

Transcript: What is Report and Support

[Report and Support, your voice matters!]

[video and drone footage of Whiteknights campus]

[Text: Gabe. They/He. Inclusion & Communities Officer, RSU]

Gabe: At the University of Reading, we are committed to creating and maintaining a safe, welcoming and inclusive community, which nurtures a culture of mutual respect and consideration for all.

We want all students to experience an environment that is stimulating, enjoyable and safe. However, during your time with us you may experience or witness something that concerns or distresses you.

We do not tolerate unacceptable behaviour and any form of bullying, harassment, racism, sexual misconduct, violence, abuse and discrimination are #NeverOK. You can share with us information about an incident that has happened or is happening to you or someone else, and most importantly access any support you might need.

[What is Report and Support?]

[Text: Ish Aa. She/Her. Welfare Officer, RSU]

Ish Aa: Report and Support was first introduced in September 2023 and is an online tool which provides staff, students, and visitors with a practical way of reporting a wide range of issues.

We take the safety and welfare of our university community seriously. Sharing your experiences allows us to better understand the behavioural culture at the University and enables us to take steps to address unacceptable behaviour that goes against our values. We can't do this alone and really encourage you to share anything that is concerning you.

[How do I report an incident?]

Ish Aa: You can report a concern online by visiting reportandsupport.reading.ac.uk, and completing an online form.

There are two ways you can report to us. You can submit a named report with your name and contact details, or you can report anonymously.

[Screen recording of online form on Report and Support website]

The processes are very similar, but submitting a named report this allows us to contact you to acknowledge receipt of your report, to offer emotional support and to discuss practical next steps. If

you choose to report anonymously, we will be unable to contact you, and any identifiable information included will not be acted upon.

We want you to report however you feel most comfortable, and to share as much or as little information as you feel able to.

Whether you choose to report with your contact details or anonymously, all reports are valuable and will help us to better understand the culture of behaviours that exist within the university, and to keep our community safe and inclusive.

After you have chosen whether you will be reporting named or anonymously, you will be asked to select the type of incident you experienced and share whether the incident happened to you, or someone you know

[Screen recording of online form showing the types of incidents you can report on the Report and Support website]

You'll be asked to provide details about what happened, some more information about yourself, and other factors related to the incident

Gabe: Please remember that we only want you to share what you feel comfortable to, and for any of the required questions, you can select that you prefer not to say.

Alternatively, if you decide to report anonymously, and then by the end of the report feel ready to share and receive support from University support services, you can select that you would like your report to be copied across and submitted as a named report. You would not need to complete your form from the beginning.

[Screen recording of Frequently Asked Questions webpage on the Report and Support website]

You can refer to the guidance and frequently asked questions on the Report and Support website if you are uncertain about how to complete the reporting form or have any queries about the process.

[Timelapse video footage of the University of Reading Library]

Although you can submit a report 24/7, 365 days a year, the Report and Support system is only monitored Monday to Friday 9am to 5pm. The exception to this is University closure days and bank holidays. Report and Support has not been designed to respond to emergencies, so if you need immediate support, you should phone Security, or if in immediate danger, the police. For non-urgent support, you can contact the Halls Hotline, the Student Welfare team, Samaritans, or 24hr Student Support Helpline for free in-the-moment confidential advice.

[Text: [Report and Support. reportandsupport.reading.ac.uk](https://reportandsupport.reading.ac.uk)]