communications such as newsletters we see an increase in the number of visits to these pages.

References



[1] Bullying and harassment | CIPD Viewpoint Bullying and harassment
<https://www.cipd.co.uk/news-views/viewpoint/bullying-harassment>

[2] Brook | Press releases | Our new research on sexual harassment and violence at UK universities, February 2019.
<https://legacy.brook.org.uk/press-releases/sexual-violence-and-harassment-remains-rife-in-universities-according-to-ne>

[3] Sexual offences in England and Wales overview, Office for National Statistics, March 2022.
<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/sexualoffencesinenglandandwalesoverview/march2022>

[4] Domestic abuse victim characteristics, England and Wales - Office for National Statistics, March 2022.
<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/articles/domesticabusevictimcharacteristicsenglandandwales/yearendingmarch2022>

The information given in this annual report is correct at the time of publication. The Student Life Team reserves the right to modify or cancel any statement in it and accepts no responsibility for the consequences of any such changes.

