

## **Guide for setting up a 3<sup>rd</sup> party reporting centre in Hampshire & Isle of Wight**

This document aims to provide a simple step-by-step guide in order to help with the process of setting up a third party reporting centre, based on the work done in Eastleigh Borough.

A third party reporting centre is a place, which is not a police station, where victims can report hate crimes and incidents. The report can be given in confidence. Personal details of the victims will only be added to the report with their consent, before being passed on to 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.

### **Four simple steps**

#### **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 be a multi-use premises already used by members of the public for a variety of reasons.
- This means that anyone entering the building cannot be identified as going in to report hate crime, just from visiting the premises.
- The location should also be a place where a victim will feel safe and able to trust the people working 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 need to undergo a DBS check.
- Training will be provided by Hampshire & Isle of Wight Constabulary, usually by local neighbourhood officers.
- Training will cover an overview of hate crime, recording procedures, consent and safeguarding matters.

- Staff are not there to give advice, but to offer support, a listening ear and to signpost victims in the right direction.
- 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 both the centre and Hampshire & Isle of Wight Constabulary, preferably overseen by the local Community Safety Partnership.
- The agreement will cover: how the centre will operate; what information will be recorded; and what information will be passed to the police - dependant on consent from the victim.
- It is also worth preparing a “help list” for staff to refer to. This will assist in terms of ongoing support for the victim, dependent on their needs.

### **4. Publicise the centre**

- To achieve maximum impact, publicity from the time of setting up the centre and throughout its operation is important, to raise awareness of the centre and the service it provides to the public.
- It is important that the centre remains in the public eye.
- Materials have been developed in Eastleigh which can be adapted and used in other parts of Hampshire & the Isle of Wight.

Finally, it should be remembered that the third party reporting function is an additional service provided by a premises, and not its sole purpose.