

University Challenge: safeguarding students

Journey to a case management system

*Dr Jane Osmond, Research Fellow
Amber Taroni, Case Manager*

Agenda

- Overview of the project
- Activity
- Feedback
- Moving forward
- Any questions

Overview

- This project was funded by the HEFCE Catalyst Fund between December 2017- November 2018.
- The project investigated the development and implementation of an online case management reporting system to facilitate a secure and robust repository of information for action.
- The aim of the system is to capture harassment/hate incident reports and allow a case manager to advocate for students who request support, whilst at the same time promote future interventions informed by statistical and narrative data held within the system.
- A temporary system was launched in October 2018, followed by the purchased system in May 2019.
- A report detailing the journey will be circulated electronically after the session or you can request a copy by contact Dr Jane Osmond, arx162@coventry.ac.uk

Summary of report

Governance

- Project lead from beginning to end
- Steering group comprising senior management
- Working Groups

Requirements

- Begin the list of requirements for the system as soon as is practically possible

Temporary system

- Launch a GDPR-compliant temporary system while at the same time explore if an in-house system is possible.

Case manager

- Decide what role the case manager is to have: expert advisor or sign-poster?
- Physical location/university structure

Purchasing a system

- Arrange demonstrations as soon as possible
- HEI holiday periods
- Build into the contract at least 3 cycles of revision

Launching a system

- Marketing department
- Soft launch, then full launch after 6 months: to include face to face presentations to staff and students.

Signposting document

- As soon the case manager is in post, begin compiling the signposting document that they will refer to. This document can then be adapted for staff and students.

Download the report: <https://bit.ly/31NgOzw>

The role of the case manager: Amber Taroni

- Ensures all reports are responded to and dealt with in a timely manner
- Supports reporters in whatever action they wish to take
- Actions are dependent on the type of report –
 - Anonymous report: the case manager may inform relevant departments, for example verbal abuse from another student in a particular building would result in the Protection Staff (security) being informed.
 - Logged (named) report: the case manager may again inform relevant departments, or, if the case needs further action, take advice from the Legal Department and then follow it up with the reporter.
 - Meeting with the case manager: the case manager sets up an initial meeting, provides relevant information and monitors the reporter's progress as they access relevant sources of support
- The 7.5 hour per week post was filled by Amber Taroni, who has extensive expertise in dealing with reports of sexual violence against women. Another post, funded from a separate HEFCE funded project, was created and filled with a case manager with expertise in faith-based/religious harassment.
- Both case managers undertook specific hate crime training after their appointments.
- The key difference between the case manager role and existing specialist advisors is that case manager 'believes and holds' the reporter throughout the signposting process, offering impartial support as they navigate existing internal/external support

Activities

Case Studies

Please look at your case study and consider the following questions:

What are the potential impacts for:

- The student/staff member?
- The University?

How would you respond?

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Possible Case Manager Actions

1. Race:

- Support, reassure and validate. Signpost tutor, mediation, GRU or Dean

2. Sexual Harassment:

- Liaise with building manager, Faculty Head as appropriate

3. Offensive Advertising:

- Contact Students' Union, advocate for workshops with advertising committee.

4. Disability:

- Explore fears, signpost to counselling, SUAC for tenancy, give information on disciplinary process

5. Religion/Faith:

- Signpost to religious case manager, Spirituality & Faith Centre, campus security, contact faculties and protection

Moving forward

Guidance documents for staff and students

- These will detail how to make a report, who can make a report, what happens once a report has been made

Staff

- HR and case manager are developing an outreach workshop for all staff across all campuses about Harassment Report.

Students

- Case manager is working with the faculties and is going into lectures with a short presentation detailing the system and how to report

Case management post

- Agreement reached for funding the case manager hours by one extra day per week until end of contract (August 2019) and a business case being prepared with the aim of securing a permanent post from September 2019.

Any questions?

Jane Osmond: arx162@coventry.ac.uk

Amber Taroni: ac9984@coventry.ac.uk

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