



Protecting Communities,
Targeting Criminals,
Making A Difference

Advice and Support for Victims of Crime

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Details of your crime

Thank you for reporting a crime. We know this is not always an easy thing to do but you have taken the first step to bringing the offender/s to justice. We are here to help. Below are details of the person looking after your case. Keep this leaflet safe so you can contact us again if you have anything further to tell us, or if you change your contact details or address.

Nature of the crime reported and your reference number:

Person dealing with your case:

To find details of your local policing team logon to humbersonline.police.uk/find-my-team

Phone number:

Date incident reported:

Date of incident (if different):

Report a crime

Thank you for reporting this incident to the Police. We understand that being a victim of crime can be distressing. We hope this booklet will help to explain what help and support is available to you and what you can expect from the Police.

You may find it useful to keep this booklet for future reference so that you have all the contact details and important information about the incident you have reported in one place, together with details about advice and support services for victims of crime.

Officer Checklist

Have we.....

- explained what is going to happen and why?
- provided written documentation (i.e. contact details) of the person dealing with your case?
- left an incident/crime number?
- explained the referral to Victim Support?
- offered crime prevention and safeguarding advice?
- agreed a victim contact plan with you?
- offered to register you to TrackMyCrime?
- checked whether you have any further questions?

What happens when you report a crime?

Once a crime is reported, an officer will ask you for full details of the incident. Please help the officer by:

- Giving as much detail as possible about what happened – when, where and what you saw and heard
- Letting the officer know if you are concerned about the safety of yourself or others
- Letting the officer know if this incident is a repeat or if you have recently suffered similar incidents
- Letting the officer know if you have any specific needs or feel vulnerable
- Telling the officer if you believe the crime is motivated by race, faith, disability, sexual orientation or any other factor
- Telling the officer if you can remember anything else about the offence after the initial report
- Telling the officer if you change your address or contact details
- Telling the officer all of your contact details, including home telephone, mobile and email address

The officer dealing with your case will agree a victim contact plan with you at the earliest opportunity. A contact plan is an agreement between you and the officer regarding the method of contact, how often and when you would like to be updated regarding your crime. The officer must update you at least every 28 days. Shorter time periods can be agreed between you and the officer.

Dealing with your crime

The person dealing with your report will carry out an investigation. This could include forensic examinations, recording witness statements, house-to-house enquiries, CCTV checks, scene or local area searches, liaising with partner organisations, and intelligence checks.

They will tell you if the investigation can be progressed and will keep you informed of what is happening.

They will also tell you if the investigation is closed and give you a reason why. On certain occasions, where an in-depth investigation is needed, the report may be referred to a specialist investigator.

After you have reported your crime it will be investigated. If someone is arrested, they will be formally questioned and a decision will be made about what action is to be taken against them. This decision is taken either by the Police or the Crown Prosecution Service (CPS) depending on the type and seriousness of the offence. There are several ways in which the matter can be dealt with, including:

- The offender being released pending any further evidence becoming available
- Undertaking a Community Resolution or Restorative Justice solution (explained on Page 5)
- A Police caution. This is usually reserved for first-time offenders and can also include conditions similar to Restorative Justice
- Receiving a penalty notice, such as an on-the-spot fine
- Being charged or summons to court

If someone is charged and sent to court, the Witness Care Unit will make contact with you to keep you updated regarding court proceedings. They will help and support you through to the conclusion of the case and make arrangements, where necessary, for you to attend court.

Visit www.cjsonline.gov.uk/victim for more information.

What happens if your crime is filed after an officer has visited you?

Sometimes an officer may not need to see you. In this case, your report will be dealt with by our contact officers, who have been specially trained to conduct phone investigations. During initial contact with the Police, a decision is made regarding what enquiries are needed and the best possible way of conducting them based on the potential evidence available and your needs. On occasion, enquiries can be conducted via the telephone. If this is the case, our contact officers will contact any relevant party, such as potential witnesses and local partners (like councils) regarding CCTV and our Crime Scene Investigation unit (CSI). You will be updated in relation to what enquiries will be conducted via the telephone and will receive an update regarding the outcome of those enquiries.

Sometimes, there may be no lines of enquiry to progress after the initial report. If you are informed the matter will be closed immediately after your report this doesn't necessarily mean that the police will do nothing. The decision is reviewed by a supervisor to confirm it can be closed. The report is always fully recorded and directly feeds into our intelligence systems for analysis. Such intelligence is regularly assessed by local and senior officers to identify crime patterns and potential suspects. Stolen property is recorded on local systems and national databases. Officers conducting search warrants have access to this information, as do officers tasked with regular visits or checks to second-hand outlets.

Frontline officers receive daily briefings regarding recent crimes and stolen property. If a crime has been closed it can be reopened and reassessed if any new evidence comes to light.

Providing a witness statement

The Criminal Justice System cannot work without witnesses. They are an important element of bringing offenders to justice. If you have reported an incident, you may be asked to provide a witness statement about what has happened. If a suspect is charged, your statement and all other evidence is passed to the Crown Prosecution Service (CPS).

Everyone involved in the case has an opportunity to read your statement, including the defence, magistrate or judge. Your personal details are recorded on the back of the witness statement; this information is not provided to the defence.

It is a separate offence to intimidate or frighten a witness, which is taken seriously by the Police and courts. If you feel threatened in any way before, during or after the trial, you should report it to the Police immediately.

You will only be asked to go to court if the defendant:

- denies the charge and pleads 'not guilty'
- pleads guilty (admits the offence) but denies an important part of the offence

Extra help is available to support vulnerable or intimidated witnesses when they give their evidence. The CPS or Police can request 'special measures' to support you at court. This can include installing screens around the witness box or giving evidence by live video link so that the defendant cannot see you.

Victim Personal Statements (VPS)

The VPS is a record of the personal impact that a crime has had on you and your family. It gives you the chance to explain, in your own words, how the crime has affected you – physically, emotionally, financially or in any other way.

The VPS is important because it helps the Police, the Crown Prosecution Service and the court to understand the impact the crime has had on you. Sentencing is for the court to decide. However, the court will consider how the crime has affected your life when passing the sentence – along with all other evidence and guidelines. If the impact of the crime was not obvious to you after your initial account, you can choose to make more than one VPS.



Community Resolution and Restorative Justice

A Community Resolution is a way of dealing with an offender of a less-serious crime, that is proportionate to the circumstances of the offence. Community Resolutions can be offered when the offender admits an offence and, in most cases, where the victim has agreed that they do not want more formal action to be taken. A Community Resolution could include the offender being given advice about their behaviour, apologising or sending a letter of apology to the victim, or making some form of reparation such as repairing or paying for any damage caused.

Restorative Justice is a process that supports victims of crime to make contact with the person who is responsible for causing them harm. It is a voluntary process that can enable victims to tell the impact of a crime, get answers to questions and receive an apology. It holds offenders to account for what they have done, directly to the victim.

Community Resolution and Restorative Justice is about placing the victim and the community at the heart of the process while also focusing on repairing the harm caused. In essence, it is about reducing offending by dealing with the root cause of an offender's behaviour – while also making our communities safer.

Remedi Restorative Services currently work in partnership with Humberside Police to provide restorative support to victims. Remedi has 20 years of experience in delivering Restorative Justice, and its practitioners are available to confidentially explain the process or answer any questions you may have.

If you are interested, or would like any further information, please contact them by telephone on **01482 347743** or by emailing **humberside@remediuk.org**

Domestic abuse

Domestic abuse can be any form of controlling, bullying, threatening or violent behaviour between people in a relationship or family members. It is not limited to physical or sexual violence and usually includes emotional and psychological abuse, controlling behaviour, acts intended to isolate or undermine a person, and sometimes financial abuse. The abuse can happen in any relationship, and may continue even after the relationship has ended. Both men and women can be abused or be the abusers, and it is not limited by race, gender, culture or social status. Witnessing domestic abuse can have a damaging affect on children and young people, resulting in emotional, psychological and sometimes physical harm. This is another important reason to report domestic abuse to support organisations and the Police.

Domestic abuse can range from the very subtle to the obvious, and may include:

- Constantly criticising the way you look or act
 - Excessive jealousy
 - Checking your mobile phones or reading emails, text messages or letters
 - Withholding or controlling finances, or preventing you from earning money
 - Controlling who you are friends with and when you can see your friends or family
 - Restricting your freedom of movement – for example, not letting you leave the house
 - Threatening to kill or harm you, a friend of family member or even a pet
 - Punching, kicking, cutting or hitting with an object
 - Sexual abuse and rape
- 



If you are being abused, there are three steps you can take:

- Recognise what it is happening. Domestic abuse is a pattern of behaviour that often escalates. Some abusers may appear sorry for their actions and persuade their victims that the abuse won't happen again – when in fact it could carry on or even get worse.
- Understand you are not to blame. It can be difficult to accept that a loved one can behave in such a way. Abusers will often try to excuse their behaviour and blame their victims. Remember that it is not your fault and there is no excuse for domestic abuse.
- Seek help and support from friends, family and specialist domestic abuse organisations. The most important thing you can do is to tell someone who you can trust. Never be afraid to ask for help, and remember – in an emergency, always call 999. The Police are committed to keeping victims safe, preventing domestic abuse and bringing offenders to justice. We work closely with a range of organisations to protect victims and children and prevent cycles of abuse continuing.

Victim Support

Victim Support is a national independent charity commissioned by local Police and Crime Commissioners to support victims and witnesses. Volunteers are specially trained to help with emotional support and practical help and information.

Humberside Police will automatically pass your details to Victim Support unless you specifically ask them not to (except in domestic abuse or sexual offence cases, where we will discuss this with you). Their help is confidential, free and available to everyone.

Victim Support will make contact with you following a referral from the Police. You can also contact Victim Support directly on **0300 303 1971**. Lines are open Monday – Friday 8am–8pm and Saturday 9am–5pm. For further details, please visit www.victimsupport.org.uk

The Media

Sometimes the media or social media channels can be helpful in gaining important evidence or solving a crime. In some cases where it's beneficial and with the full consent and co-operation of the victim we will use these channels to help trace witnesses or appeal for information. We will not disclose your name or address unless we have your clear permission to do so.



Protecting your home and your property

Home and Contents

Make sure your doors and windows are locked. Fit good-quality locks to all doors and windows. Locking your doors and windows makes it much harder for a burglar to enter your home. Never leave the keys anywhere near the front door. Moving house and car keys away from external doors makes them harder to reach and steal.

Some burglars reach through letterboxes to steal keys – and may then steal your car. Using light switch timers and draw curtains so your home does not look empty after dark help make you less likely to be burgled. Secure outer sheds and garages with quality locks and secure items that could be used to attack or climb into your home.

Register your valuables and document serial numbers to help identify them if they are stolen. To register your property securely online, or for further security advice, visit www.immobilise.com

For further crime prevention advice visit www.humberside.police.uk

Vehicles

Always lock all doors and windows when parking. Never leave your vehicle with the engine running, even in the driveway. Park in well-lit areas and secure car parks.

Never leave your valuables on display. Do not leave your car keys on display within your home.

Stolen Vehicles

If you report your vehicle stolen, please update the officer taking your report that you authorise the Police to recover the vehicle on your behalf. We will still try to contact you at the time your vehicle is located. If you have given permission and are not contactable at the time, the Police will arrange to have your vehicle recovered by a licensed recovery operator to a secure location. The licence recovery operator may charge before the vehicle can be released.

Neighbourhood Watch

The Police work closely with Neighbourhood Watch and other organisations to make our communities safer. Neighbourhood Watch groups undertake a wide variety of initiatives to make local neighbourhoods better places to live and bring active members of the community together. If you want to join a group, or are thinking of setting one up, please visit www.ourwatch.org.uk or speak to your local Police officer.



Community Engagement

Humberside Police holds a variety of community meetings and surgeries in local communities across the force area. If you would like to meet your local officers or would like to contribute to matters affecting your local community, please visit our website or speak to your local officer or PCSO.



Safe Places Scheme

Safe Places is a simple scheme to help vulnerable people stay safe while out and about in the community. Anyone who is feeling vulnerable, scared, confused or lost can go to a Safe Place and staff there will help you. Safe Places can include some banks, shops & cafés, sports and community centres, bus and train stations, and libraries. Venues that are a designated Safe Place will display a window sticker. You can apply for a self-help card by emailing safeplace@care4all.org.uk

The Victims' Code of Practice

The Victims' Code of Practice sets out what services you can expect from criminal justice agencies, including the Police, when you have reported a crime as an individual or business.

Victims of crime should be treated in a respectful, sensitive, tailored and professional manner, without discrimination of any kind. The code is designed to ensure that victims receive appropriate support to help them, as far as possible, to cope and recover and be protected from revictimisation. Enhanced entitlements are provided to victims of serious crimes, persistently targeted victims and vulnerable or intimidated victims.

More information about the Victims' Code of Practice is available online at www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime

What is TrackMyCrime (TMC)

TrackMyCrime is an online service for victims of crime and an innovative new way for the police to communicate with the public. It won't replace speaking to a Police Officer in person, but it will give more choices about how and when you get information from the police if you are a victim of crime.



TrackMyCrime will enable us to provide you with a faster and more efficient service if you have been a victim of crime. You will be able to access information about the current status of your investigation in the same way you might expect when accessing your bank or mobile phone account online.

How does it work?

In the past, crime victims had to wait for the police officer investigating their crime to contact them directly with updates, often at times that weren't convenient for the victim. TrackMyCrime addresses this by sending an update around your investigation directly to the website as soon as it has been entered by the Police Officer. In turn, you will be automatically alerted to updates on your case via a text or email notification. You can then access this information securely through the website at a time that is convenient to you.

How do I sign up for TrackMyCrime?

Providing you give an email address you will be registered with TrackMyCrime either by the person you speak to on the phone after you have called **999** or **101** or by the Police Officer assigned to your case.

Useful help

Action Fraud

Action Fraud is the UK's national fraud and internet crime reporting centre. It provides a central point of contact for information about fraud and financially motivated internet crime. You should make contact with Action Fraud in the first instance if you have been scammed, defrauded or experienced cyber crime.



You can report a fraud online using Action Fraud's reporting tool at www.actionfraud.police.uk, or by calling them on **0300 123 2040**.

If there is a crime being committed right now, or if you are in danger, you should call the Police on **999**.

If debit or credit cards, online banking or cheques are involved, your first step should be to contact your bank or credit card company.

How you can seek compensation

If you have been a blameless victim of a violent crime, you may be eligible for compensation from the Criminal Injuries Compensation Authority (CICA). You can apply online at www.gov.uk

If you need help to complete an application, contact the CICA Customer Service Centre advisors on **0300 003 3601**. Victim Support can also assist with your application.



Further information

For further information on all aspects of crime including spotting and dealing with domestic abuse as well as tips for protecting your family and possessions please go to www.humberside.police.uk/information-advice

To find out about your nearest Neighbourhood Watch group go to www.ourwatch.org.uk

We work closely with local community groups, to find out about meetings in your area please visit www.humberside.police.uk or contact your local officer.

A number of local cafés, banks and sports centres have been designated Safe Places. If you are out and about and feel vulnerable, scared or confused you can identify these places by a sticker in the window. To find out more about Safe Places, visit www.humberside.police.uk/safeplace

For more information about the Restorative Justice scheme please contact our partners at Remedi Restorative Services on **01482 347743** or email humberside@remediuk.org

Victim Support will make contact with you following a referral from the police. You can phone them on **0300 303 1971** or go to www.victimsupport.org.uk

If you have been a victim of fraud, you can call Action Fraud's action line on **0300 123 2040** or go to www.actionfraud.police.uk



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