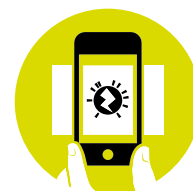


Cheshire Victim Information Pack

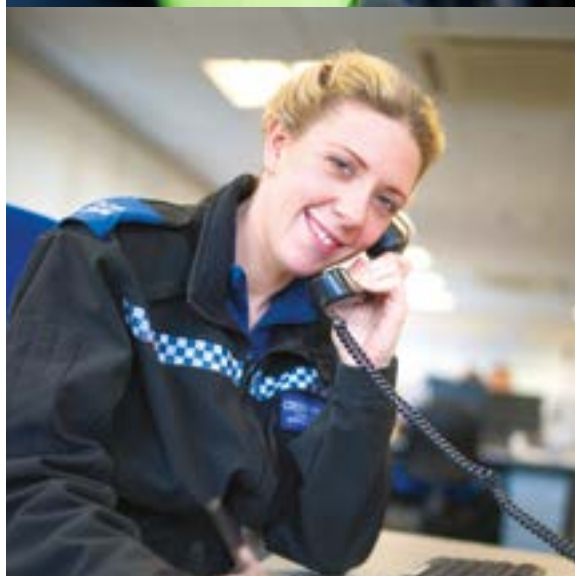


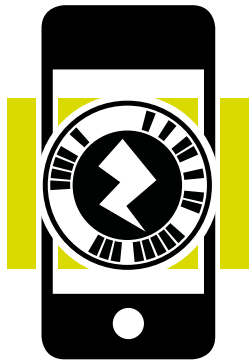
Augmented reality
content inside

Crime incident no:



This pack is a guide to all the services and support available to you as a victim of crime whether or not you choose to report it to the police.





02

Foreword by the Police and Crime Commissioner

The Cheshire Victim Information Pack has been designed to assist you to find the support services that are available to help you cope and recover from your experience.

If you have reported a crime to the police, this pack will explain what happens next in the process. Even if the crime has not been reported, there is information here about organisations who can help.



Dan Price
Police and Crime Commissioner for Cheshire

This booklet has been written in consultation with victims and key partners across the county and has been recognised by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).

A huge amount of work has been undertaken to further improve services for victims across Cheshire. Cheshire has had its own dedicated victim referral service, Cheshire CARES, which is devoted to ensuring that the individual needs of each and every victim who wants support are met. This is supported by an online guide of service and support networks: www.cheshire-pcc.gov.uk/support-for-victims

In addition, specialist services to support survivors and victims of sexual and domestic abuse, support for those who have suffered hate crime and a restorative justice service for Cheshire have been funded.

This booklet has been written to explain what will happen now that you have reported a crime and to direct you to the support and services that are available to help you cope and recover from your experience.

03

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 When you see this symbol it means further information is available to you should you wish to explore.



AR video explanation and language translation

To access the video translations please, download the free 'Zappar' app (available on Android and Apple), open the app and hold your device over pages that have a 'Zap Code'.

04

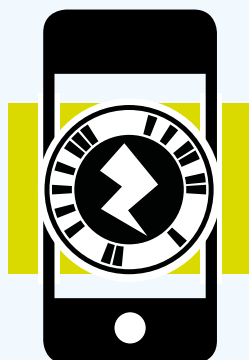
Your rights under the Code for Victims

If you are a victim of crime or a close relative of somebody who has been killed as a result of a crime in England or Wales, you are entitled to support from the criminal justice agencies involved under the Code of Practice for Victims of Crime.



A more comprehensive list of your rights can be found within the Code of Practice for Victims of Crime, this is located on the websites of all criminal justice agencies.

Visit www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime for more information.



Under the Code of Practice for Victims of Crime your rights are:

- To be able to understand and to be understood
- To have details of the crime recorded without justifiable delay
- To be provided with information when reporting the crime
- To be referred to services that support victims and have services and support tailored to your needs
- To be provided with information about compensation
- To be provided with information about the investigation and prosecution
- To make a Victim Personal Statement
- To be given information about the trial, trial processes and your role as a witness
- To be given information about the outcome of the case and any appeals
- To be paid expenses and have property returned
- To be given information about the offender following conviction
- To make a complaint about your rights not being met



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**You are entitled
to support** from
the criminal justice agencies
involved.

06

Compensation

Victims of crime who have been injured, or have lost or damaged property, may be eligible for compensation. Depending on the crime, there are a number of different ways you can seek compensation. Please be aware that not all applications are successful.

Court-awarded compensation

If someone is convicted of a crime against you, the court may order them to pay you compensation for any loss, damage or injury caused as a result of the crime.

If you want the court to consider awarding you compensation you should inform the police and provide details of the loss or damage that you have suffered. The police will pass this information to the Crown Prosecution Service who will make the request in court.

Civil compensation

In some circumstances it may be possible to seek compensation from the suspect or offender outside of the criminal justice process. If you want to consider applying for civil compensation, you should seek legal advice and assistance from a solicitor.

The Criminal Injury Compensation Scheme

The Criminal Injuries Compensation Authority (CICA) deals with claims from people who have been physically or mentally injured because they were a victim of violent crime in England, Scotland or Wales. You may be eligible to claim compensation as a victim of a violent crime if you were injured, a close relative died, you saw the crime happen to a loved one or you paid for the funeral of a person who died as a result of a crime.

The crime must have been reported to the police before you apply for compensation and claims must be made within two years of the crime unless exceptional circumstances apply.



For further information, or to start making a claim, visit www.gov.uk/claim-compensation-criminal-injury

Or, if you need help making a claim, the CICA Helpline can be contacted on 0300 003 3601.

07

Cheshire CARES



Cheshire CARES (Cope and Recovery Enhanced Service) is the Commissioner's dedicated service providing free support to all victims of crime in Cheshire.

Victims of crime of any age, their relatives, business staff and carers or parents of victims under 18 will have access to the CARES service. The Cheshire CARES team provides support to any victim of crime in Cheshire, regardless of whether a report has been made to the police or not. If you initially don't want support, but then change your mind, you can always get in touch with the CARES team when you feel the time is right.

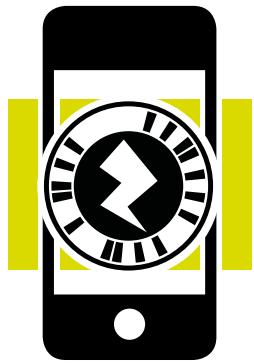


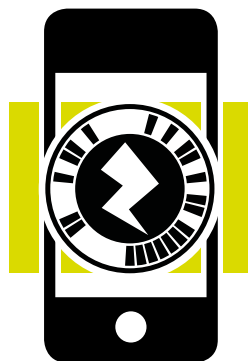
You can contact Cheshire CARES by calling: 01606 36 6336 or emailing the team at cares@cheshire.police.uk or via 101 and asking for Cheshire CARES.

The service is open 8am to 8pm Monday to Friday (excluding bank holidays) and 9am to 4pm on Saturday and Sunday.

Find out more about Cheshire CARES at: www.cheshire-pcc.gov.uk/what-the-commissioner-does/supporting-victims/cheshire-cares/

Other services who can help and are available to you in Cheshire are listed at: www.cheshire-pcc.gov.uk/support-for-victims





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Support for young victims

If you are a victim, or witness a crime, you get the same Victims Code entitlements as adults and the same level of service from the agencies involved.

If you have reported a crime to the Police in Cheshire, the CARES team will be in contact to offer support, or you can contact them yourself, even if you don't want to report to the police.

If the case goes to court, as a young victim, you are entitled to request additional measures, such as having your statement video recorded to make it easier for you to tell the police what happened. This also means that you do not have to repeat this evidence in court, but you can if you choose to. You are also entitled to Video-recorded cross examination (known as Section 28).

The Cheshire police website has further information on what to expect when going to Court as a victim, for you and your parent or guardian.



You can contact a ChildLine counsellor about anything - no problem is too big or too small. Call free on 0800 1111, have a 1-2-1 chat online at www.childline.org.uk or send an email.



Support for under 18s

Got Your Back is here to help anyone under 18 that has been a victim of crime in Cheshire. It doesn't matter when the crime took place and if you reported it to the police or not, Got Your Back is here to help with whatever you need, even if that's just someone to talk to.



To receive free and confidential support, please call 0800 640 6466 or email referral@gyb.org.uk.

You can also self-refer via text, text "GYB MENTOR" to 82228 or on Facebook and Instagram @CheshireGYB

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Community Remedy

A community remedy is an action which might be appropriate to be carried out by a person who has engaged in anti-social behaviour or has committed an offence, as an alternative to court proceedings.

Through the Community Remedy, victims of anti-social behaviour can have a say in how offenders should make amends for their actions, based on a list of options. In some circumstances, a combination, such as a face to face apology coupled with repairing damage to property could be agreed upon.

The officer will make the final decision as to what is appropriate, ensuring it is proportionate to the offence committed and that it will have a positive impact. In cases where the action is linked to a conditional caution, if the offender fails to comply they could face court action for the original offence.

Community Remedies include:

- Reparation to the victim, such as repairing damage to private property
- Reparation to the community, for example, doing unpaid work in the local area such as cleaning up graffiti or litter picking
- Paying compensation, possibly direct to the victim or for stolen items in a theft
- Restorative justice outcome, for example a face to face meeting or a letter of apology
- Mediation, which could be used to help resolve a dispute such as between neighbours or within families
- Structured activity, such as drug and alcohol treatment services, or victim awareness courses
- Entering a formal agreement, for example an Acceptable Behaviour Contract where the perpetrator agrees not to behave anti-socially in the future or face more formal consequences



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Making a Victim Personal Statement

A Victim Personal Statement (VPS) allows you to say in your own words how a crime has affected or continues to affect you.

The VPS allows you to say how you and your family have been affected by the crime. This is different to a witness statement, which describes the facts and evidence of what happened at the time of the crime.

All victims who report a crime are entitled to make a VPS; this can be at the same time as giving a witness statement to the police or at a later time. Once you’ve completed a VPS you cannot change it, but you can give a further VPS at any time before sentencing.

The VPS will form part of the prosecution case but will only be considered by the court once the offender has been found guilty of the offence.

Under the Victims’ Code, you have the right to read your VPS aloud yourself or have someone else read it for you, as long as the court agrees to this.

The VPS will always be shared with the Crown Prosecution Service. It’s important to note that if the case reaches court, the VPS will be shared with the court and disclosed to the defence and you may be cross-examined on its content.



Business Impact Statement

The Victims Code also entitles you to make a further impact statement if your business or enterprise (such as a charity) has been the victim of a crime. The Business Impact Statement allows you to detail how the crime has affected your business in terms of the direct financial impact (assets stolen or damaged), indirect financial impact (loss of custom, loss of staff time, etc.) and non-financial impact (reputational damage).

The making of a Business Impact Statement does not prevent you from making a separate Victim Personal Statement detailing how the crime has impacted on you. If appropriate to your circumstances, the officer in the case will arrange for the completion of this statement.

Victim Personal Statement

Statement of:

Age:

Occupation:

(if over 18 insert 'over 18')

This statement (consisting of page(s)) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it, anything which I know to be false, or do not believe to be true.

Signature:

Date:

Signature of parent / guardian / appropriate adult:

Date:

Relationship of parent / guardian / appropriate adult:

Witness to read the following or, if recorded by telephone, the statement taker must read out to the witness:

A victim personal statement gives you the opportunity to tell the criminal justice agencies and the magistrate or the judge about how a crime has affected you or those close to you. Your VPS can inform decisions on whether to charge an offender, whether they should be granted bail and by the courts in deciding on sentence. It will become part of the case papers and can be seen by those involved with your case, i.e. Police, CPS, defence, and the magistrates and judges at court.

Normally your VPS will be read by the judge or magistrates, however, you may if you wish ask to read your VPS out to the Court or ask for someone, usually the Prosecutor, to read it out on your behalf. Please consider the below to help you to describe the effects that this crime has had on you;

- Any physical or psychological injury you have suffered and/or any treatment you may have received as a result of the crime
- Emotional: Anxiety, stress, sleeplessness, relationships with partner, family or others
- Vulnerable or intimidated: If you no longer feel safe, are fearful of intimidation or a repeat offence
- How your quality of life has changed on a day-to-day basis
- Financial: loss of earnings through an inability to work, compensation for damage, etc.

Please record your statement below:

Continue overleaf

☐ Yes ☐ No

☐ Myself ☐ CPS Prosecutor ☐ Someone else

Time:



A useful information leaflet about going to court for individuals aged 5 – 11 years can be found here: www.gov.uk/government/publications/young-witness-booklet-for-5-to-11-year-olds

Cheshire Constabulary, the Crown Prosecution Service or Youth Offending Team may consider one of these disposals is a more appropriate method of dealing with your case. If this is the case, you will be asked for your views, which will be taken into account before any decision is made.

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Special measures available to victims

Special measures are arrangements put in place to help you, if you are a vulnerable and intimidated victim, to give evidence in court in the best possible way. These measures are put in place to help increase the quality of evidence and achieve the right outcome for justice to be done.

A witness is normally eligible for Special Measures if they are under 18 on the date of the trial, or considered to be a vulnerable or intimidated adult.

1. **Screens** – available to screen you from the defendant in the court room so that you cannot be directly intimidated whilst giving evidence
2. **Live Links** can be used to enable you to give evidence during a trial from a suitable room outside of the court, such as a facility in a police station or council building via a television screen. Within the court room, it is also possible to apply for screens to be placed around the Live Link TV in exceptional circumstances
3. **Evidence given in private** – members of the public are excluded from the court room whilst you give evidence

4. **Removal of wigs and gowns** – Judge and lawyers can remove their wigs and gowns to create a less formal environment, this is mainly used for young witnesses
5. **Video Recorded Evidence** - The police may obtain your account by video interview rather than a written statement, and this can be used in place of you physically giving evidence in court. You may also be able to have the cross-examination video recorded (known as Section.28) before trial, to help you give your best evidence and reduce some of the anxiety of attending court
6. You can apply to have someone with you (**an intermediary**) when being interviewed and giving evidence to explain questions and answers and to help you understand
7. **Aids to communication** are intended to help if you need a device to communicate when giving evidence e.g. a hearing loop, interpreter etc.

The court will make the final decision about whether the special measures that have been requested are used. Speak with your officer in the case, Victim Care Officer, Witness Care Officer or other point of contact for more information. The police and Crown Prosecution Service will apply for any special measures on your behalf but the Court will make the final decision about whether the special measures that have been requested can be used.



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Special measures are
arrangements put in place
to help you, if you are a
vulnerable and intimidated
victim.



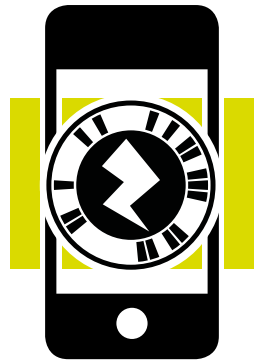
Footnote: 1 - 5 are special measures available for vulnerable and intimidated witnesses 6 - 7 are special measures available for vulnerable witnesses only

The definition for vulnerable and intimidated witness can be found in the Victim code of practice
www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime



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Restorative
Justice recognises the need
for victim empowerment.



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Restorative Justice

What is Restorative Justice?

Restorative Justice (RJ) is all about helping people to communicate following a crime. It provides victims with a chance to explain the impact of the offence and ask questions and it helps offenders to explain their actions and offer an apology. Involvement in Restorative Justice is voluntary and confidential.

How could Restorative Justice help me?

People will feel it can help in many different ways. The best way to explain how it might be something for you to consider is to read some quotes from someone who has experienced Restorative Justice.



"I feel better now he has written to me and answered my questions and it has given me peace of mind".

Find out more

I'd like to talk to someone about Restorative Justice. What should I do now?

If you would like to discuss a possible referral to the hub, please contact Remedi via Freephone 0800 640 6466 or email rjhub@remediuk.org or rj.hub@remediuk.cjsm.net

More information about Remedi and Restorative Justice can be found at: www.cheshire-pcc.gov.uk/what-the-commissioner-does/supporting-victims/restorative-justice



Cheshire Restorative Justice Hub

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Domestic Abuse information

The police take domestic abuse seriously and will do everything possible to help and protect you. Domestic abuse is any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 years or over who are, or have been, intimate partners or family members regardless of gender or sexuality.

Controlling behaviour is:

A range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is:

An act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

The abuse can include, but is not limited to:

physical, emotional, psychological, financial or sexual. Anyone forced to alter their behaviour because they are frightened by their family member's or partner's reaction, is experiencing abuse. These behaviours can include isolating a person from their family and/or friends and stopping them socialising. Controlling finances, social media accounts or using surveillance through apps may also take place.

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The police work closely with many other organisations, including Independent Domestic Violence Advocates (IDVAs). Their role is to support victims and their families to be safe whether they are involved in prosecutions or not. They offer support to victims before, during and after any key criminal justice intervention because they know these are times when people feel anxious and when risk might increase. This involves liaising with a wide range of agencies that can help reduce risk and ensure any court case has the best chance of succeeding.

**The police take
domestic abuse seriously
and will do everything
possible to help and protect
you.**



If you are a victim of domestic abuse, the organisations listed below can help support you.

Cheshire West and Chester
Domestic Abuse Family Safety Unit
Telephone: 01606 351375
www.cheshirewestandchester.gov.uk

Cheshire East
Domestic Abuse Hub
Telephone 0300 123 5101
www.cheshireeast.gov.uk

Warrington
Refuge Independent Domestic Abuse
Support Service
Telephone: 01925 243359
www.warrington.gov.uk

Halton
Domestic Abuse Service
Telephone: 0300 11 11 247
www.halton.gov.uk

National 24-hour Helpline
(freephone) 0808 2000 247

Men's Advice Line
0808 801 0327

If you are in danger call 999





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Domestic Violence Protection Notices and Orders

Domestic Violence Protection Notices and Orders can be issued when a domestic violence incident involves violence or the threat of violence and there is an ongoing risk.

Police officers will give consideration to issuing a Domestic Violence Protection Notice if the perpetrator is arrested and taken into custody. The notice lasts for 48 hours from the perpetrator being released from custody and requires them to attend court within that time period where the Police will make an application for a Domestic Violence Protection Order. In Cheshire, all Domestic Violence Protection Orders are heard at Chester Magistrates' Court.

A Protection Order allows the Magistrates to impose conditions on the perpetrator for a period of between 14 and 28 days in order to protect you from violence or the threat of violence. This will give you the time to consider what options you have and receive any help and support you may need from relevant agencies.



Dependent on the circumstances, the conditions of a Domestic Violence Protection Order can:

- Prevent the perpetrator from contacting or harassing you
- Evict or exclude the perpetrator from the address in which you are living
- Prevent the perpetrator from entering the address in which you are living
- Prevent the perpetrator from coming within a given distance of the address in which you are living

Orders can be issued when a domestic violence incident involves violence or the threat of violence.

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Harmful Practices and Honour Based Abuse

Honour Based Abuse is a violent incident or crime which has or may have been committed to protect or defend the honour of the family and or community.

Cheshire Police takes honour based crime very seriously and deal with each individual case sensitively and confidentially.

What is Female Genital Mutilation (FGM)?

Female Genital Mutilation (FGM) involves the partial or total removal of the external female genitalia, or other damage to the genital organs, for supposed cultural, religious or non-medical reasons. It is sometimes referred to as 'female circumcision'. However, unlike the majority of male circumcision, it can inflict severe physical and psychological damage.

FGM is an offence under the Female Genital Mutilation Act 2003. The maximum jail term is 14 years. Anyone who has information that a child is potentially or actually at risk of harm should contact the police on 101 or in an emergency 999 or the local authority social care team. The risk can then be assessed appropriately.



Karma Nirvana and Savera UK offer specialist support for victims and survivors of Honour Based Abuse and Forced Marriage. You can talk in confidence to:

Karma Nirvana - on 0800 5999 247 or email info@karmanirvana.org.uk

Savera UK - on 0800 1070 726 or email info@saverauk.co.uk

You can also contact:-

Cheshire CARES on 01606 366336

The HM Government Forced Marriage Unit on 020 7708 0151

NSPCC FGM helpline on 0800 028 3550.

Cheshire Police takes honour based crime very seriously and deal with each individual case sensitively and confidentially.

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Modern Slavery and Human Trafficking

Human trafficking involves men, women and children being brought into a situation of exploitation through the use of violence, deception or coercion and forced to work against their will.

When children are trafficked, no violence, deception or coercion needs to be involved: simply bringing them into exploitative conditions constitutes trafficking.

Modern slavery takes various forms and affects people of all ages, gender and races; from women forced into prostitution, children and adults forced to work in agriculture, domestic work, or factories and sweatshops producing goods for global supply chains, entire families forced to work for nothing to pay off generational debts; or girls forced to marry older men.

If you are identified as a victim of slavery, then you will be entitled to:

- help and protection from the UK Government (this is called the National Referral Mechanism). All support is provided on a confidential basis
- support if you decide to talk to the police
- a minimum recovery and reflection period of 45 days. As part of this, care and support is provided by The Salvation Army

Someone is in slavery if they are:

- forced to work - through mental or physical threat
- owned or controlled by an 'employer', usually through mental or physical abuse or the threat of abuse
- dehumanised, treated as a commodity or bought and sold as 'property'
- physically constrained or has restrictions placed on his/her freedom of movement

Many forms of slavery involve more than one element or form listed above.



Further information can be found at:
www.antislavery.org

The Salvation Army Human Trafficking Helpline 0300 303 8151

The Modern Slavery Helpline
08000 121 700

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Rape and Sexual Abuse Support

St Mary's Sexual Assault Referral Centre (SARC) provides a comprehensive and coordinated forensic service to men, women and children living in the Cheshire area who have experienced rape or sexual assault, whether this has happened recently or in the past.

There is no requirement for a case to be reported to the police, or any time limit on how historic the abuse or assault may have been – all individuals will be supported according to their individual needs.

Find out more at www.stmaryscentre.org

Detectives will be there to support you and investigate the case.



The Rape and Sexual Abuse Support Centre (RASASC) provides specialist advice, support and information to anyone of any age who has experienced rape, sexual assault or sexual abuse. Services include Independent Sexual Violence Advisors; Information Line; Specialist Counselling; and Survivor Support Groups. This is a free confidential service delivered in a safe and non-threatening environment.

The Independent Sexual Violence Advisor service provides information and support through the Criminal Justice System, information and advice about health and social options, emotional support and referral and liaison with other appropriate agencies to promote coping and recovery.



Further information about the support services available can be found on the website:

www.rapecentre.org.uk
Telephone 0330 363 0063

Cheshire Constabulary will ensure that you are referred to these key support services, or if you prefer, you can make contact yourself.

Other support services available to you can be found at www.cheshire-pcc.gov.uk/support-for-victims

and include:

Chester Sexual Abuse Support Service
info@csass.org.uk
0808 284 0484
www.csass.org.uk

Survive Crewe
ask@survive-abuse.co.uk
01270 253179
www.survive-abuse.co.uk

The Lesbian, Gay, Bi & Trans Foundation
0345 3303030
<https://lgbt.foundation/>

Survivors Manchester
0161 236 2182
www.survivorsmanchester.org.uk

If you are in danger call 999

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Child Exploitation

Child Sexual Exploitation (CSE) is a form of sexual abuse that involves the manipulation and/or coercion of young people under the age of 18 into sexual activity in exchange for things such as money, gifts, accommodation, affection or status.

The manipulation or 'grooming' process often involves befriending children, gaining their trust, and often giving them drugs and alcohol, sometimes over a long period of time, before the abuse begins.

Abusive relationships between two people can involve an imbalance of power which limits the victim's options. It is a form of abuse which is often misunderstood by people as being consensual.

Exploitation can also include bringing children into crime and gangs.

Cheshire Constabulary would encourage anyone who believes they have been a victim of, or know someone who has been a victim of, Child Sexual Exploitation to contact them on 101. All calls will be treated sensitively and in confidence, ensuring any victim is safe.

There are a wide range of voluntary and third sector agencies who work with children including Catch 22 who deliver specific services across Cheshire and Barnados who is the largest provider of Child Sexual Exploitation support services in the UK.



Further information about CSE and the support these agencies provide can be found at www.cheshire.police.uk

If you want to know what young people have to say about child sexual exploitation visit www.knowandsee.co.uk

ChildLine: 0800 1111
NSPCC: 0800 800 5000

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Harassment & Bullying

What is harassment?

Harassment is any form of unwanted and unwelcome behaviour which may range from mildly unpleasant remarks to physical violence, this can take place by any form of electronic communication.

Harassment tends to have a strong physical component and is usually linked to gender, race, disability or physical violence; bullying tends to be a large number of incidents over a long period of time.

Stalking

Stalking can consist of any type of behaviour e.g. regularly sending gifts, making unwanted or malicious communication, damaging property and physical or sexual assault. If the behaviour is persistent and clearly unwanted, causing you fear, distress or anxiety you should not have to live with it.

Assault

An assault is when someone physically attacks you, or threatens to attack you, for example if someone hits you with a bottle or threatens to stab you with a knife. It can be extremely frightening to be the victim of an assault. As well as possibly being hurt or injured physically, you can be very seriously affected emotionally.



If you have been victim to any of these offences:

- Think about reporting it to the police. If you think you are at immediate risk of getting hurt, **call 999**
- Go to see a doctor or attend accident and emergency department at hospital if you have been injured and need immediate attention
- Write down what has happened soon after the event including times and dates

The National Stalking Helpline is a project run by Suzy Lamplugh Trust.

Call on 0808 802 0300

You can contact
Cheshire CARES for
support on
01606 366336

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Hate crime supporting and reporting

Hate crime is any criminal offence committed against a person or property that is motivated, in whole or in part, by an offender's hostility towards someone because of their:

- race, ethnicity or nationality
- religion, faith or belief
- gender identity
- sexual orientation
- disability
- other sub culture e.g Goth

When a hate crime or incident is reported to Cheshire Constabulary, an officer will visit to reassure and support you. They will signpost you to any relevant partner services who can offer you support.



Hate Incident

Any incident, which may or may not be a crime, that the victim or any other person perceives to be motivated by hostility or prejudice towards any aspect of a person's identity.

Mate Crime

Mate crime is when a vulnerable person is manipulated or abused by someone they believed to be their friend. The perpetrator befriends a vulnerable person with the intention of then exploiting the person financially, physically or sexually. This could be a hate crime.



If you are targeted because of any aspect of your identity there is a support service available to you, whether you have reported it to the police or not.

Remedi has been commissioned to run the Cheshire Hate Crime Victim Service. Get in touch with them at hatecrimervictimservice@remediuk.org or visit www.cheshire-pcc.gov.uk/support-for-victims

The Easy Read Guidance Booklet about Hate Crime & Mate Crime can be found at www.arcuk.org.uk/safetynet

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Property theft and criminal damage



Having something stolen – whether it is through theft, burglary or robbery – or having something deliberately damaged or broken (criminal damage) are some of the most common crimes, but that doesn't mean they are not serious.

The majority of burglaries are committed by opportunist thieves who choose premises that have no obvious signs of security or where they think they will not be seen. There are a number of precautions you can take to make you home and property more secure.

Schemes such as Neighbourhood Watch or Operation Shield may help to recover stolen property and prevent any future crimes, see www.cheshire.police.uk

If you've been affected by burglary or criminal damage, if you're upset, scared, sad or angry, there are people you can talk to and who can help you cope with what's happened.

You don't have to report to the police to get support, but if you do it will be taken seriously.



If you choose not to report, you can still get support from Cheshire CARES on 01606 366336 or other supporting services in the directory www.cheshire-pcc.gov.uk/support-for-victims

CARES can also help with security items to help you feel safer.

What you should do if you are burgled

- Phone the police immediately and give them all the information you know regarding the crime
- Identify what items have been stolen including make, model, and serial number or other identifying marks and record these details
- Don't touch anything! You could destroy valuable evidence

Report it

In an emergency - dial 999
Non emergencies- dial 101
Crimestoppers- 0800 555 111

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Internet safety and financial crime



The Little book of Big Scams gives guidance about many of the scams in operation across the UK. The booklet aims to increase awareness of the scams and teach some easy steps that can be taken to protect reduce the likelihood of becoming a victim. Download it here www.cheshire.police.uk/SysSiteAssets/media/downloads/central/advice/fraud/cheshire/the-little-book-of-big-scams.pdf

The millions of users around the world using the internet have opened up new opportunities for criminal activities such as fraud and identity theft. This type of online activity is sometimes known as 'cyber crime'.

About one in four internet users has become a victim of online crime. Many security exploits are used to allow an unauthorised person to gain access to your computer.

This person can then:

- Get your personal information such as passwords for accessing your online bank account, credit card details and emails
- Use your internet connection to send spam/junk messages to your e-mail contacts
- Use your computer for other malicious purposes
- Simply remove or destroy content on your computer

Fraud and Scams

Fraud is when trickery is used to gain a dishonest advantage, which is often financial, over another person.



Get Safe Online has a wealth of useful information to keep yourself and your family safe when using the internet providing practical advice on how to protect yourself, your computers and mobiles device and your business against fraud, identity theft, viruses and many other problems encountered online.

Further advice or how to report can be found at the National Crime Agency CEOP website www.ceop.police.uk/safety-centre

Children and young people using the internet and social networking are at risk of things like cyber bullying or sharing too much online e.g. indecent images.

Help and advice is available through NSPCC on 0808 8005002 or Childline on 0800 1111.

Report Fraud is the UK's national reporting centre for fraud and cyber crime where you should report fraud if you have been scammed, defrauded or experienced cyber crime.

To report financial or online fraud or find out more go to www.reportfraud.police.uk

www.cheshire.police.uk/advice/advice-and-information/fa/fraud/

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Anti-Social Behaviour

Anti-social behaviour covers a wide variety of incidents, some of which are criminal offences and can be dealt with by police and others which are better dealt with by the council or another agency.

Anti-social behaviour is behaviour and actions which interfere with other people's rights to use and enjoy their own home and community. Crime is a deliberate act or omission that causes physical or psychological harm, damage to or loss of property, and is against the law.

Anti-social behaviour can include things such as graffiti, littering and off-road motorcycles within your community. Such activity does not just make life unpleasant, it creates an environment where crime that is more serious can take place. If, however, you feel intimidated or threatened by someone's actions you may be a victim of crime.

This could be something which feels like anti-social behaviour but is more serious, and can include:

- Harassment and intimidation
- Violence
- Verbal abuse
- Threats
- Public order



The most important thing to do if you are experiencing behaviour that is causing you alarm or distress is to report it.

If you are a victim of crime you should contact the police on the following:

- 999 if there is an immediate threat to life or property
- 101 for non-emergencies
- You can also report non-emergencies via www.cheshire.police.uk

Anti-social behaviour is behaviour and actions which interfere with other people's rights to use and enjoy their own home and community



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Victims' Right
to Review and
Complaints

The Victims' Right to Review (VRR) scheme gives victims the right to request a review of a Police decision not to prosecute a suspect. The right of a victim to request a review arises where the police make a decision not to charge; or make a decision that the case does not meet the Threshold Test for referral to the CPS for a charging decision.

As a victim of crime if you feel that your case has not been handled appropriately under the above circumstances, you have the right to request a review of your case.

You can find further information on how to request a Right to Review of the decision made by the police at www.cheshire.police.uk/advice/advice-and-information/victim-support/victims-right-review-scheme/

The Victims' Right to Review also extends to those decisions made by the Crown Prosecution Service. Any victim of crime, bereaved family member of representative can now ask for their case to be reviewed if they do not agree with a decision made not to charge the suspect, to discontinue proceedings or offer no further evidence at court. You have the right to ask the Crown Prosecution Service to review this decision. [Details of how you can do this can be found at www.cps.gov.uk](http://www.cps.gov.uk)

Complaints

Cheshire Constabulary is committed to giving you the best service possible. If you have a complaint, are dissatisfied with the service you have received or wish to raise any concerns please let us know. This will help us improve the service we deliver.

If you are unhappy with how you have been treated by Cheshire Police, details of how to make a complaint can be found at www.cheshire.police.uk/fo/feedback/tc/thanks-and-complaints

Alternatively you can raise your concerns through attending at or writing to your local police station or ringing 101.

You are entitled to be treated in a respectful, sensitive and professional manner by all the criminal justice agencies that provide support and services to victims. Where this is not the case you have the right to complain. Complaints should be dealt with quickly and properly by the organisations internal complaints services.

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Further
information

What is an Intermediary?

A registered Intermediary is an independent person who works with vulnerable members of society. If you fall into this category they will assist you if you have difficulties with communication. An intermediary will help give you a voice when you would otherwise have difficulty in providing evidence.

They will help you to understand questions asked by the police or by a court. Intermediaries have specialist skills to assist communication without influencing the evidential content.

If you require more information about the Criminal Justice System visit www.gov.uk.



For more information, see the Code of Practice for Victims www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime

Our Privacy Notice provides details on the use of personal data, including Data Protection rights. Please visit: www.cheshire.police.uk/hyg/fpncheshire/privacy-notice

I don't want my personal information
being shared with 3rd parties

We will pass your details to 3rd party agencies within the Criminal Justice System to assist you with giving evidence and those delivering support services where appropriate to promote your coping and recovery from your ordeal, unless you specifically ask us not to.

How can I translate this document
into another language?

The Victim Information Pack (VIP) will be available on the Cheshire Police website as a PDF. You can download the VIP and convert the PDF into a word document and then translate through Google's translator.



It's important that the residents of Cheshire
have a voice.

Cheshire Constabulary has created a series of surveys to ensure local residents can shape priorities and share satisfaction levels. Go to www.cheshire.police.uk/police-forces/cheshire-constabulary/areas/cheshire/campaigns/residents-voice/ Or click on your local Local policing area below

Chester	Ellesmere Port	Runcorn
Congleton	Macclesfield	Warrington
Crewe	Northwich	Widnes



Cheshire Constabulary

If you are a victim of crime you should contact the police on the following:

Always call 999 if there is an immediate threat to life or a crime in progress

For non-emergencies

You can save time if you are looking for advice, or seeking an answer to a question by visiting our website at www.cheshire.police.uk

The Cheshire Police website can also be used to contact one of our officers or to report other matters such as domestic incidents, thefts, shoplifting, damage to property and road traffic offences. We also provide links to the right agencies to report other matters such as noise nuisance, abandoned or untaxed vehicles.

Reporting on-line is quick and efficient and we will always acknowledge your contact. If you report a crime on-line, we will record the crime, give you a crime reference number and keep you updated

You can also call your local police on 101.



When should I call Crimestoppers?

Tell us what you know, not who you are. Call about a crime anonymously.



If you are deaf or hard of hearing

If you wish to report a crime and you have hearing loss, contact the Deafness Support Network which will provide you with a free of charge BSL interpreter. www.dsnonline.co.uk Telephone: 0333 220 5050



Other ways to keep in touch with Cheshire Constabulary:

Cheshire Police Alert is a community messaging service.

Registered users can subscribe to receive community information from Cheshire Police as e-mail, text message or voice mail.

Visit www.cheshirepolicealert.co.uk and register for free today. Manage your Cheshire Police Alert account to receive alerts you are interested in.



[cheshirepolice](https://twitter.com/cheshirepolice)



facebook.com/cheshirepolice

If you have any questions relating to the information contained within this pack, please contact the officer below

Name of Officer:

Contact no:

Crime incident no:

E-mail address:

@cheshire.police.uk

