



Disclosure response guidance

Handling student disclosures
of bullying, harassment, sexual
misconduct and hate crime

**It stops
HERE.**

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Introduction

King's College London is committed to providing a safe environment for all students and staff whilst studying and working at King's College London. The university is committed to providing and promoting a positive environment for all its students, staff and members of its community which is free from all forms of prejudice, discrimination, harassment and bullying.

Our aims are to enact and sustain behavioural and cultural change, inspire and educate staff and students, support staff and students to ensure King's is meeting its legal compliance, and to embed inclusivity cooperatively and cohesively across the university. This includes fostering good relations and a culture of respect as well as eliminating any circumstances in which bullying, sexual misconduct, harassment and hate crime may occur.

Students who experience these are likely to seek support from staff they know and trust. It is recognised that any member of staff could receive a disclosure from a student during their time at King's. Staff are not expected to provide expert advice or long-term support, but it is important to make sure that anyone who receives a disclosure feels prepared and is aware of the options available.

This Handbook will help you understand the key requirements (and limits) of your role, reporting pathways available for students, and the various support services available internally and externally to both students and staff who support them.

By reading and following this guidance you are making a positive and valuable contribution to King's commitment to providing a safe and healthy environment for work and study where staff, students and other members of the King's community are treated with dignity, courtesy and respect.

Definitions

Bullying

Offensive intimidating, malicious or insulting behaviour, abuse or misuse of power that undermines, humiliates, denigrates or injures the individual.¹

- Bullying, unlike harassment, doesn't have a legal definition in the Equality Act.
- Bullying behaviour is very similar to harassment, but it is not related to a protected characteristic.
- Bullying can take the form of physical, verbal and non-verbal conduct.
- Non-verbal conduct includes digital content such as postings on social media.

Harassment

Unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.²

- Harassment and bullying are often used interchangeably, but they have distinct meanings in UK Law.
- Harassment may include bullying behaviour, and it refers to unfavourable treatment that is related to a protected characteristic, such as age, sex, disability, race, gender, religion or sexual orientation.
- It can include behaviour that individuals find offensive even if it's not directed at them, and even if they do not have the relevant protected characteristics themselves.
- It can also be directed at those with a 'perceived' protected characteristic.

1 ACAS (2019) Bullying and Harassment. Available online: [acas.org.uk/bullying](https://www.acas.org.uk/bullying)

2 Gov UK (2015) Equality Act 2010. Available online: [legislation.gov.uk/ukpga/2010/15/section/26](https://www.legislation.gov.uk/ukpga/2010/15/section/26)

This may look like:

- spoken or written words or abuse
- offensive emails, tweets or comments on social networking sites
- images and graffiti
- physical gestures
- facial expressions
- jokes.

Sexual misconduct

Any form of unwanted verbal, non-verbal or physical conduct of a sexual nature that creates an intimidating, hostile, degrading or offensive environment'.³

It may include:

- Physical contact; invasion of personal space.
- Unwelcome and unwanted advances and propositions, or pressure for sexual activity.
- Suggestive remarks or sounds or gestures; jokes of a sexual or prejudicial nature; innuendoes or lewd comments.
- Unwanted comments on dress and appearance.
- Display or circulation of pornographic or sexually suggestive pictures, objects or written material; threats.
- Non-consensual sexual violence.

Sexual harassment can occur between members of any gender.

Hate crime

Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender'.⁴

³ ACAS (2019) Sexual Harassment. Available online: [acas.org.uk/index.aspx?articleid=6078](https://www.acas.org.uk/index.aspx?articleid=6078)

⁴ Met Police (2019) What is Hate Crime? Available online: [met.police.uk/advice/advice-and-information/hco/hate-crime/what-is-hate-crime/](https://www.met.police.uk/advice/advice-and-information/hco/hate-crime/what-is-hate-crime/)

Hate crime does not require specific evidence as long as the victim believes the incident is due to prejudice of race, religion, sexual orientation, disability or because they are transgender. You also do not personally have to perceive the incident as hate-related as any other person or witness can think the incident is hate-related – and that is enough for this to be recorded as such. Hate crimes generally fall into three categories physical assault, verbal abuse and incitement to hatred.

- **Physical assault**

Physical assault of any kind is an offence. If you've been a victim of physical assault you should report it. Depending on the level of the violence used, a perpetrator may be charged with common assault, actual bodily harm or grievous bodily harm.

- **Verbal abuse**

Verbal abuse, threats or name-calling can be a common and extremely unpleasant experience for minority groups.

Victims of verbal abuse are often unclear whether an offence has been committed or believe there is little they can do. However, there are laws in place to protect you from verbal abuse.

- **Incitement to hatred**

The offence of incitement to hatred occurs when someone acts in a way that is threatening and intended to stir up hatred. That could be in words, pictures, videos, music, and includes information posted on websites.

Hate content may include:

- Messages calling for violence against a specific person or group.
- Web pages that show pictures, videos or descriptions of violence against anyone due to their perceived differences.
- Chat forums where people ask other people to commit hate crimes against a specific person or group.

Your role

It is important that staff are clear about the responsibilities and limits of their role. This is to ensure the safety and wellbeing of the staff member receiving the disclosure as well as the students that disclose.

Staff should:

- Provide information to King's students who contact them with disclosures related to bullying, harassment, sexual misconduct or hate crime.
- Provide support for students who disclose. This may look like: offering them space to talk to you, helping them with a mitigating circumstance process or signposting to internal and external services.
- Explain their role, including the limits of individual support and confidentiality, to the students that contact them.
- Ensure that students understand the limits of anonymity and that the College does not accept ANY anonymous reports.
- Utilise empowerment and trauma-informed approach (*discussed on page 11*) to the student's disclosure.
- Share information regarding any internal and external support services available.
- Present the options for reporting at King's.
- Complete and forward Student of Concern forms where necessary.

It is important to be clear about the difference between a disclosure and a report.

- **A disclosure** is where someone tells you about their experience but *does not necessarily want action to be taken*. A disclosing student should be given time to make an informed choice about what they would like to do.
 - **A report** is a way of *officially lodging a complaint, to be followed up with potential action* against the alleged perpetrator.
-

Staff should not:

- Offer an opinion on which reporting option to take, if any.
- See themselves as a counsellor – specialist support is available through King’s Counselling service. See **Support services**.
- Take responsibility for resolving the problem alone.
- Ignore or dismiss student concerns.
- Question their account or attempt to investigate.
- Break confidentiality unless explicit permission has been given to share the information, or you are reporting to Students of Concern. (*See Section 4 for more information*).

Confidentiality and anonymity

Disclosures should be kept confidential unless explicit permission has been given to share the information by that person. We believe that a duty of confidence should be kept in all disclosures. A 'duty of confidence' arises when one person (the 'confidant') is provided with information by another (the 'confider') in the expectation that the information will only be used or disclosed in accordance with the wishes of the confider. This means that information can only be disclosed in certain circumstances:

- Where the individual has consented.
- Where there is an emergency or serious risk to safeguard the student.
- Where the student is under 18 or a vulnerable adult and still at risk.
- If there is an ongoing risk of serious harm to the individual or others.

This breaking of confidentiality should be limited and proportional and information should only be disclosed to the emergency services and the relevant **Students of Concern submission form**.

More information on the limits of confidentiality and the Student of Concern procedure is on page 8 of this document.

Confidentiality and third parties

If you are contacted by someone from outside the university, such as a student's family member or the Police, then you should under no circumstances pass any details on to them.

Requests from authorities and any other third parties should be referred to legal: **legal-compliance@kcl.ac.uk**

At times, parents, spouses and other relatives may request information on students in relation to their welfare. They do not have the right of access, and information should only be released with the consent of the student. If family members are concerned for a student, they should contact the emergency services.

Anonymity and Anonymous Disclosure Tool

Anonymity

It is important to note that the College does not accept anonymous reports from either a staff member or a student.⁵ If a student would like to make a formal complaint, they cannot be anonymous. This means that if a student or staff member wants any action against an alleged perpetrator, they cannot be anonymous.

If a student wants to remain anonymous, they can only disclose but not report to the College. This is done through the **Anonymous Disclosure Tool**.

Anonymous Disclosure Tool

The Anonymous Disclosure Tool is an online form that has been designed to help King's College London students, staff and visitors to anonymously disclose incidents of bullying, harassment, sexual misconduct or hate crime. The responses submitted to this form will be used to help the university to identify patterns and trends in the incidents reported in order to improve the way we respond to reports. However, this mechanism does NOT allow for any report to be made to the College, as the College does not accept anonymous reports. Further, the **Anonymous Disclosure Tool** will not lead to any 'action' against an alleged perpetrator, even if a report is received several times.

Anonymity is ensured as no name, contact details or k number is collected at any part of the form. All data is stored securely and confidentially on an online database which is accessible to members of the Diversity & Inclusion team. All data is used in accordance with the UK data protection law. In reports produced by the Diversity and Inclusion Team, data will be aggregated and not published unless there are sufficient responses to reasonably de-identify data. If you have any questions on this, please contact the Diversity & Inclusion team on **diversity@kcl.ac.uk**. More information is available on the Dignity at King's webpages.

⁵ King's College London (2019) Student Conduct and Appeals Office: Student Complaints. Accessed online: [kcl.ac.uk/aboutkings/orgstructure/ps/acservices/conduct/complaints](https://www.kcl.ac.uk/aboutkings/orgstructure/ps/acservices/conduct/complaints)

Emergency contact and critical incident procedure

As a staff member who may receive a disclosure that warrants an emergency response, it is important that all staff understand the **Emergency Contact and Critical Incident Procedure**. The procedure stipulates that:

- If a student is in immediate danger or needs urgent help, **dial 999**.
- The police will contact King’s security to alert them of the incident and make arrangements for coming on to campus.
- If there is more than one person available to offer support at the scene, both the police and security should be contacted. If this is not possible, the police should always be called in the first instance.

Security can then be contacted via the nearest guard, reception desk or emergency number:

| Extension | Campus |
|------------------|--|
| 2222 | Guy’s (excluding Trust), Strand Campus, Waterloo Campus 020 7848 2222 |
| 0001 | Denmark Hill East – Institute of Psychiatry 020 7848 0001 |
| 5555 | Denmark Hill West 020 7848 5555 |
| 3333 | Guy’s & St Thomas’ Trust buildings 020 7188 3333 |

More information on the emergency contact and critical incident procedure are available on the King’s webpages.

Student of Concern procedure

King's College London is committed to providing a safe environment for all students and staff whilst studying and working at the College. The College has a duty of care to safeguard the welfare of students, staff and external visitors when at King's. As such, it is important to consider the Students of Concern procedure when a student makes a disclosure. Adhering to the Students of Concern procedure is a key tenant to the University meeting its 'common law duty to take reasonable and necessary steps to ensure children and adults at risk are safe'.⁶

The Student of Concern procedure must be followed if the disclosure is:

- Categorised as a 'Serious Risk'.⁷
- Requires immediate action.
- Made by a student that is still at risk of harm.
- Made by a student who may pose risk to others.
- Is under 18 or considered an 'Adult at Risk'.⁸

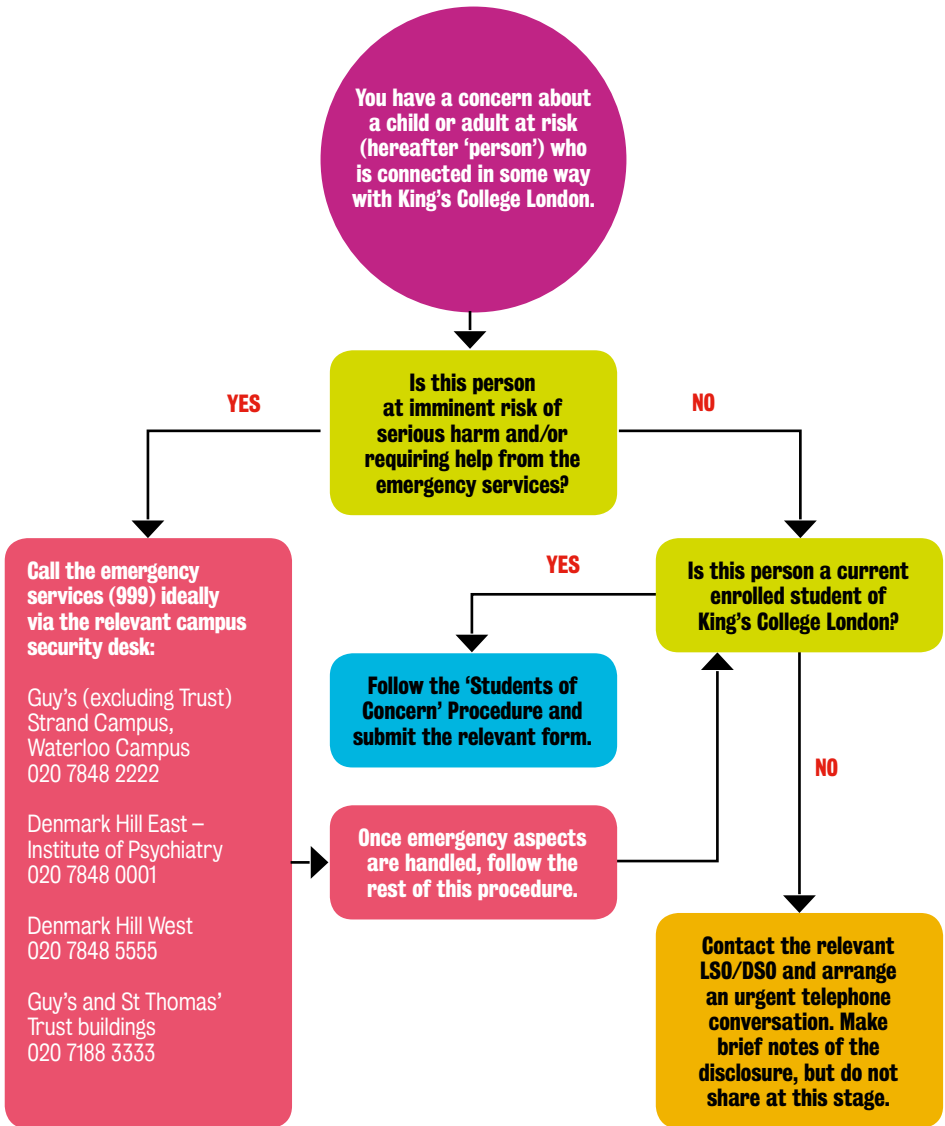
To follow the Students of Concern procedure, the **online form** must be submitted. Even if you are in doubt of a student being 'of concern', the form should still be submitted. Explicit consent does not need to be made from a student to submit a 'Student of Concern' form, and if a student is considered 'of concern', confidentiality should be broken, and the form submitted.

6 kcl.ac.uk/governancezone/assets/governancelegal/safeguarding-policy-v3.pdf

7 A 'serious risk' is defined as a risk that could lead to students failing, withdrawing or being suspended from their studies. This may include: mental ill-health, being a victim of sexual harassment, being a victim of crime, or being subject to a criminal investigation. A further list is available online: kcl.ac.uk/governancezone/assets/governancelegal/safeguarding-policy-v3.pdf

8 kcl.ac.uk/governancezone/assets/governancelegal/safeguarding-policy-v3.pdf

Below is a helpful flowchart⁹ that provides guidance on how to follow the procedure appropriately. This image and the accompanying guidance is available on the University's internal webpages.



Third-Party Reporting Centres

It is recognised that students who have experienced harassment, sexual misconduct or hate crime may not want to go to the police. This is for a variety of reasons: many victims may not feel comfortable directly going to the police or find it an intimidating process. Others fear they may be 'outed' for their sexuality, disability, or religion etc. Where this is the case, students should be advised and supported to contact a Third Party Reporting Centre. Supporting a student may involve: giving students the details for the centre, helping them make initial contact with the centre or checking in after they have been to one.

Third-Party Reporting Centres are an alternative way to report incidents of harassment, sexual misconduct or hate crime. They provide advice, support and will not force contact with the police.

The Havens

The Havens are specialist centres for those that have been raped or sexually harassed.

The Havens will give the student time to think about what you want they want to do next, such as speaking to the police or having a forensic medical examination. During their Havens appointment, they will see a crisis worker who will support and advise them.

The Havens can arrange for the student to have an informal discussion with a specially trained police officer. They're experienced in supporting people who've been raped or sexually assaulted and they'll provide more information on the police process to help you make your decision. Students don't have to tell them your name and it doesn't mean you have to make a formal report.

The Havens can be contacted for urgent advice/appointments: 020 3299 6900

True Vision

True Vision provides information on hate crime or incidents and advice on how to report it. Through their website, you can:

- Find out about what hate crimes or hate incidents are.
- Find out ways to report them.

- Report using the online form.
- Find information about people that can help and support if you've been a victim.

An empowered and trauma-informed approach

At King's, we take an **empowerment and trauma-informed approach** in relation to bullying, harassment, sexual misconduct and hate crime. This is a best practise model from charities such as **Rape Crisis**.

An empowerment and trauma-informed approach understands that these incidents create lasting trauma and a perceived loss of power for survivors. Therefore, responses to disclosures should; acknowledge the impact of the incident and facilitate for survivors to take control of the situation.

Practical applications using this approach look like:

- Inviting the student to a warm, quiet area where you will not be overheard or interrupted.
- Checking if the student is safe right now. If they are of concern, fill in the **Students of Concern submission form**.
- If you are alone with a student who is distressed and possibly feeling vulnerable, informing a colleague what you are doing.
- Asking the student if they are comfortable to talk to you or if they would prefer someone of a different gender etc. If they are not comfortable, help the student find another staff member – whether this is a colleague in your department, or referring the student to Support Services.
- If the student is accompanied, checking that this person's presence is welcomed and if not, tactfully explain that you think it best that they leave to allow the student time to regain some privacy. If they are not accompanied, check if they would like someone else present.
- Explaining the several options available to the student. Remember – at all times – to ask the student what they wish to do and respect their decision.
- Recognising their strength for coming forward and disclosing to you. Reassure that they are in their right to disclose to you.
- Not making assumptions about the situation or the perpetrators. Perpetrators can be anyone.

- Not pressuring for further details or follow up questions. You must be patient and respect how much they wish to disclose.
- Not allowing your own feelings to come to the surface.
- Not anticipating what this incident is about. Each person's experience will differ as will the effect that it has. Some individuals may appear calm and others may cry.
- If you are taking notes, make sure they are brief and factual. Do not put your own assumptions in these notes. Ask the student if they are comfortable with you making notes and if they would like these to be shared with them.
- Using active listening skills: pay attention, use body language to show you are appropriately engaged and defer judgment.

'I acknowledge that this must have been really hard for you. You are brave for coming forward and telling me this'

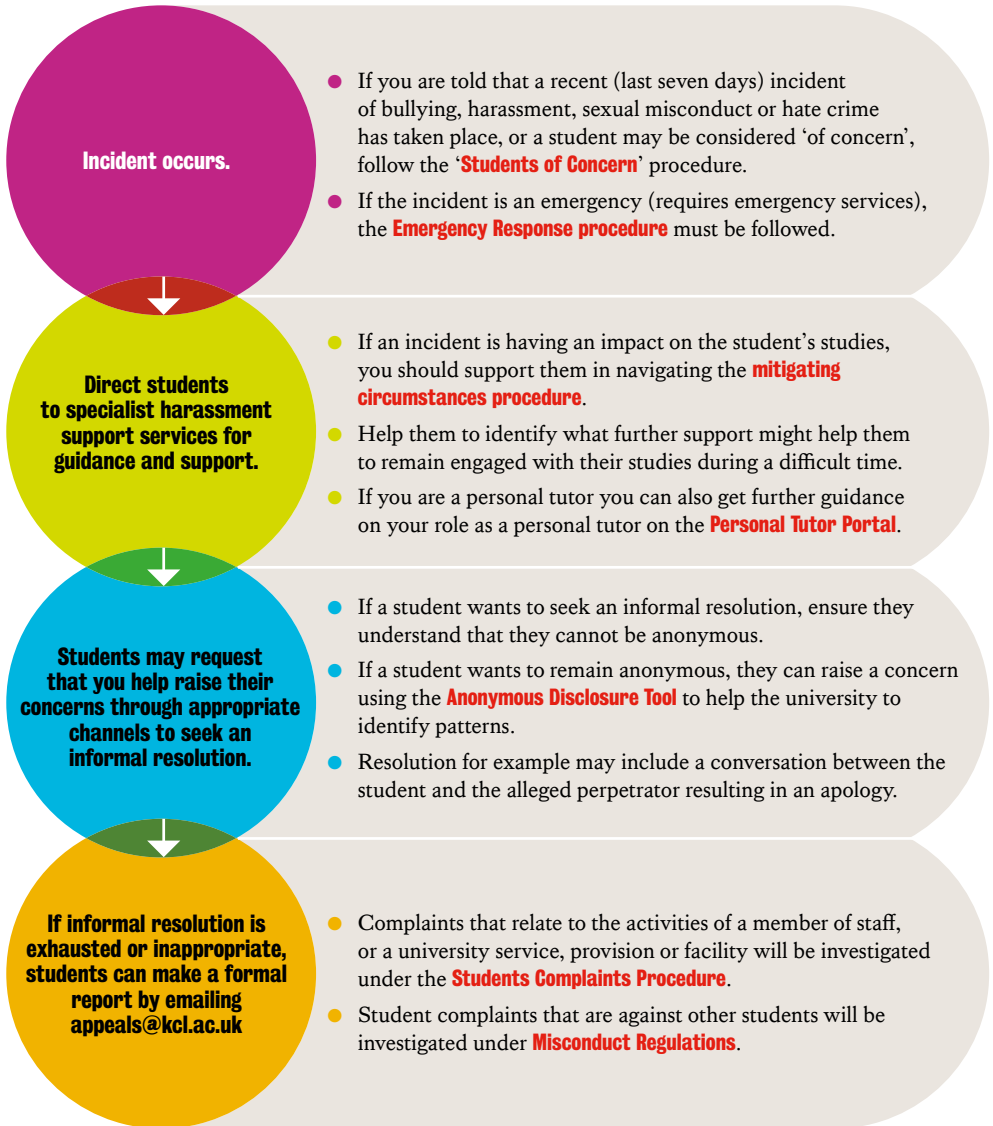
'What form of support do you need? We can explore these options together if you like'

'You're in control – it is your choice on what to do'

'Take as long as you need and tell me as much – or as little – as you want'

'I respect your decision'

Student disclosures – at a glance



Student experienced bullying, harassment, sexual misconduct or hate crime from another King's student.

- Is the student considered 'of concern'? If so, follow the '**Students of Concern**' procedure.
- If the incident is an emergency, the **Emergency Response procedure** must be followed.

Use the Empowered and Trauma Informed Approach.

- Find a quiet, comfortable space to speak to the student.
- Recognise the student's courage for approaching and disclosing to you.

Direct students to specialist harassment support.

- Explore the different support services available at King's and externally listed on our website, including third party reporting centres.
- Ensure they are in control throughout this process.
- If you are a personal tutor you can also get further guidance on your role as a personal tutor on the **Personal Tutor Portal**.

Students may request that you help raise their concerns through appropriate channels to seek an informal resolution.

- Students can talk to a Senior Tutor, Head of Department or Head of Service.
- Resolution for example may include a conversation between the student and the alleged perpetrator resulting in an apology
- Students can raise a concern using the **Anonymous Disclosure Tool** to help the university to identify patterns.

If informal resolution is exhausted or inappropriate, students can make a formal complaint.

- Formal complaints are made by sending a Stage 2 Complaints form to **appeals@kcl.ac.uk**
- Student complaints against other students are investigated under **Misconduct Regulations**.

Student has recently experienced an incident in the last seven days and the perpetrator still poses an immediate risk.

- Explain to the student that as this is a recent event and the possibility of risk is present, you must follow the **'Students of Concern'** procedure. The Student may wish to consider contacting the police or speaking to a solicitor to discuss options to stop the perpetrator going near them.
- They can also contact Student Conduct and Appeals and request a no contact agreement between them and the perpetrator.

Assess if the situation is an emergency.

- If you deem this to be an emergency (requires emergency services etc.), you must also follow the **Emergency Response procedure**.
- Whilst you do not need the students consent for this, you can inform the student that this happening.

Direct students to specialist harassment support for guidance and support.

- Explore the different support services available at King's and externally listed on our website, including third party reporting centres.
- Ensure they are in control throughout this process.
- Third Party Centres provide an alternative to directly reporting to the Police. They can help to collect evidence and follow up care including counselling and treatment.

Consider the impact on studies for the student.

- If an incident is having an impact on the student's studies, you should support them in navigating the **mitigating circumstances procedure**.

Student experienced bullying, harassment, sexual misconduct or hate crime from a King's member of staff.

- Is the student considered 'of concern'? If so, follow the '**Students of Concern**' procedure.
- If the incident is an emergency, the **Emergency Response procedure** must be followed.

Use the Empowered and Trauma Informed Approach.

- Find a quiet, comfortable space to speak to the student.
- Recognise the student's courage for approaching and disclosing to you.

Direct students to specialist harassment support for guidance and support.

- Explore the different support services available at King's and externally listed on our website, including third party reporting centres.
- Ensure they are in control throughout this process.
- If you are a personal tutor you can also get further guidance on your role as a personal tutor on the **Personal Tutor Portal**.

Students may request that you help raise their concerns through appropriate channels to seek an informal resolution.

- Students can talk to a Senior Tutor, Head of Department or Head of Service.
- Resolution for example may include a conversation between the student and the alleged perpetrator resulting in an apology.
- Students can raise a concern using the **Anonymous Disclosure Tool** to help the university to identify patterns.

If informal resolution is exhausted or inappropriate, students can make a formal complaint.

- Formal complaints are made by sending a Stage 2 Complaints form to **appeals@kcl.ac.uk**
- Complaints that relate to the activities of a member of staff, or a university service, provision or facility will be investigated under the **Students Complaints Procedure**.
- The case may also be referred to Human Resources at King's.

Student experienced bullying, harassment, sexual misconduct or hate crime outside of King's College London.

- Is the student considered 'of concern'? If so, follow the '**Students of Concern**' procedure.
- If the incident is an emergency, the **Emergency Response procedure** must be followed.

Use the Empowered and Trauma Informed Approach.

- Find a quiet, comfortable space to speak to the student.
- Recognise the student's courage for approaching and disclosing to you.

Direct students to specialist harassment support for guidance and support.

- Explore the different support services available at King's and externally listed on our website, including third party reporting centres.
- Ensure they are in control throughout this process.
- If you are a personal tutor you can also get further guidance on your role as a personal tutor on the **Personal Tutor Portal**.

Consider the impact on studies for the student.

- If an incident is having an impact on the student's studies, you should support them in navigating the **mitigating circumstances procedure**.

Support services

Whilst a student may choose to engage with internal support services available at King's, it is important to recognise that some students may want to seek external services. The following list is not exhaustive and is regularly updated on our website.

Internal support services

King's health services

King's College London NHS Health Centre is based at Bush House and was established in 2001 to provide health care for students and staff of King's College London. As well as regular GP and Nurse consultations they also offer a wide range of services including a sexual health GUM clinic, contraception and they can also refer patients to internal and external counselling services.

King's health services has received training from The Heavens to give members of staff a better understanding to be able to support survivors.

Confidentiality? Strictly confidential within the limits agreed with your clinician.

Kings College London NHS Health Centre,
3rd Floor South East Wing, Bush House
300 Strand, London, WC2B 4PJ
Telephone: 020 7848 2613
Email: kingscollegehc@nhs.net

Chaplaincy

The Chaplaincy team is a resource for the whole community. There are Chaplains at each of the campuses who are available to see any member of staff or student in confidence. You do not have to have a spiritual crisis or be a Christian to see a Chaplain: they are practised listeners and have a wealth of experience in supporting people through relationship, work and study difficulties, spiritual and vocational issues and can signpost to other services.

Confidentiality? As private as possible, within policy and process.

Email: chaplaincy@kcl.ac.uk

King's counselling and mental health support

Counselling offers a safe, confidential and supportive space, to help you explore your problems, share and gain insight into your feelings, thoughts and behaviour. The team at King's provide a free variety of support including one to one counselling, group workshops, online resources and crisis support.

King's counselling and mental health support services help with:

- anxiety
- bereavement
- difficulties in concentrating or focusing on studies
- depression
- eating problems
- family issues
- friendships
- gender identity
- relationships
- sexuality
- sleeplessness
- stress
- substance misuse.

Confidentiality? Strictly confidential within the limits agreed with your counsellor.

Email: counselling@kcl.ac.uk

External support services

The Havens

Provided by King's College Hospital NHS Foundation Trust, The Havens is a network of three specialist sexual assault referral centres (SARCs) covers the whole of London who can help you if you've been raped or sexually assaulted in the past 12 months.

The Havens is available 24 hours a day, seven days a week, for an initial

assessment. Where the matter is urgent, such as for a forensic medical examination (FME), they aim to see you within 90 minutes.

The Havens also offer follow-up care, including counselling, tests and treatments.

Their medical and emotional support services are confidential. That means they won't tell anyone you've contacted them or come to see them unless you want them to. And you can use any of their services without involving the police.

Telephone: **020 3299 6900**

Camberwell: SE5 9RS

Paddington: W2 1NY

Whitechapel: E1 5DG

True Vision

True Vision provides information about hate crime or incidents and how to report it and where to seek help.

Confidentiality? They will only use the information that we collect about you lawfully, in accordance with the Data Protection Act 1998.

Email: enquiries@report-it.org.uk

Rape Crisis

Rape Crisis South London run the Rape Crisis National Helpline for female survivors of sexual violence. The Helpline is accessible 365 days a year to women aged 14+ who have survived any form of sexual violence, no matter how long ago. They offer specialised, confidential support, information and referral details completely free of charge. Rape Crisis is also available to provide an immediate source of support to friends and family of survivors, as well as other professionals, to help them understand how best to support female survivors of sexual violence. The helpline provides information about relevant agencies including health care; Independent Sexual Violence Advisers; therapists; Sexual Assault Referral Centres; Rape Crisis Centres in their area.

Confidentiality? The Rape Crisis does offer confidentiality as the freephone number ensures your number will not appear on your bill.

Telephone: **0808 802 9999**

Victim Support

Victim Support is an independent charity, so you can contact them whether or not a crime has been reported to the police, and their support services are free and confidential. Victim Support can assist with all forms of hate crime, including but not limited to race, religion, gender identity, sexuality or disability.

Victim Support has specially trained staff and volunteers who are based locally across England and Wales and give people the emotional and practical help they need to recover from the impact of crime.

Confidentiality? As private as possible, within policy and process.

Free Support line: **0808 16 89 111**

Revenge Porn Helpline

The Revenge Porn Helpline is the UK's only dedicated service supporting adults with respect to revenge porn. They provide free, one-on-one confidential advice and support via email and phone.

You start a conversation with them without sharing any personal information (at least to start with), through their anonymous tool Whisper.

Telephone: **0345 600 045**

The Samaritans Helpline

Samaritans-trained volunteers can help talk through a range of issues that may be troubling you. Their services are free and you do not have to give your real name if you do not wish to.

Confidentiality? As confidential as possible, within policy and process.

FreeCall: **116 123 (UK)**

National telephone: **020 7734 2800 (Branch)**

Email: **jo@samaritans.org**

Callers who are deaf or who have hearing or speech impairments can contact for support by using the Next Generation Text (NGT) service.

Forum Against Islamophobia and Racism (FAIR)

Established as an independent charitable organisation, FAIR seeks to raise awareness of and challenge Islamophobia and related prejudices. The organisation has a dedicated project that monitors and identifies specific incidences of Islamophobic discrimination, harassment and violence, as well as casework related to incidences.

Confidentiality? As confidential as possible, within policy and process.

Telephone: **020 8940 0100**

Fax: **020 8940 4014**

Email: **fair@fairuk.org**

The Community Security Trust

CST is a British charity established in 1994 to ensure the safety and security of the Jewish community in the UK.

If you are the victim of an antisemitic incident or you have information regarding an antisemitic incident that happened to somebody else, CST can help.

CST has a dedicated team which deals with antisemitic incidents and provides victim support while respecting your confidentiality at all times. CST can liaise with Police and other bodies to help ensure that any incident is dealt with properly. If you do not want to contact the Police directly, CST can do so on your behalf as a ‘Third Party Reporter’.

Confidentiality? As confidential as possible, within policy and process.

CST National Emergency Line: **0800 032 3263**

Report online: **cst.org.uk/report-incident**

GALOP

Galop is the UK’s leading lesbian, gay, bisexual and transgender (LGBT) anti-violence and abuse charity. They provide a range of support for LGBT victims of hate crime.

Galop has a wide range of resources on hate crime on their website and can provide confidential and independent advice. They also have a specialist casework service for people in London facing homophobia, transphobia

or biphobia. There is a specialist trans safety casework service and young people's safety casework service in London.

Confidentiality? As confidential as possible, within policy and process.

Email: advice@galop.org.uk

Report online: galop.org.uk/report

Telephone: **020 7704 2040**

Support for you

Receiving and handling a student disclosure related to bullying, harassment, sexual misconduct or hate crime can also be distressing for you. It is important that you are well supported and can access confidential advice and guidance if you require it.

Employee Assistance Programme (EAP)

The EAP provides independent, free, confidential advice and guidance on a range of practical issues for staff on both home and work concerns, such as family matters, debt management, relationships, well-being, personal development, and life events. The EAP can provide telephone and web-based information and advice, telephone-based counselling and web-based cognitive behavioural therapy.

The EAP service is entirely independent of the College and the service is confidential. The EAP service from Workplace Options is paid for by the College and is free to College employees. Workplace Options advisers are all bound by professional standards regarding confidentiality and the only information you are asked to provide when you contact them is that you are an employee of King's College London. More information on the EAP is available on the King's webpages.

Accessing the Employee Assistance Programme

The EAP can be contacted by one of the following:

Website: workplaceoptions.co.uk

To login, the username is KCL and the password is Strand

Telephone: **0800 243 458 (Employee service)**

Telephone: **0800 298 2021 (Manager Assist service)**

Email: assistance@workplaceoptions.com

Other support services

Samaritans

Samaritans offer a free helpline and email-based service that provide support for a range of issues. They can be contacted at any time and their service is free and confidential.

Helpline: **116 123**

Email: jo@samaritans.org (response time: 24 hours)

Visit Samaritans: 46 Marshall Street, W1F 9BF (Central London branch)

Write to Samaritans: Freepost RSRB-KKBY-CYJK, PO Box 9090, Stirling FK8 2SA

National Rape Crisis Helpline

Rape Crisis South London provide the Rape Crisis National Helpline for survivors of rape and childhood sexual abuse, their families, friends and anyone else affected. They can provide specialist confidential advice free of charge. Their helpline is open every day of the year.

National Helpline: **0808 802 9999** (12.00 – 14.30 and 07.00 – 21.30)


Victim Support

Victim Support is the national charity giving free and confidential help to victims of crime, witnesses, their family, friends and anyone else affected. You can call their Victim Supportline at any time and they are independent of the police.

Supportline: **0808 16 89 111**

If you are deaf or hard of hearing, you can contact Support Line using Next Generation Text 18001 08 08 16 89 111. Supportline also has an interpretation service for people who do not speak English as a first language.





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