

Report + Support Annual Report

October 2020 - October 2021

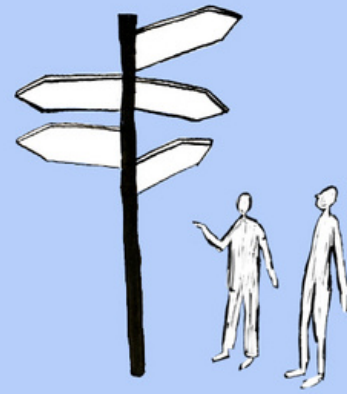
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Table of Contents

Introduction	3
Report handling process	4
What are people reporting?	5
Targeting factors	8
Anonymous vs named	9
Who is reporting?	11
Incident hotspots	13
Report outcomes	14
Project evaluation	15



Introduction



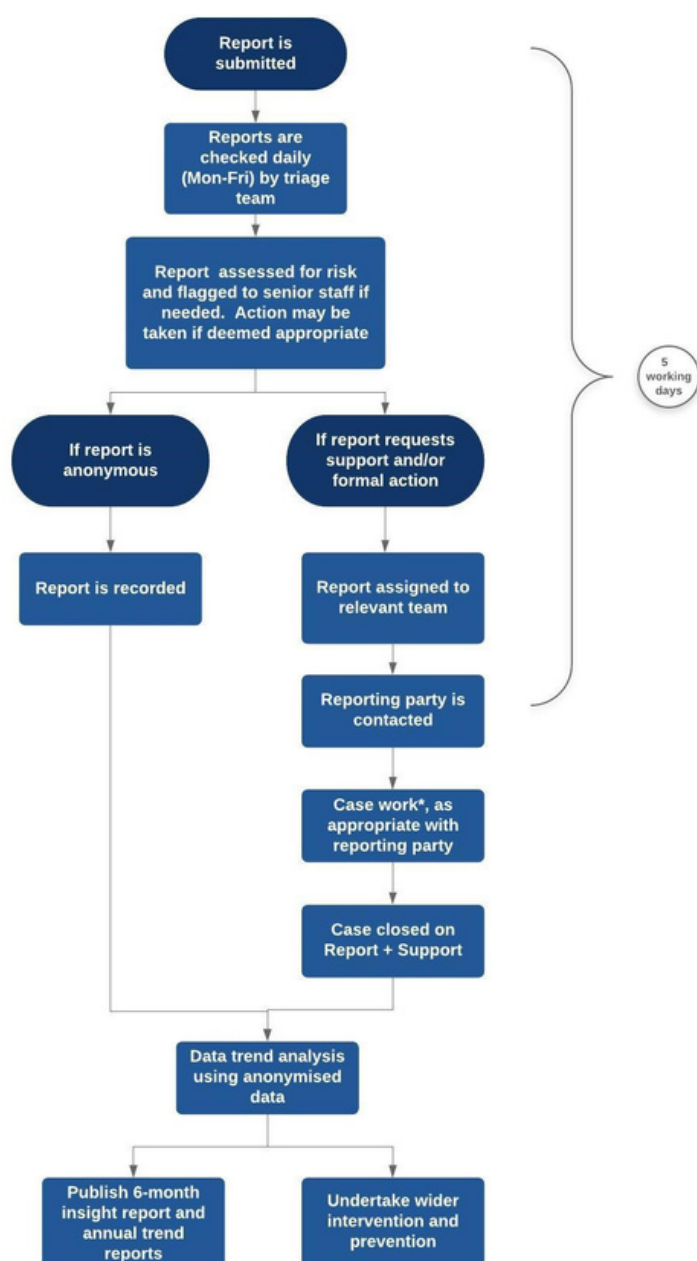
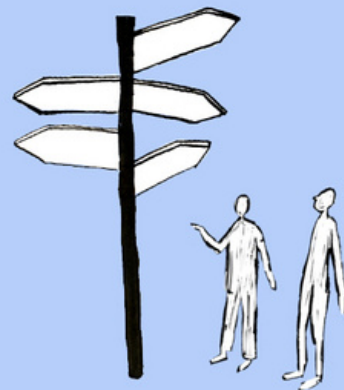
Queen Mary University of London, launched its Report + Support platform in October 2019, following a pilot during September 2019. Report + Support is a secure online platform which allows students, staff and visitors to report issues of bullying, harassment, hate crime or sexual violence. Reports may be anonymous, or may request contact with staff. This report covers the second year since Queen Mary launched Report + Support, covering the period from the 20th October 2020 to the 19th October 2021.

Regular insights are shared with the Dignity at Work and Study Steering Group, now the Preventing and Addressing Harassment and Sexual Misconduct Working Group, to inform intervention and prevention approaches to make Queen Mary a safe and inclusive community. Data contained in these reports is fully anonymised to ensure there is no risk of identification.

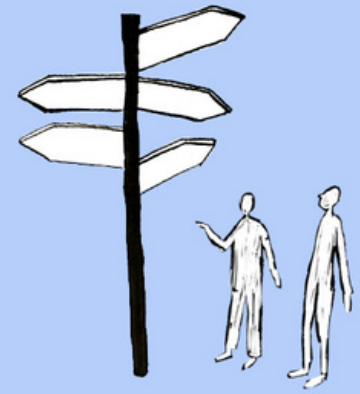
The Dignity at Work and Study Steering Group was re-purposed in April 2021 to form a dedicated, university-wide Working Group to Prevent and Address Harassment and Sexual Misconduct. This group was chaired by Sheila Gupta, the Vice Principal for People, Culture and Inclusion. The group has representation 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

Report handling process



What are people reporting?



The data reported here comprises anonymous and non-anonymous reports received through Report and Support from the 20th October 2020 – 19th October 2021. It does not include data on reports made directly to another department or service at Queen Mary.

In this period a total of 168 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 (16th September 2019 – 19th October 2020). When combined bullying and harassment represent 51.1% of total reports received from staff and students.

Since the previous reporting period, bullying and harassment have been reported on as two distinct categories. This change was made as they are two separate concepts under law.

- 80.4% of all reports made by Queen Mary staff accused another Queen Mary staff member as the alleged perpetrator (i.e the reported party).
- Bullying (48.7%) or Harassment (21.9%) are the most frequently reported issues by staff, making up 70.6% of all reports from staff when combined.
- 85.3% of all reports made by students (UG,PG,PGR and alumni) accused another student as the alleged perpetrator (i.e the reported party).
- Bullying (27.4%) and Harassment (17.6%) are the most frequently reported issues by students, representing 45% of all reports from students when combined.

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?

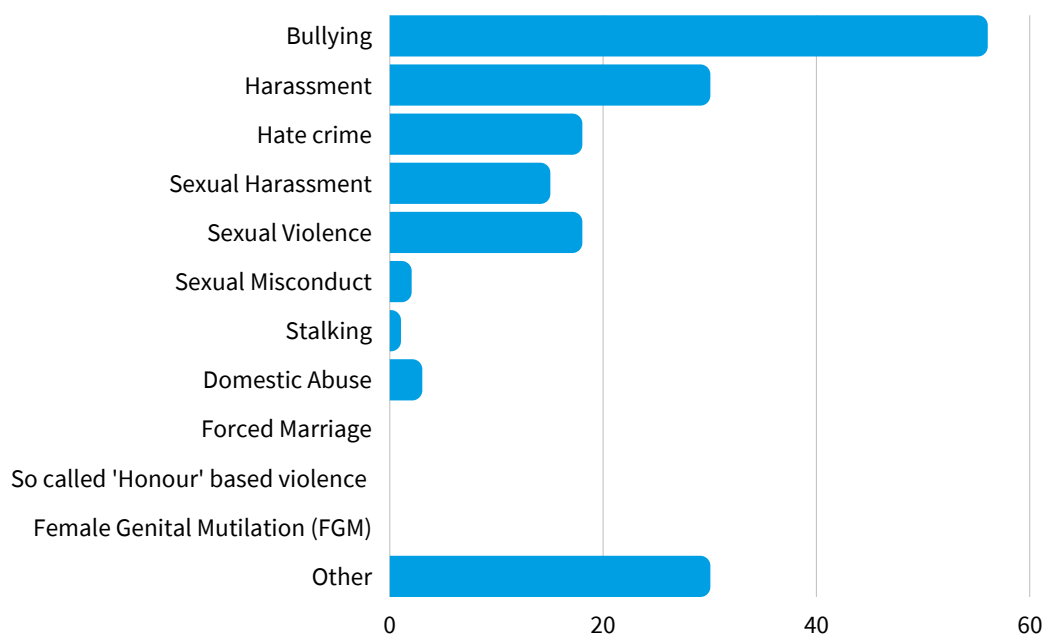


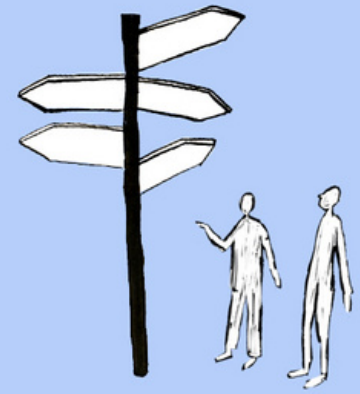
Figure 1: Number of reports received by incident type

Where gender-based violence (GBV) incidents are grouped (sexual harassment, sexual violence, sexual misconduct, domestic violence, stalking, so-called 'honour'-based violence, forced marriage and FGM), it becomes the second most reported type of incident, 23.2% of all reports.

Gender-based violence was predominantly reported by students rather than staff at Queen Mary, with 87.1% of reports of GBV from students, 2.5% of reports on GBV were from staff. 10.2% of the reports selected the 'other' category - this is separate to the categories 'visitor' and 'friend or family'.

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' or 'VAWG – Violence Against Women and Girls'.

What are people reporting?



- Gender was considered as a perceived contributing factor by the reporting party in 28 of the 39 (71.7%) gender-based violence incident reports. Not all reports included a perceived contributing factor.
- 30 of the 39 (76.9%) people reporting gender-based violence incidents identify as female. (7.69% did not disclose their gender identity).
- 5 of the 35 (12.8%) people reporting this type of incident identify as male.
- 1 out of 39 (2.56%) of reports gender based violence specified they identified their gender in another way. 0 out of 39 people reporting in this category identified as non-binary.

Most incidents of GBV reported by students were about other students (61.7%). A staff member was accused of sexual harassment in one report by a student. The perpetrator was not known or connected to Queen Mary in 13 of the 35 reports (37.1%).

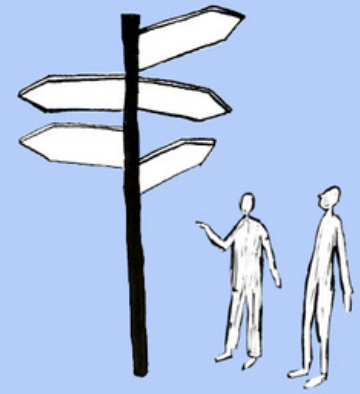
Comparing to the national picture:

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 2020 estimated that 3.8% of adults aged 16 to 74 years (1.6 million) had experienced sexual assault by rape or penetration (including attempts) since the age of 16 years (7.1% for women and 0.5% for men. [3]

Crime Survey for England and Wales year ending March 2020 shows 5.5% of adults aged 16 to 74 years (2.3 million) experienced domestic abuse in the 12 months prior. [4]

What factors were perceived to contribute 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 those who selected 'Other' or 'None' as perceived factors, Ethnicity (22%), Nationality (16%), Religion or belief (16%) and Being a woman (28.5%) were most cited as the factors perceived as relevant to the victim being targeted, across all incident types.

- Ethnicity (27.9%), Nationality (24.4%) and Other (34.8%) were most commonly cited as the perceived causes of incidents of bullying and harassment.

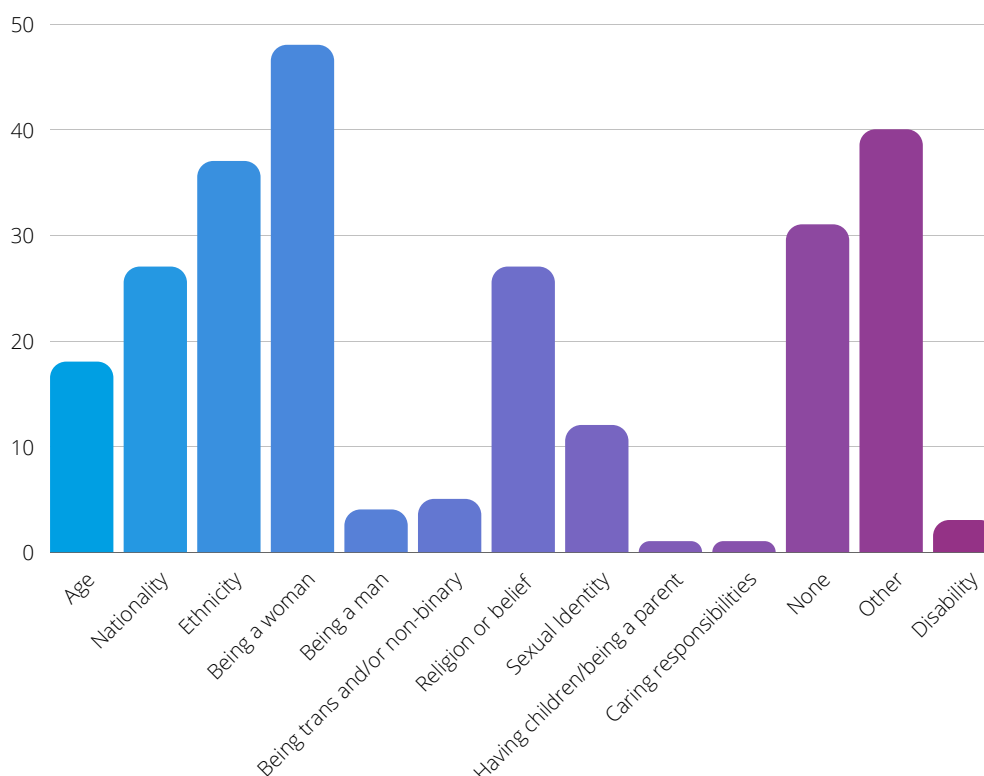
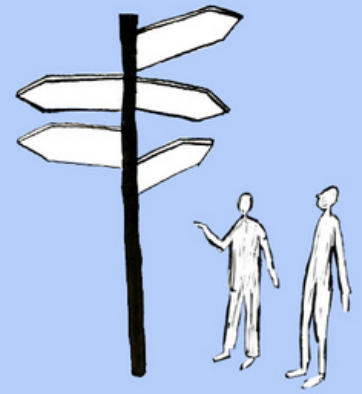


Figure 2: Perceived factors for the victim being targeted

Differences between anonymous and named reporting



Anonymous reporting limits what action can be taken by the University. 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.

83 of the 168 reports submitted provided contact details (49.4%), 85 out of 168 reports were made anonymously (50.6%). This data shows that more reports are being submitted with contact details than in the previous reporting period, where anonymous reports represented around two thirds of all reports (65%).

Queen Mary staff were slightly more likely to report anonymously (56.1%) than with their contact details provided (43.9%).

A similar proportion of students chose to report anonymously (47.8%) or with their contact details (52.2%).

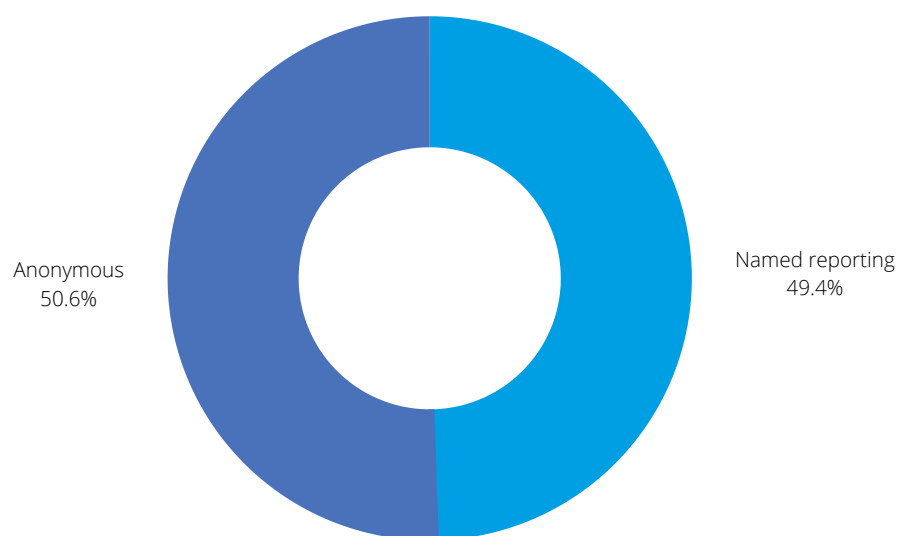


Figure 3: Proportion of reports made anonymously vs with contact details

Reasons for reporting anonymously



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

We've found that many people reporting anonymously fear retaliation from the reported party if they reported with their contact details, and a significant number were concerned that nothing would be done by the university if they reported with their contact details. The 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.

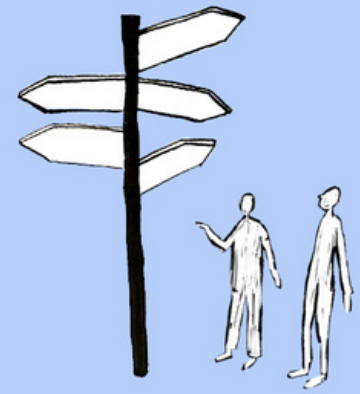


Figure 4: Top 10 reasons given by reporting party for reporting anonymously

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.

It is important for the future work of this project to focus on the fear of retaliation as a key barrier to reporting with contact details and to consider raising awareness of processes and policies that can protect the reporting party. It is also significant that a concern that nothing would be done is a factor in choosing to report anonymously, it is essential that going forward the project focusses on raising awareness of sanctions.

Who is making a report?



The majority of reports (69%) were made on behalf of oneself, however (30.9%) 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.

Over half of the reports received in this period have come from students.

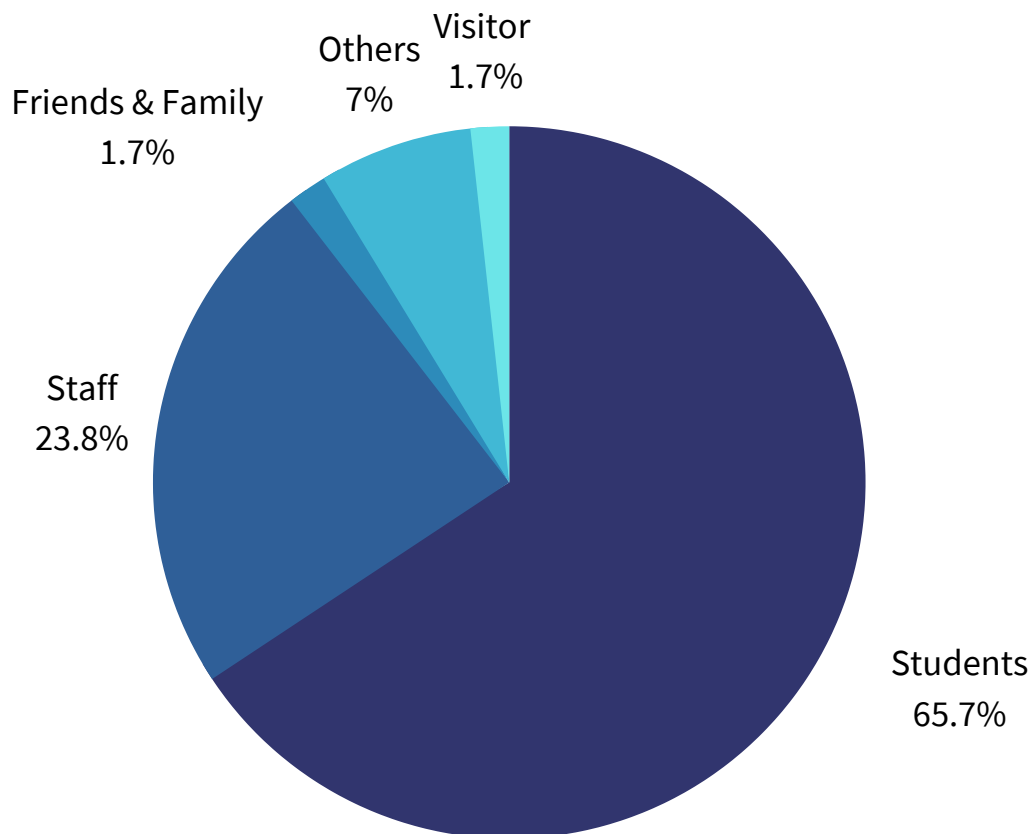


Figure 5: Reporting party's role at Queen Mary

Our reporting form collects optional information on equality monitoring information about the reporting party (who is not necessarily the victim). It is important to note that many respondents left these questions blank or marked 'prefer not to say'.

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

- 18-21 years old – 45.8%
- Female – 52.9%
- White – 31.5%
- Do not consider themselves to have a disability – 61.9%
- Muslim – 17.8% or Christian – 16%
- Heterosexual – 54.1%
- Their gender matches the sex they were assigned at birth – 76.7%

The significant majority of reports from Queen Mary staff accused other Queen Mary staff (80.4%), and 57.5% of reports from students accused another Queen Mary student. 21.2% of reports from students accused Queen Mary staff and (9.73%) of reports stated the accused was not connected to Queen Mary or the reporting party did not know their connection to Queen Mary (10.6%).

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.

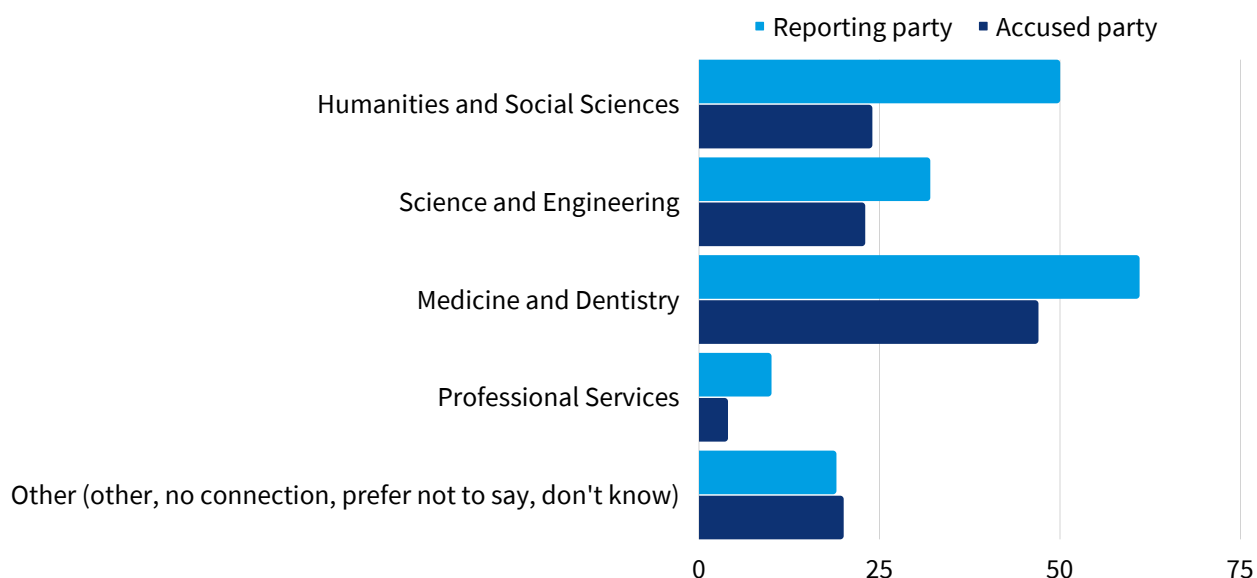
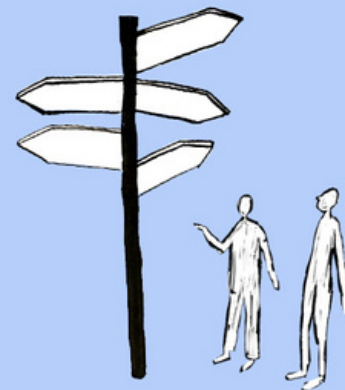


Figure 6: Reporting party and reported party connection to Queen Mary

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 (72%), 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. However, where possible we have sought to remove duplicate reports.

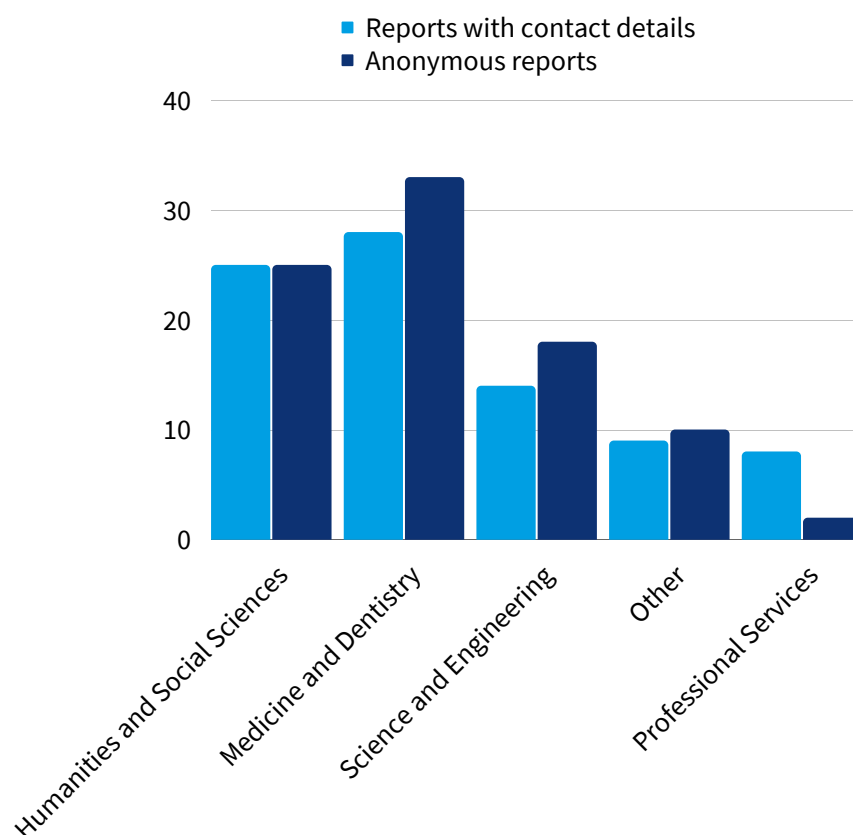


Figure 7: Number of reports received by faculty

Report outcomes



Of the 83 reports which provided contact details, 36 requested to be referred to support services and 64 requested an investigation by Queen Mary. (It was possible to choose either or both options.)

These reports were assigned to HR (for reports relating to staff) (22.8%), the Academic Appeals, Complaints and Conduct Team (48.1%) and/or Advice and Counselling (25.3%). Where a report concerned a clinical placement it was assigned to the team within the School of Medicine and Dentistry for raising clinical concerns (2.4%), 1 report (1.2%) was assigned for support from the Malta campus.

Reports are closed and marked with an outcome on the system, the table below details the outcomes in this reporting period. On average reports in this period were closed within 52 days. and reports were triaged to the appropriate support in less than 24 hours.

External referral (e.g. social services, police, external counselling, GP, Sexual Assault Referral Centre, Rape Crisis)	3
Discussed risk factors and basic safety advice given	1
Internal referral for local resolution (within academic school/ line management / residences)	15
Internal referral: Academic Appeals, Conduct and Complaints Office for investigation	9
Internal referral: Other	6
Internal referral: Student Support services (Advice and Counselling; Disability and Dyslexia Service)	4
Internal referral: Students' Union Academic Advice Service	1

Investigation: Formal Action (e.g Disciplinary Hearing)	10
Investigation: No further action	10
No response / disengaged - case closed	4
Support / advice given	13

Figure 8: Report outcomes

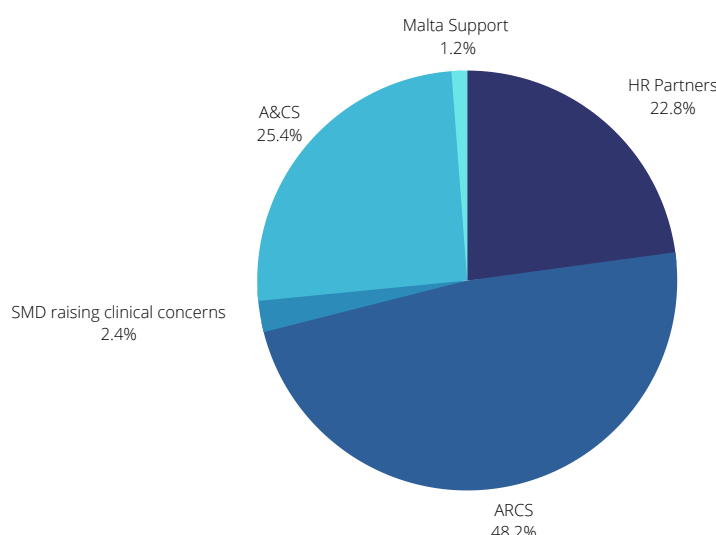
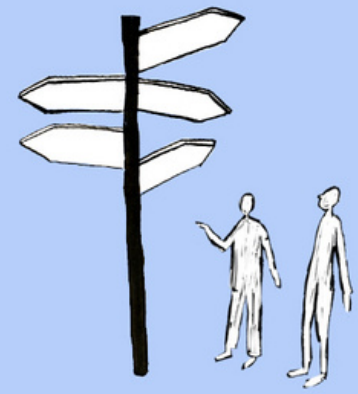


Figure 9: Case assignment

Project Evaluation



Training for students

This period was the second year of providing the online training module on sexual consent, Consent Matters. This was promoted to all students in September 2020 and January 2021. In this period, 1,317 students have accessed the course.

Training for staff

In February 2021, two sessions on responding to Violence against women and girls were 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 to staff and students across a number of communications over the past year, alongside key messages to raise awareness of issues of harassment and gender-based violence.

We have shared information on:

- Domestic violence signposting in lockdown (Nov 2020)

Awareness of Report + Support

The 2021 UKES student survey responses revealed that 42% of respondents were not aware of Report + Support, 44% did not require the service and 69% were satisfied with Report + Support. However, satisfaction with Report + Support has decreased by 14% from the 2020 survey, something we are keen to learn more about through consulting with students.

No such comparable data is available for staff. There have been a total of 7,028 unique visits to the Report + Support webpages in this reporting period. When Report + 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] Nature of sexual assault by rape or penetration, England and Wales , Office for National Statistics, March 2020.
<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/articles/natureofsexualassaultbyrapeorpenetrationenglandandwales/yearendingmarch2020>

[4] Domestic abuse prevalence and trends, England and Wales - Office for National Statistics, March 2020.
<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/articles/domesticabuseprevalenceandtrendsenglandandwales/yearendingmarch2021>

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.

