

Reporting Suspicious Activity or Behaviour – Your Questions Answered

We need your help to keep us all safe from terrorism. You can help. Be our eyes and our ears by reporting potentially crucial information about suspicious activity confidentially to the police on **0800 789 321**.

Suspicious activity is anything that seems out of place, unusual or just doesn't seem to fit in with day-to-day life - let us decide if it is important. Action will only be taken if and when we have checked the information thoroughly.

Your information can help make our communities safer.

Suspicious activity could include someone:

- Who has illegal firearms or other weapons or has shown an interest in obtaining them
- Who has bought or stored large amounts of chemicals, fertilisers or gas cylinders for no obvious reasons
- Who has bought or hired a vehicle in suspicious circumstances
- Whose behaviour has undergone an extreme and unexplained change
- Who holds passports or other documents in different names for no obvious reasons
- Who travels for long periods of time, but is vague about where they're going

How sure do I have to be before passing on my suspicions?

An honest held belief that something is occurring or you have a belief someone is acting suspiciously.

If my information turns out to be incorrect will I have wasted police time?

You may feel it's probably nothing, but unless you trust your instincts and tell us we won't be able to judge whether the information you have is important or not. Remember, no piece of information is considered too small or insignificant. Our specially trained officers and police staff would rather take lots of calls which are made in good faith, but have innocent explanations, than not getting any at all.

Who will take my call?

A detective or a trained member of police staff.

Do I have to give my name or any personal details?

No, it is entirely up to you if you wish to leave your contact details.

Is it confidential?

Yes, the number is confidential - you don't have to give your details unless you wish to do so.

I am concerned that someone will find out I have contacted the hotline?

We understand that people might have reservations about contacting police, either because their friends or family may find out, or their suspicions may prove to have innocent explanations. But we can reassure you that all calls and information are treated in the strictest confidence.

What sort of detail will the police need from me?

If you are reporting an incident you have witnessed we will need as much detail as possible, this could include the clothing someone was wearing, their age, height, ethnicity and actions for example.

Will my call be traced or recorded?

Your call will not be recorded. If you wish to leave your details you can do so but otherwise your call will remain anonymous.

How long will the call take?

It will depend on how much information you are able to provide when you contact us.

What will happen with the information?

Our specially trained officers and police staff who take the calls will assess and evaluate the information you pass on before deciding on what action to take.

Will I be given an update?

Unfortunately we are unable to provide updates due to data protection issues and because the information we receive is passed to us on an anonymous basis.

If the police need to speak to me again, how will they contact me?

We will only get in touch with you if we need to ask you further details about the information you have provided and we will only do this if you want to leave your contact details.

Will I need to give a statement?

In a case where you are giving information and wish to leave your contact details, you may be asked to provide a statement however this will depend on your wishes.

Does the hotline have a language line?

If you have difficulties speaking English, you can ask a friend who can speak English to contact us on your behalf. However, we will need to take into consideration the type of call and the privacy and level of information being divulged.

I suffer from hearing loss, how can I pass on information which I think maybe important?

Yes, you can also contact the hotline online via [gov.uk/ACT](https://www.gov.uk/ACT)

Can I report my suspicions on-line rather than over the phone?

Yes, if you would prefer to report information on-line rather than over the phone, you can do so via gov.uk/ACT

Will I get a reward if I pass on information to the hotline?

You will not get a reward if you pass on information to the hotline.

If I don't want to contact police is there anyone else I can talk to?

Family or trusted friends can report on your behalf but we will need to confirm the details provided with you.

You can also report crime or information online or via Crimestoppers anonymously on 0800 555 111

Always remember, if something is occurring now, call 999