

INFORMATION FOR VICTIMS

WHAT HAPPENS NEXT?

Officer in charge (OIC)

Mobile number

E-mail address

Incident/crime number

YOUR VICTIMS RIGHTS

We recognise that you have rights under the Victim's Code:

- You will be provided with the details of the officer or police staff investigator who is responsible for investigating the offence.
- Amongst our diverse communities, boundaries for communication are recognised. We will ensure that translation and interpretation services are used so that you will be understood by our officers and our processes will be explained to you in full.
- You will be asked how you would like to be kept informed of progress in your case, how often and for how long, this is your decision.
- The officer in the case will also inform you of any significant developments such as arrest of offenders, bail or prosecution decisions within five working days.

TO HELP THE POLICE INVESTIGATE THE CRIME YOU ARE A VICTIM OF (OR WITNESS TO) - YOU MUST INFORM THEM;

- If you remember something not already included in your current statement.
- If your contact details change.
- If the crime involved any type of hostility, for example, if you were targeted because of your race, sexuality, religion, disability or gender identity, or perceived race, sexuality, religion, disability or gender identity.
- If you have any specific needs such as mobility, communication or religious requirements.

VICTIM PERSONAL STATEMENT (VPS)

The Victim Personal Statement (VPS) provides an opportunity for victims to have a voice in the criminal justice process. It enables you to tell the Court and the Parole Board how the offence has affected you or your family. You can make it at any time throughout the court proceedings. Receipt of this form is confirmation that Warwickshire Police have offered you a VPS. Visit www.gov.uk and search 'Victim Personal Statement' or scan the QR code for more information.



THE CPS

The Crown Prosecution Service (CPS) will decide whether or not to prosecute certain cases. To find out more about the CPS visit

www.cps.gov.uk or call 0203 357 0000.

SUPPORT FOR VICTIMS OF CRIME

As a victim of crime, the police will pass your information to Victim Support, unless you ask them not to. Victim Support is an independent charity, dedicated to supporting victims of crime and traumatic incidents. VS services are free, confidential and available to everyone, regardless of when the event happened.



VS provides specialist help to support people to cope and move on to the point where they feel they are back on track with their lives. If you've been affected by crime, call your local victim care team in Warwickshire on 01926 358060. Lines are open 9am-5pm Monday to Friday. If you need telephone support outside of the local team's opening hours, you can call VS Supportline, for free, on 08 08 16 89 111. Supportline is open 24 hours a day, seven days a week. Live Chat is available 24/7, if you don't want to talk on the phone, visit www.victimsupport.org.uk on how VS can help.



GOING TO COURT

His Majesty's Courts and Tribunals Service (HMCTS) is responsible for running all of the courts. To find out more visit www.gov.uk/going-to-court-victim-witness where you can also view the video 'Going to Court – A Step by Step Guide to Being a Witness', which explains what happens at court. The Witness Service, run by Citizens Advice, helps victims and witnesses attending court. They will explain what to expect when going to court, arrange a pre-trial visit and will support you at court. They cannot discuss the case or the contents of your evidence with you.



WITNESS CARE UNIT

Once the defendant is charged the Witness Care Unit will provide you with a single point of contact, who will update you on the case as it progresses through court. They will support you if you are required to give evidence in a trial. They can also provide information on claiming expenses, including travel, pre-trial visits, allowances for meals, loss of wages and child care. For more email witnesscare@warwickshire.police.uk

PROTECTION AGAINST HARASSMENT OR INTIMIDATION



If you are harassed or threatened in any way during an investigation or a trial, you should contact the police immediately. If the offender is kept in custody, released on bail or convicted, the criminal court can make a restraining order, you can also make an application yourself through the civil courts. Victims and witnesses are also protected against witness intimidation for up to a year after the end of a trial.



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SPECIAL MEASURES

Special measures are measures which have been put in place to help vulnerable and intimidated witnesses give their best possible evidence in court. They are provided at the discretion of the Judge or Magistrate. There are three main areas where Special Measures will be considered for victims and witnesses the first is for Victims and witnesses of the most serious crime, secondly persistently targeted victims and finally vulnerable or intimidated victims or witnesses. Special Measures may include a video link to the court room, the use of screens inside the court room, video recorded evidence, the removal of wigs and gowns, or video recorded cross-examination. Other measures are available to assist witnesses with communication difficulties, such as the use of an intermediary who will explain the questions put to them and help the court understand their answers.

APPLYING FOR SPECIAL MEASURES

The police officer in your case can make application on your behalf to the CPS, so it is important to inform them if you feel you need this consideration. The prosecutor will then consider applying for special measures to help you when giving evidence in court. If you are eligible - The judge at that hearing will decide whether you should be allowed to use special measures in court.



CONVICTION, SENTENCE AND PAROLE

When someone is convicted of an offence and sent to prison, they pass into the care of the Prison Service. To find out more visit www.gov.uk and search 'HM Prison Service'. If the offender in your case was under 18, you may be contacted by the Youth Justice Service (YJS) to see if you want to be involved in a restorative justice meeting. If the offender in your case was convicted of a sexual or violent offence and sentenced to a year or more in prison, the Probation Service will keep you informed about key points in the offender's sentence, visit www.gov.uk and search 'Probation Service' for more information. In some cases, the Parole Board decides when offenders can safely be released from prison into the community. Visit www.justice.gov.uk/about/parole-board to find out more.



RESTORATIVE JUSTICE

This is a process where people who have been harmed are given the opportunity to communicate with the person who caused them harm so that they can explain the real impact on them. If you decide you want to communicate with the person who caused you harm, the Restorative Justice Team can provide a safe opportunity to do so and assist you in thinking about what you would like to say to them and any questions you might like to ask, call 01926 358060 for more information.



SOCIAL MEDIA

If you are a victim of crime or a witness then you must not discuss the case on any social networking site as this may have a detrimental effect on the court case.



There have been a number of cases which have been delayed or have collapsed as a result of postings made on social networking sites.

COMPENSATION

As a victim of crime, you may be entitled to compensation. If eligible, there are various ways in which this can be assessed and completed. The officer in charge (OIC) of your investigation can provide you with more details regarding this.



PROPERTY

If property belonging to you has been seized by police as evidence for the investigation, the officer in charge (OIC) will endeavour to have this returned to you at the earliest opportunity. If the property is to be retained, then you should expect an explanation from the OIC.

YOUR RIGHTS AND THE SERVICE YOU SHOULD EXPECT

As a victim you receive support and services under the Code of Practice for Victims' of Crime (the Victims' Code). It sets out the services you can expect from the criminal justice agencies. You can make a complaint under the Victims' Code if you are unhappy with the service received. Visit www.victimsupport.org.uk and search 'victims code' for more information. You can always contact www.warwickshire.police.uk to report any issues you have with an investigation, or how it is being managed.

To help us understand any quality of service issues and how we can improve, satisfaction surveys are carried out with randomly-selected victims of crime each month.

For more information visit www.warwickshire.police.uk and search 'victim experience survey'.



VICTIMS' RIGHT TO REVIEW

The Victims' Right to Review (VRR) Scheme gives victims the right to ask for a review of a police decision not to charge a suspect. VRR applies to cases where a suspect has been identified and interviewed under caution. This happens either after they've been arrested or because they've volunteered to be interviewed. For more information visit www.warwickshire.police.uk and search 'victims' right to review'.



COMPLAINTS

If you believe that you have not received your rights, then you are entitled to make a complaint. You have the right to complain directly to the officer or their supervision. In the event that the complaint has still not been resolved, you can contact our Professional Standards Department by visiting www.warwickshire.police.uk and searching 'complaints'.



HOW TO CONTACT US

EMERGENCIES - dial 999 when someone is in danger or a crime is in progress

NON-EMERGENCIES - contact us online at www.warwickshire.police.uk

COUNTER TERRORISM HOTLINE - 0800 789 321

CRIMESTOPPERS - 0800 555 111

TYPE TALK (FOR DEAF OR HEARING IMPAIRED) - 18001 101



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