Cheshire Victim Information Pack

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.
The Cheshire Victim Information Pack has been designed to assist you to find the support and services that are available to help you cope and recover from your experience and explain what will happen now that you have reported a crime.

This booklet has been written in consultation with victims and key partners across the county and has been recognised by Her Majesty’s Inspectorate of Constabulary. A huge amount of work has been undertaken to further improve services for victims across Cheshire. From November 2015, 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.victimservicescheshire.co.uk

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.

02
Choose a language
Forward by the
Police and Crime Commissioner

Click above to launch video

2 Commissioner’s forward
4 Victims Code Entitlements
7 Cheshire CARES
8 Support for young victims
9 Community Remedy
10 Victim Personal Statement
11 Personal Statement Form
13 Going to court as a witness
14 Special Measures
17 Restorative Justice

18 Domestic Abuse information
21 Domestic Violence protection
22 Harmful Practices
23 Modern Slavery and Human Trafficking
24 Rape and Sexual Abuse Support
26 Child Exploitation
27 Harassment & Bullying
28 Hate Crime Support
30 Property theft and criminal damage
31 Internet safety and financial crime
32 Anti-Social Behaviour
34 Victims’ Right to Review
35 Further information
36 Contact Details

Language translation’s
To access the video translation’s click on the red video icons throughout this brochure then choose your language by clicking on the corresponding flag.
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.

Under the Code of Practice for Victims of Crime you are entitled to:

• A written acknowledgement that you have reported a crime, including the basic details of the offence
• Information on what to expect from the Criminal Justice System
• Be referred to organisations supporting victims of crime
• Be informed about the police investigation, for example, if a suspect is arrested, charged and has any bail conditions imposed
• Make a Victim Personal Statement (VPS) to explain how the crime has affected you
• Be informed if the suspect is to be prosecuted or not, or given an out of court disposal
• Be informed of the time, date and location and outcome of court hearings
• Be informed if you need to give evidence in court, when this will be and what to expect. You will be able to discuss this with the Witness Care Unit
• Be informed of the Victim Contact Scheme if the offender is sentenced to 12 months or more for certain violent or sexual offences
• Receive information about Restorative Justice and how you can take part

A more comprehensive list of entitlements 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 for more information.
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 cheshire.cares@cheshire.pnn.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.

Other services who can help and are available to you in Cheshire are listed in the directory. www.victimservicescheshire.co.uk
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 www.childline.org.uk or send an email.

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.
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 from 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 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:

[Statement text]

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.
If your case goes to court you will be contacted by someone from the Witness Care Unit as you may be a witness in the trial.

Your Witness Care Officer will keep you updated on your case as it progresses through the courts system. This includes information about the dates and locations of court hearings and whether you will be required to give evidence. You can ask your Witness Care Officer any questions about attending court.

If your case does not go to court, you should be told the reason for this decision.

Do I have to attend court to give evidence?

It is important to note that it is highly likely that if a defendant pleads not guilty, you as a victim will be required to provide evidence in the case. If you have any problems or concerns about going to court, you must let the person who asked you to go to court know as soon as possible. This will enable any issues raised to be resolved as quickly as possible. Please be aware that the court does have the power to make you attend court but will try to avoid implementing these powers if at all possible.

What support can I expect when going to court?

The officer in charge of your case and Witness Care Officer will keep you updated with any significant events as the case progresses through the system. Your Witness Care Officer will explain what to expect when going to court and can arrange a court familiarisation visit with the Witness Services who are based in the court, if required. The Witness Care Officer will support you until the case is finished, updating you on the outcome of the case.

Alternatives to going to court

Dealing with a crime out of the court allows the police to deal proportionately with certain crimes. Out of court disposals are not suitable for more serious cases and for those where the offender does not admit their responsibility. They would also not normally be considered for those who repeatedly commit crimes.

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.
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
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.

Footnote: 1 - 5 are special measures available for vulnerable and intimidated witnesses 6 - 7 are special measures available for vulnerable witnesses only
What is Mediation?
Mediation helps those experiencing conflict to communicate and find a way forward to address the individual needs of all parties.

Suitable for community and family conflict.
Involvement in mediation is voluntary and confidential.

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 us on Freephone 0800 640 6466 or email rjhub@remediuk.org or rj.hub@remediuk.cjsm.net.

What is Restorative Justice?
Restorative Justice 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.”

Restorative Justice recognises the need for victim empowerment.
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.

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.

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.
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 on-going 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.

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

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

Karma Nirvana are a specialist charity supporting victims and survivors of Forced Marriage and Honour Based Abuse. You can talk in confidence to Karma Nirvana on 0800 0999 247 or email info@karmanirvana.org.uk. You can also contact:-

Cheshire CARES on 01606 365336
The HM Government Forced Marriage Unit on 020 7770 0151
NSPCC FGM helpline on 0800 028 3550.

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

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
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.

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.cheshiresarc.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 on the Victim Services Directory www.victimservicescheshire.co.uk

and include:
Chester Sexual Abuse Support Service
Telephone: 01244 307499
www.csass.org.uk

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

The Lesbian, Gay, Bi & Trans Foundation
Telephone: 0345 3303030
www.lgbtfoundation

Survivors Manchester
support@survivorsmanchester.org.uk
Telephone: 0161 236 2182
www.survivorsmanchester.org.uk

If you are in danger call 999
Child Exploitation

Child Sexual Exploitation 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 Tel: 0800 1111
NSPCC Tel: 0800 800 5000

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.

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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 are services in place to support you. Contact CARES on 01606 366336 or go to www.victimservicescheshire.co.uk

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

31 Internet safety and financial crime

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.

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

Fraud and Scams

Fraud is when trickery is used to gain a dishonest advantage, which is often financial, over another person.
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 any intimidating or threatening activity that scares you or badly affects your quality of life.

Some things are not anti-social behaviour and the police won’t be able to help. These include:
- Children playing outside
- Personal differences and civil disputes such as land and boundary issues
- On-street parking which is not causing an obstruction

Agencies including local councils and housing authorities have a big role to play in dealing with anti-social behaviour issues, which is why we all work together to tackle them. Local Community Safety Partnerships are in place to ensure that your problems and concerns about anti-social behaviour are heard and tackled in your area.

If you want to report something that has happened or get more information, visit your local council on their website or office, or go to www.cheshire.police.uk

Anti-social behaviour is any intimidating or threatening activity that scares you or badly affects your quality of life.
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

The Victims' Right to Review also extends to those decisions made by the Crown Prosecution Service. Any victim of crime, bereaved family member or 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

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. 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.

Details about how to complain can be found on all criminal justice organisations websites.

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.

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.

For more information, see the Code of Practice for Victims www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime
When should I call 101?
To report less urgent crime or disorder, to contact the police with general enquiries or to speak to a local officer. For example:

- if your car has been stolen
- if your property has been damaged
- reporting a minor traffic incident
- where you suspect drug use or dealing
- giving police information about crime in your area.

How does it work?
Call 101 to contact Cheshire Police - 24 hours a day, 7 days a week.

How much does it cost?
Calls from landlines and mobile networks cost 15 pence per call, no matter what time of day or how long you are on the phone.

Always call 999 in an emergency, where there is a threat to life or a crime in progress.

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.

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.pnn.police.uk

For further information on the topics covered in this booklet please visit Cheshire Constabulary website www.cheshire.police.uk