

Victim Information Leaflet

This information leaflet sets out what you can expect from the criminal justice system and details of support agencies



**METROPOLITAN
POLICE**

**MORE
TRUST**

**LESS
CRIME**

**HIGH
STANDARDS**

Reporting crime is an essential first step in bringing offenders to justice and ensuring your safety.

Who is dealing with your case?

Please refer to the information on the front of this leaflet for details of who is dealing with your case.

In most cases the reporting officer will also be the investigating officer but depending on the crime, the investigation may be passed to the Criminal Investigation Department (CID) or other specialist units. Once the report has been allocated, the investigating officer will contact you.

The Safer Neighbourhood Team can assist by updating you on what's being done to tackle crime in your area, providing crime prevention advice and linking you to Neighbourhood Watch or other local structures.

Contacting us

For non-emergencies call **101** and for immediate police response call **999**.

Please contact the investigating officer if:

- You remember something not already included in your current statement.
- Your contact details change.
- The crime involved hostility, for example, if you were targeted because of your (or because of your perceived) race, sexuality, religion, disability or gender identity.
- You are worried about your own or your family's safety or privacy.
- You have any specific needs, for example, mobility, communication or religious requirements.

Help with translation

You can ask for help with translation when reporting a crime, being interviewed by the police or giving evidence in court. Please discuss with the reporting officer or the investigating officer.

Investigating the crime

We will treat you with empathy, fairness, dignity and respect and will investigate impartially and with an open mind to establish the facts. This may involve:

- taking statements
- speaking to witnesses
- completing CCTV enquiries
- doing forensic tests.

We will take your allegation seriously, support you and, where offences have been committed, do our best to bring offenders to justice.

Whatever happens, you will be told whether or not the crime is being investigated further or if the investigation is closed and the reasons why.

Gathering evidence and building a case may take 18 months or more, depending on the complexity of the case. You will be kept informed on how your case is progressing every 28 days.

Victims' Right to Review (VRR)

If you are dissatisfied with the police decision not to prosecute, you are entitled to seek a review within three months of the decision. At the conclusion of the investigation you will be provided details on the VRR process and how you can request a review. Visit: www.met.police.uk/vrr

Victims' Journey

Every investigation is conducted differently depending on the evidence and information provided to us, to show you what to expect along your journey as a victim please view the following link. Visit: www.met.police.uk/what-happens-next

Your Rights and Entitlements

The Victims' Code sets out the services you can expect and explains your rights including how to make a complaint. The police will ask questions to establish what help and support you might need.

For more information about support services and the Victims' Code visit: www.victimsupport.org.uk

Victim Support Services

The police will ask if you wish to be referred to support services to help you cope with the impact of the crime. If you agree, they will pass your details onto the London Victim and Witness Service (LVWS). You may decide not to access the service when asked, however if you change your mind at a later date, the service will still be available to you. The LVWS offers free and confidential support to victims and witnesses of crime.

Visit: www.londonvws.org.uk or call 0808 168 9291.

My Support Space

My Support Space is an online portal designed to help victims manage the impact of crime. This service is free, safe, secure and confidential. Victims can choose how they want to be supported. This includes advice on trauma, sleep, and coping strategies. Visit: www.londonvws.org.uk/mysupportspace

Restorative Justice

Restorative Justice gives you a platform to voice how a crime has affected you and be part of the justice process. It enables you to feel empowered by providing communication with the offender, should that person take responsibility. This process is voluntary and managed by trained facilitators. For further information please visit www.met.police.uk/restorative-justice

Offender charged to court

If someone is arrested or interviewed by the police, depending on the crime, the Crown Prosecution Service (CPS) will decide whether to prosecute. Only a small proportion of cases proceed to court. If your case goes to court, the police will assign a dedicated Witness Care Officer from the Witness Care Unit who will update you on the progress and offer practical information and support. Visit: www.met.police.uk/going-to-court

Victim Personal Statement

The Victims' Code entitles victims to make a Victim Personal Statement (VPS). This allows you, where applicable, to tell the court how the offence has affected you or your family. It gives you a voice in the criminal justice process.

You can ask to read your statement aloud in court or have it read on your behalf if the defendant pleads 'or is found' guilty. The court decides whether you can read your statement aloud. If you have been a victim of business crime, you can make a Business Impact Statement. Visit: www.gov.uk/government/publications/victim-personal-statement

Giving evidence

If you have made a witness statement you may need to give evidence in court. Victim Support's Witness Service will offer free and confidential support by organising a pre-trial visit. This is usually arranged in advance of the trial and can be useful in familiarising yourself with the court layout and procedures. For many victims it can also help reduce the anxiety of attending court. Visit: www.gov.uk/going-to-court-victim-witness or www.victimsupport.org.uk or call 0808 168 9111.

In order to assist vulnerable victims to offer their best evidence, an application for 'special measures' can be made. These measures include giving evidence behind a screen, or video link, so the accused 'or those sitting in the public gallery' cannot be seen. These are just some of the measures available that can be discussed further with the investigating officer.

Sentencing

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/government/organisations/hm-prison-service.

For the Victim Contact Scheme and Parole Board visit: www.gov.uk/government/organisations/parole-board

If you think a sentence imposed is unduly lenient, you can ask for a Crown Court sentence to be reviewed by writing to the Attorney General's Office. Contact must be made within 28 days of the sentencing and can be made through a legal or public representative. For more information on the Unduly Lenient Sentence Scheme visit: www.gov.uk/ask-crown-court-sentence-review or www.cps.gov.uk/legal-guidance/unduly-lenient-sentences

Compensation

If you have been a victim of a violent crime, you may be eligible for compensation or financial assistance for loss of earnings, if you have had no or very limited capacity for paid work as a result of your injury. You can apply for compensation from the Criminal Injuries Compensation Authority (CICA), whether someone has been prosecuted for the offence or not.

You must apply as soon as you can and within two years of the crime happening. However, there are separate provisions for those who were under the age of 18 years at the time of the incident and the time limit may be extended where there are exceptional reasons to do so.

Do not wait until the end of a civil or criminal trial before applying for criminal injuries compensation. Visit: www.gov.uk/claim-compensation-criminal-injury or call 0300 003 3601. They can help you complete an application over the phone.

Protection from harassment or intimidation

If you, or others close to you, are harassed or intimidated during an investigation or trial, you should contact the police immediately. The court can impose restrictions to prevent the accused from making contact with an individual or group.

Media and Independent Press Standards Organisation

Depending on the nature of the crime that is being reported, there will be restrictions on press reporting in terms of identifying victims. If you are concerned contact the investigating officer. Visit: www.ipso.co.uk

Privacy Notice

Privacy Notice explains how the Met processes personal data relating to members of the public. Visit: www.met.police.uk/privacynotice

Citizens Advice

Can help with financial problems or advice, legal issues or other practical problems. Visit: www.citizensadvice.org.uk or call 03444 111 444.

Support agencies

Additional organisations can be found at: www.met.police.uk/support-organisations

Feedback

Whether you'd like to say thanks or make a complaint we would like to hear from you. Visit: www.met.police.uk/fo/feedback



PDF

Metropolitan
Police
Victim
Information
Leaflet



Website

London
and Victim
Witness
Service



Website

Metropolitan
Police
Support for
victims and
witnesses of
crime