

Guide to setting up a 3rd party reporting centre in Hampshire and the Isle of Wight

This document aims to provide a simple step by step process guide in order to help other areas set up a 3rd party reporting centre based on the work done in Eastleigh Borough.

A 3rd party reporting centre is a place which is not a police station where victims can report hate crime and incidents. The report can be given in confidence and the details of the report will only contain the victim's personal details with their consent when passed to the police.

The benefits of setting up a third party centre include:

- Victims will gain support and confidence
- Victims don't need to give their personal details
- Victims can be signposted to ongoing support

There are 4 simple steps to follow:

1. Identify the location - the location needs to be accessible for as many people as possible (e.g. in a town centre or central location) and preferably a multi-use premises where members of the public go for a variety of reasons, so that anyone entering the building could not be identified as going in to report hate crime. The location should also be a place where a victim will feel safe and they will be able to trust those who work there. There needs to be a private area where people can talk in confidence. The building needs to be accessible for all people including those with disabilities.

2. Identify the Staff - there must be a pool of staff (paid or volunteers) who are willing to be trained and undertake the role fully understanding confidentiality. Staff and volunteers would need to undergo a DBS check. Training will be given by Hampshire Police usually by local neighbourhood officers. The training will cover an overview of hate crime, recording procedures, consent and safeguarding matters. The staff are not there to give advice but to offer support a listening ear and signpost. It is important to understand that it may take more than one conversation to get the full account.

3. Draw up an agreement - an agreement should be agreed by the centre and Hampshire Police, preferably overseen by the local Community Safety Partnership. This agreement will cover how the centre will work, what information will be recorded and what information will be passed to the police dependant on consent from the victim.

Additionally it is worth preparing a help list for staff to refer to in terms of ongoing support for the victim dependent upon their needs.

4. Publicise the centre – In order to be a success publicity at the start and ongoing will be needed to let people know about the centre. It is important that it is kept in the public eye. Materials have been developed in Eastleigh which can be adapted and used in other parts of Hampshire and the IOW.

Finally it should be remembered that the 3rd party reporting function is an additional service provided by a premises.

For more information please contact the following people from Eastleigh:

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