

## What happens when I report a crime?

When you report a crime to Dorset Police a member of staff will be assigned to oversee the investigation. Information and evidence is gathered, entered onto a crime report and given a crime reference number. This information is analysed and any lines of enquiry are investigated in an effort to bring those responsible to justice.

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## Will I get an update?

If there are any lines of enquiry you will be regularly updated. Please remember, with any investigation, it takes time to gather information. Updates in relation to most cases will be provided by Dorset Victims' Bureau. This is a dedicated team actively working to keep you informed about progress with the investigation of your crime. In some cases it may be more appropriate for the officer in charge (OIC) to update you. This will be explained to you at the time of reporting your crime.

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## How do I contact the officer in charge (OIC) or the Victims' Bureau?

Just call Dorset Police on 101. Ask for the OIC if you have any additional information about your crime or you can call the Victims' Bureau directly on 01202 222799 if you would like to receive the latest update.

You can also make contact via email at: [victimsbureau@dorset.pnn.police.uk](mailto:victimsbureau@dorset.pnn.police.uk) or via our online enquiry form at [www.dorset.police.uk](http://www.dorset.police.uk)

## The Victim's Code

The impact of crime may vary and many people benefit from receiving some support and information to help them cope and recover. The Victims' Code is a statutory Government document which explains what support and information victims of crime – both people and businesses – can expect. The Victims' Code can be found on the Dorset Police website or at [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)

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## What is Restorative Justice?

Restorative Justice (RJ) is a process of bringing together those harmed by crime or conflict with those responsible for the harm, to find a positive way forward. If you want to participate and/or would like more information please refer to [www.dorset.pcc.police.uk/working-in-partnership/restorative-justice](http://www.dorset.pcc.police.uk/working-in-partnership/restorative-justice) or contact the Victims' Bureau.

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## What is a Victim Personal Statement (VPS)?

A VPS gives you an opportunity to explain, in your own words, how a crime has affected you whether physically, emotionally, financially or in some other way. You are entitled to make a VPS at the same time as giving a witness statement. If you would like to discuss a VPS further please contact the OIC of your crime. [www.gov.uk/government/publications/victim-personal-statement](http://www.gov.uk/government/publications/victim-personal-statement)

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## Can I get victims' of crime information in Easy Read?

Yes, please visit [www.dorset.police.uk](http://www.dorset.police.uk) and click on the "victim of crime" link.

## Where do I go for support?

If you need any support or wish to speak to someone about your experience, there is a list of useful contacts in this leaflet. Victim Support has been commissioned by the Dorset Office of the Police and Crime Commissioner to provide help and support to victims of crime in Dorset. Victim Support is not part of the police, the courts or any other criminal justice agency, they are an independent charity and are there to help victims of crime, their families, friends and anyone else affected across England and Wales recover from their ordeal. As they are an independent charity, you can talk to them whether or not you have reported the crime to the police and regardless of when the crime happened. Their services are free and available to everyone.

The trained volunteers at Victim Support offer:

- Someone to talk to in confidence
- Emotional support
- Practical help
- Information about Criminal Injuries compensation
- Information on police and court procedures
- Help dealing with other organisations

You can contact Victim Support locally on **0300 3030 163**.

You can find more information about Victim Support at [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

## Useful contacts

**Dorset Police** (non emergency) **101**  
In an emergency please dial **999**  
[www.dorset.police.uk](http://www.dorset.police.uk)

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**Victim Support** **0808 168 9111**  
[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

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**Action Fraud** **0300 123 2040**  
[www.actionfraud.police.uk](http://www.actionfraud.police.uk)

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**Childline National Helpline** **0800 11 11**  
[www.childline.org.uk](http://www.childline.org.uk)

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**NSPCC** **0808 800 5000**  
[www.nspcc.org.uk](http://www.nspcc.org.uk)

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**Crimestoppers** **0800 555 111**  
[www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

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**Dorset SARC** **01202 552056**  
Email [info@the-shores.org.uk](mailto:info@the-shores.org.uk)  
[www.the-shores.org.uk](http://www.the-shores.org.uk)

The Shores offers support for victims of rape or sexual assault including crisis support, counselling referrals and health and welfare support.

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**Dorset Rape Crisis** **01202 547445**  
[www.dorsetrapecrisis.co.uk](http://www.dorsetrapecrisis.co.uk)

Dorset Rape Crisis offers practical and emotional support to anyone who has been, or is being, abused or harassed.

## Useful contacts

**Freephone 24 Hour National Domestic Violence Helpline** **0808 2000 247**  
[www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)

The National Domestic Violence Helpline is run in partnership between Women's Aid and Refuge. It is a national service for women experiencing domestic violence and is staffed 24 hours a day. All calls are completely confidential.

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**Access Dorset** **01202 771336**  
[www.accessdorset.org.uk](http://www.accessdorset.org.uk)

Access Dorset aims to enhance the lives of disabled people, older people, carers and people who may benefit from support or information.

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**Dorset County Council Hate Crime Partnership**  
[www.dorsetforyou.com](http://www.dorsetforyou.com)

To report any Hate Crime in your area contact Dorset Police on 101 or any of the above organisations.

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**Dorset Race Equality Council** **01202 392954**  
[www.dorsetrec.org.uk](http://www.dorsetrec.org.uk)

Dorset REC provides support, information and advice to black and ethnic groups.

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**Intercom Trust** **0800 612 3010**  
[www.intercomtrust.org.uk](http://www.intercomtrust.org.uk)

Intercom Trust offer support to the LGBT communities in the South West.



# Advice for victims of crime

This leaflet gives details of what happens next, the investigation process and how you can contact the officer dealing with your case or Dorset Victims' Bureau.

It also suggests where you can go for support and advice.

