Process User Guide

# Report + Support Process User Guide

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## Contents

Version 1.0 October 2025

## Purpose of Document

This document has been written to support the Report + Support (R+S) end-to-end business process.

The guidance has been written by stage in the process and with the key roles involved in the process in mind.

Report + Support is an online reporting platform for students and staff (provided by Culture Shift) that enables the University to monitor and prevent bullying and harassment. The platform supports both named and anonymous reporting of behavioural misconduct.

Report + Support is accessed from the Respect at Edinburgh webpage.

## Scope

The scope of this Process User Guide is to explain the Report + Support process as it applies to staff and third parties. Third parties, include visitors, agency workers, honorary staff, external examiners and subsidiaries of the University of Edinburgh Group, where unacceptable behaviour occurs on University campus and/or is in relation to work or study. The student reporting process is separate to that used by staff and is out of scope of this guide.

## Process Overview Diagram

Link to End-to-End process diagram.

## System User Guides

This Process User Guide (PUG) covers the below System User Guide:
Report + Support Process User Guide

Please note: Guidance for HR Systems and the Report + Support Coordinator is available in the Help Section of the Report + Support dashboard.

## Glossary

| Term/Acronym | Definition |
|---|---|
| Report + Support | Online platform supplied by Culture Shift. Access available from the Respect at Edinburgh webpage. |
| Respect at Edinburgh | Webpage |
| Staff Health and Wellbeing Hub | Webpage |

# Key Roles

| Role | Description |
|---|---|
| Employee | Use the Report + Support tool (Staff Route) if they wish to raise an anonymous or named issue or seek support. |
| Third Parties | Third Parties includes visitors, agency workers, honorary staff, external examiners, subsidiaries of the University of Edinburgh Group. Individuals who are not employed by the University of Edinburgh but are undertaking work activities within or on behalf of the University of Edinburgh. Third parties should select the "Staff" option when making a Report. |
| HR Helpline | The team who provides first line response to Service Request enquiries raised in People and Money. |
| Report + Support Coordinator | A member of the HR Advisor team who is responsible for triaging new Reports. They will assign new reports to members of the HR Advisor team. |
| HR Advisor team | The HR Advisor team will be the primary route for Reports. Most reports will be assigned to members of this team, and they will contact the named reporter to provide support and discuss next steps. |
| HR Partner team | The HR Partner team may be required to support individual cases or for escalation purposes. |
| HR Systems | The HR Systems team will have responsibility for the set up and maintenance of Report + Support (Staff) and will be able to undertake all tasks assigned to other roles to ensure contingency support. |
| Case Management team | As a team within the wider HR Partner team, they manage formal cases e.g. grievances, disciplinaries, absence management and capability from investigation to outcome. They will be key support providers for Report + Support. |
| Organisation Development: Equality and Diversity (EDI); Employee Relations and Employment Policy (EREP) | EDI and EREP team provide specialist support (provide advice as subject matter experts) on legal, statutory and EDI compliance. Deliver University employment policies, provide EDI learning and guidance, and support University governance. Manage escalations and offering support to the R+S "Support" teams to shape responses. |
| Report + Support (Student team) | This team (based in Student Experience Services) triage, manage and respond to student and visitor reports. They will assign staff reports which come through the student route in error and will accept student reports which come through the staff routing. They manage the analytics for students. |
| Health & Safety - Wellbeing team and Occupational Health Service | Provide expert advice and support to staff. They will not be approached directly from Report + Support. |
| Estates - Security | The University of Edinburgh Security Team provides a 24-hour service across the University estate on every day of the year. In an emergency call, Dial 2222 from any University phone, or call 999 and ask for the fire, police or ambulance services. |

# Before You Begin

You do not need to familiarise yourself with anything specific before using Report + Support as it is designed for self-service and to be intuitive to use.

However, you may find it useful to read the Dignity and Respect policy which is available on the A to Z of HR Policies webpage.

# Procedure

## Step 1 – Make a Report

| Tasks | Role | Description |
|---|---|---|
| Report | Employee | 1. Go to Report + Support.<br>2. Follow the System User Guide to make an anonymous or named report.<br>3. If a named report has been submitted, employee will receive an automatic message from the Report and Support system, confirming receipt and advising that contact will be made within two working days.<br>4. If an anonymous report has been submitted, the employee does not receive any further communication, but report will be reviewed and recorded. |
| Triage Report | HR Advisor team – Report + Support Coordinator | 1. Receives email from Report + Support advising new unassigned report received.<br>2. Reviews report and supporting documentation, files etc<br>3. Check if reporter is a student, if so, assign to R + S Student team.<br>4. If report is classed as an emergency, then R + S Coordinator contacts University security, then assign to HR Advisor using work email. Please note: R + S is not an emergency service.<br>5. If incident happened in Sports and Exercise but the reporter was not at work, the case is escalated to named contact in Sports and Exercise department.<br>6. Responds to staff member via staffreportandsupport@ed.ac.uk (if |

| | | |
|---|---|---|
| | | named report) within 2 working days. |
| | | 7. If named report, assigns staff report to member of the HR Advisor team, using work email. Updates Report status in Report + Support Dashboard |
| | | 8. If anonymous report, include in anonymous reporting. |
| Provide support | HR Advisor | 1. HR Advisor will contact the named reporter to provide support. Agree next steps. |
| | | 2. HR Advisor will consider if a referral to Employee Assistance Programme, Chaplaincy, or Health and Safety: Wellbeing or Occupational health team is required and will provide named reporter with details. |
| | | 3. Email Report + Support Coordinator once support has been provided to enable Report status to be updated in Report + Support dashboard. |
| **Supporting Information** | [FAQs] – available on the report + Support platform. | |

## Step 2 – Access Support articles

There are many support articles available, which can be accessed directly by staff. You do not need to make a Report to access the articles.

| Tasks | Role | Description |
|---|---|---|
| Access support articles | Employee | 1. Go to Report + Support. |
| | | 2. Scroll down page to Support section and select relevant articles. Where there is a difference between support for staff and students this will be clearly marked. |
| **Supporting Information** | Guidance on how to view the articles is available in the Employee Guide to Report + Support. | |

## Step 3 – Updates to the Report + Support platform

The HR Systems team are responsible for managing the Report +Support (staff) platform. This includes:

- **Updating support articles and content**: Support articles can be updated but both HR systems and the Report + Support (Student) team must coordinate any changes, as changes made will be visible to both staff and students on the platform.

- **Updating system user access:** All staff can access the Report + Support platform. In Report + Support, the team a user is in determines their level of access to the Report + Support dashboard. HR Systems can create teams, determine the permissions level of that team. Users can then be added, managed and removed to teams.
- **Updating Options**: This is used to update Incident Type, locations (as per Campus maps), Faculty/ Department (this is linked to the Organisation Hierarchy which is updated twice a year in August and January) and Report destination.

| Tasks | Role | Description |
|---|---|---|
| Update Support articles | HR Systems | 1. Go to Report + Support Dashboard.<br>2. Users who have permission to edit site content can do so by selecting the "Content" link in the navigation bar. |
| Update Access | HR Systems | 1. Go to Report + Support Dashboard.<br>2. Users who have permission to edit site content can do so by selecting the "Users" link in the navigation bar. |
| Update Options | HR Systems | 1. Go to Report + Support Dashboard.<br>2. Users who have permission to edit site content can do so by selecting the "Options" link in the navigation bar. |
| **Supporting Information** | Guidance on how to manage site content is available in the Help section of the Report + Support Dashboard. | |

## Step 4 – Analytics and Reporting

The Report + Support platform provides a process that flows from the Dignity and Respect Policy. To demonstrate the utility and effectivity of the Report + Support (Staff) platform, an analysis will be presented to Trade Unions at Policy Consultation Forum (PCF), to Staff Experience Committee (SEC) and to the University EDI Committee, per academic year.

1. **Annual High-level data report with College/PSG** breakdown will include:
   - Anonymised reports: Report numbers of each incident type only (with Protected Characteristic linked to incident and location if known)
   - Named reports: Report number of each incident type (with Protected Characteristic and location), with College/PSG area breakdown

Please note: There will be no report where numbers are 5 or fewer

2. **Heads of HR report**

A report will be provided to Heads of HR on a six-monthly basis. This report will report incident types reported from their area only (no numbers).  This would work to enable reporting of incident type where reports were fewer than 5. This will enable Heads of HR to work with local Schools and Departments to

understand their unique challenges and engage with appropriate support to raise awareness and drive cultural change.

| Tasks | Role | Description |
|---|---|---|
| Access analytics | Report +Support Coordinator | 1. Go to Report and Support Dashboard.<br>2. Users who have permission to view analytics can do so by selecting the "Analytics" link in the navigation bar.<br>3. Analytics can be viewed at three levels.<br>• At A Glance shows summary statistics: high level information about the number of reports received in a particular category within a particular period.<br>• In Detail allows the Report + Support Coordinator to break down staff reports according to question answers, reporting forms and outcomes to get a clear picture of what kinds of reports you are receiving; and<br>• Over Time allows the Report + Support Coordinator to view staff data over different time periods so you can see trends in your reporting data. |
| **Supporting Information** | Guidance on how to view Analytics for those with appropriate access is available in the Help section of the Report + Support Dashboard. | |

# Appendix

## Appendix A – Useful Resources and Links

A to Z of HR Policies

A to Z of HR forms

Respect at Edinburgh  (for Report + Support link)

Staff Health and Wellbeing Hub

# Version History

| Version | Date | Description | Approved By |
|---|---|---|---|
| 0.1 | 07/08/25 | Draft Process User guide | WP1, R + S Delivery Group. |
| 1.0 | 01/10/25 | Publication of Process User Guide | ME/SB |

## Reviewers & Approvers

Further details of the Reviewers and Approvers of this document can be found by contacting HR Process Improvement. Please raise a Service Request using the category Continuous Improvement.