

# GUIDANCE FOR STAFF RESPONDING TO DISCLOSURES OF SEXUAL MISCONDUCT

**Any form of sexual misconduct, assault or harassment is never okay.**

Staff should not report an incident to the police (unless there is an immediate threat to life) without the student's consent.

Support is available for the student, but referrals should only be made with the student's consent.

This guidance is a resource for staff when responding to a disclosed incident of sexual misconduct to ensure a consistent, professional and clear response is given to any student who asks for help.

See page 3-6

# RESPONDING

See page 11-17

# OPERATIONAL GUIDANCE FOR SPECIALIST STAFF

See page 7-10, 18-19

# OPERATIONAL GUIDANCE FOR STAFF

**Flowchart:** How should a member of University staff proceed when an incident of sexual misconduct is disclosed to them.

First, the staff member must discuss with student their immediate safety. If immediate risk to the student is identified Call 999 or 3333 (Campus Security).

If support is requested during working hours (09:00-17:00, Mon-Fri)

With the student's consent, the initial staff member contacts Student Support and Wellbeing reception via 01227 823158. Or KentSSW@kent.ac.uk to notify specialist staff on duty and provide handover

Coordination between Campus Security and/or initial staff member and/or specialist staff as to the location of student, whether face to face or remote support is required and where meeting will take place.

Initial member of staff is now discharged and no longer required. Staff wishing to seek further support can do so by contacting [respect@kent.ac.uk](mailto:respect@kent.ac.uk)

If support is requested out of hours (17:00-09:00 weekdays, 24 hours weekend)

With the student's consent, the initial staff member contacts Campus Security by calling 01227 823333 (Emergency) or 01227 823300 (non-Emergency) to request support from a Sexual Assault Responder (SAR) and provide handover to Campus Security of all detail shared by student.

As per Operational Policy, Campus Security should consult the Sexual Assault Responder (SARs) rota to determine available SARs. Campus security to provide handover to responding SAR

Campus Security to contact Student Services to notify of call out.

Operational policy to be followed by specialist support staff.

Coordination between Campus Security and/or initial staff member and/or specialist staff as to the location of student, whether face to face or remote support is required and where meeting will take place.

Initial member of staff is now discharged and no longer required. Staff wishing to seek further support can do so by contacting [respect@kent.ac.uk](mailto:respect@kent.ac.uk)

# REPORTING TOOL: REPORT AND SUPPORT

- Reports received via Report and Support will be accessed by the Specialist Wellbeing Adviser (Sexual Assault/Harassment) and key people within Student Support and Wellbeing who will cover the Specialist Wellbeing Adviser when on leave.
- **If contact details have been left by the disclosing student, the Specialist Wellbeing Adviser (Sexual Assault/Harassment) will contact the student and offer support and advice.**
  - Within that first communication, they will ensure that the disclosing student is aware that the online report does not automatically result in a report to the University for Investigation under the Student Discipline Procedure.

Consent will in most cases be sought from the disclosing student before the Specialist Wellbeing Adviser (Sexual Assault/Harassment) passes the information over to the Conduct and Complaints Office for formal investigation. However, we reserve the right to process data for the purposes of risk management.

- The Head of Student Conduct and Complaints Office will be informed of any reporting students/member of staff named within a report by the Specialist Wellbeing Adviser (Sexual Assault/Harassment). This is to allow for any risk management to take place. It does not mean that a formal investigation will be conducted without the consent of the reporting student.

If the reporting student does not want support from the Specialist Wellbeing Adviser (Sexual Assault/Harassment) but wishes the University to undertake an investigation, the online report will be shared with the Conduct and Complaints office once consent from the student has been given.

# REPORT + SUPPORT

# THINGS A STAFF MEMBER SHOULD DO

- ◆ **DO remain calm and listen** to the student and their needs at this time.
- ◆ **DO make verbatim notes of any detail provided by the student.** Record the time, date, name of student and record any support offered.
- ◆ **DO feel comfortable in politely stopping a student** and letting them know that there are specialist staff who can provide more detailed signposting.
- ◆ **DO thank the student for telling you this information.**
- ◆ **DO remember that your own wellbeing is also very important.** If you have been impacted by what you have heard or want to talk through what advice you have given, please contact us at [respect@kent.ac.uk](mailto:respect@kent.ac.uk).



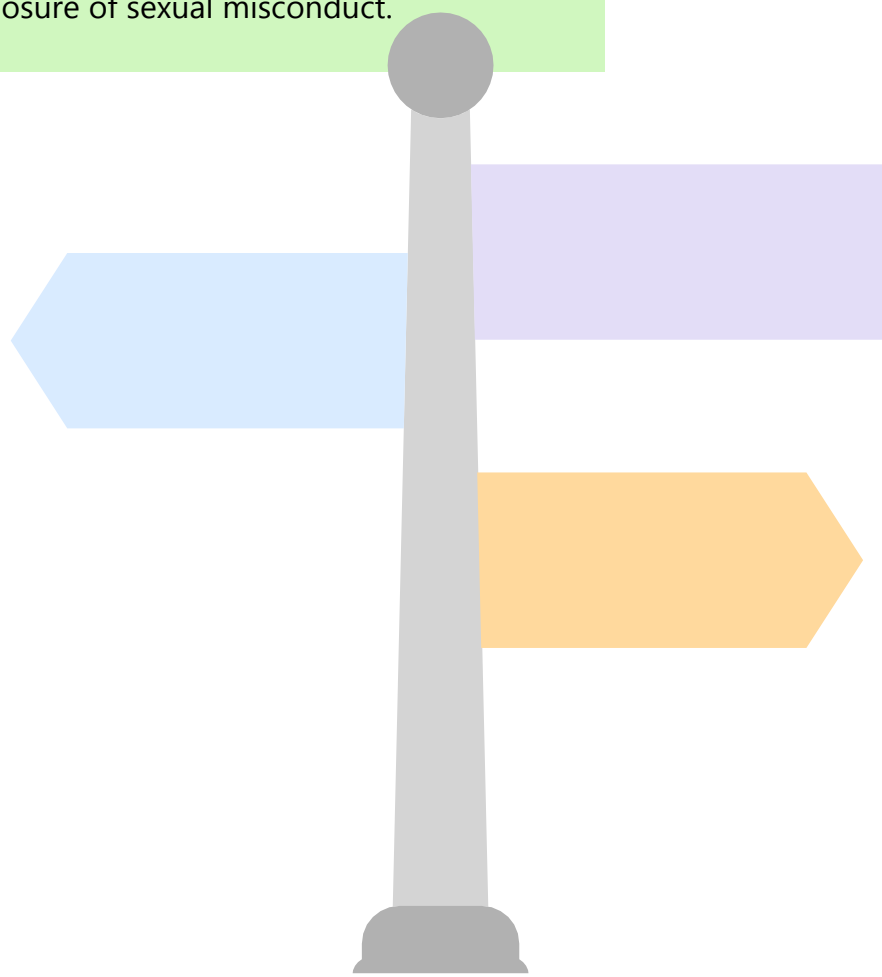
# THINGS A STAFF MEMBER SHOULD NOT DO

- ◆ **DO NOT Call the police without the consent of the student** (unless in a situation where there is an immediate threat to life).
- ◆ **DO NOT Offer any food or drink before a conversation with specialist staff** has taken place. This is because of implications that this may have upon DNA evidence that may become part of a criminal investigation.
- ◆ **DO NOT Give any advice or support to a student that you do not feel confident in providing**
- ◆ **DO NOT overreact or ask any 'why' questions.** It is not your job to investigate or counsel.
- ◆ **DO NOT fill in gaps or assume any parts of a student's report.** Only detail provided by the student should be recorded.



# OPERATIONAL GUIDANCE FOR **STAFF\***

\*Non-specialist staff who receive a disclosure of sexual misconduct.



**It is important to outline the difference between a student disclosure of sexual misconduct and a student reporting sexual misconduct.**

We encourage both disclosures and reports of sexual misconduct, but also respect a student's right to choose for themselves whether they wish to report officially.

A disclosure of sexual misconduct does not automatically result in a report to the University being made under the Student Discipline Procedure.

**The University recognises that disclosures of sexual misconduct can be made to any member of staff.**

It is important to remain calm and ensure that you listen to the needs of the disclosing student. The following guidance identifies specific groups of staff and how they should respond upon receiving a disclosure of sexual misconduct.

**Support is available to any student that discloses an incident of sexual misconduct, regardless of when an incident took place.**

An incident can be described as 'acute' if the incident took place within the last week. An incident taking place over a week ago would be described as 'historic'. The University's support pathway, outlined within this document, is most useful in instances of acute sexual misconduct, as it provides an efficient process to aiding a student wishing to record forensic evidence. It is important that staff respond in a timely manner.

All students are able to access support from the University, regardless of when the incident occurred.



# GUIDANCE FOR STAFF MEMBER

responding to a disclosure of sexual misconduct.

**Upon receiving a disclosure of sexual misconduct, the staff member should ensure the immediate safety of the student.** If the reported person is still in the vicinity and a possible risk to the student or others, or the student requires urgent medical assistance, contact:

On campus – Campus Security: 01227 823333

Off campus: 999

**If there is no immediate danger, DO NOT CALL THE POLICE OR AMBULANCE SERVICE WITHOUT EXPLICIT CONSENT FROM THE DISCLOSING STUDENT.**

The student has the option of speaking to specialist staff but should only be referred if the student consents to you doing so. This support is available 24/7, 365 days a year.

**Support for the student is available 24/7.**

The initial member of staff is able to refer the student for specialist support, the method of referral is time dependent. The initial staff member will consult the advice below and the flowchart above to determine the most appropriate referral pathway. A record of the date, time, name of student, location and record of any support offered by the initial responding member of staff will be made and provided to Specialist Staff or Campus Security as a handover.

**No food or drink should be offered to the student.** For further information click on this [link](#).

**If the student is not ready to access support, that is their choice.**

The initial staff member should refer the student to support and guidance available at our Report and Support page, where the student is also able to report the incident, if they wish.

# GUIDANCE FOR STAFF MEMBER

responding to a disclosure of sexual misconduct.

**If the student wishes to report the incident anonymously, they will be provided with a link to the reporting tool Report and Support.**

**If the initial member of staff wishes to informally talk through the disclosure made by the student, they can do so by emailing [respect@kent.ac.uk](mailto:respect@kent.ac.uk).**

This email is monitored by staff within Student Support and Wellbeing and Student Conduct and Complaints. This email can be used by staff wishing to seek reassurance about the advice given to a student following a disclosure that the student does not want to take forward, or anything else that a staff member wishes to talk through. **This email should not be used to refer a student for specialist support.**

Once a handover has been provided, the initial member of staff who supported the disclosing student can now be discharged.



# OPERATIONAL GUIDANCE FOR **SPECIALIST STAFF**

Specialist staff includes the Specialist Wellbeing Adviser (who offers support during office hours); Sexual Assault Responders (who offer support during out-of-office hours); and Campus Security.



# SUPPORT DURING OFFICE HOURS

If an incident is disclosed during office hours (Monday to Friday 9:00-17:00) please contact Specialist Wellbeing Adviser directly as outlined below, or in the flow chart above

## Specialist Wellbeing Adviser (Sexual Assault and Harassment)

**The Specialist Wellbeing Adviser (Sexual Assault/Harassment) can be contacted via the Student Support and Wellbeing Reception on 01227 826573.**

If there is no answer initially, please keep calling. Alternatively, please email at: [KentSSW@kent.ac.uk](mailto:KentSSW@kent.ac.uk) and this will be picked up between the hours of Monday-Friday 9am-5pm (not including bank holidays and during Christmas closure).

**Upon receiving a referral, the Specialist Wellbeing Adviser (Sexual Assault/Harassment) will make contact with the student.** A choice of face to face or remote meetings can be arranged.

**Any enquiries to members of staff from external bodies should be referred to the Specialist Wellbeing Adviser (Sexual Assault/Harassment) in the first instance.** Should the student wish for details to be shared with other key University staff, the Specialist Wellbeing Adviser (Sexual Assault/Harassment) will contact them.

**The Specialist Wellbeing Adviser (Sexual Assault/Harassment) will complete a risk assessment following a meeting with a disclosing student.** This will be retained within Student Support and Wellbeing. If the disclosing student decides to report an incident within which another member of the University community is named as the reported party, the completed risk assessment will be shared with Student Conduct and Complaint Office via the SharePoint 'Student Conduct and Complaints'.

The Specialist Wellbeing Adviser (Sexual Assault/Harassment) can provide an overview of the processes surrounding making a formal report to the University via Conduct and Complaints Office or to the Police. Support can also be provided throughout the duration of the investigation process, if needed.

# SUPPORT OUT OF HOURS

If an incident is disclosed out of hours, please **contact Campus Security (01227 823300)**, who will be able to contact a sexual assault responder (SAR) to provide specialist guidance to the student.

## Campus Security – Outline of Role

**If there is no immediate danger, DO NOT CALL THE POLICE OR AMBULANCE SERVICE WITHOUT THE STUDENT'S EXPLICIT CONSENT.**

- Campus security should **check whether the student is in a safe, private place** to await a call from the Specialist staff member. The student should be asked to remain where they are if it is safe to do so.
  - **If they are not safe**, then liaise with the Nursing Services (if open) for them to come onto Canterbury Campus (SAH room in Nursing Services). The Sexual Assault Harassment Room at the Canterbury campus is located in Nursing Services and can be accessed via a discrete entrance at the side of the Banking Hall building (next to Campus Security). The key to access this is Number 25. The SAH room for Medway is located on the ground floor of the Medway building, M0:04.
- **Campus Security do not need to provide any advice or support to the student** as this can be accessed via Specialist staff (SARs and Specialist Wellbeing Adviser (Sexual Assault/Harassment)).
- Students are to be asked if they need support from a specialist member of staff.
  - If the student does wish to see a Sexual Assault Responder, Campus Security should always **check the name, gender, and Department of the SAR with the student before calling**. In any instance where the SAR at the top of the Rota may not be available or suitable to attend the student, Campus Security should work their way down the numbers on the Rota until a suitable individual is available to attend.
- Campus Security can call SARs in both Canterbury and Medway. If an incident is reported via the Medway site, then please contact the individuals on the Medway Rota.

## SUPPORT OUT OF HOURS (cont.)

- ◆ **Please do not offer the student anything to eat, drink, smoke, go to the toilet or wash until the student has decided whether they wish to preserve forensic evidence.** They can discuss this further with the SAR. It remains the choice of the student if they decide to eat, drink, smoke or use the toilet; however, if they do, please make a note and hand this over to the SAR when you call.
- ◆ Campus Security to notify the relevant Student Services on-call Duty Manager if a SAR is called.
- ◆ It may be that the reported sexual assault is historical, and the student is coming forward at a later stage. Students are still entitled to get support from the SARs. During normal office hours, they should be signposted to the Specialist Wellbeing Adviser (Sexual Assault/Harassment).
- ◆ **Campus security should hand over the location, name and record of any support offered thus far to the Specialist staff at the earliest opportunity.**
- ◆ **Details recorded surrounding a disclosure of sexual misconduct should be free from any judgement or interpretation of events and should be verbatim of the disclosing student's account.**
- ◆ **Campus Security will make the reporting student aware that, due to university policy, the Specialist Wellbeing Adviser (Sexual Assault/Harassment) will be informed of the reported incident and will contact the student to discuss further support, if required. However, there is no obligation for the student to respond.** A copy of the incident report from Campus Security report will be forwarded to the Specialist Wellbeing Adviser (Sexual Assault/Harassment) via the Secure SharePoint site (SSW-SAH). The student to be informed that the incident will be recorded centrally and retained in line with Data Protection requirements.
- ◆ Campus Security to be aware that any attending SAR will need to use the telephone and the photocopier.
- ◆ **If the reporting student does not wish to see a SAR, the student will be advised that they can access Beech House Sexual Assault Referral Centre (SARC) within seven days of an assault.** They can be contacted via telephone on 01622 726461 (office hours) and 0800 133 7432 (out of hours). More details on support and guidance are available at <https://reportandsupport.kent.ac.uk/support/>

# SUPPORT OUT OF HOURS (cont.)

## Sexual Assault Responders – Outline of Role

- ◆ **A SAR's role is to provide remote or face to face support to the disclosing student as soon as is reasonably possible after the request for support.** The decision as to whether a remote or face to face meeting should take place should be inclusive of the student's need, and with consideration to any Health & Safety restrictions in place (e.g., COVID-19).
- ◆ **In cases where an out of hours response is needed, SARs are only contacted by Campus Security, who have a copy of the Rota which includes the SAR's name, Department, phone number and any notes about that individual's availability for that week.**
- ◆ The SAR room contains all required information that a SAR will need.
- ◆ The SAR will make the reporting student aware that, due to university policy, the Specialist Wellbeing Adviser (Sexual Assault/Harassment) will be informed of the reported incident and will contact the student to discuss further support, if required.
- ◆ SAR reports will be forwarded to the Specialist Wellbeing Adviser (Sexual Assault/Harassment) via the Secure SharePoint site (SAR Documents). Students will be asked to co-sign the SAR report upon completion and will be given a hard copy (where available), or an electronic copy if a remote meeting has taken place.
- ◆ **SARs will discuss with the student the options available to them.** This includes reporting (to the police/university), accessing ongoing emotional/practical support from internal and/or external stakeholders, attending the Sexual Assault Referral Centre (SARC) as a self-referral, if they are not sure about police involvement.
- ◆ **The SAR will support a student to book appointment with the Sexual Assault Referral Centre if that is the need of the student.** Advice should be given to the student attending the SARC, the steps that they can take to preserve forensic evidence in the meantime. Guidance on this is available on the SAR Reporting Form and at our online guidance pages and student guidance document.

## SUPPORT OUT OF HOURS (cont.)

- ◆ **A SAR will not actively take part in the forensic evidence capture/preservation themselves.**
- ◆ **The University has accounts with local Taxi Companies that SARs can liaise with to ensure their safe travel to and from any appointments that they book as a result of their meeting with the SAR.** This can include a return journey to Sexual Assault Referral Centre (SARC) in Maidstone, and/or a police station. SARs are to discuss with the student if they would like them to attend the appointments with them. If not, discuss with the student if another person can attend instead.
- ◆ The student may wish to return to their accommodation if it is on campus, either to collect clothing/toiletries etc. SARs can go with the student, however, are advised not to enter the student's room.
  - If the police are already involved at this stage, and the incident occurred within the reported student's own accommodation, the student will need to be escorted by a member of campus security/or police to the room, as the room may be classed as a crime scene. In Medway, Pier Quays Security will need to be contacted, if an escort is required in Pier Quays accommodation. They can be contacted on 07769142379. Note: the Pier Quays security staff are an external organization and not controlled by our own campus security.
  - **It is the decision of the student if they wish the police to be involved, do not make assumptions that the police should be called.**
- ◆ **Everything discussed with the disclosing student will be recorded on the SAR reporting form, read by the student, and signed by both the SAR and the student.** If the appointment is taking place remotely, the signature can be provided electronically with verbal consent from the disclosing student.
- ◆ The SAR will need to give the student the original copy of the reporting form and take another to pass onto the Wellbeing Advisor (Sexual Assault/Harassment).



## SUPPORT OUT OF HOURS (cont.)

- It is the role of the SAR to ensure that the reporting student returns to a place of safety after their appointments/meeting with the SAR.
- If the disclosing student requires emergency accommodation this will be arranged by the Student Services On-Call Duty Manager, contactable via campus security.
- **SARs to complete the SAR Reporting Form in its entirety and ensure that a handwritten copy is provided to the student before departing company.** If a handwritten original copy cannot be provided, then an electronic copy to be sent to the student. An electronic or scanned version should then be sent to the Specialist Wellbeing Adviser (Sexual Assault/Harassment) via the SAR SharePoint.
- **SARs are discharged from their role of supporting the student once the student has returned home/to a place of safety.** No further additional follow up meetings are required, and ongoing support will be provided by the Specialist Wellbeing Adviser (Sexual Assault/Harassment).

## Student Conduct and Complaints – Outline of Role

The College and Community Life Team and/or the Student Conduct and Complaints Office **will not contact the disclosing student unless this is requested by the student** and/or the Specialist Wellbeing Adviser (Sexual Assault/Harassment) speaking on their behalf.

- If further information is required for the risk assessment, the Specialist Wellbeing Adviser (Sexual Assault/Harassment) will be contacted in the first instance.
- The Student Conduct and Complaints Office will update the risk assessment, if necessary, after speaking with the reported student.

# GLOSSARY OF TERMS

## **Sexual Misconduct**

Sexual misconduct is a form of harassment and is unacceptable behaviour of a sexual nature. It can include sexual harassment; sexual violence; intimate partner violence; sexual assault; grooming; coercion or bullying with sexual elements; sexual invitations and demands; comments; non-verbal communication; creation of atmospheres of discomfort; and promised resources or advancement in exchange for sexual access.

The term 'sexual harassment' captures only some of the possible abuses of power that may occur. Sexual misconduct more specifically raises issues of unequal relationships, consent, and the prevention of equal access to education, opportunities and career progression.

## **Initial Staff Member**

This term refers to any member of staff working for the university who receives a disclosure of sexual misconduct from a student. However, they will not have received specialist training on how to approach this.

## **Specialist Staff**

The term 'specialist staff' refers to specially trained staff within Student Support and Wellbeing who can provide practical advice, emotional support and signposting to external resources. Specialist staff include the Specialist Wellbeing Adviser (Sexual Assault/Harassment) who works within office hours (Monday-Friday, 09:00-17:00). They can be contacted via Student Support and Wellbeing reception by calling 01227 823158 or emailing [KentSSW@kent.ac.uk](mailto:KentSSW@kent.ac.uk). We also have Sexual Assault Responders (SARs) who work outside of office hours (17:00-09:00 Monday- Friday, 24/7 Weekends and Bank Holidays). SARs can be contacted via Campus Security who have a Rota of available staff members. They provide an out of hour's service to students seeking support following an incident of sexual misconduct.

## **Disclosing Student**

This term refers to a student that has disclosed an incident of sexual misconduct but has not yet stated if they wish the incident to be reported.

## **Reporting Student**

This refers to a student that has made the decision to officially report to the University or via the Police via the formal reporting processes.

# USEFUL CONTACTS

## **Campus Security** 24/7 (Canterbury/Medway)

TELEPHONE: 01227 823333 (Emergency) or 01227 823300 (non-Emergency)

## **Specialist Wellbeing Adviser (Sexual Assault/Harassment)** Monday-Friday 09:00 -17:00

TELEPHONE: 01227 823158 or via [KentSSW@kent.ac.uk](mailto:KentSSW@kent.ac.uk)

Available at Canterbury and Medway campuses.

## **Sexual Assault Responders (SARs)** (17:00-09:00 Monday-Friday, 24/7 Weekends and Bank Holidays)

Contact via Campus Security (see above)

Available at Canterbury and Medway campuses.

## **Student Conduct and Complaints Office** (Canterbury/ Medway)

EMAIL: [sccoffice@kent.ac.uk](mailto:sccoffice@kent.ac.uk)

## **If a member of staff wishes to seek informal advice relating to a disclosure of sexual misconduct**

(Canterbury/ Medway), please email [respect@kent.ac.uk](mailto:respect@kent.ac.uk)

This email inbox is monitored by staff from Student Support and Wellbeing and Student Conduct and Complaints office. Email not to be used to submit requests for support for a student.

## **Useful External Contacts**

External support is also available and further details can be found at this [webpage](#). **Students should not be referred to these organisations without consent.**

