



Victim Information Leaflet

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



As a victim of crime or someone who has witnesses a crime, there are things you can expect from the police and criminal justice system.

In these pages we'll explain what those things are and how you can access support.

Your Rights and Entitlements

The City of London Police aim to treat all victims of crime fairly and in accordance with the Codes of Practice for Victims of Crime. You can find out more about how this might affect you by following this internet link:

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

Electronic copies of the booklet that explains what happens after a crime has been reported can be obtained by entering "Victim of Crime booklet" in the search box on the home page.

Contacting us

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

You can provide more information to be added to an existing crime report here:

<https://www.cityoflondon.police.uk/contact/af/contact-us/us/contact-us/id-like-to-provide-more-information-to-be-added-to-an-existing-case-i-have-a-crime-number/>

- 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.

Who is dealing with your case?

First, we'll make sure that we're the right police force to investigate the crime. For example, if it took place in a train station, British Transport Police (BTP) would be the right force; we'd send them your report and they'd investigate.

We'll then look at the information we've got and decide if we can

investigate your report further. If we decide we can't investigate your report, we'll contact you to explain why.

Our decision is based on four key factors:

- vulnerability of the victim (eg is the victim in danger?)
- seriousness of the crime
- likelihood of solving it
- best use of our resources

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:

<https://www.cityoflondon.police.uk/advice/advice-and-information/victim-support/what-happens-after-you-report-crime/>

Investigating the crime

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

- talking to witnesses
- assessing the crime scene
- checking CCTV or video footage
- gathering other evidence such as forensic samples
- searching our intelligence database (to see if other crimes have happened in the area, or if

we hold information related to the case)

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.

Closing an investigation

If we close the investigation, it's probably because we've completed our initial steps and there are no other leads we can follow at that time.

Sometimes we get new information or discover new evidence, in which case we can reopen the investigation and update you.

Whether or not this happens, your report and the information we have is valuable. It helps decide where and when we use police resources to track down and prevent crime.

Moving forward with an investigation

We'll assign an investigating officer to you. They'll be your contact during the investigation, answering your questions and keeping you updated.

If you need to give a statement, they'll talk you through it. <https://www.cityoflondon.police.uk>

[/advice/advice-and-information/victim-support/giving-witness-victim-statement/](#)

In the unlikely event you need to go to court, they'll introduce you to a member of the Witness Care Unit who'll guide you through each step of the process.

Requesting an update on a crime

If you want an update on a crime that's already been reported, contact us to request an update on a crime report online.

<https://www.cityoflondon.police.uk/contact/af/contact-us/us/contact-us/id-like-to-request-an-update-on-a-crime-report-i-have-a-crime-number/>

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:

<https://www.cityoflondon.police.uk/advice/advice-and-information/victim-support/victims-right-review-scheme/>

Victim Support Services

All victims who have reported a crime to us are automatically referred to our local Victim Support service: London Victim and Witness Service. This referral ensures victims' rights are met

under the Victims' Code (<https://www.victimsupport.org.uk/help-and-support/your-rights/victims-code/>) and that they have timely access to support.

Please note: If you've been a victim of any domestic related or sexual offences, we'll still ask for your consent before referring you.

A referral means that you will be contacted by a member of the London Victim and Witness Service team with the offer of additional support. All support provided is free of charge, and there is no obligation following a referral to take up the offer.

Visit: <https://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:

<https://londonvws.org.uk/mysupportspace/>

Restorative Justice

Restorative justice gives the opportunity for people harmed by a crime and the people responsible for the harm to share how the crime has affected them. It lets everyone

involved play a part in repairing the harm and finding a positive way forward. All victims of crime can seek restorative justice, but the process will only take place if both victim and offender want it to. This process is voluntary and managed by trained facilitators. For further information please visit:

<https://www.cityoflondon.police.uk/advice/advice-and-information/victim-support/restorative-justice/>

Victim Personal Statement

The Victims' Code entitles victims to make a Victim Personal Statement (VPS).

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

This lets you explain, in your own words, how the crime has affected you physically, emotionally, financially or in any other way.

If someone has been found guilty, the court will consider your VPS when they're deciding how to punish them for the crime.

You can make a VPS if:

- you're giving a witness statement or evidence by video recorded interview
- you're vulnerable (under 18 years old, have a physical or mental health disability)
- you've been intimidated (frightened or threatened) by someone involved in the case or

someone linked to someone involved in the case

- you've been a victim of the most serious crime (rape or other sexual assault, domestic abuse, hate crime, attempted murder) or have been targeted repeatedly

If none of these apply to you, you can still ask to make a VPS.

If the defendant is found guilty, you can ask to read out your VPS in court or get someone to read it for you.

Going to Court

Only a small number of cases end up in court, but as a victim or witness of a crime if you're asked to give evidence in court, you must go. 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.

You'll only have to go to court if the defendant (the person accused of the crime):

- denies the charge and pleads 'not guilty'; or
- pleads guilty but denies a part of the offence which might affect the sentence they're given

Find out more about how the courts work:

<https://www.cityoflondon.police.uk/advice/advice-and-information/victim->

[support/going-to-court/how-courts-work/](https://www.gov.uk/support/going-to-court/how-courts-work/)

Victim Support's Witness Service

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:

<https://www.gov.uk/going-to-court-victim-witness> or

<https://www.victimsupport.org.uk/> or call 0808 168 9111.

If you're feeling vulnerable or are afraid of the offender, or if a child or young person is giving evidence, the court may be able to provide 'special measures', these are things like:

- giving evidence from behind a screen or by a live link from another room or building
- trained professionals, called intermediaries, who can help to explain things
- giving evidence in private, with no press or public allowed in the courtroom
- communication aids (e.g. visual-aid boards or special communication technology)

To find out more, visit:

<https://www.cps.gov.uk/victims-guide/victims-guide-support-give-your-evidence-special-measures>

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

<https://www.gov.uk/government/organisations/hm-prison-service>

For the Victim Contact Scheme visit:

<https://www.gov.uk/government/publications/get-support-as-a-victim-of-crime/information-about-the-victim-contact-scheme>

and Parole Board visit:

<https://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: <https://www.gov.uk/ask-crown-court-sentence-review>

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.

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

Privacy Notice

Privacy Notice explains how the City of London processes personal data relating to members of the public. Visit: <https://www.cityoflondon.police.uk/hyg/city/privacy-notice/>

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.

Victim Satisfaction Survey

We are asking people who have been a victim of crime to complete a short satisfaction survey. If selected, you will be sent an email or text from City of London Police with a link to the survey to complete online. Completing the survey and supplying any personal information is voluntary and you can 'opt out' at any time.

Feedback

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

