



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/campaigns/campaigns/2019/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



VICTIM ADVICE LINE
WEST MERCIA | 0800 952 3000



Advice & guidance | Someone to listen | Free & confidential

The Victim Advice Line is free, confidential service for people affected by crime in Worcestershire, Herefordshire and Shropshire. It's available whenever you need it, regardless of when the crime took place.

We understand that crime affects everybody differently. You'll have your own Care Coordinator who will work with you to understand exactly what help and support you need. They'll put together a package of support to help you cope and recover.

We provide support for as long as you need it, and you can get back in touch at any time if you feel you need us.



[They] were my lifeline at a very traumatic time for me. They listened patiently, answered my questions and absolutely understood how distressed and confused I was feeling. They offered me the consistent support I needed ... I wouldn't hesitate to call them.



You can get in touch with us in the way which is most comfortable for you.

☎ 0800 952 3000

✉ info@victimadviceline.org.uk

💬 Live chat at www.victimadviceline.org.uk

Details on other local support services can be found at www.victimadviceline.org.uk

Restorative justice

Do you still have questions about what happened to you? Would you like to let the person that has caused you harm know the impact of their crime?

Restorative Justice's aim is to empower you to cope and recover from your experience. This can include, should you wish, the opportunity to communicate with your offender, where appropriate, in order to explain the impact their actions had on you.

Further information on restorative justice can be found at: <https://victimadvice.org.uk/victim-advice-parent/restorative-justice/>

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](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

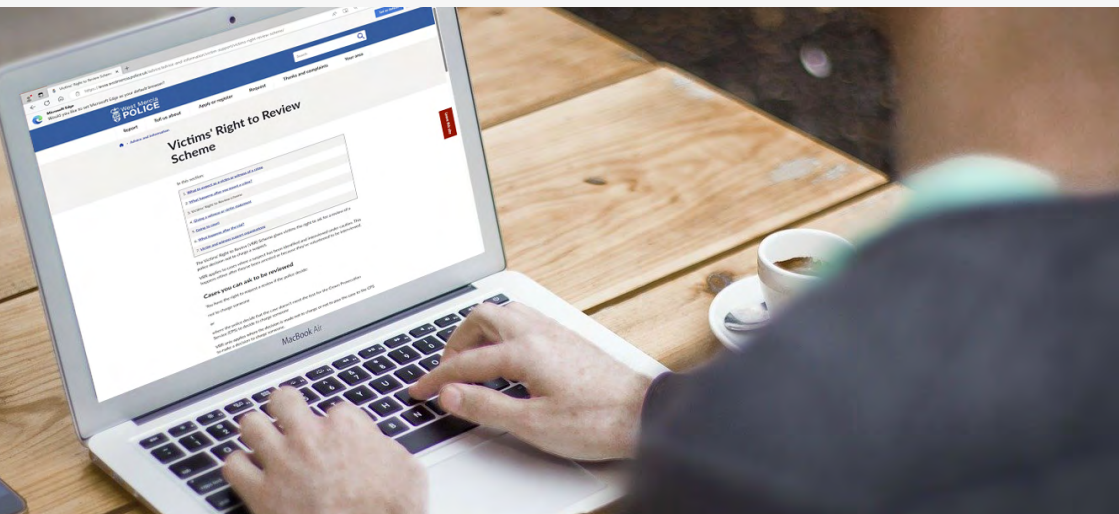
Any victim in a qualifying case where a decision is made not to prosecute is entitled to seek a review of that decision.

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/advice/advice-and-information/c/af/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 or contact the Victim Advice Line.

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  @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.