

Full Equality Analysis

1. Name of the activity (strategy, policy or practice etc)

Report and Support: Online reporting tool for anti-social behaviour and hate crime and incidents at UWE.

2. What is the aim of the activity (objective or purpose)?

The aim of this project is to provide a simple and easily accessible central location for reporting incidents and obtaining relevant support information. Students, staff, visitors and contractors will be able to use the system to report incidents and receive support.

The online platform will encourage a whole institution approach to safeguarding and tackling hate crime and incidents, violence against women and online harassment on campus by making the reporting and responding to hate incidents and anti-social behaviour easier, more direct. This project will deepen and broaden our commitment to supporting appropriate social norms development on campus, building on the Intervention Initiative and inclusive campus project.

Purpose

- To create, manage and implement an engaging and user-friendly web-based platform, enabling students and staff to report incidents of bullying, harassment, sexual harassment or discrimination by September 2018.
- To clarify and simplify reporting pathways and referral processes in a systematic way allowing the university to work more effectively including student and staff engagement and training starting on June 2018
- To monitor, review and evaluate the impact of the website and provide the pre-agreed measures of success to the Project Implementation Manager

3. If amending a current activity, what changes are proposed?

This system will replace the current report system. At the moment the structure is not as clear as it could be and the awareness is low and it is not frequently used by staff, students, visitors and contractors. The Report and Support steering group will work on how to simplify the current processes, how the report and support process will work and the content of the Report and Support website. We are going to buy the same platform that the University of Manchester is using at the moment:

<https://www.reportandsupport.manchester.ac.uk/>.

This website will allow people to find the support that they need and to report incidents directly. The person who decides to report, will receive a confirmation email and then they will be contacted by the case advisor who will provide the required support. This system makes it easier to create reports about the different types of incidents or crimes providing to have a full picture of staff and students reports. The online platform will encourage a whole institution approach to safeguarding and tackling hate incidents and online harassment on campus.

The Safeguarding Board and the Report and Support Task and Finish group will decide what process will change and what process will not change.

4. Who is responsible for developing and delivering the activity?

Report and Support Task and Finish Group

Project Manager: Suzanne Carrie

Project Officer: Ana Miguel Lazaro

Governance: Feeds into Student Life Board (part of L2020), LTSEC and the university's Anti-Sexual Violence Forum. Key operational decisions are made by the Executives of HR and SAS

5. What measures will be used to assess whether the activity is successful?

Formative and summative evaluation will be carried out to investigate:

1. Effectiveness of project within the university to bring about change – formative evaluation
2. Impact of system on staff and student behaviour with particular regard given to those from key protected characteristics (and in particular those who may be at greatest risk of harassment – to include religious minorities and in particular muslim people, BAME staff and students, female students and staff, disabled students and staff) – summative evaluation

This evaluation will be conducted as follows

- Informal gathering of feedback from key stakeholders during project and at implementation
- Analysis of data within system at 6 months and 1 year post implementation to include an analysis by protected characteristic
- Survey of students and staff to measure awareness of system at 6 months and 1 year post implementation with specific targeting to staff networks and student societies representing protected characteristics

6. Does the activity have a potentially adverse impact on equality groups, in terms of employment issues and/or service delivery for students and/or staff? In the table below, please give evidence to support your yes or no answers. If the answer is not known, indicate how you will source evidence.

Meeting the public sector equality duty

Please also use the table below to demonstrate whether the activity has the potential to eliminate unlawful discrimination, advance equality of opportunity and foster good relations. Please use the 'no' column to highlight your responses.

	Yes/ No/ Not known
All groups	<p>This project aims to address all of the potential barriers or discrimination:</p> <p>Awareness of the Report and Support tool: there will be a sustainable communications plan and training activities for Report and Support, including training for potential reporters on the benefit of reporting and how to signpost. The website will be launched in September 2018 and it will be embedded in all the induction programmes for students and staff. It will be information on the website for visitors and contractors and we will train UWE staff to pass the information to visitors and contractors.</p> <p>Report and Support tool must have easy and clear access from the main website and the staff intranet in order to facilitate the process and to be accessible for all.</p> <p>User friendly website: Good user experience for staff and students using the website. It is really important as some of the incidents can create anxiety and stress. This will be considered during the website design phase, taking advice on accessibility of the web interface both for the front (reporting and supporting facing) and back ends (case worker facing) of the system.</p> <p>Clear system of receiving support after reporting and actions that the University is going to take: the project will aim to ensure that the lines of reporting are clear, and reporters know what actions will be taken and the support that they will receive both before and after they make a report. It will be a clear communication about how it will work.</p> <p>Statistics and case studies: data will be anonymised. If case studies are produced, the people involved will not be identifiable from the text. The statistics and case studies will help increase the awareness about the benefit of reporting incidents.</p> <p>Being on a website platform would be a barrier for staff who is not working with a computer. We will work with the website company to create the best mobile version, a responsive one. The project will look into other options.</p> <p>Staff and students need to trust that the system is confidential, inclusive and fair and they know what is happening after they have reported. The process of reporting will be clear, it will be a confidential statement at the beginning of the report and everyone will know what is happening after they have reported an issue.</p> <p>If any incidents are reported, a full investigation will happen before taking disciplinary action.</p> <p>Estranged students and care leavers are supported and signposted through UWE Cares. An awareness that not everyone has a supportive family or a 'family' to return home to or rely on for emotional support when an incident does happen.</p>

Women and men	<p>There are some issues with the language used – in particular hate crimes do not typically include crimes relating to the victim’s gender.</p> <p>We will use the term hate incidents and other ways of describing these incidents such as bullying, harassment, discrimination etc and will include gender explicitly on the website.</p>
Trans people	<p>Trans people may experience additional and unique barriers to disclosure. Trans people may fear to report and raising issues where they study and work</p> <p>Trans people needs and support will be considered and included in the project. More diversity awareness is needed within the University.</p>
Black and minority ethnic groups	<p>Concerns relating to:</p> <p>Language:The term ‘hate crime’ does not cover all cases of harassment and discrimination for the BME community. We will use the term hate incidents and other ways of describing these incidents such as bullying, harassment, discrimination etc.</p> <p>Images of the website: Images that do not reflect the diversity of staff and students within our community could limit use of the site. We will make sure that the website represents the diversity of all students and staff.</p> <p>EU staff and students: have recently become more vulnerable to being affected by hate crime, discrimination or bullying due to Brexit. There is a Zero tolerance policy against these behaviours. This will be made clear on the website</p> <p>Language: for some BAME staff and students who are EAL users the technical and specialist language could be a barrier. The website will be written in plain English. This will benefit many groups.</p> <p>International students or staff, and some home students/staff: some people may experience cultural barriers which means that they do not feel that their needs are understood. They could be less likely to report a negative experience to their university/employer. Our communications programme and training for staff will include an explicit focus on encouraging these groups to understand their rights and responsibilities in reporting.</p>
Disabled people	<p>Concerns relating to:</p> <p>Accessibility of the website: We will work with the ITS accessibility staff and the Assistive Technology Coordinator to make sure that the website is completely accessible E.g. voice to read out the website.</p> <p>The location of the website could be a barrier for people with disabilities if it is not easily accessible. The website will have a link from the main website to access easily.</p> <p>Images of the website: to make sure that we represent disabled and non-disabled people.</p> <p>User-friendly website for staff and students with mental health issues including anxiety to report or receive support easily</p>

Younger or older people	User-friendly website
People of different religion and beliefs	Concerns relating to: Islamophobia of the society and hate against other religions: more vulnerable to be affected by hate crime/incidents, discrimination or bullying Cultural differences and barriers to access to the services because they feel that their needs are not understood. They could be less likely to report a negative experience to their university/employer. More awareness of these cultural barriers is needed across the university and intercultural training.
Lesbian, gay, bisexual people	Use of language in terms of using an heteronormative language in the content of the website. We will consult the content of the website with the LGBT community. Images: if there are images about people or couples include heterosexual, lesbian, gay and bisexual people. They could have barriers to access services and report because they could not feel understood. More diversity awareness is needed within the University.
Marriage and civil partnership	Not known
Pregnancy and maternity	Not known

7. Please give evidence of how you have engaged equality groups in the equality analysis process. Is further engagement required?

Presentation and feedback at the Equality and Diversity Forum
 Creating of a short survey for staff and students
 Working with the SU to include the student voice
 Staff feedback through staff networks
 Equality analysis timeline
 Promotion of the EA for students and staff
 Attend to staff networks meetings
 Training for staff and students
 Stakeholder feedback gathered by E&D Unit on hate crime during 2017

8. What action can be taken to mitigate any potential negative impacts or address different needs? Please comment and then complete an action plan (see appendix 1).

We are going to do a EA pilot to increase the engagement of staff and students. We are going to carry the 6 weeks consultation period but we would like to keep this document open to comments and feedback from different groups and stakeholders throughout the project. In this way, we will build upon what we share in this document, and it will remain a living document.

The EA pilot that we have done for students has had an impact in the student engagement and their feedback has been incorporated in this document.

The block of action planning can be found in section 6 and in the action plan

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9. Please indicate the level of equality relevance:

High X

Medium

Low

10. Equality analysis sign off:

Faculty Dean or Head of Service	Jason Briddon
Faculty / service	Director of Student Success Services
Date	14 May 2018

Please return this form to the Equality and Diversity Unit for feedback, the start of the consultation process and publication.

Equality analysis - action plan

Appendix 1

Name of activity: Report and Support

Plan completed by: Ana Miguel

Service / faculty: Library, Student Inclusivity

Issues	Actions required	Responsible Person	Resources required	Target date	Success Indicators	What progress has been made?
Any reasonable adjustments to be requested for staff and students who provide feedback	Consultation with staff and students	Ana Miguel	Support from E&D team	Ongoing	Feedback is implemented	
User friendly website. Easy and clear access to the reporting tool on the website and staff intranet	Working with the agency and ITS accessibility person at UWE	Ana Miguel	Software, ITS support	Ongoing		
Awareness of the R&S tool. Communications and training through all year and embedded in all inductions 2018.	Creating a communication, training and inductions plan		Support from the comms team, training and inductions' staff	Ongoing		
Clear system of receiving support after reporting and actions that the University is going to take	Create a clear process of how it is going to work and communicate to appropriate users			Ongoing		

Confidential platform	Confidentiality statement on the R&S platform	Ana Miguel				
Website platform barrier for staff who are not using computers	Create a responsive mobile version or consider other alternatives	Ana Miguel				
The use of language	Content written in plain English To use an inclusive language and to consider to all protected groups	Ana Miguel				
The imagery used on the site	Inclusive and diversity people in the images of the website					
Reporting Data	The data will follow DGPR regulations.	James Button				
Case studies	Case studies will be completely anonymased					
Training	TBD what training is needed for students and staff					
Consultation	Consultation with students, staff,	Ana Miguel	Support from the E&D team	January/	Stakeholders fully consulted	Done

	<p>equality groups and trade unions</p> <p>Equality Analysis to be published on the UWE Intranet to invite feedback.</p>			February 2018		
Monitoring and review arrangements	<p>The Equality Analysis and action plan to be periodically reviewed to ensure it is up-to-date and amended as required.</p>	Ana Miguel				Ongoing
Publication	<p>To be published for 6 weeks to invite comment from equality groups/networks at UWE.</p>	Ana Miguel				Done

Please return form to the Equality and Diversity Unit

