



**HEDDLU GOGLEDD CYMRU**  
Gogledd Cymru diogelach  
**NORTH WALES POLICE**  
A safer North Wales

# Information for Victims of Crime

This leaflet sets out what you can expect from the Criminal Justice System if you are a victim of crime. It contains information about organisations that you can contact for free advice, practical information or emotional support.

Firstly, thank you for reporting the incident to the police. The section below may be helpful in noting down the details of people you meet when you report your crime.

## Your own notes and contact details

You may find it useful to note down the details of any people you come into contact with when your case is being investigated. This way you have all the contact details and important information in one place.

### Initial contact with the police

Name of officer: .....

Phone number of police station: **101**

### Officer dealing with the case (if different from above)

Name of officer: .....

Phone number of officer: .....

### Crime case details

Crime case reference number: .....

## Next steps

As a victim you receive support and services under the Victims Code of Practice (VCoP). The VCoP sets out the services you can expect from the Police, Crown Prosecution Service, HMCTS and Probation and states when each agency should make contact with you to keep you informed of what is happening. The Victims' Code sets out your rights to make a complaint if you are unhappy with the service you receive.

If you would like to read the Code in full, or to access a shorter guide to the Code, please visit:

<https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime>

Please note that even if you were not resident in England and Wales at the time that the criminal conduct took place, you are still entitled to the standard entitlements set out in the Victims' Code if the crime took place in England and Wales.

**The Victim Personal Statement (VPS):** The Victims' Code includes an entitlement for victims of crime to make a Victim Personal Statement (VPS). The VPS helps give victims a voice in the criminal justice process. In your VPS you can tell the court and the Parole Board, where applicable, how the offence has affected you or your family. You can also 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:

<https://www.gov.uk/government/publications/victim-personal-statement>

In the majority of cases, but depending on your specific needs, your details will be passed on to Victim Support. They may contact you to offer their services. This 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. To find out more, visit:

[www.victimsupport.org.uk](http://www.victimsupport.org.uk) or call 0845 3030 900.

**Working together with the police to investigate your crime:** To us investigate your crime, you should let them know:

- If you remember something not already included in your current statement.
- If your contact details change.
- If the crime involved any type of hostility, for example if you were targeted because of your race, sexuality, religion, disability or gender identity, or perceived race, sexuality, religion, disability or gender identity.
- If you have any specific needs, for example, mobility, communication or religious requirements.

**Protection against harassment or intimidation:** If you, or others close to you, are harassed or threatened in any way during an investigation or a trial, you should contact the police immediately. If the accused is bailed, the court may impose a condition preventing the accused from making any contact with a named person or persons. You could also apply to court to get an injunction against the accused if you think it's likely that he or she will harass you. If the accused is convicted or acquitted, the criminal court can make a restraining order. Victims and witnesses are also protected against witness intimidation for up to a year after the end of a trial.

**Criminal charges:** In some cases if someone is arrested and charged, the **Crown Prosecution Service (CPS)** will decide whether to prosecute or not and whether to take your case to court. To find out more about the CPS, visit: [www.cps.gov.uk](http://www.cps.gov.uk) or call 0203 357 0000.

**The joint police/CPS Witness Care Unit** will be your single point of contact when someone is charged with your offence. They will keep you informed over progress of your case, including the date of hearing and also give you information on claiming expenses for attending court, including travel, pre-trial visits to the court, allowances for meals, loss of wages and child care. To find out more, visit: [www.cps.gov.uk/news/fact\\_sheets/witness\\_care\\_units/](http://www.cps.gov.uk/news/fact_sheets/witness_care_units/).

**Going to court as a witness:** Her Majesty's Courts and Tribunals Service (HMCTS) are responsible for running all of the courts. To find out more visit: [www.gov.uk/going-to-court-victim-witness](http://www.gov.uk/going-to-court-victim-witness)

**The Witness Charter** sets out the standards of care you can expect if you are a witness to a crime or incident in England and Wales. The Charter is available online at: <https://www.gov.uk/government/publications/the-witness-charter-standards-of-care-for-witnesses-in-the-criminal-justice-system>

There is a 'Going to Court – A Step by Step Guide to Being a Witness' DVD which explains what happens at court. You can view this through: [www.gov.uk/going-to-court-victim-witness](http://www.gov.uk/going-to-court-victim-witness)

In addition HMCTS has a 'You are a Prosecution Witness' leaflet on services and facilities available at individual Crown and Magistrates' Courts. This can also be viewed online at: <https://courtribunalfinder.service.gov.uk/>

**Special Measures:** If you are considered a vulnerable or intimidated witness you may be able to request Special Measures during the trial to help you give best evidence.

These measures could include:

- Having screens around the witness box or giving evidence by live video-link so you do not have to face the suspect or their family
- Having the court case held in private – with no press or public allowed
- Having someone (an intermediary) to help you to understand questions when being interviewed

Requests for Special Measures need to be made at the earliest opportunity. Please note that Special Measures **cannot be guaranteed** as it is for the court to agree on each application.

**The Witness Service**, run by Victim Support, helps victims and witnesses attending court. They are trained staff and volunteers who can arrange a pre-trial visit to the court and advise you of what to expect, they are also present to support you when the court case is heard. Please note the Witness Service cannot discuss the case or the contents of your evidence with you, visit: [www.victimsupport.org.uk](http://www.victimsupport.org.uk) or call 0845 303 0900.

**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](http://www.gov.uk). You can apply for

compensation whether someone has been prosecuted for the offence or not but you must apply within two years of the date of the incident. You should not wait until the end of a civil or criminal trial before applying for criminal injuries compensation. To find out more or you need help in filling out the form, visit:

[www.gov.uk](http://www.gov.uk) or call CICA on 0300 003 3601.

**Translation and Interpretation:** If you do not understand or speak English, you are entitled to ask for interpretation into a language you understand when reporting a crime, being interviewed by the police or giving evidence in criminal proceedings. In Wales, you have the legal right to use Welsh when giving evidence and the court will make the necessary provisions

**Restorative Justice:** As a victim, you may be able to undertake Restorative Justice and have a say in the resolution of the offence against you. Restorative Justice is the process of bringing together victims with those responsible for the harm, to find a positive way forward. To find out more, visit [www.restorativejustice.org.uk](http://www.restorativejustice.org.uk).

**Conviction, sentence, release and probation supervision:** When someone is convicted of an offence and sent to prison, they pass into the care of the Prison Service. To find out more, visit: [www.gov.uk/browse/justice/prisons-probation](http://www.gov.uk/browse/justice/prisons-probation)

**Victim Contact Scheme:** The Victim Contact Scheme (VCS) is a special service for victims of sexual and/or violent crimes where the offender is sentenced to 12 months or more in prison or Mental Health Institution. If you are such a victim, you will be contacted and asked if you wish to take part in the scheme, if so you will be assigned a Victim Liaison Officer (VLO) who will keep you up to date about what happens to the offender after they are found guilty. You will also have the chance to give your views on any conditions you think should apply to the offender when they are released back into the community. [www.gov.uk/browse/justice](http://www.gov.uk/browse/justice)

If you would like to find out more about what you are entitled to under the Victims' Code after a sentence has been passed, such as information on the **Victim Contact Scheme** and the role of the **Parole Board**, visit <https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime> or <https://www.gov.uk/government/organisations/parole-board>.

**Further information:** You can find more detailed information about support and services for victims and witnesses at [www.gov.uk](http://www.gov.uk).

**Citizens Advice** can help with financial problems or advice, legal issues or other practical problems. To find out more, visit: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or call 08444 77 20 20

**North Wales Police Website** provides information for Victims and Witnesses. This can be found at: [www.north-wales.police.uk](http://www.north-wales.police.uk)

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For more information on Victims and Witnesses as well as the full Victims' Code:  
[www.north-wales.police.uk/advice\\_\\_support/victims\\_\\_witnesses.aspx](http://www.north-wales.police.uk/advice__support/victims__witnesses.aspx)