

Micro-aggression Portal

Frequently Asked Questions (FAQs)

Q. Is the portal genuinely anonymous?

A. Yes – it absolutely is. We **do not ask for any personal information** and stress that you should not submit any information that specifically names any individuals or groups. Any personal information that is shared will be redacted before the data is used, to ensure complete anonymity. Data will only be shared if there are significant enough numbers to be able to draw themes from the micro-aggressions experienced. In other words, individual experiences will not be shared to further protect your anonymity

Q. What is the purpose of the portal?

A. The aim of the micro-aggression portal is to gain a better understanding of the types of incidences (micro-aggressions) people are either experiencing or witnessing. We know that a build-up of micro-aggressions can often lead to more serious incidences of bullying and harassment and that this is a major issue for us across our Integrated Care System. The portal should help us tackle this problem through early interventions such as, cultural awareness training, coaching support, leadership skills development, inclusive practices, training on supporting staff and leaders to call out and challenge behaviours

Q. What will my data be used for?

A. The data you provide will be used to identify themes around how micro-aggressions are being experienced or witnessed. It will also help us understand which protected characteristics are more affected by micro-aggressions and any intersectionality across these. The data will also be used alongside other sources of information such as staff surveys, equality standard indicators, complaints and grievances in order to provide a rounded evidence base on bullying and harassment

Q. Where will my information go and who will have access to it?

A. Your information will be downloaded from the portal and extrapolated into a report that is shared with a project steering group overseeing the micro-aggression portal pilot. Once downloaded, all raw data is wiped and no longer stored.

Q. Will the data be used to tackle bullying? If so, how?

A. From the data we will be able to identify where the specific challenges are and look to develop interventions that help address this. For example, your data could highlight a particular issue with micro-aggressions from line managers around a person's sexual orientation or race. We can look to support line managers with cultural awareness training or coaching support around inclusive behaviours or allyship, and we could do this at Organisational level and across our Integrated Care System

Q. Who is the micro-aggression portal for?

A. We are initially piloting this portal with our workforce across Health & Social Care (including all primary care, voluntary sector & community organisations and educational establishments) – so that includes, all staff (paid and unpaid) and students

Q. What benefit will I get from making a report?

A. The portal provides you with a psychologically safe space in which to express experiences you have had in your own words. By doing so, you will NOT be making any formal complaint against anyone. The anonymity of the data provided prevents us from addressing individual circumstances. Sharing your experiences, will help us understand how we can put measures in place to stop these behaviours happening to others. It is completely voluntary, and we are hoping the portal will encourage a 'share not declare' culture, where we use your lived experience to affect positive change across our system for the benefit of everyone

Q. By logging a micro-aggression on the portal, will I be making a formal complaint?

A. No – the portal is informal and anonymous. It is completely independent of any organisations formal reporting mechanisms for complaints and grievances

Q. Why is this only in Norfolk, shouldn't it be in Suffolk too?

A. The micro-aggression portal is being piloted across Norfolk & Waveney Integrated Care System, hence why it is specific to this geography. Waveney is within Suffolk