



**DORSET
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Dorset Police Victims of crime booklet



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Introduction from Dorset Police

Dorset Police is committed to providing the best possible service to victims of crime.

This booklet explains the investigation process and gives you information about organisations which you can access for support and advice as well as information about your rights under the Code of Practice for Victims of Crime.

This leaflet is available in different formats, which can be found at:

[www.dorset.police.uk/victiminfo.](http://www.dorset.police.uk/victiminfo)



The Code of Practice for Victims of Crime, including a version written in Easyread, can be found on the Ministry of Justice website:

[www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime.](http://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime)



What happens next?

Now that you have reported a crime, if there are potential lines of enquiry a police officer will carry out an initial investigation.

You will be advised whether the crime is being investigated further and you will be kept informed of what is happening.

You will also be advised if the investigation is closed and the reasons why.

You may be asked to make a witness statement, which will include information such as when the crime took place, where it occurred and what you saw.

You may be called to give evidence and we will ensure that you know what to expect in court and that you receive the support and advice you need.

You will also be asked if you would like to make a victim personal statement (VPS), which gives you a voice in the criminal justice process. (Right 7). In your VPS you can tell the court how the offence has affected you and you can choose to read your statement aloud in court or have it read out on your behalf if the defendant is found guilty. To find out more visit [gov.uk](https://www.gov.uk) and search 'victim personal statement'.



Your rights

Victims of crime are entitled to support from the criminal justice agencies under the Code of Practice for Victims of Crime. The Victims' Code sets out the services you can expect.

For more information visit: dorset.police.uk/victims-code

You have twelve Rights as a victim of crime:

Right 1 – To be able to understand and to be understood

Right 2 – To have the details of the crime recorded without unjustified delay

Right 3 – To be provided with information when reporting the crime

Right 4 – To be referred to services that support victims and have services and support tailored to your needs

Right 5 – To be provided with information about compensation

Right 6 – To be provided with information about the investigation and prosecution

Right 7 – To make a Victim Personal Statement

Right 8 – To be given information about the trial, process and your role as a witness

Right 9 – To be given information about the outcome of the case and any appeals

Right 10 – To be paid expenses and have property returned

Right 11 – To be given information about the offender following a conviction

Right 12 – To make a complaint about your Rights not being met



Supporting you

Victim Support

Victim Support Dorset is part of a national charity who offer free and confidential support to victims of crime. Right 4 of the Victims' Code states you have the right to be referred to services to support victims.

You can contact the local office on 0300 3030 163.

The office is open Monday, Wednesday and Friday 9am - 6pm and Tuesday and Thursday from 9am - 8pm. Outside of these times, calls will be transferred to their national support line, which is available 24 hours a day, 7 days a week.

If you do not live in Dorset, you can call the national line, for free, on 0808 168 9111. You can also start a live chat at any time by visiting:

www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat/



The services Victim Support offer in Dorset are tailored to the needs of each person and are provided on a one-to-one basis by a trained caseworker or supporter. These services include:

- Information and advice
- Immediate emotional and practical help
- Longer term emotional and practical help
- Advocacy
- Personal safety services
- Help in navigating the criminal justice system



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Providing consent

If you provide verbal or written consent to agree, Dorset Police can share your details with Victim Support to help you access support in a way that best meets your needs in accordance with Right 4 of the Victims Code.



Keeping you informed

Victim and Witness Care unit (VWCU):

If a suspect is arrested and charged by the police or the Crown Prosecution service (CPS), the Victim & Witness Care Unit (VWCU) will work with the officer in the case (OIC) to ensure that you are kept informed as your case progresses through the courts.
(In accordance with Right 6 and 8 of the Victims code of practice).

The VWCU will support you in the following circumstances:

- If the suspect(s) pleads 'Guilty' at the First Hearing and the case is adjourned for sentencing.
- If the suspect(s) pleads 'Not Guilty' at the First Hearing and the case is adjourned for a trial at the magistrate's court.
- If the case is adjourned for a Pre-Trial Preparation hearing (PTPH) in the Crown court.
- If the suspect pleads Guilty at the PTPH, and the case is adjourned for sentencing.
- If the suspect pleads Not Guilty at the PTPH and a trial date is set.

How the VWCU supports Victims and witnesses:

- Keeping you informed about significant development in the case, including court dates and requirements to give evidence.
- Assisting you with practical arrangements for attending court, including pre-court visits, where you can meet the Witness Service and understand what to expect at a trial.
- Providing you with information about special measures available if you are a vulnerable or intimidated victims enabling you to give your best evidence.
- Offering you have access to additional support, such as interpreters, transport, accommodation, and referrals to other support agencies where appropriate.
- Notifying you of the court case outcome, including sentencing and appeals.



- Managing any Victims Right to Review requests that you may wish to submit within remit of the scheme.

Contact information:

If you have a query relating to a case that's listed for its First hearing, you can contact the team directly on: 01202 222 799 Or email: vwcu@dorset.pnn.police.uk

If you have a query relating to a case that's now listed for trial at the magistrates court, you can contact the team directly on: 01202 222 366 or via email: WCUMagistrates@Dorset.PNN.Police.uk

If your query relates to a crown court case, you can contact the team directly on: 01202 222 365 or via email: crowncourtvcu@Dorset.PNN.Police.uk



Other useful information

Criminal injury claims

If you are an innocent victim of a violent crime, you may be entitled to claim compensation (in accordance with Right 5) from the Criminal Injuries Compensation Authority (CICA), but you must apply within two years of when the offence took place.

Visit the [gov.uk page claim compensation pages](#) to find out more.

Victims' Right to Review Scheme

The Victims' Right to Review scheme gives victims the right to request a review of a decision not to prosecute a suspect. This decision can be made by either the police or the Crown Prosecution Service.

You will be notified of such a decision either verbally or in writing. You can request a review of a decision not to prosecute within three months of the date of the decision being made. If the decision was made by the police you can request a review by emailing:

VRR@dorset.pnn.police.uk or telephoning 01202 222799.

If your decision was made by the Crown Prosecution Service you will need to contact them direct in order to request a review. We can provide you with the necessary contact details by emailing: VRR@dorset.pnn.police.uk or telephoning 01202 222799.



Providing Feedback

Improving our service

In Dorset we want to do our best for you and it is essential that you have confidence in the police and are satisfied with the service we give you. With that in mind we would welcome your feedback by visiting www.dorset.police.uk/do-it-online and filling in the feedback form.

Alternatively, you can phone 101 and speak to a call handler who will record your feedback and forward it to the relevant person/department.

Complaints

Dorset Police is a professional organisation, which is committed to providing a high standard of service to the community. It is important for us to know when members of the public are unhappy with the service provided and where a victim's rights have not been met (Right 12).

There are a number of ways you can make your complaint if your Rights are not being met:

- By telephone. Call 101 and a senior officer will be asked to make contact with you.
- By letter to:
Professional Standards Department,
Dorset Police Force Headquarters,
Winfrith, Dorchester, DT2 8DZ
- By email to complaints-misconduct@dorset.pnn.police.uk

For more information on how to make a complaint please visit: www.dorset.police.uk/do-it-online/make-a-complaint

Restorative justice

Restorative justice offers you an opportunity to be heard and sometimes to have a say in the resolution of offences. It can provide a means of closure and enable you to move on while providing an opportunity for offenders to take responsibility for their actions and understand their impact on others.

Restorative justice is not an alternative to the criminal justice system and does not allow an offender to “get off lightly”. Restorative justice can take place after criminal proceedings in court, or it can be used alongside an out of court disposal as one of the conditions which an offender needs to abide by.

Restorative justice services are provided by Restorative Justice Dorset who aim to offer anyone who comes into contact with the criminal justice system an opportunity to participate in restorative justice or restorative mediation.

They support positive communication between people harmed by crime and those responsible for the harm. This communication is not always in the form of a face-to-face meeting; the method of communication can vary depending on your needs.

To contact Restorative Justice Dorset you can:

Phone: 07535 692669 or 07535 692584

Email: RJDorset@restorativesolutions.org.uk



Dorset Combined Youth Justice Service (DCYJS)

DCYJS can provide restorative justice services where the offender is under 18 years of age. The restorative justice practitioners will contact all victims of crimes committed by the young people they work with.

DCYJS works directly with young people who have committed criminal offences. Their purpose is to repair the harm caused to the victims and to help young people make positive changes to keep both themselves and other people safe.



Dorset
Council

Useful contacts

If you are in immediate danger always call 999.
To report a crime or incident please go online to dorset.police.uk/do-it-online or call Dorset Police on the non-emergency number 101.

Services to support victims (Right 4)

Action Fraud

Reporting centre for fraud and cybercrime.
0300 123 2040 | [Actionfraud.police.uk](https://actionfraud.police.uk)

The Shores – Dorset SARC (Sexual Assault Referral Centre)

Supports victims of rape or sexual assault.
0800 970 9954 | the-shores.org.uk

STARS – Sexual Trauma and Recovery Services

Supports anyone who has been raped or sexually abused.
01202 308840 | www.starsdorset.org

Access Dorset

Provides information and advice on all issues relating to independent living.
01202 771336 | access.dorset.org.uk

Prejudice Free Dorset

Promotes inclusive communities by supporting victims of hate crime.
prejudicefreedorset.org



Intercom Trust

Provides help against homophobic and transphobic prejudice, crime and discrimination

0800 612 3010 | intercomtrust.org.uk

National Stalking Helpline

Offers information and support for victims of stalking.

0808 802 0300 | stalkinghelpline.org



This is for your use

Please use this page 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 regards to your crime / incident
- Anyone who has given you information about your crime / incident
- Any questions you may have.

[illegible]

Crime reference number:.....

Investigating Officer:

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