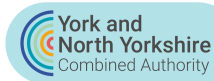


York & North Yorkshire
Office for Policing, Fire,
Crime and Commissioning

Part of the



Information for Victims of Crime



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Foreword

A message from the Mayor of York and North Yorkshire



For me, crime is not a statistic. It's a lived experience, and one I share with countless victims across York and North Yorkshire. As Mayor for York and North Yorkshire, I want everyone to feel safe and be safe.

Being a victim of crime can be deeply traumatic, and for those who find themselves in that situation, the process can feel overwhelming, unfamiliar, and incredibly challenging. I do not underestimate the complexities of navigating the criminal justice process, or the resilience required to do so.

I have appointed a Deputy Mayor for Police, Fire and Crime, Jo Coles. Together, our aim is to support you through this complex and unfamiliar process, through access to our specialist support services.

These services are available to victims and those affected by crime at any time, and to those who do not wish to report crime directly to the police.

You will find more information in the pages of this booklet but if you need support now, call Supporting Victims on 01609 643100 (08 08 16 89 111, out office hours). You will be able to speak to trained and experienced victim care coordinators who if you wish, can refer you to more specialist victim services provided through our partners for longer term support.

Everyone deals with the impact of crime differently and has their own way of coping, which varies enormously depending on the support you have around you and your personal circumstances.

Supporting Victims will help you understand what has happened and support you to cope and recover from the experience of crime. Our staff are trained to listen to you and give you advice and guidance on how to get your life back on track. It is important that you know the help is there - there is no stigma attached, it is strictly confidential, and our team will work with you to get your life back to as close to normal as possible as quickly as possible.

This booklet sets out more details about Supporting Victims and you can find out more from their website - supportingvictims.org.

If you have reported the crime to the police, you can also speak with the officer dealing with your case.

I hope you find this useful, and you know that you don't have to face this situation on your own.



David Skaith

Mayor of York and North Yorkshire

A message from the Chief Constable of North Yorkshire Police



It is extremely important to me that we do everything we can to support you through your experience, as a victim of crime, and that we can help you feel reassured that you don't have to face this situation on your own.

We do understand that the impact of crime differs from person to person, and I want you to feel confident that North Yorkshire Police will make sure that both your emotional, and practical needs are met.

Officers and staff will work hard in partnership with Criminal Justice colleagues, to deliver the best possible service and help you every step of the way.



Tim Forber
Chief Constable
North Yorkshire Police

Your journey through the Criminal Justice System

You report a crime to North Yorkshire Police

Staff in the force control room will consider your needs based on the incident you are reporting. They will inform you of how it will be dealt with and advise whether officer attendance is required or not.



From the start of the process you can access a range of services from Supporting Victims (see page 6 and 7).



If officer attendance is required they will:

- Conduct a Victim Needs Assessment
- If necessary, take a Witness Statement
- Complete the Victim Contact Agreement
- Give you a Crime Reference Number
- If necessary, explain Special Measures
- Ask if you would like to make a Victim Personal Statement (VPS)
- Provide you with relevant literature



The crime will be investigated, and you will be informed if a suspect is arrested and charged or dealt with by an out of court resolution. You will also be advised if no progress is made, and the case gets closed.



If a suspect is charged North Yorkshire Police submit the case to the Crown Prosecution Service (CPS).



CPS will advise the officer whether the case can progress to court or not. If your case is going to court you will be assigned a Witness Care Officer.



No progress and the case is closed



The offender will be found guilty or not guilty at court.

North Yorkshire Witness Care Unit will:

- Contact you if you are needed to give evidence in court
- Keep you updated about dates and locations of court hearings
- Conduct a needs assessment and highlight any medical issues to the court
- Explain the benefits of using Special Measures and the VPS in court
- Arrange a court familiarisation visit with the Witness Service
- Arrange interpreters, travel, accommodation and child care if necessary



If found not guilty the process ends. The Witness Care Unit will notify you of the decision.



If found guilty the offender is sentenced from a range of disposals in line with the National Sentencing Guidelines. The Witness Care Unit will provide a written update advising you of the final result and the sentence the offender has received.



Community Sentence

Custodial Sentence

Key

- North Yorkshire Police
- Crown Prosecution Service
- Court proceedings
- Witness Care Unit North Yorkshire

What are your rights under the Victims' Code?

The [Victims' Code](#) explains the rights that everyone can expect to receive as a victim of crime. Whoever you are and whatever the crime, you have the right to be informed about the criminal justice process and the support available. Criminal justice agencies like the police and courts are responsible for making sure you receive the following rights:

Right 1 – To be able to understand and to be understood.

You have the Right to be given information in a way that is easy to understand and to be provided with help to be understood including, where necessary, access to interpretation and translation services.

Right 2 – To have the details of the crime recorded without unjustified delay.

You have the Right to have details of the crime recorded by the police as soon as possible after the incident. If you are required to provide a witness statement or be interviewed, you have the Right to be provided with additional support to assist you through this process.

Right 3 – To be provided with information when reporting the crime.

You have the Right to receive written confirmation when reporting a crime, to be provided with information about the criminal justice process and to be told about programmes or services for victims. This might include services where you can meet with the offender, which is known as Restorative Justice.

Right 4 – To be referred to services that support victims and/or contact them directly and have services and support tailored to your needs.

You have the Right to be referred to services that support victims and/or the Right to contact them directly, and where appropriate to have your needs assessed so services and support can be tailored to meet your needs. If eligible, you have the Right to be offered a referral to specialist support services and to be told about additional support available at court, for example Special Measures.

Right 5 – To be provided with information about compensation.

Where eligible, you have the Right to be told about how to claim compensation for any loss, damage or injury caused as a result of crime.

Right 6 – To be provided with information about the investigation and prosecution.

You have the Right to be provided with updates on your case and to be told when important decisions are taken. You also have the Right, at certain stages of the justice process, to ask for decisions to be looked at again by the relevant service provider.

Right 7 – To make a Victim Personal Statement.

You have the Right to make a Victim Personal Statement depending on personal needs and circumstances, which tells the court how the crime has affected you and is considered when sentencing the offender. You will be given information about the process.

Right 8 – To be given information about the trial, trial process and your role as a witness.

If your case goes to court, you have the Right to be told the time, date and location of any hearing and the outcome of those hearings in a timely way. If you are required to give evidence, you have the Right to be offered appropriate help before the trial and, where possible, if the court allows, to meet with the prosecutor before giving evidence.

Right 9 – To be given information about the outcome of the case and any appeals.

You have the Right to be told the outcome of the case and, if the defendant is convicted, to be given an explanation of the sentence. If the offender appeals against their conviction or sentence, you have the Right to be told about the appeal and its outcome.

Right 10 – To be paid expenses and have property returned.

If you are required to attend court and give evidence, you have the Right to claim certain expenses. If any of your property was taken as evidence, you have the Right to get it back as soon as possible.

Right 11 – To be given information about the offender following a conviction.

Where eligible, you have the Right to be automatically referred to the Victim Contact Scheme, which will provide you with information about the offender and their progress in prison, and if/when they become eligible for consideration of parole or release. Where applicable, you also have the Right to make a new Victim Personal Statement, in which you can say how the crime continues to affect you.

Right 12 – To make a complaint about your rights not being met.

If you believe that you have not received your Rights, you have the Right to make a complaint to the relevant service provider. If you remain unhappy, you can contact the Parliamentary and Health Service Ombudsman.

For further information on your rights as a victim please visit www.victimscode.org.uk. This website includes different accessible versions and translations of the Victims' Code.

Rights 1, 4, and 12, apply to all victims even if the crime isn't reported to the police.

If you are vulnerable, intimidated, persistently targeted, or the victim of the most serious crimes (including a bereaved close relative) you may be entitled to enhanced rights under the Victims' Code. These include being referred to a specialist support service, being updated sooner after key decisions and getting extra support to give evidence in court.

North Yorkshire work closely with other agencies to offer advice and support to victims.

North Yorkshire Police are permitted to share your information without your consent to perform certain official duties which have been given to them. In this instance, North Yorkshire Police will share your information with the Supporting Victims Team so they can get in touch to offer support and onward referral to specialist victim support services. (Domestic Violence, Crime and Victims Act 2004 and associated Victims' Code). Supporting Victims will ensure that they obtain your explicit consent before sharing your information with any other agency or service, unless the Safeguarding of Adults and Children thresholds are triggered or where it is believed there is a threat to life.

Additionally North Yorkshire Police may also share your information with relevant agencies without your consent if it is believed it is necessary for the prevention or detection of crime (Crime and Disorder Act 1998).

For further information on how we use your data, how it's stored and how long we keep your data, please see the privacy notice section on the North Yorkshire Police website:

<https://northyorkshire.police.uk/hyg/fp/nyorks/privacy-notice/>

Supporting Victims Team - (Part of the Office for Policing, Crime and Commissioning, York and North Yorkshire Combined Authority)

Message to you from Supporting Victims

Being a victim of crime can be a traumatic and sometimes life changing event. That's why in North Yorkshire we want you, as a victim of crime, to have the confidence to access the services you need from both North Yorkshire Police and our dedicated local support service, **Supporting Victims**. Because **Supporting Victims** works with North Yorkshire Police we may get in touch with you directly to offer you support after crime. There is no need to worry about your information as this is held on a secure database and will not be shared with any other agency without your consent unless the Safeguarding of Adults and Children thresholds are triggered or where it is believed there is a threat to life.



Supporting Victims has two services:

- **Support** for all victims of crime
- The ability to **report** and receive **support** for victims of hate crime

How to report a hate crime

To report a hate crime in North Yorkshire:

- Call Supporting Victims on 01609 643100
- Call North Yorkshire Police on 101
- Go to <https://www.supportingvictims.org/hate-crime-incident-reporting/>
- If you are in immediate danger, always call 999
- You can also report online via the Supporting Victims website, available 24/7

For more information about Hate Crime please visit: www.supportingvictims.org/types-of-crime/personal-abuse-and-hate-crime



What kind of support can I get?

Everyone deals with the impact of crime differently and has their own way of coping, which varies enormously depending on the support you have around you and your personal circumstances. Supporting Victims staff are trained and experienced in being able to help you understand what has happened and support you to cope and recover from the experience of crime. They are trained to listen to you and give you advice and guidance on how to get your life back on track. They can offer you;

- Immediate, over the telephone emotional and practical support
- Referral with consent to specialist victim services such as:
- **Independent Victim Advisers:** face to face support in the community for all victims of crime, providing a single point of contact for practical and emotional support from the point of crime, throughout the criminal justice process and beyond to enable victims to cope and recover
- **Independent Domestic Violence Adviser (IDVA) and Independent Sexual Violence Adviser (ISVA) service:** face to face support in the community for victims of Domestic and Sexual Abuse; providing a single point of contact for emotional and practical support for victims of domestic and sexual abuse from the point of crime throughout the criminal justice process and beyond to enable victims to cope and recover. Find out more at: <https://idas.org.uk/contact/>
- **Counselling/Talking Therapy Service** for victims where Counselling is deemed appropriate to support victims of crime to enable their recovery journey
- **Restorative Services including Restorative Justice** for victims interested in meeting the offender in a safe and controlled way (see more at page 13).
- **St Giles Trust SOS+:** Support for children and young adults (aged 10-25) who are victims of exploitation or affected by exploitation. Find out more at: [SOS+ - St Giles](https://stgilestrust.org.uk/SOS+) (stgilestrust.org.uk)
- Signposting to other support organisations as appropriate

We understand that the impact of a crime often isn't just emotional, it can be practical too, such as broken windows, locks or cleaning up after a crime has taken place. You can speak to Supporting Victims about these needs too, and we will advise you on how you can get support to help you with these problems.

All those affected by crime, regardless of whether or not they choose to report this to the police, are able to access independent advice and emotional and practical support through the Supporting Victims service.

Contact us on:

- **01609 643100** or by dialling **101** selecting Option 2, and asking for 'Supporting Victims' between 9am and 5pm Monday to Friday.
- If you need help outside of these hours or reside outside North Yorkshire, you can call Victim Support on 08081689111. Website: <https://www.victimsupport.org.uk>
- Alternatively, you can email us at help@supportingvictims.org or speak to a police officer who can get in touch with us on your behalf.

Find out more about our services on our website: www.supportingvictims.org. If you don't need anything now, but things change for you later, just contact us when you're ready



Young victims

If you are a young victim under the age of 18, you and usually your parent or guardian, will be automatically entitled to receive an enhanced service under the Victims' Code.

As a young victim you will be entitled to the same entitlements as an adult victim, as detailed on page 5 of this booklet. Your parent or guardian may be updated with the progress of the case, if that is your preferred method.

Added to these entitlements, as a young victim, you would be able to have your statement video recorded to make it easier for you to tell the police what happened. Making a video recorded statement may also mean that you do not have to repeat this evidence in court. However, you can choose to give live evidence at court if you would prefer not to make a video statement.

Young people and consent

Supporting Victims believes that the best way to work with young people in most cases is in partnership with their parents or guardians and by having their consent in relation to the services and support the young person can be provided with.

Generally, we will only ever work with young people under the age of 16 years with the consent of their parents/guardians. However, in a minority of cases we recognise that young people aged 16/17 years would benefit from support and that consent from parents or guardians may not be possible to gain.

If this is the case, a young person's competence and maturity to make decisions will be assessed by **Supporting Victims** over the phone. They will check whether the young person understands the support they can be offered and how it could help them and where appropriate, support will be offered to the young person.

Making a Victim Personal Statement



A Victim Personal Statement (VPS) is a voluntary written account that you can give to the police if you have been a victim of a crime. It is your way of telling people about the crime you have suffered and the impact it has had on you, whether physically, emotionally, psychologically, financially or in any other way.

Before deciding to make a VPS, you will be advised by the police that if the case reaches court, it will be seen by the defence and you may be asked questions about it during the trial.

What you can include in your Victim Personal Statement:

- Any physical or psychological injury you may have suffered
- If you no longer feel safe
- The impact on your family
- How your quality of life has changed on a day-to-day basis
- If you are worried about the alleged offender being given bail
- If you feel the crime was racially motivated or that your faith, sexuality or disability played a part in the crime
- If you need or are receiving additional support as a result of the crime
- If you intend to claim compensation from the alleged offender for any injury, loss or damage

You can make a Victim Personal Statement at any point during the process, provided that it is made before the case goes to court or before the offender is sentenced. If you are not ready to make a VPS today, you can complete the enclosed Victim Personal Statement and contact the police officer dealing with your case who will arrange to collect this from you.

Impact Statement for Business

Businesses of all sizes can also make an Impact Statement for Business. This is similar to a Victim Personal Statement and will be used in the same way in court but allows the business to explain how a crime has affected it, such as direct financial loss, operational disruption, or reputational damage.

Further information about the Victim Personal Statement and Business Impact Statement process is available from the police by visiting: <https://www.gov.uk/government/publications/victim-personal-statement>

NORTH YORKSHIRE POLICE

OFFICIAL – Sensitive

VICTIM PERSONAL STATEMENT

Criminal Justice Act 1967, s.9; Magistrates' Courts Act 1980, ss.5A(3)(a) & 5B; Magistrates' Courts Rules 1981. r.70)

URN (official use only)

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Crime reference number

Statement of

This statement (consisting of page(s) each signed by me) 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:

Witness to read:

A Victim Personal Statement tells the Criminal Justice authorities dealing with your case what effect the crime has had on you and any concerns you have. It will supplement the information you have already provided to the police in the statement about the crime. This statement becomes part of the case papers and will be seen by all Criminal Justice Agencies, ie Crown Prosecution Service, Defence, Magistrates and Judges. The information provided may be considered by the courts with regard to decisions of bail or sentence.

I have been given the Victim Personal Statement (VPS) leaflet and the VPS scheme has been explained to me. What follows is what I wish to say in connection with this matter. I understand that what I say may be used in various ways and that it may be disclosed to the defence.

- * I do not wish this VPS to be read aloud in Court.
- * I wish this VPS to be read aloud in Court by the Prosecutor on my behalf.
- * I wish to read this VPS aloud in Court myself.

** Please endorse one option from the above.*

Signature: Signature witnessed by:

OFFICIAL – Sensitive

Lined writing area with horizontal dotted lines.

Signature: Signature witnessed by:

Going to court - the role of the Witness Care Officer

If your case goes to court, you may be a witness in the trial. If your case does not go to court, you should be told the reason for this decision.

If the case goes to trial, you will be assigned a Witness Care Officer. You can ask them questions about attending court and they will keep you up-to-date about what is happening.

Your Witness Care Officer will explain what to expect when going to court and will:

- Contact you if you are needed to give evidence in court
- Keep you updated about dates and locations of court hearings
- Conduct a needs assessment and highlight any medical issues to the court
- Explain the benefits of using Special Measures and the Victim Personal Statement in court
- Arrange a court familiarisation visit with the Witness Service
- Arrange interpreters, travel, accommodation and child care if necessary

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.

How can I contact the North Yorkshire Witness Care Unit?

Phone 01609 643101 or dial 101, press option 2 and ask for Witness Care

The unit is open:
Monday – Thursday
8:00am to 17:00pm and
on a Friday 8:00am to 16:30pm

Help in court - special measures

Special measures are arrangements put in place to help you, if you are a vulnerable or intimidated victim, to give your best evidence in court.

Speak with the officer in your case or your Witness Care Officer if you would like more information on how they may help you. 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.

The special measures available are:

1 Screens -

available to screen you from the defendant in the court room so that you cannot be seen by the defendant whilst giving evidence.

2 Live link -

you can give evidence during the trial from a room outside the court room or a suitable location outside the court house, via live TV link. Screens can also be applied for, to block the defendant's view of television monitors in court.

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 -

used at Crown Court. Judge and lawyers remove their wigs and gowns to create a less formal environment. This is predominantly used for young witnesses.

5 Video recorded interview -

in certain circumstances the police will obtain your account by video interview rather than a written statement. The prosecution can apply for this video interview to be used in place of you physically giving evidence in court.

6 Section 28 -

In certain circumstances you can give evidence by pre-trial visually recorded cross examination.

7 Having someone (an intermediary) -

to help you understand questions when being interviewed or giving evidence. Intermediaries explain questions and answers without changing the substance of the evidence.

8 Aids to communication -

these may be permitted to help a witness to give evidence. This could include using an interpreter or someone to communicate for you or it could cover the use of a communications aid or technique. Whatever aids are allowed they must be independently verified and understood by the court.

For more information please visit:

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

Footnote:

- 1 - 5 are special measures available for vulnerable and intimidated witnesses
- 6 - is only available at Crown Court and if a VRI was submitted as evidence-in-chief.
- 6 - 8 are special measures available for vulnerable witnesses only

Out of Court Resolutions

Out of Court Resolutions (OoCRs) are used by the police to deal with low-level crime and often first time offending as an alternative to a prosecution at court. They are not suitable for cases where the offender does not admit their guilt or accept responsibility.

Delivered ethically and effectively to the right people and in the right circumstances, they provide swift and meaningful justice for victims, hold offenders accountable for their actions, and reduce re-offending.

Out of Court Resolution Options for Adults

If an adult offender is eligible for an OoCR you will be contacted by a member of our Out of Court Resolutions Team (OoCRT) to discuss the case and your views before a decision is made on how to proceed.

The following OoCR options are available for adult offenders:

Community Resolution Disposal (CRD)

This is an informal way of dealing with low-level crime and first-time offending. CRD's can be offered in most cases, where the victim has agreed that they do not want more formal action to be taken. CRD's have appropriate conditions attached which can include a referral to local support agencies to address an identified issue eg substance misuse, apologies, reparation, restorative justice. As the conditions are voluntary, they are not enforceable by police, and no action will be taken if not complied with.

CRDs can also be decided locally without the OoCRT.

Deferred Prosecution

This is a disposal where the police have the option to put on hold a prosecution or caution until a diversionary activity is undertaken within a specified period (usually 16 weeks). The offender needs to complete the activities, or the case may be sent to court. This is not a formal outcome – no further action (NFA) will be taken if the activities are completed.

Conditional Caution

This is a formal outcome used for more serious offending where there is sufficient to prove the offence, but it is still not in the public interest to go to court. A Conditional Caution is given with one or more conditions attached. If the conditions are not complied with the offender may be prosecuted at court.

Simple Caution

Simple Caution- North Yorkshire Police only use simple cautions in exceptional circumstances.

Out of Court Resolution Options for Young People:

If an offender is under 18 years and eligible for an OoCR, the Youth Outcome Panel (YOP) discuss and decide the most appropriate outcome. The YOP is made up of professionals including the Youth Justice Service (YJS) and is chaired by an Inspector from North Yorkshire Police.

The following OoCR options are available for young people:

Community Resolution Disposal (CRD)-

This is an informal way of dealing with low-level crime and first-time offending. CRD's can be offered, in most cases, where the victim has agreed that they do not want more formal action to be taken. CRD's have appropriate conditions attached which can include a referral to local support agencies to address an identified issue eg substance misuse, apologies, reparation, restorative justice. As the conditions are voluntary, they are not enforceable by police and no action will be taken if not complied with.

CRDs can also be decided locally without the YOT.

Route 22

This is a disposal where the police have the option to put on hold a prosecution or caution until a diversionary activity is undertaken within a specified period (usually 16 weeks). The young person needs to complete the activities, or the case may be sent to court. This is not a formal outcome – no further action (NFA) will be taken if the activities are completed.

Youth Caution

A formal outcome where conditions may be set, but the young person will not be sent to court if they are not complied with.

Youth Conditional Caution

This is a formal outcome used for cases where there is sufficient to prove the offence, but it is still not in the public interest to go to court and the YOP feel this option will provide a more effective outcome. A Youth Conditional Caution is given with one or more conditions attached. If the conditions are not complied with the young person may be prosecuted at court.

Community Remedy

The Community Remedy is a provision introduced by the Anti-Social Behaviour, Crime and Policing Act 2014. It gives victims of low-level crime & ASB a greater say in how offenders should be dealt with by the police.

The Community Remedy document is a list of available actions for you to consider when asked your views about what conditions you feel may be appropriate as part of an OoCR. The police will consider your views before making the final decision.

The suitability of the actions will depend on the nature of the offence, the age of the offender, and all the circumstances.

Community Remedy Actions

- Verbal or written apology to the victim.
- Signing an Acceptable Behaviour Contract (ABC)
- Personal/Community Reparation – e.g. repairing or paying for damage caused or litter picking.
- A referral to a local rehabilitative, educational, or diversionary activity to support an improvement in behaviour e.g. diversionary/preventative youth activity, Anger Management programme, a community-based support scheme such as Crossroads.
- Mediation to support the resolution of disputes.
- Restorative Justice

Restorative Justice

What is Restorative Justice (RJ)?

'Providing victims with the opportunity to communicate with their offenders.'

Restorative Justice (RJ) brings those harmed by crime and those responsible for the harm into communication with each other. This enables everyone affected by the incident to play a part in repairing the damage and finding a positive way forward. Research shows that Restorative Justice reduces reoffending and helps to reduce harm in our communities. The service is focused on the delivery of victim-led, face to face victim offender conferencing and indirect restorative justice where appropriate, giving any victim of crime in North Yorkshire the opportunity to meet with their offender, with the support of a restorative justice professional to enable cope and recovery after crime.

For more information contact Supporting Victims:

help@supportingvictims.org

01609 643100



Criminal injuries claims

If you are a victim of a violent crime, you may be entitled to claim compensation from the Criminal Injuries Compensation Authority (CICA).

This money comes from the Government and not the suspect/defendant. It does not cost anything to apply.

The suspect/defendant does not need to be charged or convicted for you to get compensation but there are some rules and time frames. In most cases you must apply within two years of the crime happening but there are some exceptions.

If you need help with your claim or have any questions, you can contact Supporting Victims on 01609 643100 or the CICA Customer Service Centre Advisors on 0300 003 3601.

You can also get guidance from your local Citizens Advice Bureau, a law centre, or a welfare rights organisation. If you belong to a trade union, it may be able to help too.

Find out more at: <https://www.gov.uk/claim-compensation-criminal-injury>

The Hardship Fund

If your injuries do not qualify you for criminal injuries compensation, the government has a Hardship Fund.

This provides short-term help with financial hardship to very low paid workers who are temporarily unable to work because they have been a victim of a violent crime.

For more information please visit <https://www.gov.uk/guidance/the-hardship-fund-a-guide> or contact the **National Victim Support line on 0300 303 1971.**

How to make a complaint

North Yorkshire Police is committed to giving you the best possible service. Where this is not the case you can contact the independent Complaints and Recognition Team at the York and North Yorkshire Office for Policing, Fire, Crime and Commissioning. The team will review and resolve complaints and dissatisfaction in an efficient, rigorous, and fair way.

If you feel your complaint is justified, but minor, you may be satisfied with an explanation or an apology. Where this is appropriate, the Complaints and Recognition Team may be able to resolve your complaint in a less formal but nevertheless thorough way, by means of a local resolution. This can be flexible and is often the quickest and most effective way to resolve a complaint. For more serious complaints, the Complaints and Recognition Team may ask North Yorkshire Police's Professional Standards Department to carry out a formal investigation. Depending upon the seriousness of the complaint a decision may be made to refer the complaint to the Independent Office for Police Conduct (IOPC).

There are several ways you can make a complaint about or compliment North Yorkshire Police, a police officer, or a member of police staff:

You can contact the Complaints and Recognition Team – [online](#)

Call: 01423 642700 between 8.30am to 5pm Monday to Thursday 8.30am to 4.30pm on Friday

Write to: Complaints and Recognition Team

York and North Yorkshire Office for Policing, Fire, Crime and Commissioning
Harrogate Police Station
Beckwith Head Rd
Harrogate
HG3 1FR

For complaints/compliments in relation to other Criminal Justice agencies or service providers please approach them direct and follow their internal procedures.

Victims' Right to Review

The Victim's Right to Review scheme gives victims the right to request a review of a police decision not to prosecute a suspect.

In order to qualify for the scheme the case must be one in which:

- You have been the victim of crime
- A suspect has been identified and interviewed under caution, either following an arrest or by voluntary arrangement.

Your right to request a review arises where the police:

- Make a decision not to bring proceedings in cases where the police have authority to charge; or
- Make a decision that the case does not meet the test for referral to the CPS for a charging decision and you are the victim of that crime

Victims will be notified by police of the decision not to bring proceedings.

If the victim wishes to exercise their right to review they should contact the Victims Right to Review Officer as detailed below. The request for review can be made up to three months following the decision to take no further action being made.



The Victims' Right to Review Officer can be contacted:

By phoning **101**, selecting option 2 and asking to speak to the Victims' Right to Review Officer.

By emailing **victimsrighttoreview@northyorkshire.pnn.police.uk**

By writing to

The Victims' Right to Review Officer, Athena House, Kettlestring Lane, York, YO30 4XF

For further information about the scheme, please visit the Victims' Right to Review section on the North Yorkshire Police website **www.northyorkshire.police.uk**

Contact details

North Yorkshire Police

If you are in immediate danger, always call **999**

To report a crime or incident, please call North Yorkshire Police on the non-emergency number **101**.

- Visit: www.northyorkshire.police.uk
- X: [@NYorksPolice](https://twitter.com/NYorksPolice)
- Facebook: www.facebook.com/NorthYorkshirePolice

You can also pass information anonymously to Crimestoppers on **0800 555 111**.

Supporting Victims

Supporting Victims helps people living in North Yorkshire to cope and recover after crime, and get their lives back to normal as soon as possible.

- Phone: **01609 643100** Monday - Friday 9am - 5pm
- Email: help@supportingvictims.org
- Visit: www.supportingvictims.org
- X: [@Support4Victims](https://twitter.com/Support4Victims)
- Facebook: www.facebook.com/SupportingVictims

If you need help outside of these hours, you can call Victim Support on **08081 689111**

<https://victimsupport.org.uk>

North Yorkshire Witness Care Unit

Phone **01609 643101**, alternatively you can phone **101**, press option 2 and ask for Witness Care.

York and North Yorkshire Office for Policing, Fire, Crime and Commissioning

- Phone: **01423 569562**
- Email: info@northyorkshire-pfcc.gov.uk
- Visit: <https://www.northyorkshire-pfcc.gov.uk>
- X: [@northyorkspfcc](https://twitter.com/northyorkspfcc)

Translation into another language

This booklet is available on the North Yorkshire Police website as a PDF document. You can download the booklet and convert the PDF into a word document and then translate through Google's translator.

