

Information for victims of crime in Hertfordshire

Your Crime Reference Number:

**If you want to ask us anything,
please telephone: 0300 011 5555**

EasyRead version

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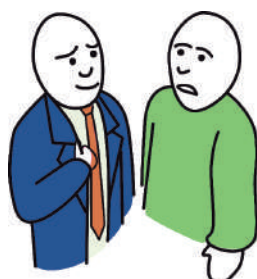
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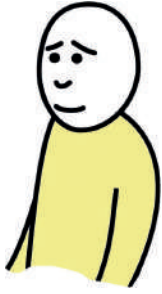
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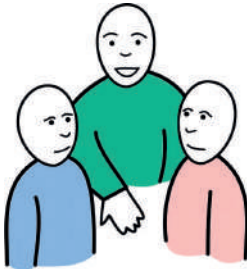
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About this booklet



This booklet is for **victims** of crime.



A **victim** is someone who is hurt, upset or affected by a crime.



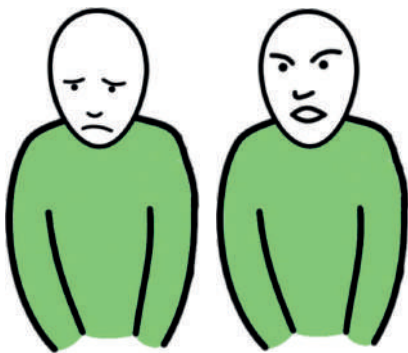
The police in Hertfordshire want you to have all the support you need when you tell them about a crime.



You can get lots of support from a centre called Beacon.



This booklet tells you about your rights and how the police can support you and your family.



You might feel angry, confused, stressed or upset about the crime. But you do not have to face things on your own.



You can talk to the police officer working on your case or you can contact Beacon.

What happens – step by step



It can be very confusing when you are a victim of crime. These are some of the things that might happen.



1. You decide whether to tell the police about the crime

If you tell the police, they will decide if they will **investigate** (look into) the crime. They will tell you what is happening.

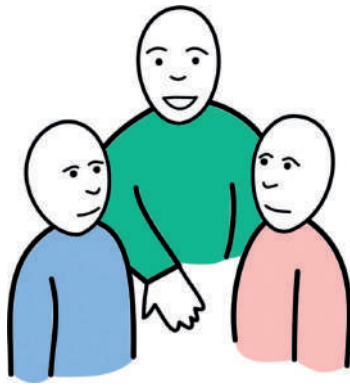


Even if you do not tell the police, you can still telephone Beacon on **0300 011 5555**.



They will tell you what is happening and what local services can support you.

2. You might be offered **Community Resolution**



A **Community Resolution** is a quicker way to deal with some crimes than going to court. Police officers can ask the person to apologise to the victim or show they have learnt their lesson and will not do the crime again.



The police will let you know whether your situation is right for Community Resolution. You can say you do not want Community Resolution.



The **CPS** (Crown Prosecution Service) will decide if the case should go to court or not.



3. If the case does not go to court

You can ask for a **review** if you are not happy with what the police or CPS decide. This means they look at things again.



4. If the case does go to court

A Witness Care Officer will help you understand what is happening.



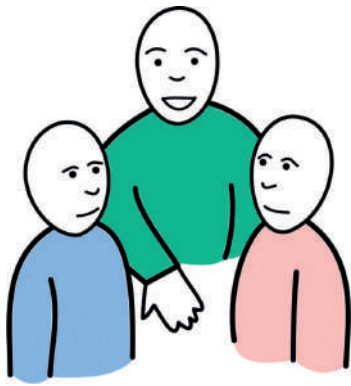
5. If the court decides the person is not guilty

We will still tell you about services that can support you.



6. If the court decides the person is guilty

The court will **sentence** the person (decide whether they go to prison, pay a fine or have to do community service).



You might be offered **Restorative Justice**. Restorative Justice brings together the victim and the person who harmed them to talk about what happened.

The Victims' Code



The Code says what a victim can expect from all the different services.

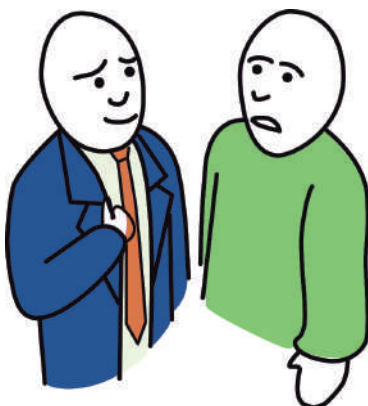


The Code is also for families of people who are killed because of a crime.



The code says that you should:

- Get a letter to say what the crime was



- Talk to someone who will help find out what support you need



- Be able to complain if you are not happy

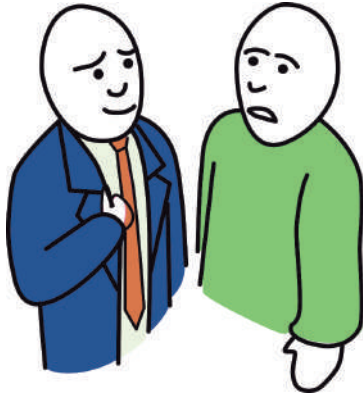


- Be told by the police what is happening.



There is more information about the Code on the website **www.gov.uk**

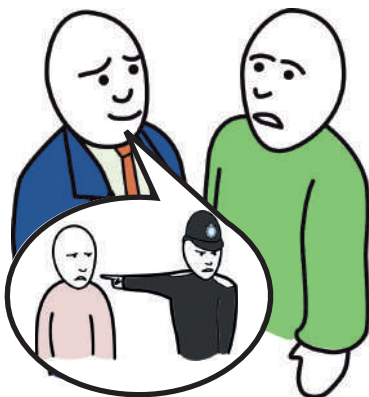
How we can support you



Beacon has trained staff who contact everyone who tells the police about a crime.



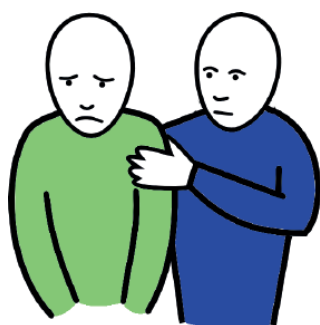
You can contact Beacon if you don't want to tell the police about a crime.



We tell you what is happening with the **suspect** (the person who might have done the crime). You can choose how we contact you and how often we tell you things.



We can still support you if you choose not to tell the police about a crime.



We will tell you about your rights and the support we can give you.



You can phone us between 8am and 8pm Monday to Friday and between 9am and 5pm on Saturdays.

What different services should do

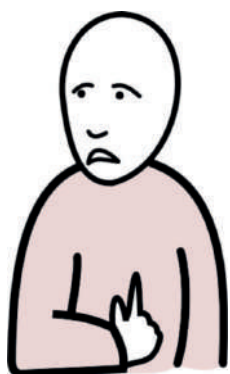
The police

X123 FF123

- Give you a crime reference number



- Ask you to tell them what happened

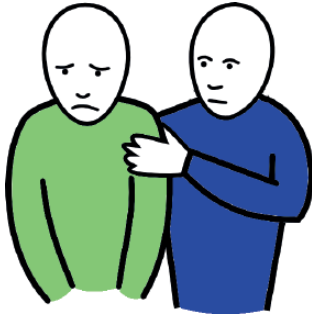


- Find out if you are at risk

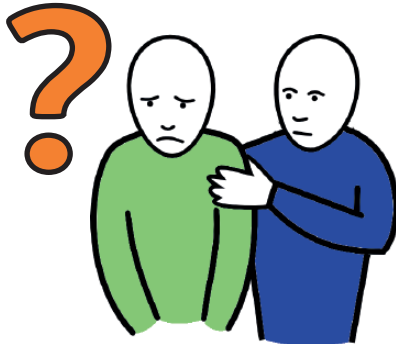


- Tell you what is happening

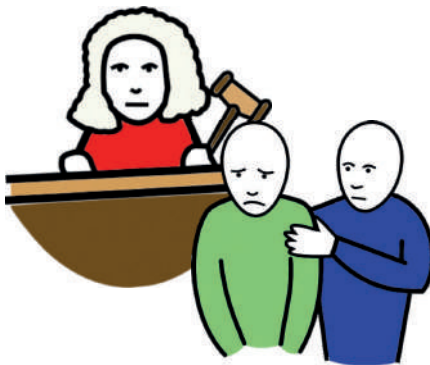
Beacon and other support services



- Give you support and advice



- Find out what support you need



- Support you with court

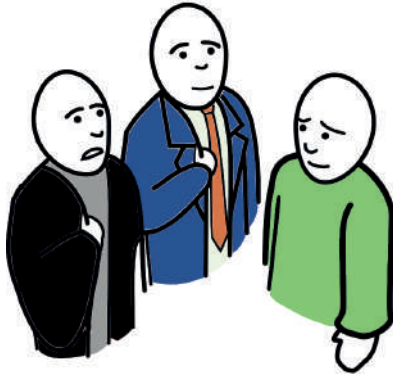


- Help you to make a **Victim Personal Statement.**

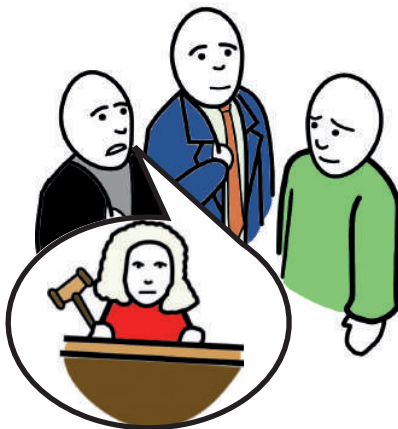


The CPS (Crown Prosecution Service)

- Decide if your case will go to court



- Make sure you get all the support you need in court

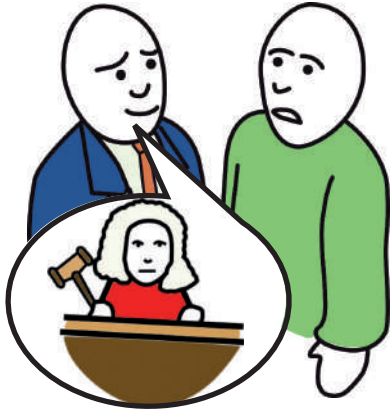


- Tell you what is happening with the court case.

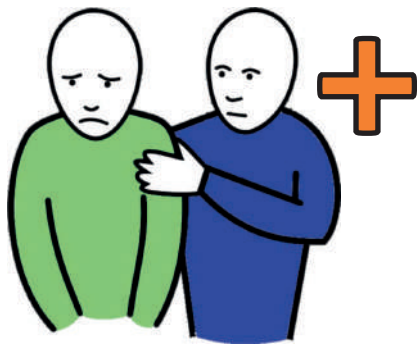


The Witness Service

- Show you round the court



- Tell you what to expect at court

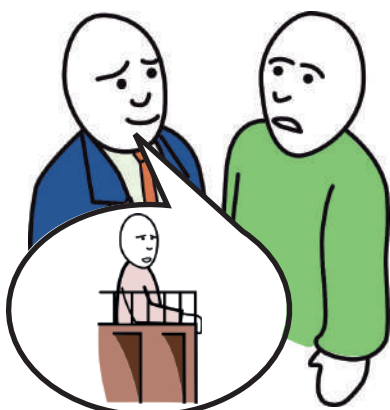


- Give you any extra support you need at court.



The Witness Care Unit

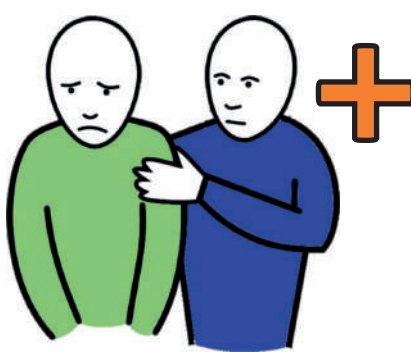
- Support you after your case first goes to court



- Tell you what is happening with the case



- Tell you about extra support if the person goes to prison for more than 12 months.



The Courts

- Decide whether you need extra support in court



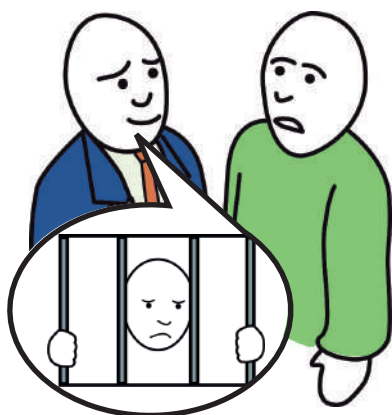
- Think about when you are free when they decide dates for the trial.



Youth Offending Service

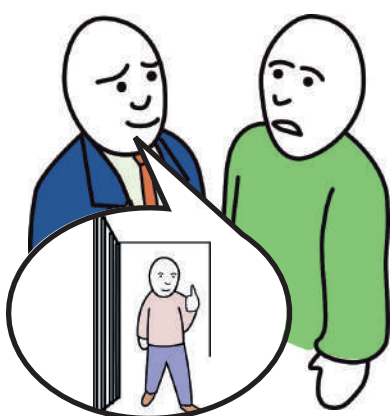
Tell you what is happening if the person who did the crime is under 18. Ask how you think they should be dealt with.

Probation Service



If the person is sent to prison for more than 12 months for a violent or sex crime:

- Let you know about the prison sentence and the support you can get



- Tell you when the person is leaving prison



Prison service

Tell you who to call if the person tries to contact you.



Parole Board

Tell you how to make a **Victim Personal Statement** to say what you think about the person leaving prison.

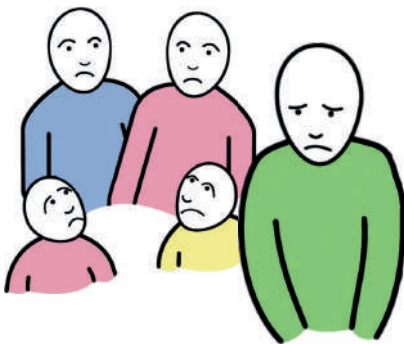
Saying how the crime affected you



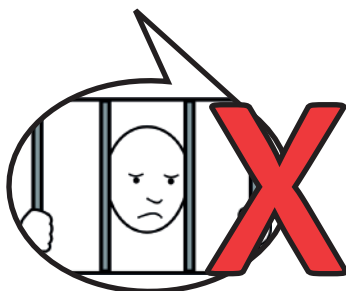
A **Victim Personal Statement** is your chance to say how the crime has affected you.



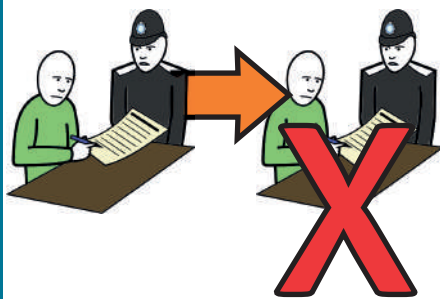
If the case goes to court you can read it out. Or someone else can read it out for you. You do not have to read it out. People can ask you questions about it.



You can say how the crime has made you feel, how it has changed your life or affected your family.



You cannot say how you think the court should punish the person.



You cannot change your Victim Personal Statement but you can make a new statement if things change for you.

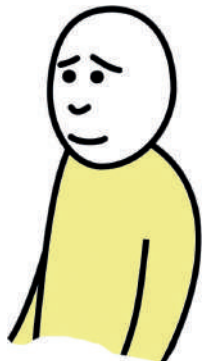


Businesses can also make a statement about how a crime has affected them.

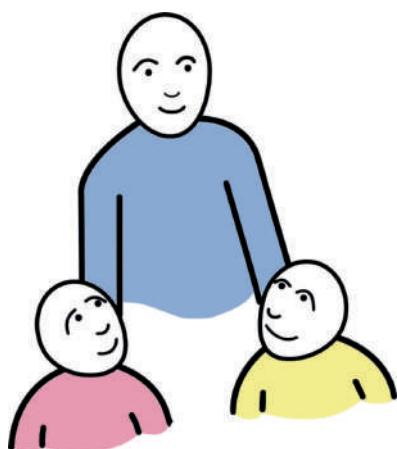


Beacon can help you think about what to write in your statement.

Young victims



If you are under 18 years old you have the same rights as other victims.



The Victims' Code says you and your parent (or the person who cares for you) should get extra support.



You can video your Statement to make it easier to tell the police and court what happened.



There are other ways that the court can make you feel more comfortable and relaxed.



You can talk to Beacon or the police officer about this.

Asking the police or CPS for a review



If the police or CPS decides not to take your case to court you can ask for a **review**. This means they look at the decision again.



The police, CPS or Beacon can tell you how to do this.

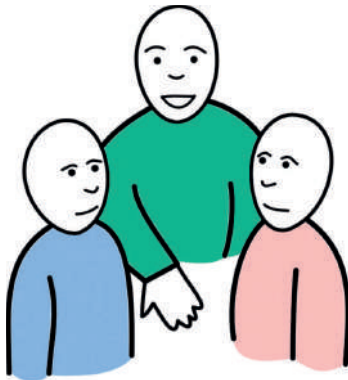
Going to Court or not



Some less serious crimes might not go to court.



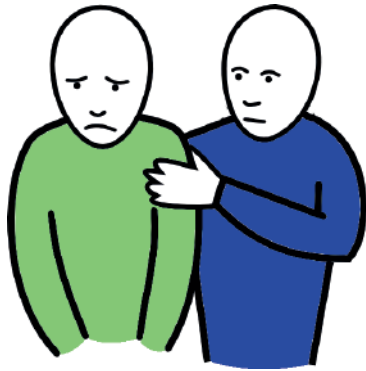
The police and CPS will talk to you about this and ask what you think.



A **Community Resolution** is a quicker way to deal with some crimes.



If you do have to go to court, Beacon can give you lots of support. We can make sure you know what is happening and talk about anything that worries you.



You can also get support from the Witness Service.

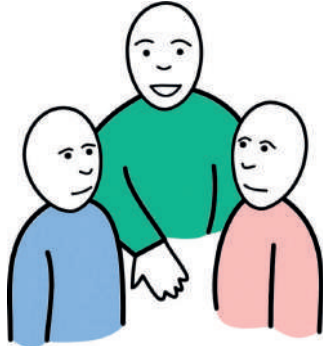


Your Witness Care Officer can tell you about **special measures**. These are things the court can agree to do to make it easier or safer for you. For example, making your statement in a video or in another room.

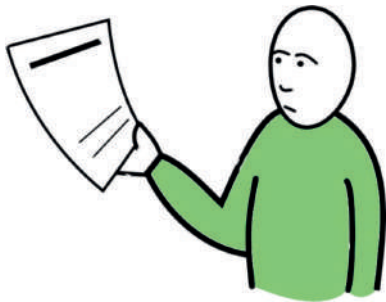


If you are worried about anything, you can talk to Beacon about it.

Restorative justice



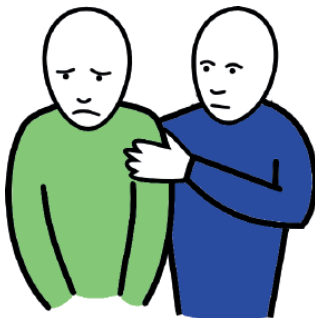
Restorative justice brings together the victim and the person who harmed them to try to make things better.



You might meet them or send letters or messages.



The idea is to give you a chance to ask questions and find out why the person did the crime.



Someone who is specially trained will support you and keep you safe.



You do not have to use restorative justice and it will not affect what happens in your case.



A lot of victims say it helps.



You can telephone Beacon on **0300 011 5555** to find out more.



Or you can email to find out more at **info@hertfordshirebeacon.org**

Compensation and other help

You might be able to ask for money to pay for the cost of going to court:



- Travel



- Meals



- Paying for child care



- Taking time off work.



You will be given a claim form and a paid envelope to send it back.



Beacon can help you claim any money you are owed.



Compensation is when the court says you should get money for any harm the crime did to you or your family.



You must tell the police you want compensation and they will tell the CPS. The court works out what the person can afford to pay.

2 YEARS						
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				



Criminal injury compensation is for victims of violent crime. You can claim for physical or mental injuries up to 2 years after you tell Beacon or the police about the crime.



You can telephone **0300 003 3601** to find out more.



The government's **Hardship Fund** helps some people who take time off work because of a crime and cannot get sick pay.



You can telephone on **0808 16 89 111** to find out more.

How to complain



Complaints about the police

Hertfordshire police want to give you the best service we can.



Please tell us if you are not happy with anything we do or if you think we have not treated you fairly.



How to complain:

- Go into a police station with a front desk
- Talk to Beacon or the police officer you are talking to





- Use our website:
www.herts.police.uk/contact_us/make_a_complaint.aspx



- Write to:
Hertfordshire Police HQ
Stanborough Road
Welwyn Garden City
Hertfordshire
AL8 6FX

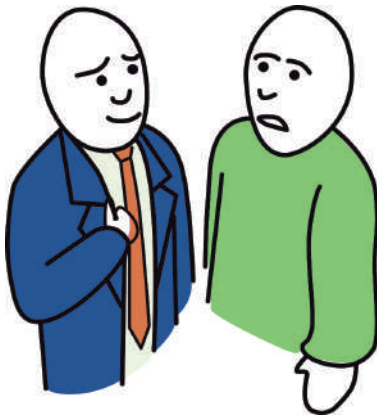


- Email:
OPCCCustomerResponseTeam@herts.pcc.pnn.gov.uk



Complaints about other services

The Victims' Code says you can complain directly to other services if you are not happy with their support.

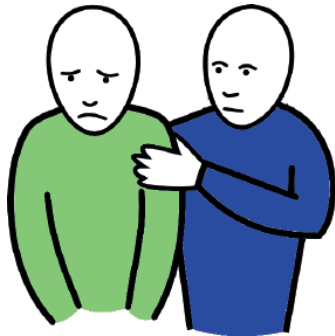


If you feel ok about doing it, please talk to the person who gives you the service first.



If you decide to complain, the service must let you know they have seen your complaint or reply to it within 10 working days.

Victims' Voice



Please tell us about the support you got as a victim of crime.



You can fill in a form on our website
www.hertfordshirebeacon.org/what-we-do/have-your-say



If you would like to talk to someone or come to a group, please email
contact@victimsvoice-herts.info
or telephone Beacon on our free number:
0800 999 7499.



You can find out more about Beacon and other local services on our website:
www.hertfordshirebeacon.org/get-help



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