



Altogether Better Policing

Criminal Offences

Information for Victims

Crime/Incident number:.....

Type of offence:.....

Attending officer:.....

Officer's email address:.....

Check List

Durham Constabulary is committed to giving the best possible service to people in our communities.

The check list below will help our staff confirm that they have provided you with all the information you need.

At the back of this booklet there is a page for you to record things that you may have remembered or questions you wish to ask the next time we contact you.

Have we...

- ☐ Given practical help?
- ☐ Offered advice?
- ☐ Explained what is going to happen next and why?
- ☐ Left written details of the name and phone number of the officer dealing with your case?
- ☐ Left Crime/Incident reference number?
- ☐ Explained what further contact you should expect - when, how and who by?
- ☐ Established a 'Victim Contact Agreement' with you?
- ☐ Checked if you had any further questions or concerns?
- ☐ Explained that your details will be given to Victim Care and Advice and why?

INFORMATION FOR VICTIMS OF CRIME

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

This leaflet explains what happens next, gives you information about organisations which you can go to for support and advice and has some practical tips on how you can protect your home and your property in the future.

What happens when you report a crime

Now that you have reported a crime a police officer will ask for full details of the incident.

Please help the officer by:

- Giving 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 race, faith, disability or sexual orientation or any other factor.
- Letting the officer know if you have any specific needs, for example a health problem.
- Telling the officer if you remember anything else about the offence after the initial report.
- Telling the officer if you change your contact details.

The officer will carry out an initial investigation which could include a forensic examination, statement taking, house to house enquiries and intelligence checks. They will tell you if the crime 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. If a more in depth enquiry is needed this will be undertaken by specially trained investigators.

If your crime involves 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 the injury, loss or damage eg receipts so compensation can be asked for.

Code of Practice for Victims of Crime

This sets out what services you can expect from the criminal justice agencies when you have reported a crime if you are an individual or a business. For example, the code ensures you are kept updated on the progress of your case. Durham Constabulary will undertake to keep you updated with any active investigation at least every 28 days. If you want more regular updates please ask the investigating officer also let them know your preferred method of contact eg in person, by phone, text or e-mail.

More information about the code is available by visiting our website at **www.durham.police.uk**. Go to 'advice for victims and witnesses' and click on 'Information for Victims of Crime'. Information is also available at **www.direct.gov.uk**

The Media

We may release details of the crime to local media and on force social media accounts eg Facebook, to help trace any witnesses or appeal for information. We will not disclose your name or full address unless we have your express permission. If you would have no objection to talking to the media about the crime, please tell the investigating officer. However, you are under no obligation whatsoever to talk to the press.

Neighbourhood Watch

Police work closely with Neighbourhood Watch and may pass on details about victims, crimes and incidents, where appropriate. Please tell the police if you do not want any of your details passed to Neighbourhood Watch.



There may be more to Neighbourhood Watch than you've imagined. Their groups do a wide variety of things in hugely diverse circumstances and make a real difference to people in their communities. If you want to join a scheme or set one up please contact your local Community Liaison Officer or see our website at **www.durham.police.uk**

Other Agencies

Other agencies, such as the Durham Agency Against Crime, the Youth Offending Services of County Durham and Darlington, and the independent charity Crimestoppers support police in the fight against crime. The police may tell these agencies about your crime - please tell the investigating officer if you do not want this to happen.

Dealing with your Crime

After you have reported your crime it will be fully investigated and if someone is arrested 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. There are several ways they 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 or summonsed.

If someone is charged and sent to court, the Witness Care Unit will contact you after the first hearing. They will inform you about progress of the case, make arrangements for you, where necessary, to attend court and offer general support. For more information, please go to www.durham.police.uk - Information & Advice - Advice for Victims & Witnesses.

We may also suggest a Restorative Approach, a process which brings consenting victims and offenders together in a safe environment with support from a specially trained facilitator.

Victims have the chance to tell the offender the real impact of the offending behaviour and request answers to their questions through a direct face-to-face meeting, a conversation through their supporter or even via a letter.

The Restorative Approach holds offenders to account for what they have done, directly to their victim.

For more details you can contact the Restorative Hub, which is the PCC-funded provider of RA services across the force area:

Email: admin@restorativehub.org.uk

Tel: 0300 003 18181

Stolen Vehicles

If you have had a vehicle stolen and it is found in the Durham Constabulary area, it will be taken to the premises of a licensed recovery operator. There is a statutory charge for this and it must be paid before your vehicle can be released. You are advised to inform your insurance company, as they may cover the cost for you.

Protecting Your Home and Your Property

County Durham and Darlington are safe places to live and work. At Durham Constabulary we aim to keep it that way. There are also steps you can take to protect your personal safety, your home and your property.

Protect your home

- Fit good quality locks to all doors and windows
- Check that all is secure before leaving your home
- Post code your valuables - it will identify them if stolen
- Use light timer switches and draw curtains so your home does not look obviously empty after dark.
- Do not leave your house and car keys where they can be easily grabbed by an opportunist thief.
- Secure outdoor sheds with good quality locks and bolts.
- Consider installing a house alarm.

Protect your vehicle

- Always lock all doors and windows when parking.
- Never leave your vehicle unattended with the engine running.
- Park in well-lit areas or secure car parks.
- Never leave valuables on display in parked cars - store them out of sight in the boot.

For more crime prevention advice please visit www.police.uk

Victim Care and Advice

The Victim Care and Advice Service provides support for victims of crime throughout the Cleveland and Durham Police areas.

Staff provide a free, independent and confidential service that will respond to your personal circumstances to help you cope with the initial impact of crime and subsequently make a full recovery.

The service is available when the time is right for you and can be accessed at any point in the journey to recovery. For many people this will be in the immediate aftermath of the crime being committed but for some the full impact may not be evident until later.

The Victim Care and Advice Service is available between 9am to 8pm Monday to Friday, and 9am to 5pm on Saturdays.

If you would like advice or support please contact the Victim Care and Advice Service on:

Freephone: **0303 0401099**, or

Email: **info@vcas.uk** or

Visit the website: **www.victimcareandadvice.service.uk**

Other Useful Contacts

- **Citizens Advice Bureau:** www.citizensadvice.org.uk
- **Crimestoppers:** 0800 555 111
www.crimestoppers-uk.org

Domestic Violence Helplines:

- **Women's Aid National Helpline:** 0808 200 0247
www.womensaid.org.uk
- **Male Advice Enquiry Line:** 0808 801 0327
www.mensadviceline.org.uk
- **Rape Crisis:** 0808 802 9999
www.rapecrisis.org.uk

There are organisations in Durham and Darlington that can help and support you or someone you know who may be a victim of domestic abuse, regardless of age, gender or sexuality. Always dial 999 if you are in direct danger and for support or advice go to:

If you live in Darlington call **01325 364486** or go to:
www.darlington.gov.uk/domesticabuse

If you live in Durham call **03000 20 25 25** or go to:
www.durham.gov.uk/domesticabuse

If you have been raped or sexually assaulted the Meadows, Sexual Assault Referral Centre, can offer confidential advice, support and counselling whether or not you choose to report to the police. For help and advice please call **0191 3018554** during office hours or go to: **www.themeadowsdurham.org.uk**

PACT (Police and Communities Together)

Police And Communities Together is often referred to as PACT and is the method we use to find out what matters to the community in their neighbourhood and how they wish issues to be addressed. It provides opportunities for the community to become involved in finding and implementing solutions to problems which effect



them - working with the police and our partners to create confident, safer and more secure neighbourhoods. You can find out more by contacting your local policing team on 101, following them on Facebook or Twitter or going to **www.durham.police.uk**

- Ask the attending officer for details of when and where your next PACT meeting is;
- Call 101, tell the operator which area you live in, and ask for the date of your next PACT meeting;
- Visit our website - **www.durham.police.uk** and look for your neighbourhood police page;
- Enquire at your local police station.
(please note: not all police stations are staffed 24/7).

Place, Date and Time of next PACT:

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If you are unable to attend a meeting but wish to be involved we run regular on line meetings where you can ask questions or voice your concerns. Another method is by contacting your local Neighbourhood Policing Team and letting them know any issues you have. Please visit our website to find out more.

How have you been treated?

We would welcome your feedback on the way we provide our service to you and your community. We believe it is essential that you and others have confidence in the police and are satisfied with the service we give you. With this in mind, we would like to hear from you where you thought we have done well or if we were not as good as you expected, what you were unhappy with so we can learn and do things better in the future. You can do this by using the contact methods below.

We also carry out regular telephone surveys to help us improve our service and you may be asked to take part.

WOW

If you feel you have received excellent customer service from Durham Constabulary why not nominate the member of staff you dealt with for a WOW Award?

Find out more or make a nomination by visiting www.durham.police.uk or call 101.



You can contact Durham Constabulary

By phone: Call 101 (or 999 in an emergency)

Via email: customerservicedesk@durham.pnn.police.uk

In person: at your local police station or at your regular local community meeting.



You can also follow us on  and 

I have explained the contents of this leaflet to the victim.

Officer name & collar number:

Signature:

Date:

This is for your use

Please use these pages to keep a record of any additional thoughts you may have.

For example:

- Anything you have remembered and wish to bring to our attention with regard to your crime/incident.
- Anyone who has given you information about your crime/incident.
- Any questions you may have for us.

More information for victims of crime can be found at www.victimsinformationsservice.org.uk
The helpline number is 0808 168 9293.





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