

CSMH EDI Task and Finish Group: Report & Support Tool

Emma Wilson, Natasha Chilman,
Hanna Kienzler (CSMH EDI group
members)



Centre for
Society and
Mental Health



OUTLINE



1. Bullying & Harassment (B&H) overview
2. Introduction & demonstration of King's new report and support tool
3. Discussion on what is lacking and how we as a centre can be more supportive of people

OUTLINE



1. Bullying & Harassment (B&H) overview

King's Bullying and Harassment Policy

- This policy sets out:
 - what a good environment looks like
 - defines conduct that is not acceptable
 - outlines available support
- Examples of behaviour that may be either bullying or harassment are given in section 5
- <https://www.kcl.ac.uk/hr/diversity/dignity-at-kings/staff-guidance/dignity-at-kings-bullying-and-harassment-policy>

Dignity at King's – Bullying & Harassment Policy	
Policy Category:	General
Subject:	Bullying and Harassment
Approving Authority:	SMT
Responsible Officer:	Senior Vice-President (Operations)
Responsible Office:	Human Resources; SED; Equality, Diversity & Inclusion
Related Procedures:	Statement on Freedom of Expression Grievance Procedure: Research, teaching-only and Professional Services Staff Academic Staff Regulation pertaining to Grievance Procedure Disciplinary Procedure: Research, teaching-only and Professional Services Staff Academic Staff Regulation pertaining to Disciplinary & Related Procedures
Related College Policies:	Equality, Diversity & Inclusion Policy
Effective Date:	24 September 2020
Supersedes:	New
Next Review:	September 2023

Contents

1. General principles
2. Who is responsible for this policy?
3. What is bullying?
4. What is harassment?
5. Behaviours and definitions
6. What to do
7. Support

Reporting Mechanisms for Allegations of B&H

Three main routes:

- Anonymous reporting
- Informal reporting
- Formal reporting

Staff support:

- Your line manager.
- Your department manager/Associate Director/Director.
- A member of the [Chaplaincy](#).
- If you are a trade union member, your local [trade union representative](#).
- An adviser from the [King's Employee Assistance Programme](#).
- A trusted colleague.
- Your HR People Partner.

If you are both a student and a staff member, for example, if you are a postgraduate research student who also undertakes Graduate teaching, you may also be able to access support available to staff; you can find out more about what is on offer at [KCL Staff Experience: Mental Wellbeing](#).

If you would like to speak with someone in an external organisation, you can find some options in our article [Where can I get support outside King's?](#)

HR People Partner contacts:

SSPP: <https://internal.kcl.ac.uk/hr/about/partner-artsci>

IoPPN: <https://internal.kcl.ac.uk/hr/about/partner-health>

Student support:

- If you're an undergraduate or postgraduate taught student, you can approach your [Personal Tutor](#), or to your supervisor if you're a postgraduate research student.
- A [Faculty Wellbeing & Welfare Advisor](#).
- A member of the [Chaplaincy](#).
- A **KCLSU Advice Caseworker**: KCLSU Advice offers an independent and confidential service offering advice and guidance about King's policies and procedures. Find out more about this service at [KCLSU Advice](#).
- An adviser from the specialist Advice Services, such as **Money & Housing Advice, Visa & International Advice, and the Wellbeing & Welfare Advisors**.
 - For a run-down of what these services offer and how you can get in touch with them, please refer to our article [What student support services are available at King's?](#)
- An adviser from the **Disability Support & Inclusion**; you can find out more about this support at [Disability support](#).
- A counsellor or mental health specialist from [Counselling & Mental Health Support Service](#).

OUTLINE



2. Introduction & demonstration of King's new report and support tool

Report + Support Introduction

- **Report + Support is an online platform where staff and students can report concerning behaviour and access support.**
- Website: <https://reportandsupport.kcl.ac.uk/>
- Contact: reportandsupport@kcl.ac.uk

- You do not need a King's account to make a report
- You do not need to make a report to access support
- Signposts to support inside/outside of King's
- Includes advice on 'what happens if someone reports me?'

Anonymous Reporting: homepage



Report + Support

King's is committed to creating an inclusive, respectful and safe environment for every member of our community. As such, bullying and harassment have no place at King's, and we take reports of such behaviours very seriously. Whether you have experienced or witnessed inappropriate behaviour, you can report it to King's to discuss options for support and possible action, and access support information about specialist services.

If you require emergency help, please call emergency services on 999. You can also report non-emergency crimes by calling 101.

There are two ways you can tell us what happened

Report anonymously

or

Report with contact details

Anonymous reporting

- Used by many Universities to gather information on bullying and harassment, to identify patterns.
- The use of online and anonymous reporting follows recommendations from the official report from the Universities UK Taskforce (2016)

Universities should take reasonable and practicable steps to implement a centralised reporting system. This should offer students different accessible mechanisms to report incidents, allow for anonymity if preferred and signpost individuals to relevant internal and external support. Any system should enable accurate data to be captured to determine the scale of a problem and track year-on-year trends.

CHANGING THE CULTURE

Report of the Universities UK Taskforce examining violence against women, harassment and hate crime affecting university students



Anonymous Reporting

Reporting

- Managed by: Student Conduct & Appeals
- Aims: Provide statistical data to identify trends across the university using de-identified information
- Who can use it: Staff, students, third party/external parties. Can report for something that happened to yourself or on behalf of someone else.
- Limitation: Anonymous reports will not be investigated

[How does reporting work?](#)

[How does anonymous reporting work?](#)

[How does named reporting work?](#)

[What happens if someone reports me?](#)



What is the difference between anonymous reports and reporting with contact details?

King's does not know who has made an anonymous report and therefore cannot reach out and provide support. We are also unable to investigate anonymous reports. If you would like to receive a referral for support, or consider informal or formal options to address a concern, you would need to make a named report.

Fictional Scenario

Anisha doesn't feel ready to submit a formal complaint so she decides to submit an anonymous complaint using the Report & Support tool:

<https://reportandsupport.kcl.ac.uk/>

The form asks Anisha to:

- Describe what happened (from a checklist and optional text box – including when, where, who)
- Say which area of the university she is connected to (for CSMH staff/students, they can select 'other' and write in the free text box)
- Provide any further pieces of information that might be relevant

Report anonymously

1

Thank you for choosing to report anonymously. We understand that this might be a difficult time for you, and we want to help connect you to support.

Choosing to report anonymously means we might not be able to help you directly but can help the whole King's community by showing trends and informing prevention work across the university. We will take your report seriously. The more information you provide the better this will help inform preventative work. However, reporting anonymously won't lead to formal action being taken.

If you'd like to speak to someone, or need direct support or guidance, or would like a formal investigation to take place, please choose to [report with contact details](#).

Your data is important to us. We won't collect or store any information that goes against our [privacy notice](#).

Continue



Anonymous reporting: after sending report

Thank You

Thank you for submitting an anonymous report. We won't take action on your individual case. However, we'll use this information to try and prevent similar incidents happening to members of the King's community. If you feel like you need direct support, please see our support articles or call 999 for emergency help. Alternatively, if you would like to speak to a member of staff about your report and discuss support the University can offer or signpost you to please report with contact details.

Additional support

Additional links are provided



[Where can I get support outside King's?](#)

[I need urgent help](#)

[I need urgent help on campus](#)

[I'm a student and I need help with reporting](#)

[I'm staff and I need help with reporting](#)

Formal reporting: "Report with contact details"



Report + Support

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Formal reporting: "Report with contact details"

Please identify the outcome you desire from this report (required)

Select all that apply

- To be signposted to relevant support services, but no further action from King's
- To be referred to, and contacted by, relevant support services
- To make a complaint
- Other
- Prefer not to say

What can you expect?

- You can say what your desired outcome is
- You can request information about support or ask for someone from a support service to get in touch with you
- You can use R&S to make a complaint and would like the university to investigate the concern

What happens next?

- Complaint will be reviewed by Student Conduct and Appeals and refer you to relevant support service team at university.
- If you ask to make a complaint to be investigated, your report will be referred to a case manager.
 - **If you are a student**, or your complaint is about the conduct of a student, then your concerns will be referred to [Student Conduct & Appeals](#).
 - **If you are a staff** reporting concerns about another staff member, your report will be referred to the [Employee Relations team within Human Resources](#).

Fictive Scenario

Sylvia, a **Senior Lecturer**, experienced **bullying** in her **department** and decides to report it formally.

She made the decision after **talking to a trusted colleague and then a HR People Partner**.

To **register her complaint**, she goes to the online **Report & Support** tool <https://reportandsupport.kcl.ac.uk/>

After clicking on "**Report with contact details**", she is taken to a list of options from which to choose what describes her experience best.

- She chooses 'bullying' and indicates that this has happened to her rather than to someone else

I would describe what happened as (required)

Select all that apply

- An assault
An assault is where someone has caused another person to suffer. An assault may include physical harm or verbal abuse.
- Bullying
Bullying is offensive, intimidating, malicious or insulting behaviour involving the misuse of power that can make a person feel vulnerable, upset, humiliated, undermined or threatened. Power does not always mean being in a position of authority. It can include both personal strength and the power to coerce through fear or intimidation.
- Controlling and/or coercive behaviour
Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, frighten, isolate or create dependence. Controlling behaviour are acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.
- Discrimination
Discrimination is when you are being targeted because of something that makes you different, for example, age, race, sexuality, ability or religion.
- Gaslighting
Gaslighting is the manipulation by psychological means of a person (or group) which causes them to doubt themselves, their capabilities or their sense of reality.
- Harassment
Harassment is any unwanted physical, verbal or non-verbal conduct that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. A single incident can amount to harassment. A person may be harassed even if they were not the intended "target" of the harassing behaviour.

Sylvia can now choose to **outline in her own words what has happened to her**. But this is optional.

Then she **must choose the outcome** she desires from this report and **when/where the incidence has happened**.

She clicks on:

- To make a complaint
- Within the last month
- On campus


The form goes on to ask about her **relationship with King's** and **the person she is complaining about**.

- From a list, she chooses: Academic Staff and the Faculty she belongs to
- The person she is complaining about is from her research team, so she chooses: Research Staff

Next, she is asked whether aspects related to **protected characteristics** could have played a role in her experience. She isn't sure and clicks:

- I don't know

Finally, she needs to **provide her staff role number, name, and how she wants to be contacted**.



We may need to contact you in connection with your case. Please see our [privacy notice](#) for further details and how we process your data.

My staff payroll number / student number (not your K number) (optional)

What is your name? (required)

How would you like to be contacted? (required)

Email

Phone

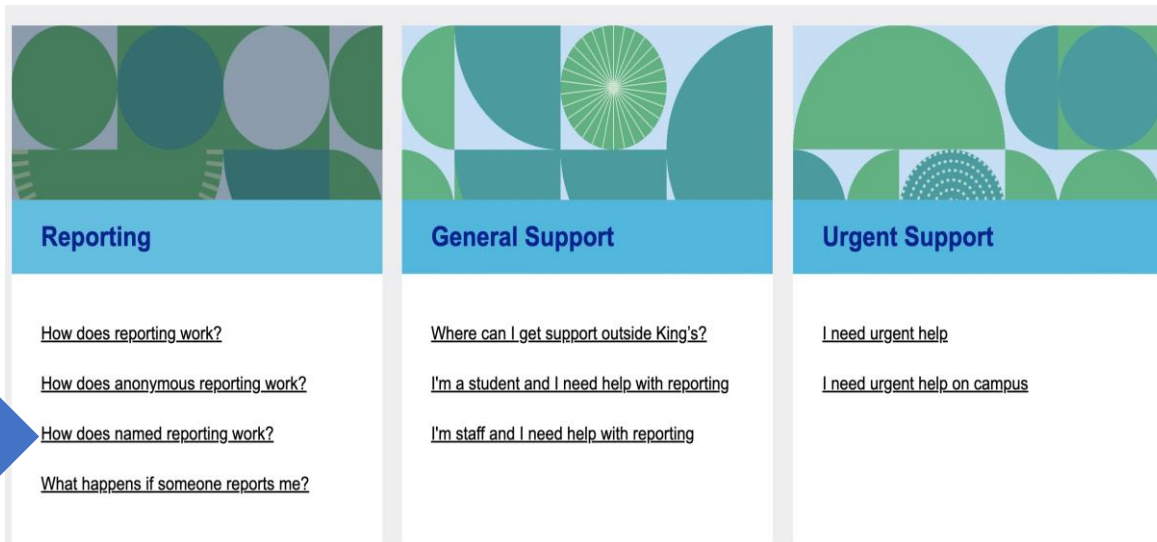
Face-to-face

Virtual MS Teams meeting

Questions and worries

Sylvia has some questions and wants to get reassurance about the next steps.

- To find out, she clicks "***How does named reporting work?***"



She will hear back in 3 days max

Since she had chosen 'make a complaint', the person she complained about will be informed (but she doesn't have to speak to them)

She can ask for support if she feels unsafe – there is also an emergency number

She will receive a case manager who will work with her on the report. She has the option to bring a trusted person along to the meetings with the case worker.

She will be informed about the outcome of her complaint and what actions were/will be taken

The fact that she complained will not show up on her staff record