

## Support for victims of disability harassment or hate crime:

Many disabled people suffer from harassment, anti-social behaviour or crimes which they don't report. Local Councils, Dorset Police, other organisations and voluntary groups want to change this.

To encourage people to report incidents we think it would be useful for people to understand what will happen in you call the police and that there is support for disabled people to help them through the process. They are outlined below:

<b>Dorset Police</b>	
<p><b>In an emergency always call 999</b></p> <p><b>Otherwise call 101</b> to make a report or to find your nearest police station and opening hours or visit <a href="http://www.dorset.police.uk">www.dorset.police.uk</a></p> <p>You can report online at: <a href="http://www.dorset.police.uk/Default.aspx?page=377">http://www.dorset.police.uk/Default.aspx?page=377</a></p> <p>Or via True Vision at: <a href="http://www.report-it.org.uk/home">http://www.report-it.org.uk/home</a></p> <p>Remember you can contact <a href="#">Crimestoppers</a> on <b>0800 555 111</b> to report incidents anonymously.</p>	<p>Dorset Police have significantly improved their systems and ways of working over the last few years. Much of this work has been prompted by a better understanding of Anti-Social Behaviour (ASB) and how it affects people's lives.</p> <p>To intervene in situations to prevent them escalating the police need to identify vulnerable and repeat victims as soon as possible. This is why when a victim contacts Dorset Police to report a personal crime or ASB an initial victim assessment is carried out. The caller is asked a series of questions, called a 'TOPIC' assessment. They are:</p> <ul style="list-style-type: none"><li>T – Targeted; do you think you were personally targeted?</li><li>O – Often; how often do problems occur?</li><li>P – Prejudice; is this incident based on prejudice? (If yes, it is treated as high risk)</li><li>I – Impact; how is this impacting on the callers or any other person's life?</li><li>C – Contact; how does the caller wish to be contacted?</li></ul> <p>This assessment establishes the potential vulnerability of the victim, or whether they are a repeat victim. These factors influence the response according to vulnerability. Software in the police control room also recognises when the caller's telephone number has been used to contact the police before, which prompts further questioning.</p> <p><b>What will happen if you report a personal crime or incident of personal ASB?</b></p> <p>If the victim wishes to see a police officer then an officer will be sent.</p> <p>If the victim has suffered 2 personal incidents in a 12</p>

	<p>month period, then a Safer Neighbourhood Team officer will be appointed as case manager, if it is a hate related incident (see definitions below) then a supervisor will manage the response.</p> <p>More than 3 incidents in a 12 month period and the case is allocated to a Safer Neighbourhood Team Sergeant.</p> <p>More than 5 incidents and the Neighbourhood Inspector takes responsibility, and the issue is escalated to the local Tasking and Coordinating group attended by partners.</p> <p>All repeat hate crime incidents will require a harm reduction plan to be initiated.</p> <p><b>What is a definition of a hate crime or incident?</b></p> <p>Disabled people can report any type of crime or incident to the police. The response above relates to specific types of incidents and crimes defined by the Dorset Police as follows:</p> <p>A disability ‘hate related incident’ as:  <b><i>‘Any non-crime incident, which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person’s disability.’</i></b></p> <p>A disability ‘hate crime’ as:  <b><i>‘Any criminal offence which is perceived by the victim or any other person, to be motivated by a hostility or prejudice based on a person’s disability.’</i></b></p> <p>If you wish to make a complaint about how your report has been handled please use the <a href="#">Police complaints procedure</a>.</p>
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**Borough of Poole**

<p>If you are not in immediate danger and do not wish to report an incident to the Police call our <b>Anti-Social Behaviour Team</b>.</p> <p>If your report involves a crime you will be encouraged to report this to the</p>	<p>Their promise to you is that:</p> <ul style="list-style-type: none"> <li>• Every victim of anti-social behaviour is visited to find out what level of support they need and a vulnerability assessment undertaken</li> <li>• Those most at risk are referred to the Victim Support Officer who visits regularly with an agreed support plan put in place</li> </ul>
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<p>Police.</p> <p><b>Email:</b>  <a href="mailto:community.safety@poole.gov.uk">community.safety@poole.gov.uk</a></p> <p><b>Telephone:</b> 01202 633497 during office hours</p> <p><b>Text Relay:</b> 01202 633497</p> <p>You can also report this online via:  <a href="http://www.boroughofpoole.com/your-council/equality-and-diversity/reporting-prejudice-incidents/">www.boroughofpoole.com/your-council/equality-and-diversity/reporting-prejudice-incidents/</a></p>	<ul style="list-style-type: none"> <li>• Protective measures (such as anti-vandal paint, window locks, film on windows or CCTV) will be considered following a risk assessment.</li> </ul> <p>Victims will be supported by an ASB case officer. Where appropriate your case may be referred to our Victim Support Officer. They are dedicated to supporting victims by acting as a single point of contact for the most vulnerable victims, to save them the stress of going over their experience again and again with different agencies.</p> <p>If a case goes to court we will help and support you through the process leading up to the hearing, during the hearing and afterwards.</p> <p>If you wish to make a complaint about how your report has been handled please use the <a href="#">Council's complaints procedure</a>.</p>
<p><b>Adult Safeguarding in Poole</b></p> <p>Contact Adult Social Care's helpdesk for advice or if you have concerns that a vulnerable adult is being abused.</p> <p>Helpdesk tel: 01202 633902</p> <p>Out of Hours service tel: 01202 657279</p> <p>5pm-8.40am Monday to Thursday and 4pm-8.40am Friday to Monday including Bank Holidays.</p> <p>E-mail <a href="mailto:sshelpdesk@poole.gov.uk">sshelpdesk@poole.gov.uk</a>.</p>	<p>Borough of Poole Adult <a href="#">Social Care</a> - with the support of the Police, Health organisations, Housing, voluntary and independent organisations - are committed to tackling abuse of vulnerable adults.</p> <p>We do this by drawing attention to the problem and making it easy for concerned people to contact the Borough of Poole Adult Social Care Helpdesk to report what they believe to be abuse of vulnerable adults.</p> <p>A vulnerable adult is any person aged 18 or over who is or may be in need of community care services by reason of:</p> <ul style="list-style-type: none"> <li>• mental or other disability, age or illness and;</li> <li>• who is or may be unable to take care of him/herself; or</li> <li>• unable to protect him/herself from significant harm or serious exploitation.</li> </ul> <p>Abuse is when someone else does something to another person which damages their quality of life or puts them at risk of harm. Abuse can be a criminal act when it is an offence against another person. It can happen once or repeatedly. Abuse may be carried out as the result of deliberate actions, negligence or ignorance.</p>

Bournemouth Borough Council	
<p><b>Anti-Social Behaviour Team</b></p> <p>Contact: 01202 451433</p> <p>Email: <a href="mailto:Andrew.williams@bournemouth.gov.uk">Andrew.williams@bournemouth.gov.uk</a></p> <p><a href="http://www.bournemouth.gov.uk/Hatecrime">http://www.bournemouth.gov.uk/Hatecrime</a></p>	<p>The ASB team assess all complaints of anti-social behaviour to identify anyone who may be particularly vulnerable and support is offered to those who need it.</p> <p>All reports of anti-social behaviour will be investigated and measures put in place to deal with incidents. The Council work closely with Dorset Police to tackle problems.</p>
<p><b>Safeguarding Adults</b></p> <p>Bournemouth Care Direct, Customer Services Centre, St Stephens Road, Bournemouth, Dorset BH2 6EB 01202 454979</p> <p>Out of Hours: 01202 657279</p>	<p>If you know someone is being abused, or think they may be, contact: Bournemouth Care Direct or Dorset Police Telephone 01202 222222</p> <p><b>If you think someone may be at immediate risk of harm contact the Police by calling 999.</b></p> <p>You can also tell a health or social care worker such as a social worker, nurse, doctor or occupational therapist.</p> <p>If you report abuse to us we:</p> <ul style="list-style-type: none"> <li>• take your concerns seriously</li> <li>• deal with the matter sensitively</li> <li>• make sure the person is safe</li> <li>• investigate the situation fully</li> </ul>

General Support Organisations	
<p><b>Victim Support</b></p> <p>Tel: 01202 606200</p> <p>Email: <a href="mailto:vsdorset@victimsupport.org.uk">vsdorset@victimsupport.org.uk</a></p>	<p>Provide free and confidential support to help people deal with being a victim of crime or anti-social behaviour, whether or not they report it to the Police.</p> <p>Victim Support have a number of fully trained volunteers including specialists in hate crime that can support individuals.</p>

## Disabled People – Local Organisations

### Access Dorset

Contact:  
David Thompson  
Littledown centre, Chaseside  
Bournemouth  
BH7 7DX  
Tel: 01202 771336

Email:  
[enquiries@accessdorset.org.uk](mailto:enquiries@accessdorset.org.uk)

Website: [www.accessdorset.org.uk](http://www.accessdorset.org.uk)

A charity providing advice and support for all those who are disabled or suffering an impairment or their carers.

They are a third party reporting centre for people experiencing prejudice incidents.

### Bournemouth People First

**Contact:** Paul Thomas  
22 Sea Road, Boscombe,  
Bournemouth,  
BH5 1DD

Tel: 01202 303765

Email:  
[speakingup@bournemouthpeoplefirst.co.uk](mailto:speakingup@bournemouthpeoplefirst.co.uk)

[www.bournemouthpeoplefirst.co.uk](http://www.bournemouthpeoplefirst.co.uk)

A charity run for and by people with learning disabilities. They help each other to speak up, lead change and provide services to local organisations. They provide specialist support for people with learning disabilities who have been victims of crime, including helping them to attend court proceedings and give evidence.

### Poole Forum

Phone: 01202 746 040

Email: [office@pooleforum.co.uk](mailto:office@pooleforum.co.uk)

Website: [www.pooleforum.co.uk](http://www.pooleforum.co.uk)

A charity involving people who have learning disabilities. It has an easy read reporting form, Keep Safe guides and cards, and does training on rights for learning disabled people.

<http://pooleforum.co.uk/keepingsafe.html>

### Dorset Advocacy

Tel: 01305 251033

Email:  
[enquiries@dorsetadvocacy.co.uk](mailto:enquiries@dorsetadvocacy.co.uk)

Website: [www.dorsetadvocacy.co.uk](http://www.dorsetadvocacy.co.uk)

Dorset Advocacy currently provides advocacy to older people, disabled people, and people who have learning disabilities. If you need help from an advocate, please call us to discuss your situation.

National disability organisations, such as [MENCAP](#), the [National Autistic Society](#) and [Scope](#) etc also campaign on these issues.

<b>Older People – Local Organisations</b>	
<p><b>Age Concern Poole</b></p> <p>Old Rope Walk Poole BH15 4AU</p> <p>24 Hour Answerphone - 01202 666195</p>	
<p><b>Age UK Bournemouth</b></p> <p>700 Wimborne Road Winton Bournemouth Dorset BH9 2EG</p> <p>01202 523300</p> <p>Website: <a href="http://www.ageuk.org.uk/bournemouth">www.ageuk.org.uk/bournemouth</a></p>	<p>Information and advice team can provide free information on health, community care, housing, leisure and education, money and legal issues.</p>
<p><b>Help &amp; Care</b></p> <p>The Pokesdown Centre 896 Christchurch Road Bournemouth BH7 6DL</p> <p>Telephone: 0300 111 3303</p> <p>Email: <a href="mailto:contact@helpandcare.org.uk">contact@helpandcare.org.uk</a></p>	<p>Help and Care is a registered charity working with older people, <a href="#">carers</a> and <a href="#">communities</a>. They can provide <a href="#">you</a> with information and advice that will enable you to make <a href="#">decisions</a> and find support that is right for you.</p>

<b>Other Specialist Local Organisations</b>	
<p><b>Poole Citizen's Advice Bureau</b></p> <p>54 Lagland Street Poole BH15 1QG</p> <p>Tel: 0844 245 1291</p> <p><b>Website:</b> <a href="http://www.poolecab.co.uk">www.poolecab.co.uk</a></p>	<p>Poole's Citizens Advice Bureau is a confidential and impartial advisory service for residents of Poole. Clients can access advice via drop-in, appointment, telephone and email at its offices in Poole.</p>
<p><b>Bournemouth Citizens Advice Bureau</b></p>	<p>Bournemouth Citizens Advice Bureau provides a free, impartial and confidential service to everyone.</p>

<p>Tel: 08444 111444</p> <p><b>Website:</b> www.bournemouthcab.co.uk</p>	
<p><b>Samaritans</b></p> <p>Tel: 08457 90 90 90*</p> <p>Email: <a href="mailto:jo@samaritans.org">jo@samaritans.org</a></p> <p><b>Website:</b> www.samaritans.org</p>	<p>A charity that is open 24 hours a day, 365 days a year to confidently listen and support you though all kinds of feelings and thoughts.</p>