



Information for victims of crime

This leaflet will help you understand what happens next after a crime has been reported, what services you are entitled to, and the help and support available to you.

The officer dealing with your case will complete this section:

Name:

Collar number:

Email:

Mobile number:

Crime reference:

You'll be provided with a crime reference number and contact details of the police officer who'll investigate the crime report. Keep this information safe.

Local Policing Charter

Our Local Policing Charter outlines our ongoing commitment to improving our local policing delivery and providing a service that communities both expect and deserve.

For more information visit: <https://www.westmercia.police.uk/police-forces/west-mercia-police/areas/west-mercia/about-us/about-us/local-policing-charter/>

You can also find out more about what to expect from West Mercia Police if you are a victim of burglary, violent crime or hate crime.

What happens next

When you report a crime we'll carry out an initial investigation which will help us decide whether we have enough information to progress the case.

If there's not enough information to progress the case then it may be closed. If this happens then the investigating officer will be in touch with you to explain why.

If there's enough information then we'll progress with the investigation. This will include gathering evidence, taking statements and speaking to witnesses.

Even if your case does not result in a suspect being brought to justice, we understand the impact that crime can have and you are still entitled receive help and support (see section on help and support).



Keeping in touch

The investigating officer for your case will be your point of contact and will keep in touch with you regularly to provide updates.

They'll always let you know about important milestones including:

- If/when a suspect is arrested, interviewed, released or bailed.
- If/when all reasonable lines of enquiry have been completed and the case will be closed.
- When a decision is made to/ not to charge or caution the suspect.

If you'd like to be updated more often then just let the officer know. You can also let them know how you'd like to receive updates, e.g. phone call, email, text message, or alternative safe contact method.

For more information visit:

<https://www.westmercia.police.uk/advice/advice-and-information/victim-support/what-happens-after-you-report-crime/>

Victim Personal Statement (VPS)

A VPS is your opportunity to record the impact the crime has had on you and those close to you. It gives you a voice in the criminal justice process and if the case goes to court then it helps the court to understand how the crime has affected you.

You can make a VPS at any point, but for many victims the best time to make it is when they are told that the suspect has been charged and the full impact of the crime may be clearer.

For further information speak to your investigating officer or visit: <https://www.gov.uk/government/publications/victim-personal-statement>

Help and support

The Victim Support Gateway is delivered by Victim Support. We're here to help anyone affected by crime. It doesn't matter when the crime took place, you can get our help at any time, 24 hours a day, seven days a week. We're independent from the police, and our support is free and confidential.

Helping you feel safer and more secure - feeling unsafe after crime is normal. We can help you to complete a safety plan, and give you advice and information to feel more secure.

Helping you to understand your rights and the services you're entitled to - experiencing crime can be overwhelming. You might not know where to turn to. We'll make sure you're aware of the rights and services you're entitled to.

Helping you to explore ways to cope - our experienced team is trained to listen and help make sense of what you've been through and explore your options to help you regain feelings of control.



Connecting you with services and support networks - if you need specialist help that the Victim Support Gateway can't directly provide, we can connect you to other agencies who can help.

Telephone: 01905 726896

Email: VictimSupportGateway@victimsupport.org.uk

24/7 Live Chat: <https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat/>

You can also access My Support Space, a free, safe, and confidential space with access to a range of tools to help you cope and move forwards after crime. Register for My Support Space: <https://www.mysupportspace.org.uk/moj>

Restorative Justice

Restorative Justice gives victims the chance to have their say, to get answers to their questions, and to move on with their lives.

Restorative Justice brings those harmed by crime, and those responsible for the harm, into communication, enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward.

For further information, please contact the Victim Support Gateway on 01905 726896 or VictimSupportGateway@victimsupport.org.uk

Going to court

If you're asked to give evidence in court, you'll be allocated a witness care officer who will be your contact during the trial.

They'll inform you about when and where the trial will take place, explain what will happen on the day and answer any questions you have.

They'll make sure you're prepared, including arranging a court visit before the trial and any other measures that may be available to help you give evidence.

For more information, visit: <https://victimandwitnessinformation.org.uk/the-court-process>



Victims' Code of Practice

The Victims' Code of Practice explains the level of service you can expect to receive from the police and other criminal justice agencies, from the moment you report a crime right through to the end of a trial in court.

Find out more at: <https://victimandwitnessinformation.org.uk/your-rights>



Ministry
of Justice

Victims' Code

All victims of crime in England and Wales have rights:

1

To be able to understand and to be understood.

2

To have the details of the crime recorded without unjustified delay.

3

To be provided with information when reporting the crime.

4

To be referred to services that support victims and have services and support tailored to your needs.

5

To be provided with information about compensation.

6

To be provided with information about the investigation and prosecution.

7

To make a Victim Personal Statement.

8

To be given information about the trial, trial process and your role as a witness.

9

To be given information about the outcome of the case and any appeals.

10

To be paid expenses and have property returned.

11

To be given information about the offender following a conviction.

12

To make a complaint about your rights not being met.

Compensation

If you've been the victim of a crime that's left you injured, or with lost or damaged property, you may be able to apply for compensation.

For further information please visit: <https://www.westmercia.police.uk/ar/applyregister/vc/compensation-for-victims-of-crime/>

Right to Review Scheme

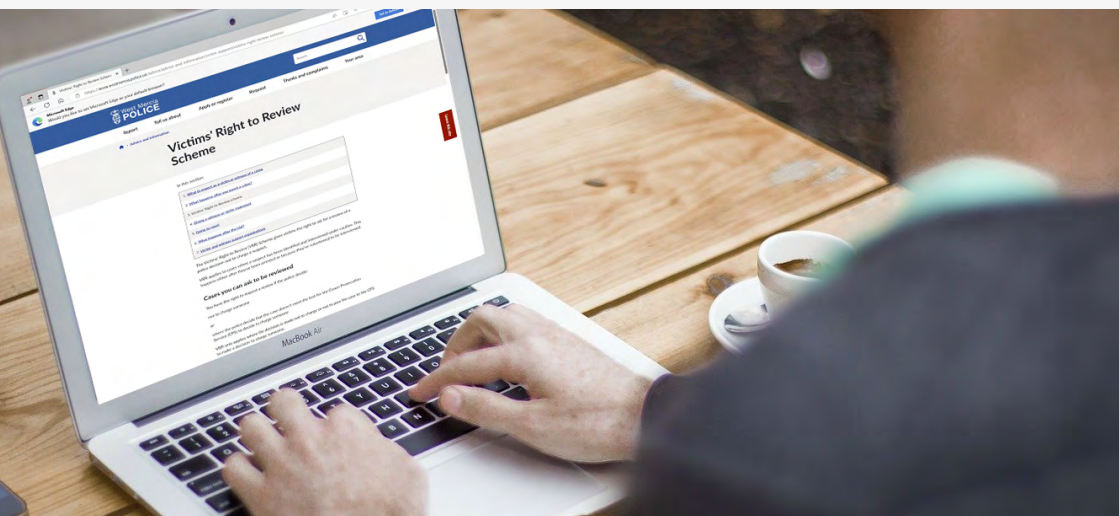
Any victim in a qualifying case where a decision is made not to prosecute is entitled to seek a review of that decision.

For further information please visit: <https://www.westmercia.police.uk/advice/advice-and-information/victim-support/victims-right-review-scheme/>

Complaints

You can complain to a police force about something that has had a negative impact on you, such as causing you any form of loss, damage, distress or inconvenience. This includes general policing standards, any service you've received from the police or how we're using our resources.

To find out more please visit: <https://www.westmercia.police.uk/fo/feedback/complaints/complaints/>



Sign up to Neighbourhood Matters ...

... your community messaging service.

Neighbourhood Matters enables residents, businesses and community groups to keep in touch with local policing teams.

You choose exactly what type of alert you wish to receive and how you receive them and how often.

Sign up now at: www.neighbourhoodmatters.co.uk



If you need the information in another format or language, please request this through your officer.

The leaflet contains links to external third party websites to help you find information that may be relevant to you quickly and easily.

West Mercia Police bears no responsibility for the accuracy, legality or content of external sites or for that of subsequent links.

For the latest crime prevention advice visit:
www.westmercia.police.uk/cp/crime-prevention/

  @westmerciapolice  @WMerciaPolice

For crimes in progress call 999.

For non emergencies report online: www.westmercia.police.uk/report
If you are unable to report online, you can contact the police via the 101 non-emergency number.