

Report + Support

01.10.2019 - 30.09.2020



Provost's Foreword

Report + Support, Durham University's online tool for reporting bullying, harassment and sexual misconduct, launched in October 2019. This report shares what we have learned during the first full year post-implementation. We have chosen to publish this report as part of our drive to raise awareness of these issues within our community of staff and students, and our commitment to be increasingly transparent about both the nature of the issues and how we deal with unacceptable behaviour.

The number of the reports is not high in the context of the size of our student body and workforce we received 168 reports in the year covered by this report. That isn't a cause for celebration though, as we recognise that this is not representative of the prevalence of issues and that the number is artificially low due to under-reporting. We are therefore working hard to raise awareness of this tool and encourage all our staff and students to use it and support our efforts to build a more inclusive environment.

We also recognise that we have a high number of anonymous reports. We understand why people may choose to report anonymously and that we have work to do to build confidence that reports will be treated seriously and sensitively. Anonymous reports are valuable as they support our understanding of trends and of the areas we need to improve upon - but they are limiting in that they do not enable us to provide tailored signposting and support to the reporting party or to take specific action about their report. We hope to reduce the proportion of anonymous reports over time, by building trust in our processes and approach to tackling unwanted behaviours. Our executive team and I are grateful to all those who have been contributing to these efforts and championing inclusion at Durham University. We all have a significant part to play in challenging unacceptable behaviour, and role modelling the behaviour we want to see. Only by sustained behaviour change will we realise our aspiration to provide a safe environment where staff and students can work and study in a culture of respect and inclusivity.

for hong hing

Professor Antony Long
Deputy Vice-Chancellor and Provost

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Executive Summary

The Report and Support (R+S) tool allows students and staff to report any unwanted behaviour that they experience and to access support and resources. This annual report for the period 01/10/2019 – 30/09/2020 provides an overview of reports received via the tool, insights on trends emerging from this analysis, and areas for action over the next year. It is a comprehensive document that provides baseline data points that will enable us to design and deliver appropriate interventions and measure their effectiveness.

In this period, a total of 168 reports were made through the tool. A snapshot of key trends emerging from these reports is provided in the Summary Infographic below. Three-fifths (61%) of these reports were anonymous, with the greatest number of reports in June 2020. Overall, bullying and harassment (34%) and hate incidents (33%) each respectively accounted for just over a third of reports for this period. Hate incidents based on race were the single most common type of incident reported, constituting roughly a quarter (24%) of all reports. Reporting parties attributed the choice to report anonymously to fear of retaliation (15%) and belief that nothing would be done if the incident was reported (12%).

Half of all reports came from undergraduate students (49%), nearly a quarter from staff (23%) and the rest from postgraduate students (14%)¹. Undergraduate students reported more unwanted behaviour from other undergraduate students than from any other groups; and for staff, unwanted behaviour most commonly came from other staff and UG students. Online incidents were most common, accounting for almost a third of reports, followed by incidents taking place in a college, in a department, and outside of university premises.

Reporting parties identifying as women made two-thirds of reports (65.66%), a higher proportion (>50%) than other genders for reports on all incidents of bullying and harassment, hate incidents, and sexual misconduct and violence. Reporting parties identifying as Black, Asian and Minority Ethnic² (BAME) made up just over a third of reporting parties (36%), while white reporting parties made up just under half (48%). Given the demographic composition of the staff and student population at

¹ The remaining 14% were reports made by visitors (2%) and reporting parties who said their affiliation was none of the above (12%).

² It is important to note that whilst we have used the acronym BAME in our analyses here, we recognise the complexities of using a reductionist term to describe a population that is highly diverse and has varying experiences and outcomes within higher education and society in general.

Durham University, it is evident that BAME staff and students, those with a disability, and those identifying as women are reporting higher levels of unwanted behaviour compared to other groups.

The trends from the first year of the R+S tool can be summarised as follows:

- First, the increase in numbers of reports over time shows that there is a growing awareness
 of the tool among staff and students but there remains work to do to raise its profile. Efforts
 to raise awareness of the tool, reporting processes, and support have been effective and will
 continue.
- Secondly, a higher proportion of anonymous reports, especially for certain types of reports, suggests a lack of confidence in institutional processes among reporting parties and evidence the need for greater transparency around pathways and outcomes. Certain incident types are more prevalent than others, and relate to a variety of factors which will direct response and support work.
- Furthermore, reporting party patterns for different groups and the affiliations of people committing unwanted behaviour will form the basis for tailored prevention and support measures, including targeted interventions, and increased support for reporting parties.
- In addition, efforts to address the increasing prevalence of unwanted behaviour online are being integrated into policies, processes, and prevention initiatives.
- Lastly, the fact that certain groups, specifically BAME and women identifying members of the community, report higher rates of unwanted behaviours will guide work to strengthen response and support infrastructure for these groups.

The key areas for action arising from this report are:

- communication and education;
- response and support;
- multi-level prevention; and
- refinement of the R+S online tool and platform.

Work will be focused on building further awareness of the tool, strengthening institutional infrastructure and prevention and response strategies and interventions, and reinforcing intraorganisational collaboration with the goal of further developing a culture of respect and inclusivity at Durham University.

Summary Infographic



Background

Durham University is committed to providing a safe environment where staff and students can work and study in a culture of respect and inclusivity, free from bullying, harassment, hate, and sexual misconduct. The Report and Support (R+S) tool was developed to facilitate this by providing a central, easy to access, platform where staff and students can report any unwanted behaviour and find support within the university and externally. The tool was developed through a grant from the <u>Office for Students Catalyst</u> <u>Fund</u>. The funded part of the project was completed in April 2020 but the management of the R+S tool and related prevention and response work continues through the R+S team in the Equality, Diversity, and Inclusion Unit.

The R+S platform responds to the needs of the community revealed in the <u>Hate Experience Survey</u>. Staff and students called for a reduction in barriers to reporting unwanted behaviour and highlighted a need for consistent and transparent processing of reports. The tool can be used to report and find information on



support, allowing us to track the prevalence and form of unwanted behaviours across the institution and design and deliver appropriate interventions.

This is the first year of the R+S tool, and the data in this report forms a baseline for subsequent years. The following section provides visual representation of these findings and this is followed by an outline of areas for action.

Data insights

Reports over time

A total of 168 reports were received through R+S during the period 21 October 2019 to 30 September 2020. It should be noted that this report includes data solely from the tool, excluding reports made through other reporting pathways and thus does not cover all reports made to Durham University. The distribution of reports over the year period in Figure 1 shows the highest number of reports in June 2020.



Figure 1 Percentage of Total Reports by Month

For June 2020 the most common incidents reported were hate incidents (65%), in September 2020 sexual misconduct and violence reports were highest (44.12%); and in February hate incidents and sexual misconduct and violence were a third (33.33%) respectively.

Incident types

Overall (see Figure 2), bullying and harassment (34.30%) and hate incidents (33.14%) each respectively accounted for around a third of reports made when reporting categories are clustered. These categories for the incidents reported were: bullying and harassment (bullying and harassment (non-sexual)); hate incidents (hate incident based on disability, multiple characteristics, race, religion, and transgender identity); and sexual misconduct and violence (domestic abuse, indecent exposure, rape or attempted rape, sexual assault, sexual assault, sexual harassment, and stalking).



Figure 2 Percentage of Total Reports by Incident Type Clustered

As Figure 3 shows, of all incident types, hate incidents based on race were the single most common type of incident reported, constituting just over a fifth (23.95%) of all reports, followed by bullying (20%), harassment (15%), and sexual assault (10%). Reporting parties also gave information on the factors relevant to their reports and ethnicity was selected as relevant for over a quarter of reports (27.72%), with sex at a sixth (14.58%) and age below a tenth (7.43%). Covid-19 was only specified as a factor in 2.48% of reports, potentially because of the transition to off-campus work and study. Overall, reporting parties most commonly selected, in almost a third of reports (31.68%) *not applicable* and *none of the above* for the options of factors relevant to the report.

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Figure 3 Percentage of Total Reports by Incident Type

Report modes

Anonymous reporting was the preferred mode of reporting by students and staff members, accounting for almost two thirds (60.71%) of reports as can be seen in Figure 4.



Figure 4 Report Mode

The percentage of anonymous reports (60.17% of all reports) indicates that there is work to do in building confidence to report experiences on a named basis. Anonymous reporting is an important facet of the tool but limits the ability of the institution to provide personalised signposting and support; such reports are used to inform understanding of themes and to drive our approach to preventative measures (rather than to take action in support of the reporting party).

Reporting parties can give multiple reasons for anonymity, the percentage for each of the total number of reasons can be seen in Table 1. Overall, 24.40% of reporting parties attributed their choice for anonymity to the fear of retaliation by the perpetrator; belief that nothing would be done if the incident was reported (20.24%); and the concern of being labelled a troublemaker (19.05%). Of the anonymous reporting parties, half (50%) were undergraduate students and about a third were staff (31.63%), which is roughly equivalent to the proportion of undergraduate students reporting with contact details but three times the number of staff reporting with contact details. Postgraduate students were more likely to report with contact details (26.15% of total reports) than anonymously (7.14%).

Reasons for anonymity	% of Total Reasons
I am worried the perpetrator would retaliate	14.64%
Nothing would be done if I made a complaint	12.14%
I am worried about being called a trouble maker	11.43%
I cannot prove the behaviour took place	9.29%
I am worried that I won't be believed	8.57%

Table 1 Reasons for Anonymity

I have concerns it might affect my current/future career	8.57%
I reported it to someone at the University but they didn't take it	6.07%
seriously	
Making a complaint would have a negative impact on my health	6.07%
I am worried that there would be repercussions in my social circle	5.00%
None of the above	4.64%
I don't want anyone to know it took place	3.21%
I feel too embarrassed or ashamed	3.21%
I don't have time to make a complaint	2.50%
It's not serious enough to warrant a complaint	2.50%
I don't want to get the other person/people into trouble	1.43%
I feel partly to blame for what happened	0.71%
Total	100.00%

When incident types and mode of reporting were cross-tabulated, the biggest difference between anonymous and contact detail reports by incident type was found for hate incidents based on race. A significant number of these reports were made in June 2020 at a time of heightened public awareness around racism and the Black Lives Matter movement. For the year, over double the percentage of hate incidents based on race (17% of all reports) are anonymous, compared to with contact details (7% of all reports), illustrating a stronger motivation to report incidents relating to race but also reluctance among members of the community to identify themselves in the process of reporting. The main reasons given for anonymous reporting of hate incidents based on race were "Nothing would be done if I made a complaint" (13.16% of total reasons); "I am worried about being called a trouble maker" (11.84% of total reasons) and "I am worried the perpetrator would retaliate" (10.53% of total reasons). Conversely, the only incidents for which reporting with contact details (4.79%) was more frequent than reporting anonymously (2.40%) were hate incidents based on multiple characteristics.

Affiliations and locations

In terms of reporting parties, overall the greatest number of reports came from undergraduate students (48.50%), followed by staff (22.75%) and then postgraduate students (14.37%) as seen in Figure 5. More than half of those reported as committing³ unwanted behaviour were students (58.93%), almost a third staff (28.57%), and just under a tenth were neither staff, students, nor visitors as seen in Figure 5 Reporting Party Affiliation Figure 6 Person Committing Affiliation.

³ Here we use the term "commit" for consistency with the terms used in the R+S tool to distinguish between people subjected to unwanted behaviour from those committing unwanted behaviour.



Figure 5 Reporting Party Affiliation

Figure 6 Person Committing Affiliation

Incidents of unwanted behaviour were most commonly reported by UG students as coming from other UG students (36.9% UG student/UG student). For reporting parties who are staff, unwanted behaviour most commonly came from other staff (16.07%) and UG students (7.74%), these comparisons can be seen in Table 2.

	Reporting						
Committing	Staff	PG	UG	Visitor	NOTA ⁴	Unknown	Total %
							by group
Staff	16.07%	2.38%	7.74%	0%	2.38%	0%	28.57%
PG	0.60%	3.57%	1.19%	0%	0.60%	0%	5.95%
UG	3.57%	2.98%	36.90%	2%	7.14%	0%	52.98%
Visitor	0.60%	0.00%	0.00%	0%	0.60%	0%	1.19%
Unknown	0.60%	1.19%	0.00%	0%	0.00%	1%	2.38%
NOTA	1.19%	4.17%	2.38%	0%	1.19%	0%	8.93%
Total % by	22.62%	14.29%	48.21%	2.38%	11.90%	0.60%	100.00%
group							

Table 2 Reporting Party and Committed Affiliation Cross-Tabulated

The distribution of reporting parties is roughly proportional to the composition of the staff and student community at DU, where in 2019/20 UG students made up 61.61% of the population, PG students 18.74%, and staff 20.65%. The biggest disproportion is seen in the number of staff committing

⁴ None of the above

unwanted behaviour relative to the population composition – staff account for 28.57% of those committing but staff are 20.65% of the overall University population. Over ten percent of reporting parties said that they the affiliations of the people committing unwanted behaviour were *None of the Above* and *Unknown*.



Figure 7 Percentage of Reports by Location and Reporting Party Affiliation

In terms of location of reported incidents (Figure 7), online incidents were most common, accounting for almost a third (30.13%) of reports, followed by those that have taken place in one of the colleges (14.10%), in one of the departments (13.46%), and outside of University premises (12.82%). The high proportion of reports of unwanted behaviour online is reflective of the transition to online teaching and learning which accompanied Covid-19, with the vast majority of reports on online behaviour 82.35% (of total reports of online behaviour) made in the time period 23/03/2019 - 30/09/2020.

Demographic characteristics of reporting parties

Overall, the demographic characteristics of reporting parties outlined in Table 3 show that reporting parties were most commonly heterosexual white women with no religion or belief who did not declare a disability and were between 18-20 years of age⁵. BAME staff and students and those identifying as women reported experiencing higher levels of unwanted behaviour compared to other groups.

Characteristic	%	Characteristic	%	Characteristic	%
Ethnicity		Religion Sexual orientation		n	
BAME	36.31%	Agnostic	9.52%	Asexual	2.38%
White	47.62%	Buddhist	0.60%	Bisexual	7.14%
NOTA	0.60%	Christian	22.62%	Gay/lesbian(homosexual)	4.17%
Not reported	15.48%	Hindu	1.19% Heterosexual		63.69%
Gender Iden	tity	Jewish	0.60%	NOTA 1.799	
Man	22.02%	Muslim	1.79%	Not reported 18.45	
Woman	62.50%	No religion	30.95%	Queer 2.38%	
Non Binary	1.19%	NOTA	10.12%	Disability	
Not reported	14.29%	Not reported	19.64%	Yes	16.07%
		Sikh	0.60%	No	71.43%
		Spiritual	2.38%	Not reported	12.50%

Table 3 Demographic Characteristics of Reporting Parties $n = 168^{6}$

Gender

Reporting parties identifying as women accounted for two thirds of reports (62.50%), making up a higher proportion (>50%) than other genders for all reports of bullying and harassment, hate incidents, and sexual misconduct and violence as seen in Table 4. The percentage of female staff and students in the overall population was 55.3%% and 52.8% UG/ 59.7% PG respectively for 2019/20, indicating that these groups are experiencing and reporting a disproportionally higher rate of unwanted behaviours.

Table 4 Gender and Incident Type Cross-tabulated

Gender	
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⁵ This is the most common age range (45.45%) for reports where the data was available, in addition 15.15% of reports were made by reporting parties of 22-25 years and 22.27% for reporting parties of 26-35 years. The age range question was in place for reports with contact details but due to a technical issue was not available for anonymous reports for some of the annual report period. The issue has been rectified and age range is now collected for all report modes.

⁶ Percentages for this table are calculated over the entire sample, these may differ slightly for the demographic data as broken down by incident type in the following sections as for a small number of reports incident type was not specified.

Incident Type	% Man	% Women	% Non-	% PNTS ⁷	Total % by
			Binary		incident
Bullying and harassment	8.98%	21.56%	0.00%	4.79%	35.33%
Hate incident	8.38%	18.56%	1.20%	5.39%	33.53%
Sexual Misconduct and	3.59%	19.76%	0.00%	1.20%	24.55%
Violence					
NOTA	1.20%	2.40%	0.00%	2.40%	5.99%
PNTS	0.00%	0.00%	0.00%	0.60%	0.60%
Total % by gender	22.16%	62.28%	1.20%	14.37%	100.00%

Ethnicity

Reporting parties identifying as BAME made up just over a third of reporting parties (36.31%), while those identifying as white made up under half (47.62%). A breakdown of the ethnicity of reporting parties by incident can be found in Table 5.

Ethnicity	% of Reporting Parties
Blank	1.79%
Any other Asian background	5.95%
Any other Black background	1.79%
Any other ethnic group	1.79%
Any other White background	0.6%
Asian British	1.19%
Bangladeshi	0.6%
Black British	2.38%
Black Caribbean	0.6%
Chinese	6.55%
Indian	7.14%
Mixed background	7.14%
None of the above	0.6%
Pakistani	1.19%
Prefer not to say	13.69%
White British	41.67%
White Eastern European	2.38%
White Irish	0.6%
White Western European	2.38%
Total	100%

Table 5 Ethnicity of Reporting Parties Disaggregated

Reporting parties identifying as BAME reported a greater proportion of hate incidents (57.14%) than other ethnic identifications (

Table 6), while those identifying as white reported a greater proportion of incidents of bullying and harassment (66.10%) and sexual misconduct and violence (56.10%) than other ethnic identifications (

⁷ Prefer not to say

Table 6). The percentage of BAME staff and student populations were 7.59% and 32% and respectively for 2019/20. This indicates a significantly higher proportion of reporting parties identified as BAME than in the population, especially among staff, showing that this group is reporting higher rates of unwanted behaviour.

	Ethnicity					
Incident Type	BAME	White	PNTS	ΝΟΤΑ	Total % by incident	
Bullying and harassment	20.34%	66.10%	13.56%	0.00%	35.33%	
Hate incident	57.14%	26.79%	14.29%	1.79%	33.53%	
Sexual Misconduct and Violence	24.39%	56.10%	19.51%	0.00%	24.55%	
NOTA	60.00%	30.00%	10.00%	0.00%	5.99%	
PNTS	0.00%	0.00%	100.00%	0.00%	0.60%	
Total % by ethnicity	35.93%	47.90%	15.57%	0.60%	100.00%	

Table 6 Incident Type and Ethnicity Cross-tabulated

Religion and belief

In terms of religion and belief, just under a third (40.47%) of reporting parties identified as agnostic or as having no religion or belief, the next largest group was those identifying as Christian at roughly a quarter (22.62%) of reporting parties. The smallest proportion of reporting parties identified as Buddhist, Jewish, and Sikh all at 0.60 % of total reports each. Reports of hate incidents based on religion made up 0.60% of total reports and these were not linked to the belief or religion of the reporting parties. Table 7 shows religion and belief categories > 1% of reports for all incident types.

Table 7 Incident Type and Religion or Belief Cross Tabulated

	Religion or belief						
Incident Type	No religion/ Agnostic	Christian	Hindu	Muslim	Other ⁸	Unknow n/not reported	Total % by incident
Bullying and harassment	40.68%	25.42%	0.00%	0.00%	15.25%	18.64%	35.33%
Hate incident	44.64%	17.86%	0.00%	0.00%	14.29%	21.43%	33.53%
Sexual Misconduct and Violence	41.46%	26.83%	0.00%	2.44%	9.76%	17.07%	24.55%
ΝΟΤΑ	20.00%	20.00%	20.00%	10.00%	0.00%	30.00%	5.99%

⁸ This includes Sikh, Spiritual, and None of the Above

PNTS	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.60%
Total % by religion or belief	40.72%	22.75%	1.20%	1.20%	13.17%	19.76%	100.00%

Disability

Over two thirds of reporting parties stated that they did not have a disability (71.43%), and roughly a sixth (16.07%) said that they have a disability. Incident types reported by disability declaration of reporting parties can be seen in Table 8. Across incident types a significant proportion of reporting parties also chose not to say (12.57%) whether they have a disability. For staff reporting parties 18.42% say they have a disability, for postgraduate students this is 25% and for undergraduates 13.58%. Given these proportions relative to the percentage of staff and students who declare a disability in the population⁹ it is evident that disabled staff and postgraduate students are reporting disproportionately higher rates of unwanted behaviour. It should be noted however that the majority of incidents that reporting parties who have a disability are reporting are not directly related to their disability as reports of hate incidents relating to disability constitute only 0.60% of total reports for this period.

	Disability declared				
Incident Type	Yes	No	PNTS	Total % by incident	
Bullying and harassment	16.95%	72.88%	10.17%	35.33%	
Hate incident	10.71%	78.57%	10.71%	33.53%	
Sexual Misconduct and Violence	21.95%	60.98%	17.07%	24.55%	
NOTA	10.00%	80.00%	10.00%	5.99%	
PNTS	0.00%	0.00%	100.00%	0.60%	
Total % by disability	15.57%	71.86%	12.57%	100.00%	

Table 8 Incident Type and Disability

Sexual orientation

The majority of reporting parties, almost two thirds (63.69%), identify as heterosexual and just below a fifth (18.45%) did not report their sexual orientation. A summary of sexual orientation of reporting parties across incident types can be seen in Table 9¹⁰. For the period 21/10/2019 - 30/10/2020, although almost a fifth of reporting parties (17.86%) identified as asexual, bisexual, gay, lesbian and

⁹ Students with a disability in 2019/20 = 15.1% (17.1% UG/8.7% PG) and staff with disability in 2019/20 = 4.3% (5.1% PS/3.1% academic).

¹⁰ In comparison, the composition of the population for students in 2019/20 81.15% identified as heterosexual, 11.05% refused the information, and 7.76% bisexual, gay, lesbian and other combined.

queer, none of the reports were of hate incidents based on sexual orientation but 3.57% of the reporting parties did say that sexuality was a factor relevant to their report.

	Sexual Orientation							
Incident Type	Asexual	Bisexual	Gay/ Lesbian	Hetero- sexual	NOTA	PNTS	Queer	Total % by incident
Bullying and harassment	5.08%	8.47%	1.69%	62.71%	1.69%	18.64%	1.69%	35.33%
Hate incident	1.79%	10.71%	1.79%	57.14%	3.57%	21.43%	3.57%	33.53%
Sexual Misconduct and Violence	0.00%	2.44%	12.20%	73.17%	0.00%	9.76%	2.44%	24.55%
NOTA	0.00%	0.00%	0.00%	70.00%	0.00%	30.00%	0.00%	5.99%
PNTS	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.60%
Total % by sexual orientation	2.40%	7.19%	4.19%	63.47%	1.80%	18.56%	2.40%	100.00%

Table 9 Incident	Туре	and Sexual	Orientation
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Areas for action

Theme	Areas of Action
Communication and education	Communications and awareness raising campaigns are targeted for different staff and student groups and focus on increasing use of the tool and knowledge of reporting processes. The aim is to build trust and transparency by providing information around processes and outcomes, and provide support and guidance so that community members feel empowered to report.
Response and support	Support services and infrastructure for reporting parties are being strengthened based on insights from data and consultation with staff and students. The focus is on identifying and removing barriers to reporting and increasing access to support, this includes responding to the needs of groups that are experiencing higher rates of unwanted behaviour.
Prevention	Work on the prevention of unwanted behaviour at DU is ongoing, and R+S is a key tool shaping prevention strategies on primary, secondary, and tertiary levels. Actions relating to prevention strategies cover strengthening collaboration and institutional infrastructure, building trust, deepening knowledge, expanding support, advancing training, and policy development.
R+S online tool and platform	Continuing refinement of the tool focuses on reducing barriers to reporting and submission, ongoing revision of categories of identification and terminology, incorporating user-need driven functionalities, and tracking and reporting trends.