



**OPCC**

Office of the Police &  
Crime Commissioner  
for Gloucestershire

## Gloucestershire Constabulary Support for victims of crime – information booklet

If you have been a victim of crime it is natural to feel a little overwhelmed and worried. This booklet is to give you some help and guidance. It will lead you through the service you can expect as a victim, the investigation and court process and information on where to find support.



## CONTACT DETAILS

You may have already received a letter telling you the name and contact details of the officer investigating your case along with the crime number we have given this case.

You may wish to write down those details below so you can refer to them if needed. If you prefer, you can ask the officer or staff member to support you in doing this. They will be happy to help.

Your crime reference number is: \_\_\_\_\_

The officer in charge of your investigation is: \_\_\_\_\_

Email: First Name.Surname @gloucestershire.pnn.police.uk

Telephone: \_\_\_\_\_

## CHECKLIST

Gloucestershire Constabulary is committed to serving the public and placing them at the heart of everything we do, by providing the best possible service to the communities we serve. Every crime matters to us and every contact counts. This is supported by the Police and Crime Commissioner for Gloucestershire and is included in The Victim's Pledge.

[The Victim's Pledge - Gloucestershire's Office of the Police and Crime Commissioner \(gloucestershire-pcc.gov.uk\)](https://www.gloucestershire-pcc.gov.uk)

The checklist below is to ensure you understand your rights as a victim as set out in the Victims' Code . If you are unsure whether you have discussed or received any of the points on the checklist please discuss this with the officer in the case.

More information about the Victim's Code can be found by visiting: [MoJ Victims Code 2020 \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk) & [Victim and witness support | Gloucestershire Constabulary](#)

Information is also available at: [New set of rights for victims of crime - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

This booklet also gives you information about organisations which you can access for support.

At the rear of this booklet you will find a page where you can record information that you may have remembered or questions that you wish to ask next time we contact you.

## HAVE WE:

Given practical help?

Offered advice?

Explained what is going to happen next and why?

Provided you with written details of the name and contact details of the officer dealing with the case?

Provided a crime/incident reference number?

Established a 'Victim Contact Agreement' with you that would define how often you would like to be contacted, how you would like to be contacted and confirmation who will be contacting you.

Completed a assessment with you?

Checked if you have any further questions/concerns?

Explained that your details will be given to support services and why?



## WHAT HAPPENS WHEN YOU REPORT A CRIME

Becoming a victim of crime can be a distressing and upsetting experience.

Gloucestershire Constabulary is committed to ensuring that you are given the best advice and support from the moment you report a crime to the conclusion of the investigation or sentencing of the offender.

Now that you have reported a crime, we will ask for full details about what happened.

Every crime matters and it is important to us that you are able to communicate with us in a way that suits you. It is also important that you receive information in a way that is easy to understand and that you are provided with help to be understood.

We can offer you access to interpretation and translation services. If you are hard of hearing you may request a sign language interpreter. If required, we may also request for an intermediary - someone independent to support you speaking to us. These services are all free of charge.

Once you have reported a crime the details will be recorded, and you will be provided with a crime reference number.

An officer will contact you to take further details of what has happened from you. We will provide you with written details about how you can contact them.

We recognise that being kept updated about what is happening is extremely important. We will work with you to agree a contact plan which captures how often you would like to be updated and your preferred contact method ie email, phone or text.

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We will carry out an assessment with you so that they can understand how best to support you through the investigation process.

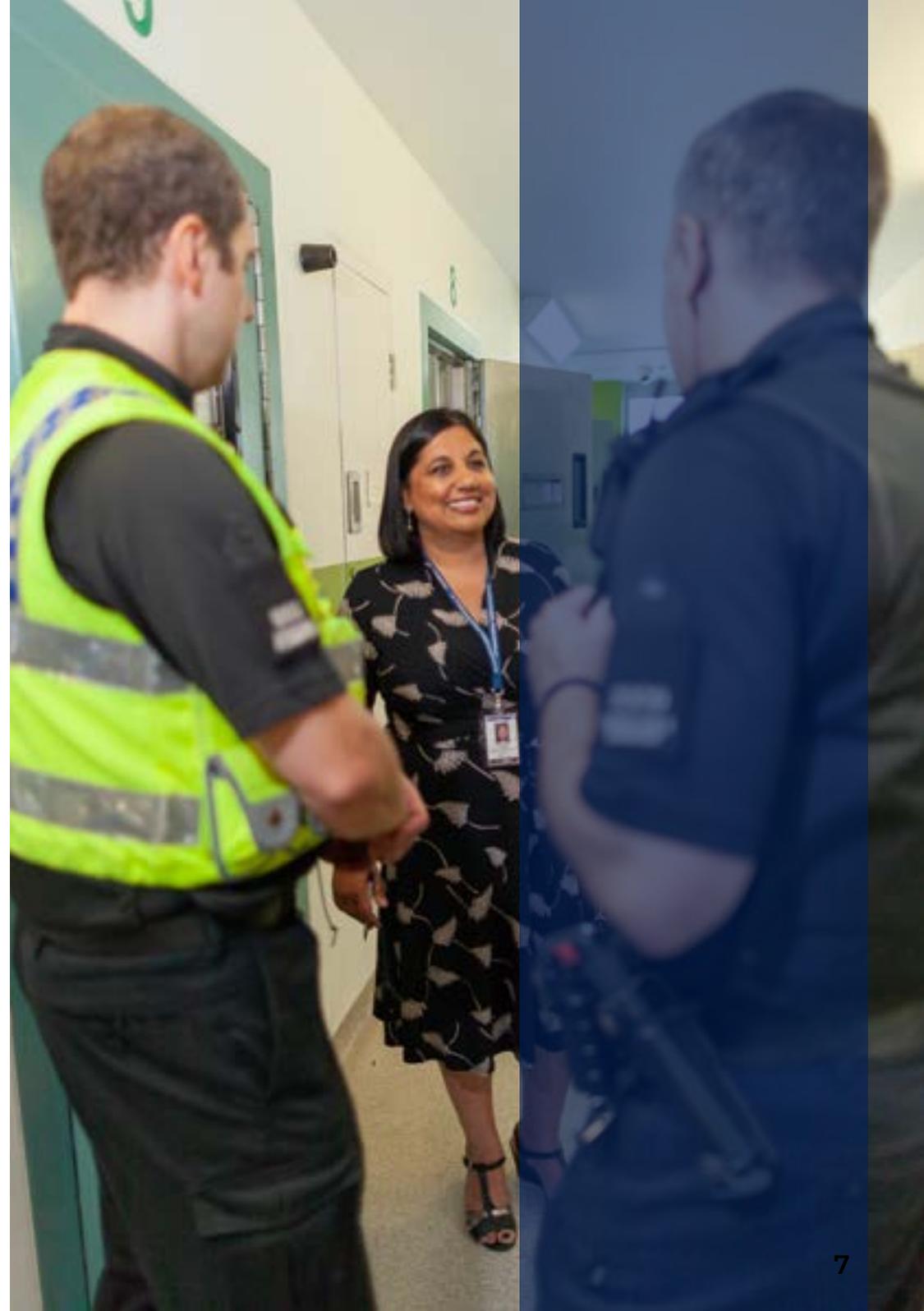
We will also discuss whether you would like to be referred to support services such as Victim Support.

The officer will then carry out initial enquiries about the crime you have reported. This could include a forensic examination of the scene, taking a written or recorded statement, obtaining exhibits, witness testimonies and intelligence checks.

You can help the investigation by

- Giving the officer as much information as possible about what happened, when and where, and what you saw and heard.
- Letting the officer know if you are worried about the safety of yourself and others.
- Letting the officer know if you have recently suffered from any similar incident(s).
- Telling the officer if the crime was made worse because of abuse relating to disability, gender identity (Transgender), race, religion, sexual orientation, age, alternative sub-culture, gender (misogyny & misandry), homelessness or any other factor.
- Letting the officer know if you have any specific needs for example health problems.
- Telling the officer if you remember anything else about the offence after the initial report.
- Telling the officer if you change your contact details.

If your crime involves emotional, physical and psychological injury, loss or damage you may be able to claim compensation if someone is caught and convicted at court. You will need to let the officer know and give accurate details of injury, loss or damage e.g. receipts so compensation can be asked for.



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If you have been a victim of a violent offence, you may **also** be eligible for compensation from the **Criminal Injuries Compensation Authority (CICA)**. You can apply for compensation whether someone has been prosecuted for the offence or not.

To find out more, visit: [Criminal Injuries Compensation Authority - GOV.UK \(www.gov.uk\)](https://www.gov.uk) or call CICA on 0300 003 3601.

We may try to find witnesses to this crime by releasing details to local media and on Gloucestershire Constabulary's social media accounts (e.g. Facebook or Twitter) to help trace any witnesses or appeal for information.

[Gloucestershire Constabulary - Facebook](#)  
[Glos Police \(@Glos\\_Police\) - Twitter](#)

We will not disclose your name or full address unless we have your express permission.

Sometimes the media may take an interest in a crime and approach you and/or your family for comment. There is no obligation to speak to them. However, you should be careful that you do not do anything to risk the investigation and unfairly influence any subsequent court case.

If you have any concerns or would like some advice, you can speak with the police or a victim support provider. Alternatively, you can contact the [Independent Press Standards Organisation: \(ipso.co.uk\)](https://www.ipso.co.uk) they will talk to you about your concerns and give practical advice and guidance.

Once the initial enquiries have been conducted the officer will tell you if the crime investigation can be progressed and will keep you informed of what is happening. They will let you know of key events in the case within **5 working days**. If you have been identified as a victim that is eligible for an **enhanced service you will be updated within 1 working day**. Further details of enhanced rights can be found in the [Ministry of Justice Victims Code 2020 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk).

A key event would include

- When a suspect is arrested or interviewed under caution
- When a suspect is released without charge
- When a suspect is released under investigation (RUI)
- When a suspect is released on police bail
- When Police bail conditions are changed/cancelled

If someone is identified as a potential suspect for the offence they will be questioned and a decision will be made about what will happen to them.

Depending on the offence, this decision is taken either by the police or the Crown Prosecution Service (CPS). There are several ways the offender can be dealt with including;

- Being released with no further action
- Undertaking a community resolution
- Being subject to an out of court disposal such as a caution
- Receiving a penalty notice
- Being charged (either in person or postal charge) to appear in court

If someone is charged and bailed to court, the officer in charge of the case or the Victim and Witness Unit will contact you after the first hearing to update you. They will inform you about progress of the case and where necessary make arrangements for you to attend court and offer general support.

## GIVING EVIDENCE IN COURT

As a witness or victim of a crime, you may be asked to give evidence in court.

We can make sure you get plenty of help and advice in the run up to the day itself. We will introduce you to a member of our Victim and Witness Unit. They will act as your single point of contact. They will answer any questions you might have, give you all the information you need, and make sure you're fully prepared.

The Victim and Witness Unit can arrange a court visit so you can familiarise yourself with the layout of the courtroom.

On the day of the hearing, they may be able to make sure you arrive through a different entrance to the offender and wait in a separate area depending on the circumstances of the case.

If you're feeling vulnerable or intimidated by the offender, or if a child or young person is giving evidence, the court may be able to provide a range of special measures, such as:

- Giving evidence from behind a screen or via a video link
- Providing trained professionals, called intermediaries, to help explain things
- It can be arranged for the victim/witness to meet the prosecuting barrister and in some cases the judge, prior to them giving evidence

They will also be able to explain what expenses and allowances you would be able to claim if you are required to attend court.

To find out more about going to court as a victim or witness, visit [Victims & witnesses | The Crown Prosecution Service \(cps.gov.uk\)](#).

There is also information for witnesses at [Going to court as a witness - Citizens Advice](#) or call 0800 144 8848.

For more information about the services of the Victim and Witness Unit please go to [Victim and witness support | Gloucestershire Constabulary](#)

If you are a victim of a violent or sexual crime, and the offender is sentenced to 12 months or more imprisonment then you will be entitled to receive information from the **Victim Contact Scheme (VCS)**.

[Our Commitment to Victims of Crime - GOV.UK \(www.gov.uk\)](#)

It is your right to have property returned once it is no longer required as evidence and it is the police's responsibility to ensure that the property is returned. Due to the nature of the crime it may be that you do not want the property back, in these circumstances you can ask for the police to destroy the property for you.



## RESTORATIVE JUSTICE

We may suggest a restorative approach to the crime. '**Restorative Gloucestershire**' aims to offer Restorative Justice (RJ) to all people who come into contact with the Criminal Justice Service. Following assessment, a trained facilitator 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 to jointly decide how to deal with what has happened and to find a positive way forward. RJ is a long term solution that gives victims a voice, increasing victim satisfaction. It also helps the harmer to understand the impact of their behaviour and gives them the opportunity to make amends. Restorative processes can happen in addition to and alongside existing criminal justice processes. If this is something you are interested in or would like to find out more, please contact [contactus@restorativegloucestershire.co.uk](mailto:contactus@restorativegloucestershire.co.uk) or visit [www.restorativegloucestershire.co.uk](http://www.restorativegloucestershire.co.uk)

## VICTIM PERSONAL STATEMENT

All victims of crime are entitled to make a Victim Personal Statement (VPS). Your personal statement is a written or video recorded statement which is your way of telling the criminal justice system about the crime you have suffered and the impact it has had on you, whether physically, emotionally, psychologically, financially or in any other way. Your personal statement is important and gives you a voice in the criminal justice process by helping others to understand how the crime has affected you.

A personal statement is different from a witness statement which mainly focuses on the crime against you such as what was said or what you heard in the incident, rather than the impact of the crime on you.

If a suspect is arrested, tried in court and found guilty, the court will take into account the impact of the offence on you as set out in your personal statement and as far as it considers appropriate, when deciding the appropriate sentence for the offender.

Your personal statement will help the criminal justice system to make a decision on the support and services that you or your family may need.

You will be offered an opportunity to make a personal statement at the same time as you are asked to provide information to the investigating officer, however, the personal statement can be made at any time throughout the investigation; and in some cases you may make more than one.

Further information about the Victim Personal Statement can be found at [Victim Personal Statement - GOV.UK \(www.gov.uk\)](http://www.gov.uk).

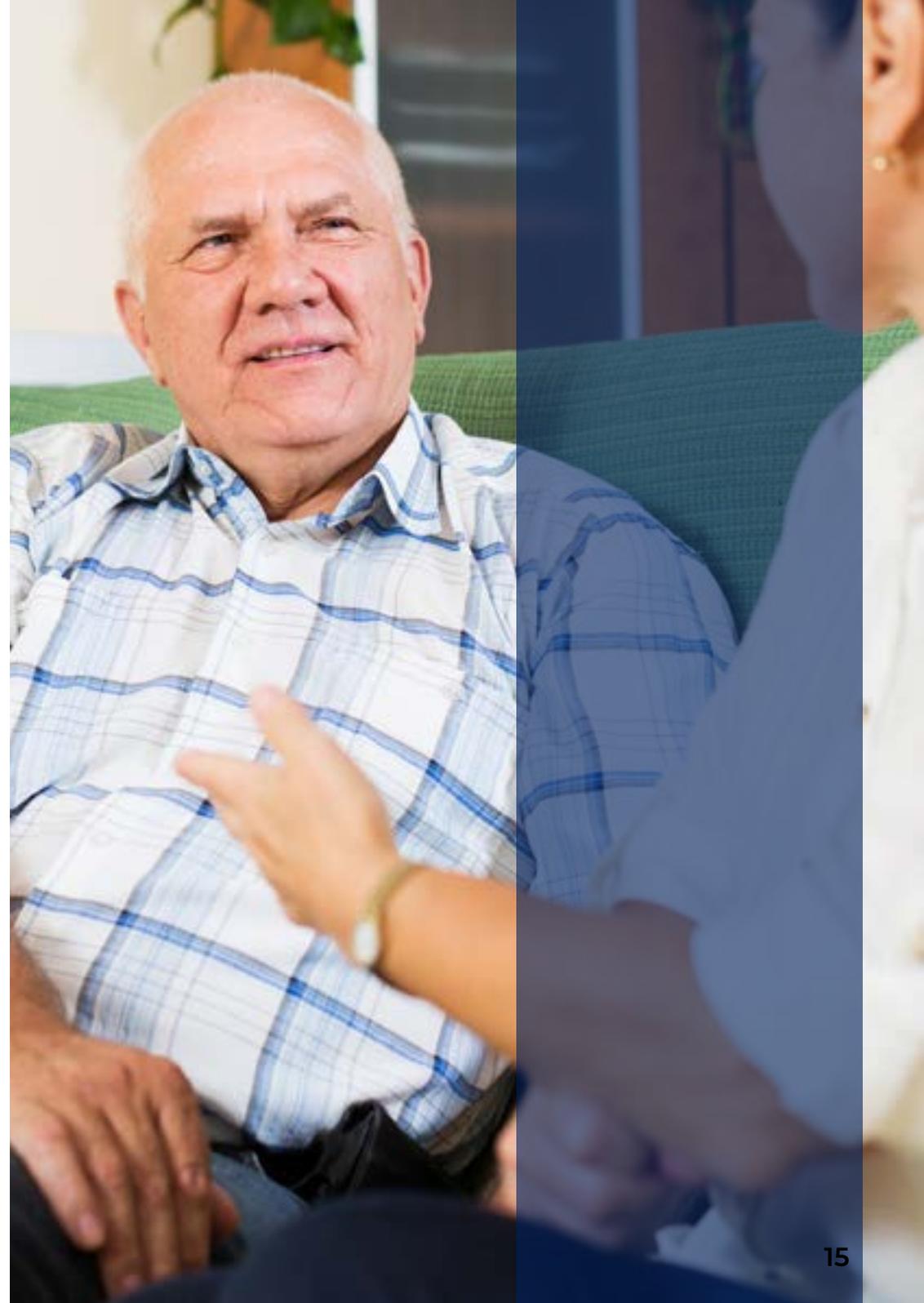
## VICTIMS RIGHT TO REVIEW

If the Police decide to take no further action (NFA) with a suspect, then you have the opportunity to ask for a review under '**The Victims' Right to Review Scheme**'. The scheme gives you the right to ask for a review of a police decision not to prosecute a suspect. This applies to cases in which a suspect has been identified and interviewed under caution, either after an arrest or voluntarily.

You have the right to request a review if the police decide: not to bring proceedings in cases where they have authority to charge; or where the case doesn't meet the test for referring the matter to the Crown Prosecution Service (CPS) for a charging decision.

See Link: [Glos Police - victim right to review scheme](#)

The CPS also have obligations to you if they decide on no further action or make changes to a charge, or if the CPS stop a case. You have the right to be told the reason why and, where the case is stopped, and if you disagree with the decision. [CPS - Victim right to review scheme](#).



## COMPLAINTS ABOUT THE POLICE SERVICE

If you have concerns about the service that you have received from Gloucestershire Constabulary which cannot be resolved by the officer in charge of your case you may wish to make a complaint.

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.

Complaints can be made about individuals who work for the police, including serving officers, members of police staff, contractors and volunteers or the service provided by the police as an organisation.

If your complaint is about the police as an organisation you need to have been directly affected by the issue you're complaining about.

If your complaint is about a person, you need to have either witnessed their actions or have been directly affected by them.

To make a complaint about Gloucestershire Constabulary, you can either complain to us directly [Thanks and complaints | Gloucestershire Constabulary](#) or contact the [Independent Office for Police Conduct \(IOPC\)](#), who'll forward your complaint to the relevant force or Police and Crime Commissioner for you.

You can also ask anyone else to make a complaint on your behalf, as long as you give them your written permission.

### How to complain to Gloucestershire Constabulary

- use our [online complaints form](#)
- write to us at:  
Service Recovery Department  
Gloucestershire Constabulary  
No 1 Waterwells  
Waterwells Drive  
Quedgeley  
Gloucester  
GL2 2AN
- call 101
- visit your local police station

## SUPPORT FOR VICTIMS OF CRIME

As you are a victim of crime you are entitled to support as set out in the Victims' Code. We understand the impact being a victim can have on individuals and will sign post you to services we feel may be of benefit.

If you have been affected by your crime, you can call your local victim support team in Gloucestershire or access their services on their website or by telephone.

- For victims aged 18 and over the website is <https://www.victimsupport.org.uk> or call 0808 281 0112 Lines are open Monday to Friday 9am – 8 pm
- For victims aged 18 and under the website is <https://ygtglos.org.uk> or call 0808 281 2446

Lines are open Monday to Friday 9am – 8pm

Victim Support is a national, independent charity whose trained volunteers and staff can help you. Their services are free, confidential and available to everyone, regardless of when the event happened. You might find it helpful to talk to one of their staff if you found the experience distressing. If you need more specialised advice or support they will also be able to refer you to a more suitable organisation.

## OTHER USEFUL CONTACTS

### **Citizens Advice**

Tel: 0800 144 8848, Website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### **Crimestoppers**

Tel: 0800 555 111, Website: [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

### **Gloucestershire Domestic Abuse Support Service (GDASS)**

Tel: 01452 726570, Website: [www.gdass.org.uk](http://www.gdass.org.uk) (GDASS)

### **Gloucestershire Rape and Sexual Abuse Centre (GRASAC)**

Tel: 01452 526770, Website: [www.glosrasac.org](http://www.glosrasac.org)

### **Sexual Assault Referral Centre (SARC)**

Tel: 0300 421 8400, Website: [Hope House SARC](http://Hope House SARC) | Gloucestershire Care Services NHS Trust

### **National DA Helpline – Refuge**

Tel: 0808 2000 247, Website: [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)

### **The Samaritans**

Tel: 116 123, Website: [www.samaritans.org](http://www.samaritans.org)

*Every life lost to suicide is a tragedy | Here to listen*

## CONTACT WITH THE OFFICER IN CHARGE OF YOUR CASE

If you have any questions regarding the investigation please contact the officer that is dealing with your case by using the details on the front of this booklet. Due to operational demands the officer may not be able to reply to you immediately but they will do so as soon as they are able to. Please contact them by email if you are able to as your message will go directly to them.

