

Recording harassment/hate incidents:

The journey towards an online Case Management System

June 2019

Appendices

Appendix 1: Steering Group	14
Appendix 2: Primary Working Group	15
Appendix 3: Secondary Working Group	15
Appendix 4: Discussions	15
Appendix 5: Harassment Reporting Form	18
Appendix 6: Case Studies	23
Appendix 7: Sample Signposting Document	26
Appendix 8: Demonstration to appropriate departments	27

Appendix 1: Steering Group

Assistant Director, ITS
Associate Dean Student Experience, Engineering, Environment and Computing
Associate Dean, Student Experience, Faculty of Business and Law
Associate Dean, Student Experience, Faculty of Health and Life Sciences
Associate Head of Student Experience, Energy, Construction and Environment

Associate Pro-Vice-Chancellor (Strategic Relationships)
Deputy Vice-Chancellor (Strategic Alignment and External Relations)
Deputy Vice-Chancellor (Student Experience)
Director and CEO CU Coventry
Director of Group Organisational Development
Director of Procurement
Equality and Diversity Manager
Executive Director, Centre for Trust, Peace and Social Relations
Group Director, Legal Services
Group Director, Student Services
Group People Partner, People Team
Lead member of BME Staff Network/incoming Chair of Race Equality Group
Pro-Vice-Chancellor and CEO CUG (London/Dagenham)
Professor, Centre for Trust, Peace and Social Relations
Research Associate, Faculty of Health and Life Sciences
Research Development Executive, Centre for Trust, Peace and Social Relations
Student Wellbeing Adviser, CUG (Scarborough)
SU President

Appendix 2: Primary Working Group

Research Fellow, Research Institute, Future Transport and Cities (PI)
Group Director, Legal Services
Senior Solicitor, Legal Services
Senior Lecturer, Forensic investigations and Course Director for Fraud Investigation Management.
Expert in violence against women
IT Business Analyst

Appendix 3: Secondary Working Group

Assistant Registrar, Policy, CUG
Associate Head (Student Experience), School of Nursing, Midwifery and Health, CUG
Manager, Students' Union Advice Centre
Reader in Sociology of Childhood and Youth, CUG
Research Fellow, Health and Life Sciences
Senior Research Assistant, Centre for Trust, Peace and Social Relations
Welfare & Disability Support Manager, CUG

Appendix 4: Discussions¹

Notes 1 to 12 below should be read in conjunction with Appendix 5: Harassment Reporting Form. The notes represent a synopsis of the discussions of the primary working group that informed the requirements of the online system. General questions are also included at the end of this appendix.

Note 1: Can we give coverage 24/7?

It was agreed that a notice would be put on the reporting form specifying that the online reporting system was for non-emergencies only, underpinned by details of what to do in an emergency.

¹ Where the term 'reporters' is used, this includes both students and staff

Note 2: What types of reports should reporters be able to make?

Anonymous: There was an extensive discussion about the anonymous reporting option and whether this would encourage vexatious reports; it was also acknowledged that an anonymous report would be difficult to action. However, it was decided that we wanted to take the stance of believing reporters, and the anonymous option would also aid in identifying micro-aggressions (that perhaps would otherwise not be reported as 'non-serious enough') and trends that could inform future interventions. If, after the system was launched, a flood of anonymous and possibly vexatious reports were received, we agreed that a review would be undertaken. Meanwhile, a note was inserted on the reporting form outlining that using this option would mean that any investigation would be limited.

Logged: This discussion was centred on named reports that reporters may wish to log, but not take any further action on. The note on the reporting form states that the reporter may be contacted for further information if it was deemed necessary.

See an advisor (Student reporters):

Again, this was an extensive discussion that focused on whether we wanted a trained advisor, or someone who could outline the options for reporters and then support any decisions/actions they decided to take. It was decided, that as CUG already has a comprehensive system of support within student services, that rather than a trained advisor, the role of the case manager would be to offer signposting information underpinned by impartial support and follow-ups. Two case managers were appointed, one with expertise in sexual violence against women and one with expertise in religious and faith-based hate incidents.

See an advisor (staff reporters):

For staff reporters, it was agreed that the case managers would signpost to the Dignity and Respect Advisors or the People Team Advisors (HR). If staff were reporting on behalf of someone else (i.e a student and/or colleague), they would also be able to speak to the case managers if needed.

Note 3: What type of incident(s) can be reported?

The intention here was to encourage all reporting of harassment/hate incidents, and not restrict this to protected characteristics or hate crime, as it was recognised that micro-aggressions, which would not necessarily fit into these categories, may not be captured. Thus, the aim was to encourage reporting of all harassment/hate incidents with the aim of dealing with any micro-aggressions before they had the chance to develop further.

Note 4: What kind of confidentiality concerns are there?

Confidentiality was seen as crucial, both confidentiality of reports and also the wider GDPR issues.

In terms of the former, the Legal Department developed a statement on consent for the reporting form and the IPU Department advised on the consent forms needed to ensure that information shared with other departments was done so with the full consent of the reporter. In addition, it was agreed that on signposting to another department, the reporter would be offered a copy of the notes from the system to take with them. Further, it was agreed that there would be no notes on computer desktops, all information to stay in the system and any sharing of information via email, if it could not be avoided, would use initials only.

In terms of the latter, the Legal Department negotiated the final contract in conjunction with advice from the IPU Department to make sure that the purchased system adhered to GDPR requirements, the main requirement being that the servers hosting the system were based within the EU. There was also the issue of how long to keep information on the system and it was agreed that the standard 6 years would be implemented and/or the information would be offered to the reporter after they left CUG and then deleted.

Note 5: Should we include external sources of help?

It was recognised that some reporters may not approach CUG if an incident happened, instead they may reach out to an external agency. Thus, a list of external sources of help is included on the website.

Note 6: Who needs to use the system?

The primary working group identified a number of groups who may submit reports and other who would need access to the system.

Reporters:

Staff

Students

External Reporters

Access:

Case Managers

Lead on the Project

Possibly IT Department (although a confidentiality concern was raised)

CU Departments (Welfare, Legal, IPU, HR, Registry, Protection)

Students' Union Advice Centre

It was finally decided that only the Case Managers, the Legal Team and the lead on the project would have access. However, there are ongoing discussions on whether to add new ring-fenced sections for each CUG Department that would benefit, with the option of a common case number that could bring all the information together if consent was given by the reporter.

Note 7: Do we need to know the location of incidents?

The primary working group felt that being able to identify the location of any incidents was important in order to track clusters of incidents. Thus, the form now contains details of all campuses.

Note 8: What if the reporter has already reported elsewhere?

There was also the consideration of whether the reporter had already reported the incident and to whom. This was felt important as sharing of information may be possible, with the reporter's consent; likewise, if the incident had been reported to the police.

Note 9: What information would be needed for a police report/court appearance?

Throughout the reporting form, there are guidance notes specifically asking reporters to not name other people without their consent and only give factual details of incidents to ensure that in the case of possible future court action, the notes did not contain speculation or personal opinions.

Note 10: Why did the incident happen?

It was agreed that it was important to assess if the reporter knew why the incident had happened, and a drop down list was constructed based on different categories, for example sex, race, religion etc.

Note 11: Do we need demographics?

The form asks for (optional) demographic information of the person who the incident happened to. The aim of this is to gauge whether a particular set of reporters are over-represented in terms of harassment/hate incidents.

Note 12: Do we need to reiterate the reporting process?

The final section of the reporting form re-iterates what happens next after the report is filed.

Other questions:

Should staff and students log into the system using their existing ID and password?

In the spirit of encouraging reporters to report anonymously, it was decided that this should not be implemented as they may be uncertain about their anonymity. The discussions covered the possibility of a bespoke webform that reporters could use that would be pulled directly into the case management system, however the system decided upon did not require an institutional log in.

Do we have an existing signposting document?

Discussion centred around which departments the case manager would need to have contact with and initial departments identified were:

- Protection (Security)
- Welfare/Student Services
- IPU (Information Protection Unit)
- GRU (Group Resolution Unit)

These departments were consulted during the process of the development of the case management system and, when the case manager was in post, a signposting document was developed that included these, and external organisations, for example accommodation providers.

What do we do if the reporter and alleged perpetrator both make reports to the system?

It was recognised that this would be possible and that the case managers could be put in a difficult position. It was agreed that if this should happen then the 2nd person to approach would be referred to the other case manager. If there were

more than two approaches, then the Students' Union Advice Centre would be contacted.

What do we do if the reporter is external and alleged perpetrator is internal?

This would fall under the external reporter option and the case manager would trigger an investigation by making a report to the Group Resolution Unit.

What would we do if a serious incident was reported but the reporter did not want to take it further?

We developed a form of words (see note 4) that made it clear that sometimes the seriousness of an incident would mean that it would have to be investigated without the reporter's consent.

What information do we want to capture?

- Type of incidents
- Types of reporters
- Statistics
- Minor versus major incidents
- Incidents by location
- Outcomes
- How well the system is working
- Impact on students

How do we get the information out to the CUG community?

A promotional campaign was agreed in order to alert reporters that the system was available and this took place at the same time as the launch on 8 October 2018. See body of the report for more details. Moving forward, the case managers are visiting faculties and departments in 2019 to explain further how the system works and what will happen if a report is made.

What Guidance documents do we need?

There will be bespoke booklets produced for all reporters outlining how the make a report, what happens when a report is received and what options for support there are.

What training needs are required?

CUG produced an online disclosure module in 2017 and are investigating face to face training for front-line staff and academic teaching staff. In addition, training for investigatory staff is being considered.

Appendix 5: Harassment Reporting Form²

This reporting form is the final version of what was agreed during the discussions held between December 2017 and March 2018. Each note relates to the discussion document found in Appendix 4³.

Welcome to Harassment Report

If you have experienced or witnessed hate incident(s) or harassment, you can make a report to CUG.

Note 1:

This online reporting system is for non-emergency reports. If you are in immediate danger contact:

- The Police: If you are in immediate danger, call the Police on 999.
- The Protection Service (Coventry campus): If you don't feel safe, try to find somewhere you feel more secure and call the Protection Service on 024 7765 8555 (5555 on internal phones). The Protection Service is a dedicated crime prevention team based on campus. The team has a 24/7 response to incidents on campus or in CUG-owned accommodation and they staff a campus-wide CCTV surveillance system⁴.

All reports are held in confidence: for more information see below.

Note 2:

You can choose to:

- Make an anonymous report: If a report is made anonymously, the information may trigger an investigation and may be used for investigative purposes and subsequent processes, but due to the anonymity of the report, and inability to obtain further information, the investigation may be limited.
- Make a logged report: This is a named report with no further action needed or requested. You may be contacted for more information and the

² The online version can be found here: www.coventry.ac.uk/harassment

³ Please note that the survey uses skip logic, depending on which route the reporter chooses, so the form has not been replicated in full and should be seen as indicative only.

information may trigger an investigation and be used for investigative purposes and subsequent processes.

- Request an appointment with an advisor:
 - *If you are a student and request to speak with an advisor*, a case manager will contact you during normal working hours (9.00am - 5.00pm) Monday to Friday. The role of the case manager is to assist you in understanding the various options available and to provide support in making a decision - for example, referral to an appropriate advisor for support and/or help to manage any subsequent actions taken.
 - *If you are a member of staff and request to speak with an advisor*, a case manager will contact you during normal working hours (9.00am - 5.00pm) Monday to Friday, and you will be given the choice of being referred to a Dignity and Respect Advisor or a People Advisor.

Note 3:

What type of incident(s) can be reported?

We encourage reports of harassment/hate incident(s) that may, or may not, be a crime and appear to be motivated by hostility or prejudice, based on a person's disability (or perceived disability); race (or perceived race); religion (or perceived religion); sex (or perceived sex); sexual orientation (or perceived sexual orientation); transgender identity (or perceived transgender identity).

Note 4:

Confidentiality statement

We respect your privacy. Any information you disclose is confidential between you and CUG. Ordinarily, we do not pass on personal information about you to any third party. However, there are certain exceptions:

- Where you give us express consent to disclose information (for example, if you would like a case manager's support in liaising with third parties).

⁴ A similar protection service is not yet available on non-Coventry campuses at the time of writing

- Where, in order to support you, we need to contact your GP or involve other welfare services. It is our practice to discuss any such contact with you in advance where appropriate.
- Where the law requires us to disclose information.
- Where you give us information that leads us to believe that you, or someone else, is at serious and/or imminent risk of harm, then we may disclose information to minimise this risk.

Note 5:

Other sources of help

We recognise that experiencing or witnessing hate incidents or harassment can be upsetting. When you have completed your report, you will be presented with a list of sources of help that you may wish to access.

Please choose from the following options:

- I would like to make an anonymous report
- I would like to log a report
- I would like to speak to an advisor

Please give your name⁵

(you will be able to provide more details about yourself later if you so wish in the demographic section of this online report).

Please indicate your preferred method of contact

- Email
- Telephone call
- Text message
- Other

If you selected Other, please specify your preferred mode of contact:

If we need to contact you for more information, can the case manager leave a message on your preferred method of contact?

- Yes
- No

⁵ The 'give your name' option does not appear if the anonymous route is chosen

Note 6:

Your details

Are you:

- A CUG student
- A CUG member of staff
- An external reporter (not associated with CUG)
- Prefer not to say
- Not applicable

If you selected 'not applicable', please specify. For example, are you reporting from another organisation or as a member of the public?

Note 7:

Which campus are you on?

- Coventry campus
- Scarborough campus
- London (Dagenham) campus
- London campus
- Not applicable
- Prefer not to say

If you selected 'Not Applicable', can you tell us more?

Note 8:

Have you already reported the incident(s)?

- Yes: to the University
- Yes: to an external organisation
- Yes: Other
- No

If you ticked yes, could you tell us who you have reported the incident(s) to?

Who did the incident(s) happen to?

- You (go to Details of the Incident)

- Someone else
- Other

If you selected Other, can you tell us more?

You said the incident(s) did not happen to you. Do you know who it happened to?

- Yes
- No

Note 9:

Could we have more details?

For example, did it happen to another student/ tutor/housemate? Or did it happen to a neighbour/someone on the street/a colleague? If you don't know any details of who the incident(s) happened to, please state 'I don't know'. Please do not give the name of the person unless you have permission to do so.

If you do know who the incident(s) happened to, do you have their consent to share their name?

- Yes
- No
- Not applicable

If yes, please share their name.

Does this person wish to speak to an advisor?

- Yes
- No
- I don't know

If yes, please give their contact details if you have permission to do so.

Do you wish to speak to an adviser?

- Yes
- No

If yes, and you have not already given us your contact details, please do so here.

Details of the incident(s)

When did the incident(s) happen?

For example, day of the week, time of day and date.

Where did the incident(s) happen?

- Coventry campus
- London (Dagenham) campus
- London campus
- Scarborough campus
- Off campus
- Other

If you selected Other, please tell us more:

Did the incident(s) happen inside or outside a particular building? On the street? Somewhere else?

Note 9:

Can you tell us what happened?

Please give as many factual details as you can. (If you are reporting on behalf of someone else and they subsequently decide to make a report to the police, in order to protect crucial evidence/allow a fresh uncontaminated account, you are advised not to ask any questions about the incident or the identity of the alleged perpetrator. Only if these details are unsolicited and freely given should these details be recorded).

Note 10:

Do you believe that the incident(s) happened because of any of the following reasons?

- Age
- Disability
- Faith
- Gender identity
- Race
- Sex
- Sexual Orientation
- Other/I don't know/more than one reason

If you selected Other, 'I don't know', or 'more than one reason' can you tell us more?

Any other comments

Please let us have any other comments you wish to make.

Note 11:

Demographics

CUG would like to collect demographic data (i.e. age, race etc) from people who have experienced incident(s) so that we can more effectively target interventions.

For example, if the incident happened to you, please provide your details; if the incident happened to someone else, please provide their details.

Are you content to provide demographic details of the person who experienced the incident(s)?

If you choose yes, all answers are optional.

- Yes
- No
- Not applicable/I don't know the demographic details

How would you describe the sex of the person the incident(s) happened to?

- Female
- Male
- Prefer not to answer
- Other/I don't know

If you selected Other/I don't know, can you tell us more?

How would you describe the gender of identity of the person the incident(s) happened to?

How would you describe the ethnicity of the person the incident(s) happened to?

- Asian
- Bangladeshi
- Black
- Black African
- Black Caribbean
- Chinese

- Indian
- Pakistani
- White British
- White Irish
- Prefer not to answer
- Other/I don't know

If you selected Other/I don't know, can you tell us more?

How would you describe the sexuality of the person the incident(s) happened to?

- Bisexual
- Gay
- Heterosexual
- Lesbian
- Prefer not to answer
- Other/I don't know

If you selected Other/I don't know, can you tell us more?

Does the person the incident(s) happened to have a disability?

- Yes
- No
- Other/I don't know

If you selected Yes/Other or I don't know, could you tell us more?

How would describe the religion of the person the incident(s) happened to?

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- No religion
- Prefer not to answer
- Other/I don't know

If you selected Other/I don't know, could you tell us more?

Note 12:

What happens next

Thank you for making a report

- If you have made an anonymous report, the information may trigger an investigation and may be used for investigative purposes and subsequent processes, but due to the anonymity of the report, and inability to obtain further information, the investigation may be limited.
- If you have made a non-anonymous report with no further action needed or requested, you may be contacted for more information and the information may trigger an investigation and be used for investigative purposes and subsequent processes.
- If you are a student and have requested to speak to an advisor, you will be contacted by a case manager during normal working hours (9.00am - 5.00pm Monday to Friday). The role of the case manager is to assist you in understanding the various options available and to provide support in making a decision - for example, referral to appropriate advisor for support and/or help to manage any subsequent actions taken.
- If you are a staff member and have requested to speak with an advisor, you will be contacted by a case manager during normal working hours (9.00am - 5.00pm) Monday to Friday, and will be given the choice of being referred to a Dignity and Respect Advisor or a People Advisor.
- If you are an external reporter (not associated with CUG) and have requested to speak with an advisor, you will be contacted by a case manager during normal working hours (9.00am - 5.00pm) Monday to Friday.

Sources of support

We recognise that experiencing or witnessing hate incidents or harassment can be upsetting.

If you are a CUG student, a member of staff or an external reporter (not associated with CUG) and wish to speak to someone about your experience you can contact:

1 Case Managers [details redacted]

2 Dignity and Respect Advisors (students and staff only) [details redacted]

3 Click on www.coventry.ac.uk/harassment:

- 'Information on making a report': This document contains sources of help for students and staff of CUG.
- 'External Organisations': This is a list of non-CUG sources of help.

You have now completed your report

If you have any comments about this online reporting system, please contact [redacted]

Appendix 6: Case Studies⁶

As outlined in the 3c: Case Managers section in the main report, the primary role of the case manager is to deal with all online reports received and signpost to appropriate sources of support. Key to the role for non-anonymous reports is believing the reporter and ‘holding’ them while he or she navigates the options outlined to them. The case manager does this by following up with the reporter every two weeks at a minimum, until the reporter is ready to close the case. With each case, the case manager will also liaise with her line manager and other relevant departments, such as the Legal Department.

Case study 1	Race/Faith	Named report
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During a lecture, a group of male students start making comments about a student ‘hiding a bomb under her burka’. Previously they had made remarks about her returning to her own country. The student feels too scared to address this. She states that she thinks the tutor heard but did nothing, and that she’s not sure she can continue at the University as she fears their behaviour may escalate if it continues unchecked.

Possible Case Manager Actions

We would email the reporter and encourage her to come and talk to us about the incident. We would then reassure her, validate that her experiences are not OK and that we take this seriously. We would encourage her to identify how she is feeling currently, potentially using a one step removed approach to ask her how she would advise a friend going through similar to encourage looking at the situation objectively.

We would try to empower her to discuss this with the tutor, or the faculty head. She may also want to pursue a disciplinary for mediation to make the students aware of the impact they are having. We would check what support she has in place. If she is concerned about possible repercussions, we would explain that we can log the incident and at any point she can take this further.

If the student did not wish to meet, we would contact the appropriate Dean and ask them to send out a message to students about acceptable/not acceptable behaviour and encourage them to undertake the free online bystander module.

⁶ These are based on a variety of sources, including local surveys, national data and press reports: they are representations, rather than real events.

Case study 2	Sexual harassment	Anonymous Report
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A student reports being verbally (sexually harassed) early one morning in one of our buildings. She is very upset and felt unsafe as there were few people around.

Possible Case Manager Actions

With an anonymous report of anti-social behaviour in one of our buildings, we would liaise with the manager of the building – and recommend that an email be sent to all faculty students reminding them of what is, and what is not acceptable behaviour. If there is a trend of anonymous reports of this nature, for example several in the library, we would have discussions with library staff about launching a campaign to address this.

Case study 3	Offensive advertising	Anonymous report
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A student reports an offensive advert seen in the Students’ Union. The advert is about keeping safe on a night out aimed at women and contains victim blaming messages, for example ‘watch your drinks when you go on a night out’, ‘don’t drink too much’, ‘make sure you stay in a group’, etc.

Possible Case Manager Actions

We would contact the Students’ Union and advocate for workshops for the committee that approves advertising, focusing on victim blaming messages.

Case study 4	Age	Requests meeting with case manager
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A female mature student reports that during a seminar, two younger students start calling her Mum and laughing when she gets annoyed. Despite her asking them to stop, they start to regularly bully her.

Possible Case Manager Actions

We would create a space for her to share how she feels the situation began, developed, and where it is currently. We would then explore how it is affecting her emotionally and practically, what support she has in place and how she has tried to address the situation previously if appropriate.

We may signpost to the University counselling service depending on what is discussed; i.e. any triggers affecting her current emotional health and encourage her to think about using the faculty head to address the student's behaviour informally or pursuing a disciplinary through the Group Resolution Unit.

Case study 5	Gender identity	Anonymous report
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A student who has recently transitioned reports feeling isolated on campus. She says that she has few friends and is unsure where to find groups or societies that she can join that she will feel comfortable with. It is affecting her studies and she is thinking of dropping out of university. She also says she is too nervous to come and speak to anyone about this.

Possible Case Manager Actions

We would contact the LGBTQIA+ society and see what events they had upcoming, how they were promoting them and link in with the Students' Union to help publicise to a greater audience. If the student has given her contact details⁷, we would email her with sources of support available, acknowledging how difficult things are for her right now and if there's anything else we can do to support her.

⁷ This can happen, even if the anonymous reporting option is chosen

Case study 6	Homophobia	Requests meeting with case manager
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A male student reports being targeted by other students because he is gay. He states he has previously experienced multiple abuse from a childhood family member. He is angry, feels no one takes him seriously and that it is not ok for behaviour to continue like this unchecked.

Along with wanting to report, he has a heightened fear of repercussion if he is identified. When he is alone with groups of males, he finds himself scared and unable to speak. The impacts of the repeated trauma are sleeplessness and flashbacks and he is behind with his coursework.

Possible Case Manager Actions

We would discuss how the student could apply for extensions and carving out some time for him to attend to his coursework. We would talk to him about the University counselling services, and about the local rape crisis centre, the work they do, waiting times and whether it might be the right time to seek help for the issues he's previously experienced.

We would alert the campus security so he can go to them if he's ever feeling at risk on campus, liaise with accommodation providers if needed for any issues within the accommodation provision and let him know about our campus police officer if he decides to report to the police.

We would also explain the disciplinary process and signpost him to the appropriate webpage for more information if he wants to report the students at any point and explain we are happy to help him further if needed.

Case study 7	Disability	Requests meeting with case manager
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A student noticed that she was being excluded from a flatmate electronic communication group. The instigator brings everyone else on board to actively or passively join in with excluding her. Posts to the group are targeting her for not doing her share of the cleaning or shaming her for things left around, and false accusations start to appear for everyone to see. The student tries to talk to everyone and see what the issue is, but the instigator shouts her down and the others don't rush to her defence. They exploit her insecurities, mocking her disability and fears of break-ins by leaving the door unlocked or open, and hiding or moving her mail so she feels as if she can't trust her own memory.

The student feels anxious and scared that the confrontations will get physical and on her return home for the Easter break her mother notices that she is withdrawn, sees the messages and encourages her to report.

Possible Case Manager Actions

We would arrange a meeting to discuss all that has happened and the student's fears of repercussion. We can then explore her options, which could be access counselling support, and an appointment with the Students' Union Advice Centre for support with tenancy queries. We would also talk to her about the disciplinary process for formalising her concerns.

Case study 8	Religious/faith	Named report
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A Muslim student reports that he is getting verbal abuse based on his religious beliefs when he walks through the campus. He is not sure it is the same people every time, but coupled with the regular abuse he receives in the town centre, he is beginning to feel unsafe. He says he is not sure if the University can do anything but wanted us to know what is happening.

Possible Case Manager Actions

We would contact the student and thank him for letting us know, perhaps ask a few details and offer him a meeting with the specialist religious/faith case manager and signpost him to the Spirituality and Faith Centre. We would also advise him to call on campus security if he felt at risk and that there may be ways of identifying who is abusing him via campus CCTV. We would then contact the different faculties to encourage them to relay messages about acceptable behaviour.

Case study 9	Rape/sexual assault	Requests meeting with case manager
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A male student reports that he has been accused of rape/sexual assault by a female student. He says he has been falsely accused and doesn't know what to do.

Possible Case Manager Actions

We would provide a safe space for him to discuss the situation and signpost him to student services, the welfare team and identify if he has any support in place. We would then advise him to contact us again if he needs to speak further or if a formal complaint is made about the incident. If the complaining student also reported, we would assign this student to another case manager for support.

Appendix 7: Sample Signposting Document

Purpose of this document

The purpose of this document is to inform the case managers (and other interested parties) about how to handle an online report from a reporter in relation to harassment/hate incidents. This document contains information about each relevant CUG service and also details of external agencies.

What is a hate crime?

A hate crime is any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a person's disability (or perceived disability); race or (perceived race); or religion (or perceived religion); sex or (perceived sex) or sexual orientation (or perceived sexual orientation) or transgender identity (or perceived transgender identity).

What is a hate incident/harassment?

Hate incidents are forms of discriminatory incidents resulting from actions of hostility motivated by prejudice or intolerance that are not currently criminal offences: these can include bullying and harassment.

Dealing with a report

The types of reports inputted to the online system could be student/student; student/staff and staff/staff.

Once you have received a report, please read through this booklet to assess the options and then liaise with your line management or appropriate department (for example The Legal Department) on how to proceed. The options will depend on whether the report is anonymous, a named report with no further action, or a request to speak to an advisor.

If the report is from a student or member of staff from other campuses, the signposting will still be to Coventry campus services as detailed in this document.

Once the options have been agreed, please make case notes (factual only) on the system and then contact the student/staff member if appropriate.

Sources of Help (each item on the list should contain contact details and locations)

Accommodation Providers
Equality Diversity & Inclusion/Dignity & Respect Advisors
Dignity and Respect Advisors
International Office
Legal Department
People's Team/People Advisor contacts (HR)
Protection (security)
Registry (GRU – Group Resolution Unit)
Welfare (Student) Services
SUAC (Students' Union Advice Centre)
CUG Police Officer
External Sources of Support

Appendix 8: Demonstration to appropriate departments

Assistant Registrar (GRU)
Case Managers
Customer Service Manager (Student Services)
Customer Services (Student Services)
Equality and Diversity Manager
Equality and Diversity Officer
People Partner (HR)
Primary and secondary working group
Protection (campus security) Manager
Protection (campus security) Officers
Protection (campus security) Services Co-ordinator
Student Support Advisor
Welfare Officers