

Report + Support Annual Report

October 2024 to September 2025



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Glossary of terms

- **Person committing:** Consistent with the language used in the actual Report + Support platform, this refers to the person who has committed an unwanted behaviour within the context of an incident that has been reported. They are sometimes referred to as the 'responding party'.
- **Reporting party:** This refers to the individual who may have been subjected to an unwanted behaviour or may have witnessed the incident reported to the University via the Report + Support platform. Some of the reporting parties may be reporting on behalf of a student or staff.
- **Unwanted behaviour:** For the purpose of the Report + Support platform, this term can refer to [bullying](#), [harassment](#), and various types of [hate incident](#). This also includes the different categories of [sexual misconduct and violence](#) (SMV), as defined by our [SMV Policy](#).

Introduction

Report + Support (R+S) is Durham University's online platform for reporting unwanted behaviours, including (but not exclusively) bullying, harassment, hate incidents, and sexual misconduct. Managed by Culture Shift and tailored to Durham's specific context and needs, R+S was launched at Durham in 2019 as part of the Office for Students (OfS) funded project to tackle religious and race-based hate crime. Previously subscribed to the 'Silver package' with Culture Shift, Durham upgraded to the 'Gold package' in October 2024. The 2024/25 reporting period covered in this report is therefore the first full cycle in which this increased functionality has been in place; this is outlined further at the end of this report.

R+S is designed to be accessible to all current students and staff, visitors (i.e. contractors or visiting researchers), and to external users, including members of the public. It offers options to make reports anonymously or with contact details; signposting information to points of support and how to access them; and support articles which provide explanations of unwanted behaviours and terminology in clear and accessible language. Through the platform's analytics tools, R+S also allows us to gain insight into prevalence and trends, review processes, and to recommend and deliver tailored interventions and prevention work.

Reporting parties can choose to make a report with their contact details, in which case their report will be triaged by the Student Conduct Office (SCO) and allocated to the most appropriate team. These may include specialist case management officers in the SCO, Human Resources (HR) Business Partners, college and department Student Support teams, and Concerns, Bullying, and Harassment advisors.

The following report provides analysis of the reporting statistics for the 2024/25 academic year (reports received between 1 October 2024 and 30 September 2025).

All data presented here and in previous reports has been fully anonymised to ensure that there is no risk of any individuals being identified.

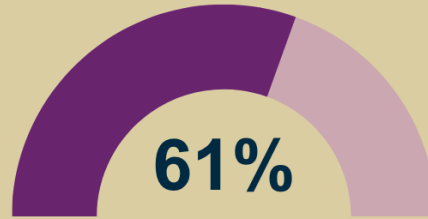
Trend monitoring is of key importance, and this and previous annual reports, along with comparable annual reporting (such as the Sexual Misconduct and Violence Annual Trend Monitoring Report), is presented to Senate, University Executive Committee, and is publicly available via the Durham University webpages.

If you have any queries about this report, please direct these to the EDI Department at edi.team@durham.ac.uk

Data Snapshot: 01 Oct 2024 to 30 Sep 2025

250

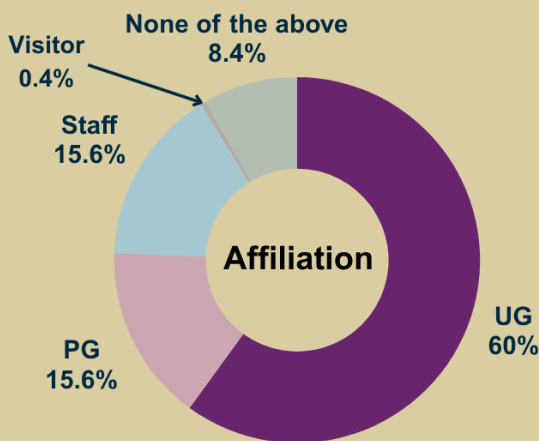
reports have been made from 1 October 2024 to 30 September 2025.



of reports received during this period were with contact details.

Fear of retaliation by the perpetrator was still the most common reason for reporting anonymously (18%).

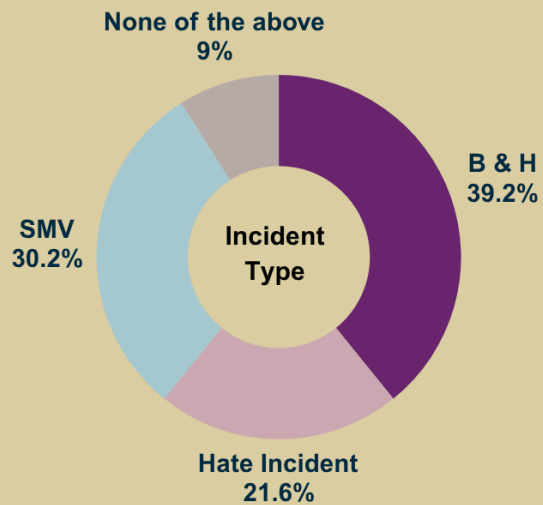
Sex (20%) and Ethnicity (18%) were most cited by reporting parties as factors perceived as relevant to the report.



Most reporting parties identified as:

- White
- Women
- Heterosexual
- Not having a disability
- Not being trans
- 18 to 21 years old
- No religion

Most of the reported incidents took place in a college (20%) or outside University premises (17%).



Data Insights

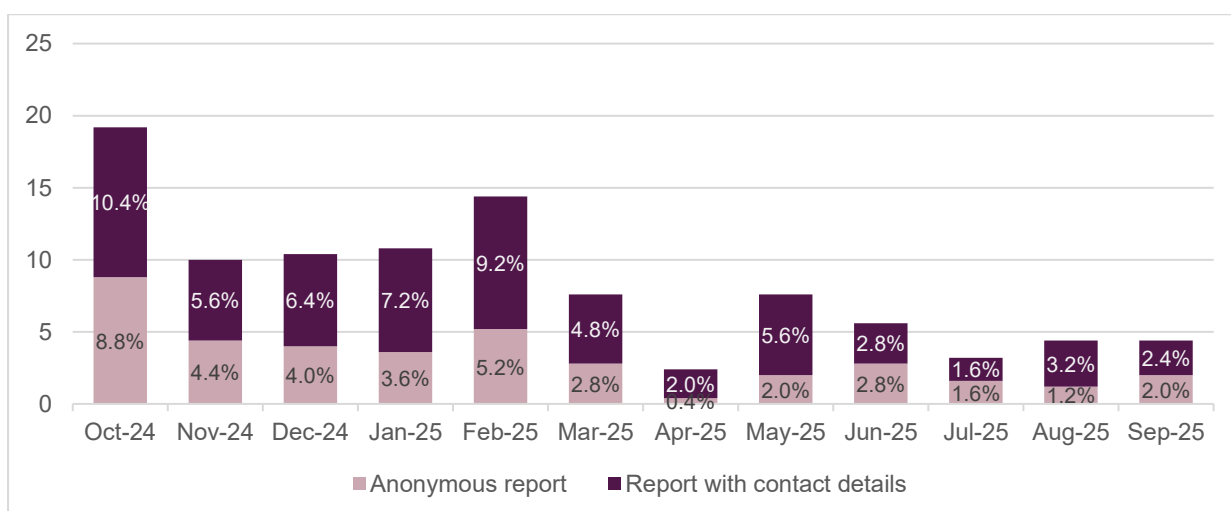
Reports over time

250 reports were received through Report + Support during the period 1 October 2024 to 30 September 2025, following the removal of spam reports.

Of this total, 153 reports (61%) were submitted by the Reporting Party with their contact details. 97 reports (39%) were anonymous.

The total number of reports received represents a 6% decrease over the previous reporting period (1 October 2023 – 30 September 2024), in which 267 reports were submitted. In line with trends beginning to emerge in the 2023/24 report, October 2024 was the peak reporting month, with 48 reports submitted in this time. Reporting remained relatively high November 2024 – January 2025, with a further observable peak in February 2025 in which 36 reports (14.4%) were received.

Figure 1. % of total reports by month and by mode, October 2024 to September 2025



Incident types

When aggregated, Bullying and Harassment (non-sexual) (38.4% or 96 reports) and behaviours constituting Sexual Misconduct and Violence (SMV) (29.6% or 74 reports) accounted for the majority of reports submitted during 2024/25. Hate incidents, when aggregated and in which the reporting party's protected characteristics were identified as a factor constituted 21.2% of total reports (equating to 53 reports).

As highlighted in **Figure 2**, when incident types are disaggregated, bullying (22% or 55 reports) continues to be the most frequently reported type of incident during this period. This was followed by harassment - non-sexual (16.4% or 41 reports), sexual harassment (11.6% or 29 reports), sexual assault (10% or 25 reports), and hate incident based on race (9.6% or 24 reports).

Figure 2. Percentage of reports by specific incident type and total reports, 2024/25

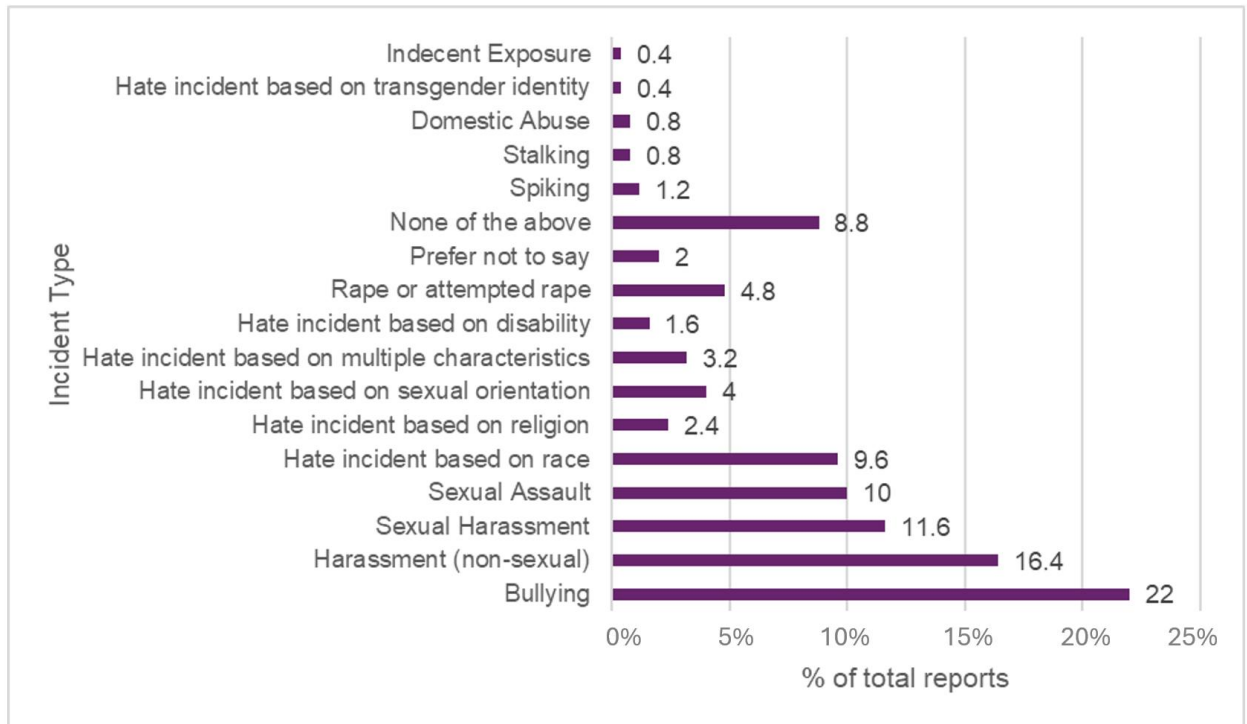
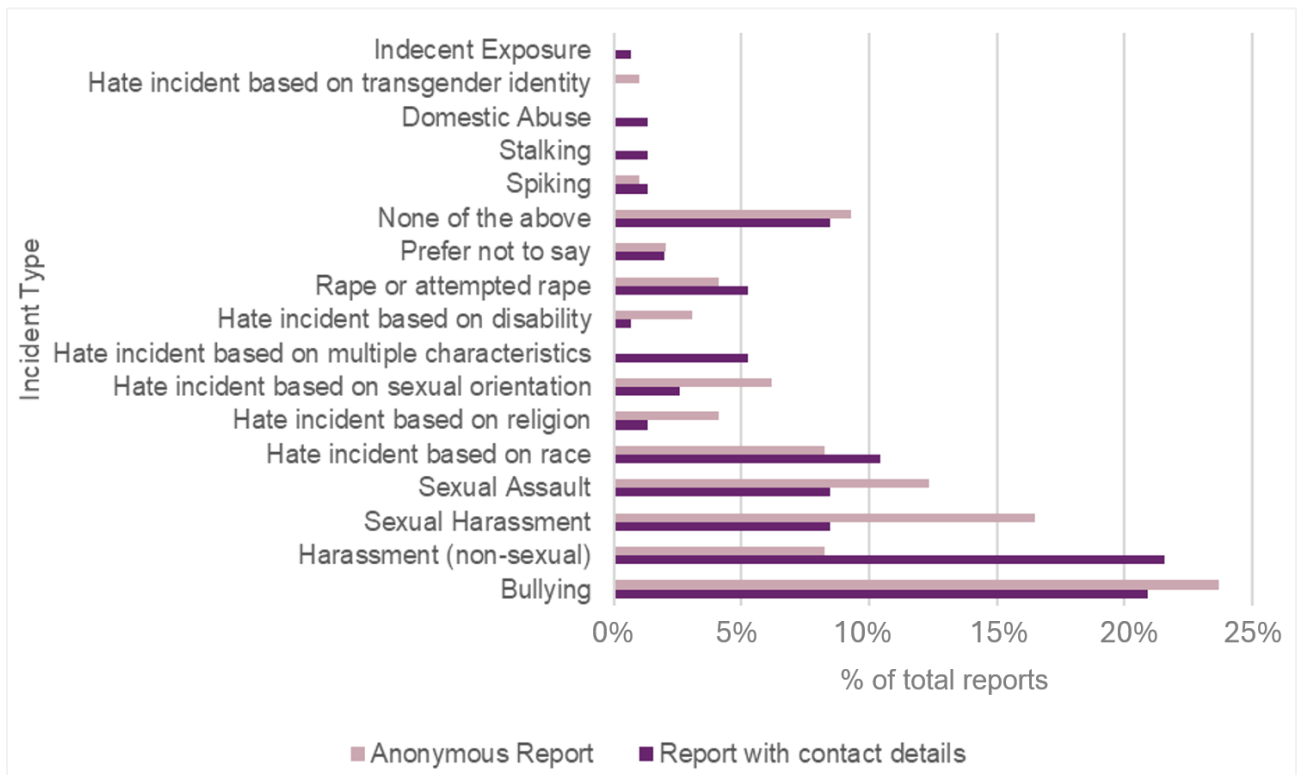


Figure 3. Percentage of reports by specific incident type and report mode, 2024/25



As depicted in **Figure 3**, of reports submitted with contact details, the most frequently reported incident types were harassment (non-sexual) (21.6% or 54

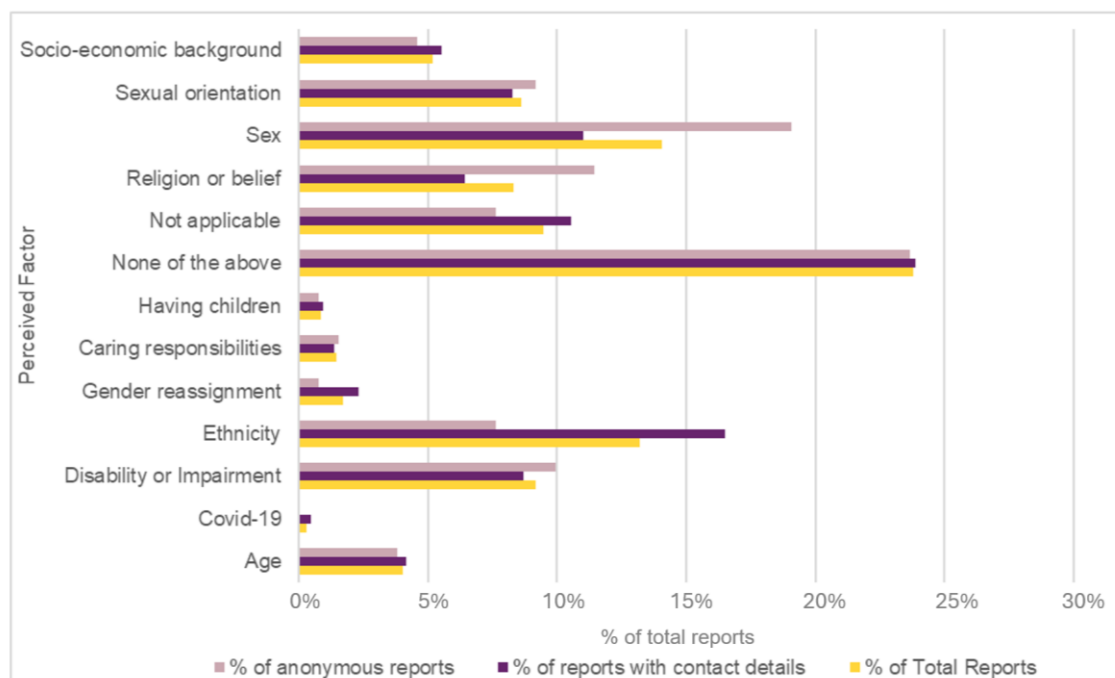
reports), bullying (20.9% or 52 reports), and hate incident based on race (10.5% or 26 reports).

Of reports submitted anonymously, the most frequently reported incident types were bullying (22% or 55 reports), harassment - non-sexual (16.4% or 10 reports), and sexual harassment (11.6% or 29 reports).

Perceived factors

Both Report + Support forms (anonymous, and with contact details) allow reporting parties to include information on the factors which they perceive to be relevant to what they have experienced or witnessed. This information is optional for reporting parties to provide, and they may choose multiple factors based on the nature of their report.

Figure 4. Percentage of reports by perceived factor and report mode, 2024/25



There is a total of 13 potential, perceived factors that reporting parties may choose from, including characteristics protected under the Equality Act 2010, and other factors not protected under the Equality Act but which may be directly relevant (such as socio-economic background). Reporting parties may also choose 'none of the above' or 'not applicable' if they believe none of the listed factors are relevant to their report.

As depicted in **Figure 4**, when anonymous reports and those with contact details are taken together, **sex** (14.04% or 35 reports), **ethnicity** (13.18% or 33 reports) and **disability or impairment** (9.17% or 23 reports) were the most frequently cited perceived factors identified by reporting parties. **None of the above** was identified by 23.78% (59 reports) of reporting parties, and **not applicable** by 9.46% (23 reports).

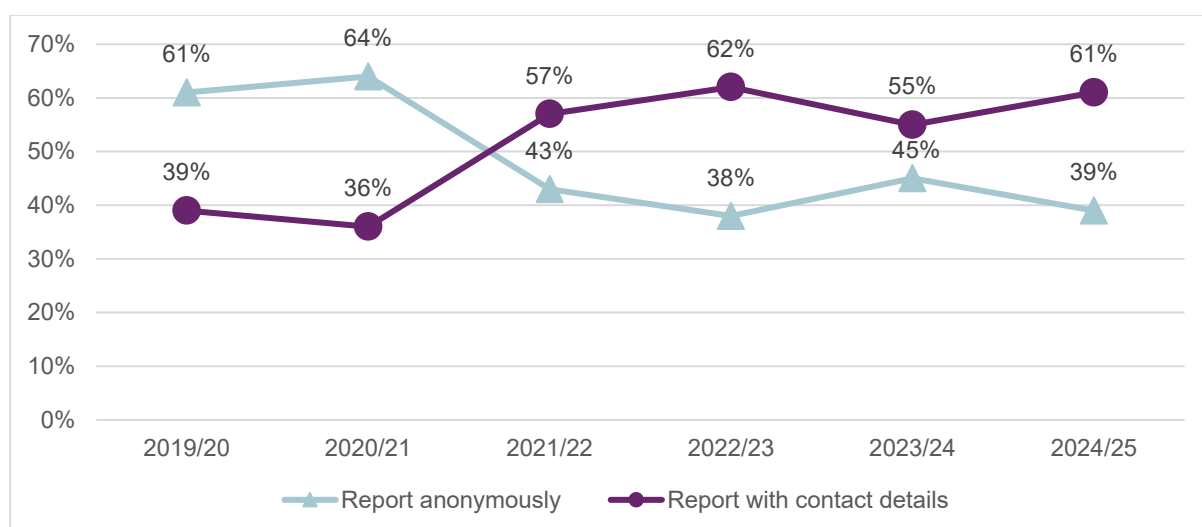
The high proportion of reporting parties who chose **none of the above** is also seen in 2023/24 (36.3%), and 2022/23 (25%). This may indicate either a high proportion of reports in which protected characteristics are not deemed by reporting parties to be a primary factor, or

conversely that the current list of options available in the reporting forms is inadequate (see Updates and Next Steps).

Report mode (anonymous or with contact details)

As with the previous academic year, the majority of reports received during this period were with contact details (61.2% or 153 reports). Compared with the last reporting period we have seen a 6% increase in reports with contact details. This is partly the result of a decrease in the number of anonymous reports during this period, particularly in relation to Bullying and harassment.

Figure 5. Report mode, 2019/20 to 2024/25



For reporting parties who have chosen to report anonymously, the R+S tool enables them to provide reasons for anonymity, with the option of selecting multiple responses. This helps the University in identifying common barriers to named reporting. “I am worried the perpetrator would retaliate” (15.6% or 39 reports) was still the most common reason for reporting anonymously, as indicated in **Table 1**.

Table 1. Reasons for anonymity, 2020/21 to 2024/25

Reasons	%of total reasons				
	2024/25	2023/24	2022/23	2021/22	2021/20
I am worried the perpetrator would retaliate	15.6%	19.6%	14.6%	12.3%	17.7%
I am worried about being called a troublemaker	9.4%	9.2%	11.3%	11.1%	12.0%
Nothing would be done if I made a complaint	9.7%	12.6%	9.2%	11.1%	10.1%

I have concerns it might affect my current/future career	6.3%	8.7%	8.8%	5.9%	4.1%
I cannot prove the behaviour took place	8.0%	7.8%	7.9%	7.5%	10.1%
Making a complaint would have a negative impact on my health	6.9%	5.9%	7.1%	7.1%	6.6%
I am worried that I won't be believed	10.4%	9.8%	6.7%	9.5%	8.5%
None of the above	5.6%	2.0%	6.3%	7.9%	4.7%
I feel too embarrassed or ashamed	7.3%	4.5%	5.8%	5.1%	3.8%
I reported it to someone at the university but they didn't take it seriously	2.8%	5.3%	5.8%	5.1%	3.8%
I am worried that there would be repercussions in my social circle	5.2%	4.5%	3.8%	3.6%	3.8%
It's not serious enough to warrant a complaint	2.8%	3.1%	3.8%	3.6%	3.8%
I don't want to get the other person/people into trouble	2.8%	2.5%	2.9%	1.6%	2.5%
I don't have time to make a complaint	3.1%	2.5%	2.5%	3.6%	2.8%
I don't want anyone to know it took place	2.8%	1.1%	2.5%	1.2%	1.3%
I feel partly to blame for what happened	1.4%	1.1%	1.3%	3.2%	1.3%

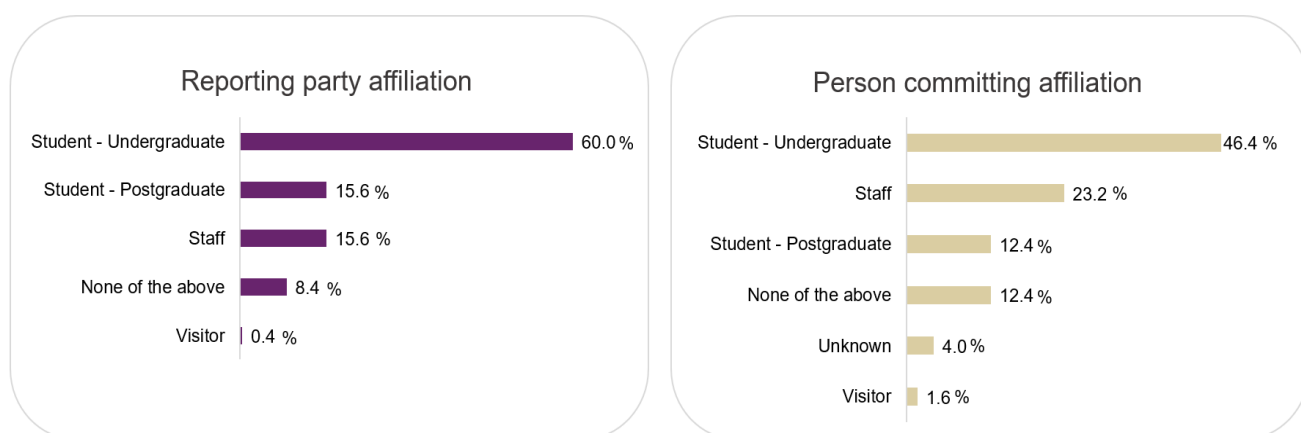
Affiliations and incident locations

As illustrated in **Figure 6**, the majority of reports received came from undergraduate students (60.0% or 150 reports), which was higher than the previous academic year (49.2% in 2023/24). The proportion of postgraduate students also increased slightly to 15.6% (39 reports), up from 13.9% in 2023/24.

The distribution of reporting parties is generally in proportion to the composition of the staff and student community at Durham University, where undergraduate students made up approximately 63% of the population, postgraduate students 21%, and staff 16% in 2024/25.

Nearly half of those reported as committing unwanted behaviour were undergraduate students (46.4% or 116 reports), and almost a quarter were staff (23.2% or 58 reports).

Figure 6. Affiliation of reporting party and person committing 2024/25



NB. Members of the public are typically categorised by reporting parties as a “visitor” or “none of the above”.

Reports primarily involved peer-on-peer behaviour within both the student and staff populations (**Table 2**), with undergraduate students reporting mostly about their peers (41.6% or 104 reports); postgraduate students about other postgraduate students (7.2% or 18 reports); and staff about fellow staff (10.0% or 25 reports). However, there is an emerging trend of undergraduate students increasingly reporting about staff (8.5% or 21 reports) and about individuals who are not affiliated with the University, i.e. members of the public (5.6% or 14 reports).

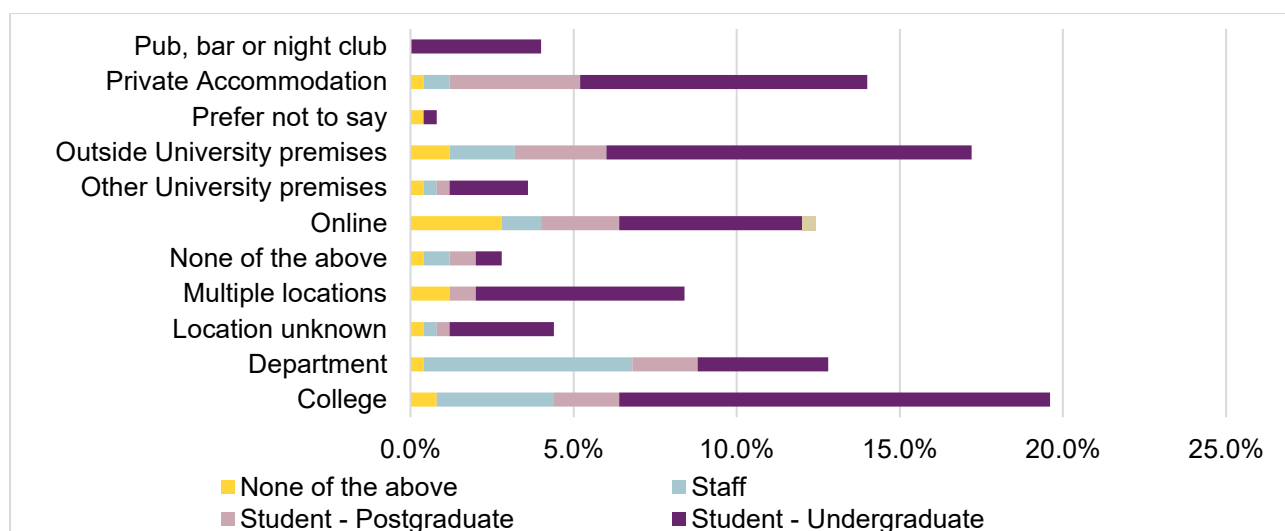
Table 2. Affiliation of reporting party and person committing cross-tabulated, 2024/25

Reporting	Committing						Total % by group
	None of the above	Staff	Student - PG	Student - UG	Unknown	Visitor	
None of the above	2.4%	0.8%	2.0%	2.8%	0.4%	0.0%	8.4%
Staff	2.4%	10.0%	1.2%	0.4%	0.8%	0.8%	15.6%
Student - Postgraduate (PG)	2.0%	3.6%	7.2%	1.6%	0.8%	0.4%	15.6%
Student - Undergraduate (UG)	5.6%	8.8%	1.6%	41.6%	2.0%	0.4%	60.0%
Visitor	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.4%
Total % by group	12.4%	23.2%	12.4%	46.4%	4.0%	1.6%	100.0%

In terms of incident location (**Figure 7**), a high proportion of reports took place in a Durham University college (19.6% or 49 reports), with students accounting for most of the reporting parties citing this location. It is important to note that each college has a dedicated student support team who can provide guidance on a range of specialist services and wellbeing support.

Also, taken in its totality, the majority of reported incidents occurred in off-campus locations, i.e. outside University premises (17.2% or 43 reports), private accommodation (14.0% or 35 reports), and pub, bar or night club (4.0% or 10 reports).

Figure 7. % of reports by incident location and reporting party affiliation, 2024/25



Report outcomes and action taken

Closed reports are assigned an outcome within the R+S system. Whilst direct action cannot be taken on the basis of an anonymous report, the University can implement generalised measures if multiple anonymous reports point to a particular department or area (e.g. coordinating with HR and/or the relevant EDI faculty leads when there is an emerging trend as well as advising on localised training interventions and awareness-raising of available support).

Of the 153 reports with contact details, a quarter (47 reports or 25%) have resulted in a referral to internal support, with reporting parties being advised on options for resolution under the relevant policy (**Table 3**). Nearly a quarter of the reports (44 or 23.4%) were categorised under the 'other' outcome, often because the reporting parties were unresponsive or chose not to pursue the report further.

It is worth noting that a few of the reports (with contact details) had more than one outcome assigned.

Table 3. Outcomes and action taken (reports with contact details), 2024/25

Outcome / action taken	No. of reports	%
Case closed due to lack of evidence either way	7	3.7%
Formal complaint not upheld	3	1.6%
Formal complaint upheld	12	6.4%
Report is still open or ongoing	27	14.4%
Other (e.g. RP is unresponsive, RP no longer wishes to pursue, etc.)	44	23.4%
Referred for further investigation	9	4.8%
Referred to external support, discussed options under relevant policy	20	10.6%
Referred to internal support, discussed options under relevant policy	47	25.0%
Referred to the police	11	5.9%
Report resolved through informal stage 1 or 2	8	4.3%

Demographic characteristics of reporting parties

Reporting parties (who may not necessarily be the person who experienced the unwanted behaviour) have the option to provide their demographic data when submitting a report. Consistent with the previous year, of the responses received during this period, most reporting parties identified as:

- White
- Women
- Heterosexual
- Not being trans
- Not having a religion
- Not having a disability
- 18 – 21 years old

The number of people disclosing their demographic characteristics increased for every category this year.

Previously the religion and belief question had the largest proportion of people who chose not to disclose at 29.8%, but this has reduced to 21.6% (54 reports). The current question with the highest proportion of prefer not to say responses is Sexual Orientation at 26.0% (65 reports), albeit reduced from 29.1% last year.

Table 4. Demographic characteristics of reporting parties, 2020/21 to 2024/25

	Ethnicity				
	2024/25	2023/24	2022/23	2021/22	2020/21
White	53.6%	51.3%	49.4%	64.5%	65.7%
Racially minoritised ethnic background	31.6%	31.3%	38.5%	24.7%	20.1%

Prefer not to say	14.0%	16.6%	11.7%	10.0%	13.0%
None of the above	0.4%	0.8%	0.4%	0.9%	1.2%

Gender Identity					
	2024/25	2023/24	2022/23	2021/22	2020/21
Woman	53.6%	53.2%	60.3%	50.2%	55.6%
Man	27.6%	23.4%	20.9%	30.3%	27.2%
Prefer not to say	15.2%	17.7%	13.0%	12.1%	14.2%
Non Binary	1.2%	4.9%	5.9%	7.4%	3.0%
In another way	0.4%	0.8%	0.0%	0.0%	0.0%

Sexual Orientation					
	2024/25	2023/24	2022/23	2021/22	2020/21
Heterosexual	40.0%	46.4%	45.6%	36.8%	53.3%
Prefer not to say	26.0%	29.1%	23.4%	17.7%	21.3%
Bisexual	16.4%	7.5%	11.3%	19.9%	11.2%
Gay/lesbian (Homosexual)	7.6%	7.2%	11.3%	14.7%	4.7%
Queer	3.6%	4.2%	4.2%	6.1%	5.3%
Asexual	3.6%	2.6%	3.3%	2.6%	1.8%
None of the above	2.0%	3.0%	0.8%	2.2%	2.4%

Trans Identity					
	2024/25	2023/24	2022/23	2021/22	2020/21
No	82.0%	78.1%	82.4%	80.1%	82.8%
Prefer not to say	12.8%	15.1%	12.6%	12.6%	13.6%
Yes	4.0%	6.8%	5.0%	7.4%	4.0%

Disability					
	2024/25	2023/24	2022/23	2021/22	2020/21
No	54.4%	63.4%	61.1%	63.65	72.2%
Yes	31.2%	20.8%	23.4%	22.1%	14.2%
Prefer not to say	13.6%	15.8%	15.5%	14.3%	13.6%

Age					
	2024/25	2023/24	2022/23	2021/22	2020/21
18 – 21	50.8%	44.5%	45.6%	45.9%	34.3%
22 – 25	17.2%	15.8%	20.1%	12.6%	11.2%
26 - 35	11.2%	8.7%	10.9%	15.2%	7.7%
Prefer not to say	10.0%	17.7%	10.5%	7.4%	27.8%
36 – 45	5.6%	6.8%	4.2%	7.8%	10.1%
Information Unknown	2.0%	1.9%	5.0%	5.6%	3.6%
56 years and over	1.6%	1.1%	1.3%	2.2%	0.6%
46 – 55	1.2%	1.5%	1.3%	3.0%	3.0%
Under 18	0.4%	1.9%	1.3%	0.4%	1.8%

Religion and Belief					
	2024/25	2023/24	2022/23	2021/22	2020/21
No religion	26.8%	23.8%	27.2%	26.0%	27.8%
Prefer not to say	21.6%	29.8%	20.5%	14.7%	19.5%
Christian	16.4%	12.1%	13.4%	16.0%	17.2%

None of the above	12.8%	10.9%	14.6%	15.6%	8.3%
Agnostic	7.2%	6.8%	8.8%	19.9%	15.4%
Hindu	4.4%	5.3%	2.9%	1.3%	0.0%
Muslim	4.0%	4.2%	5.0%	2.6%	4.1%
Buddhist	1.6%	1.5%	1.3%	0.9%	0.6%
Humanist	1.6%	0.8%	0.0%	0.0%	0.0%
Jewish	1.2%	2.6%	0.8%	1.3%	4.7%
Spiritual	1.2%	2.3%	5.4%	1.3%	1.8%
Sikh	0.8%	0.0%	0.0%	0.0%	0.0%

NB: Percentages for these tables are calculated over the entire sample for that year, e.g. n=250 (for 2024/25).

When the ethnicity of reporting parties is disaggregated (**Table 5**), 11.6% (29 reports) were from Chinese reporting parties and 5.2% (13 reports) were from Indian reporting parties. The vast majority of the reporting parties from these groups were students. When comparing to the wider student population during this period, around 19% of Durham University students were Chinese and 3% were Indian.

Table 5. Ethnicity of reporting parties (disaggregated), 2024/25

Ethnicity	% of Reporting
White British	42.8%
Prefer not to say	14.0%
Chinese	11.6%
Any other White background	5.6%
Indian	5.2%
Mixed background	4.0%
White Western European	2.8%
Pakistani	2.4%
Any other Asian background	1.6%
Any other Middle Eastern background	1.2%
White Eastern European	1.2%
Black British	0.8%
White Irish	0.8%
Any other Black background	0.4%
Any other ethnic group	0.4%
Bangladeshi	0.4%
Black Caribbean	0.4%
Iranian	0.4%
Irish Traveller or Gypsy	0.4%
None of the above	0.4%

Key insights emerging from the cross-tabulation of demographic characteristics and incident types are outlined below.

- Reporting parties from racially minoritised ethnic backgrounds were more likely to report a hate incident, 30.4% vs 14.9% of white people. They were also less likely to report incidents relating to sexual misconduct and violence, 25.3% vs 35.0% of white people.
- Women were more likely to report an incident relating to sexual misconduct and violence, 36.6% of women vs 21.7% of men. They were also less likely to report a hate incident, 12.7% of women compared to 31.9% of men and 33.3% of non-binary people.
- Heterosexual people were more likely to report incidents of bullying and harassment (43.0% vs 32.5% of LGBTQ+ people). LGBTQ+ people slightly more likely to report hate incidents (21.7% vs 16.0% of heterosexual people).
- People with no religion were most likely to report incidents relating to sexual misconduct and violence (38.8% vs 29.3% of Christians and 23.3% of those of a minority religion (Buddhist, Hindu, Jewish, Muslim, or Sikh). Christians were least likely to report a hate incident (12.2% vs 26.9% of those with no religion and 26.7% of those with a minority religion). People with a minority religion were also most likely to report incidents of bullying and harassment (43.3% vs 36.6% of Christians and 28.4% of those with no religion).
- Disabled people were more likely to report bullying and harassment (50.7% vs 38.0% of non-disabled people) are more likely to report hate incidents (23.8% vs 12.7% of disabled people).
- Cisgender people were more likely to report bullying and harassment (44.8% vs 33.3% of transgender people).
- Reporting parties aged 21 and under were more likely to report incidents of sexual misconduct and violence (42.2% vs 25.0% of people aged 22 and over), they were also less likely to report hate incidents (18.1% vs 28.8% of people aged 22 and over).

Caution should be taken in interpreting the percentages featured above, which are calculated based on a subset of the entire sample size of 250, and which are therefore smaller than the sample size (e.g. out of the 250 reporting parties, only 10 identified as being trans).

Other Trend Monitoring Reports and Data

As noted previously, the Report and Support tool is just one of multiple channels to report unwanted behaviour at Durham University. Hence, to obtain a fuller picture, this report must be considered alongside other trend monitoring reports and data insights, as follows:

- **SMV Annual Trend Monitoring Report:** This annual report outlines key trends identified through the central recording of incident data relating to disclosed and reported incidents of SMV under the University's SMV Policy and related procedures. All SMV annual trend monitoring reports can be accessed through [this webpage](#).
- **Student Conduct Office Annual Report:** This report features data trends in relation to student complaints made in accordance with the Student Complaint Procedure (Individuals and Behaviour) along with student non-academic misconduct discipline cases. This report is received by the University's Wider Student Experience Committee as well as the University's Senate and Council on an annual basis.
- **Pincident:** [Pincident](#) is a tool introduced by the Durham Students' Union which aimed to map harassment, violence, assault and discrimination in Durham City Centre. Whilst no longer active, archive/historical trend data on recording level can be accessed through [this page](#).

Updates and Next Steps

We continue to focus our efforts and deliver results across four key themes. The progress made in each theme, along with our planned next steps are outlined below. Please note that these examples are not exhaustive—further information on ongoing work relating to SMV, for instance, can be found in the SMV Annual Trend Monitoring Report mentioned in the previous section.

Theme 1: Communication and education

During the reporting period (01 Oct 2024 to 30 Sep 2025), there were 874 users who viewed an R+S form page (i.e. started filling out a form on the anonymous report or with contact details route) in the [R+S platform](#); and 255 of these users have submitted a report, giving a conversion rate of 29%. This is a relatively standard rate across the sector.

As part of our whole-university and multi-channel approach to ensuring comprehensive communication of R+S across all parts of the University, departments are continuously encouraged to flag R+S via digital screens, posters, and in slides incorporated into lecture materials.

Given the rising rates of reporting from certain underrepresented groups, we will also ensure that awareness-raising materials on R+S are disseminated among EDI staff network groups and student associations throughout the academic year. New [campaign materials on SMV incident reporting](#) have also been developed.

Theme 2: Prevention

The University's EDI required learning for staff has been updated for the 2024/25 academic year. Taking into account the persistent prevalence of bullying and harassment in our University community, the refreshed e-module incorporates new material, which includes information on promoting an inclusive respectful culture; the Inclusive Durham Framework; legal responsibilities and internal policies; and reporting and support systems. The new training has now been launched and can be accessed by staff via Oracle.

In line with this, the [Student Community Induction](#) course is now available on Blackboard and includes two modules: Consent Matters and Respect, Values, and Behaviours. Following the transition from Oracle to Blackboard, these modules are hosted on the student learning platform, enabling broader engagement. A new version of the Respect, Values, and Behaviours module is currently in pilot. To date, 46% (4,499) of first-year students have completed the module. Evaluations are underway to assess impact and inform future improvements.

A number of in-person and e-learning courses relating to SMV prevention and response also continue to be available to students and staff. Information on these courses can be accessed on the [SMV training page](#).

Theme 3: Response and support

As part of the Concerns, Bullying and Harassment Advisors Network (CBHAN) revamp, we have successfully recruited eight new advisors who officially joined the network in October 2025. Our network of advisors acts as a first point of contact for students and staff who feel they have experienced, or have been accused of, harassment or bullying. [Find out more about CBHAN on this page](#).

The University also continues to proactively engage with the Durham Constabulary to tackle and address incidents that take place in the wider community. Work on this includes the relaunching of the Joint Hate Crime Action Group, which provides an opportunity for the police to hear directly from staff and student representatives. In line with this, the University continues to raise awareness of the [SafeZone App](#), which connects staff and students directly to the Security Team should they require assistance.

In June 2025, the University has taken part in an impact evaluation audit conducted by [Culture Shift](#), (the R+S platform creator). The audit aimed to understand where we are in our culture change journey and identify practical next steps for continued progress. It forms part of the Culture Shift Maturity Model — a framework that evaluates the stage an organisation is at in addressing culture-damaging behaviours. This model places organisations at a maturity stage from pre-contemplation through to leading practice; and areas assessed included the accessibility of reporting and support and the effectiveness of case management and response processes, among other areas. Based on the evaluation, Durham University's identified maturity stage is Leading Practice, which recognises our whole-organisation approach to addressing unwanted behaviours and our sustained practices in relation to support and resolution services.

Theme 4: R+S online tool (continuous improvement)

To facilitate an enhanced user experience and a more robust R+S data, the EDI team have been undertaking a review of the R+S tool (front-facing site), particularly its two reporting forms (anonymous and with contact details). Potential changes that have been recommended so far included: streamlining and updating of response options, reframing and reordering of questions, enhancing support pages, etc.

We welcome suggestions and feedback from students and staff regarding the [Report + Support tool](#), please use [this form](#) to share any thoughts. Consultations will also be conducted within the academic year 2025/26.

Improvements in the R+S Dashboard (back-end site) have also been introduced, such as the adoption of Single Sign-On (SSO) for authorised staff users, which helps improve security and reduce the risk of password fatigue.

Take part in changing the culture

Everyone has a role to play in cultivating an inclusive and respectful learning and working environment. Through various tools and training programmes, all members of the University community are being empowered to contribute to changing the culture. Below are some suggestions about how students and staff can get involved.

- If you haven't done so yet, take part in the Respect, Values and Behaviour training programme (open to all students and staff); and learn how to recognise negative behaviours and become an active bystander by challenging disrespectful behaviour using the 4Ds strategies for intervention: Direct, Delay, Distraction and Delegation.
- If you are a line manager, team leader or department head, consider sharing the findings of this R+S annual report within your team; and allow time to reflect on behaviours (e.g. in a team meeting or away day), facilitate an open discussion where possible, and explore available reporting and support options.
- Think about whether your team or department would benefit from a bespoke EDI training intervention. If so, this can be requested through the [EDI training request and intervention form](#).
- Find out more about available resources via the [Inclusive Durham Hub](#) and help promote these among students and staff.