

# VICTIM AND WITNESS INFORMATION



FIRST PRINCIPLE

[norfolk.police.uk/firstprinciple](http://norfolk.police.uk/firstprinciple)  
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**NORFOLK**  
CONSTABULARY  
*Our Priority is You*



**SUFFOLK**  
CONSTABULARY

## Key Points

**To report a crime, call 101 or use our online crime reporting form. In an emergency dial 999.**

**Do not use the online crime reporting service if you want an immediate police response.**

**Being a victim or witness of crime can be a traumatic experience which impacts the individuals involved and the people close to them. Norfolk and Suffolk Police and its partner criminal justice agencies offer support to give victims and witnesses advice, guidance and reassurance.**

**If you become a victim or witness to a crime or anti-social behaviour incident and have to attend court, both Norfolk and Suffolk Constabularies and the Crown Prosecution Service are committed to delivering an excellent service to you, using trained local staff that understand your needs.**

## What happens when I report a crime?



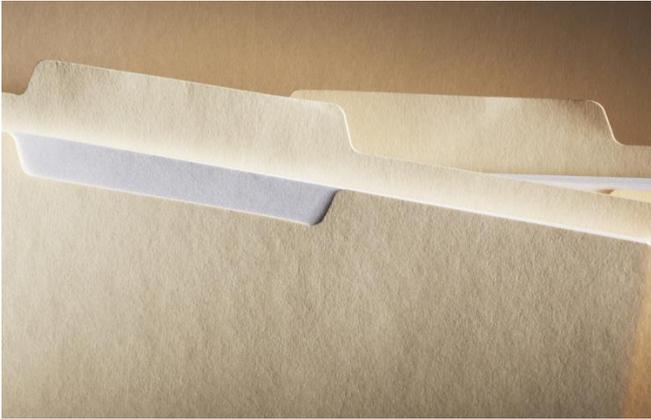
- When a call or online crime report is received by the police, it will be routed through to our Contact and Control Room (CCR).
- An assessment is made to determine the most appropriate response and whether the call requires an emergency response.
- The following crimes will be dealt with by our Investigation Management Unit (IMU). The role of the IMU is explained further on. All other crimes will be dealt with by the Control Room.
  - ✓ *theft*
  - ✓ *criminal damage, except with intent to endanger life*
  - ✓ *burglaries of buildings, but not of a dwelling*
  - ✓ *harassment (except involving an element of domestic violence)*
  - ✓ *making off without payment*
  - ✓ *fraud –including include internet scams or card cloning excluding unless serious or complicated*
  - ✓ *vehicle crime*

- When the call or crime report is received by the CCR, an event is created which can serve as a reference number for you.
- If the matter is not an emergency and if it is not passed to the IMU arrangements will be made for an officer to visit you and take details from you in the form of a crime report.
- An assessment will also be made as to whether a Crime Scene Investigator needs to attend to conduct a forensic examination of the crime scene to help gather evidence.
- When the officer visits you, they will provide an explanation of what enquiries will be carried out.
- They will also agree your preferred method of contact and how often you will be updated. This is known as the victim contract.
- You will also be provided with a crime reference number which is generated once the details for the crime report are entered onto our crime system.
- You will continue to receive updates on the case until enquiries are completed or the person is arrested and any decision to prosecute or not is made in accordance with the victim contract.



## What happens when my crime report goes to the Investigation Management Unit (IMU)

The IMU is open from 8am to 10pm, seven days a week, and aims to provide the highest standards of service.



Here are details of what happens once a crime report is received by the IMU:

1. Once a call or online crime report is received by the IMU, an event will be created and the victim will be passed a reference number.
2. If the offence has just happened or is occurring, police officers will be dispatched to attend.
3. If it is an incident that has previously occurred, the IMU will obtain further details from the victim and update them with a crime reference number, contact number and details for the police officer investigating the case.
4. The IMU will then advise the victim of the level of investigation being taken, what enquiries will be carried out, or whether there will be no further lines of enquiry.

5. The IMU will then form an agreement with the victim with regards to updating them on the progression of the case.
6. The victim will get updated regarding the identification of any offender.
7. The investigation information is updated and passed to a Neighbourhood Response Team or Crime Investigation Department, so that the suspect can be arrested.
8. The victim will be updated with the result following the arrest and the investigation will be finalised.

The police officer will pass your information to Victim Support so they can offer you any help and support you may need.

Under the [Code of Practice for Victims of Crime](#), your PCC is a 'service provider', responsible for commissioning practical and emotional support services for victims of crime in Norfolk and Suffolk.

If you, or someone you know has been affected by crime, help is available from Norfolk and Suffolk Victim Care a service commissioned by your PCC, and run by Victim Support, to provide free, confidential support to victims and witnesses of crime.

Whatever has happened to you, whatever you may have witnessed and whenever it took place, the Victim Care team is on hand to work with you and

make sure you receive the help you need to cope and recover.

Norfolk and Suffolk Victim Care can provide emotional support, giving you a safe place to confidentially talk through your thoughts and feelings and ask any questions you may have. The team also offers practical support, like help with filling in paperwork, fitting home security measures, getting medical treatment or repairing damage to property.

Whatever you need, Norfolk and Suffolk Victim Care is there for you.

### **To Contact Norfolk and Suffolk Victim Care call:**

0300 303 3706 - Lines are open Monday to Friday 8am – 5pm

(Out of hours support is available via Victim Support on 0808 1689 111)

Website

<https://www.nsvictimcare.org/>

## **Victims' Code**

The Code of Practice for Victims of Crime is a key part of the Government's strategy to ensure the criminal justice system puts victims first.

Under the Code, which was revised and re-published in October 2015, your Police and Crime Commissioner (PCC) is a 'service provider', responsible for providing support services to victims of crime. In October 2014, PCCs inherited the budget for local victim support services and became responsible for commissioning services to meet the needs of victims of crime in their police force area.

The Code outlines what kind of support victims of crime can expect to receive from service providers which, as well as PCCs, include the police, prison service and court service.

More information can be found on Gov.uk website, Code of Practice for Victims of Crime.

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

If you have any feedback for your PCC on victim support services in Norfolk, please use our feedback form or get in touch using the details on our Contact Us page.

## **The Crown Prosecution Service**

The Crown Prosecution Service (CPS) prosecutes criminal cases that have been investigated by the police and other investigative organisations in England and Wales.

The CPS is independent, and makes decisions independently of the police and government.

The duty of CPS is to make sure that the right person is prosecuted for the right offence, and to bring offenders to justice wherever possible.

The CPS:

- decides which cases should be prosecuted;
- determines the appropriate charges in more serious or complex cases, and advises the police during the early stages of investigations;
- prepares cases and presents them at court; and
- provides information, assistance and support to victims and prosecution witnesses.

Prosecutors must be fair, objective and independent. When deciding whether to prosecute a criminal case, CPS lawyers must follow the Code for Crown Prosecutors. This means that to charge someone with a criminal offence, prosecutors must be satisfied that there is sufficient evidence to provide a realistic prospect of conviction, and that prosecuting is in the public interest.

The CPS works closely with the police, courts, the Judiciary and other partners to deliver justice.

For more information go to their website

<https://www.cps.gov.uk/>

### **Additionally**

CPS provide comprehensive information for Victims and Witnesses at <https://www.cps.gov.uk/victims-witnesses>

### **Looking for specialist support?**

Your PCC and Victim Support work with a number of organisations across the county who provide specialist support to people affected by crime.

You can get more information on the support services available by getting in touch with Norfolk and Suffolk Victim Care using the details below.

<https://www.nsvictimcare.org/>

Specialist support services in Suffolk include, but are not limited to:

### [Leeway](#)

A specialist domestic abuse charity supporting adults, children and young people across Norfolk and Suffolk.



<https://www.leewayssupport.org/>

### [Sue Lambert Trust](#)

Providing support for survivors of sexual abuse, including one-to-one counselling, practical support and a telephone helpline.



<https://www.suelamberttrust.org/contact-us>

### [The Ferns Centre](#)

Suffolk's Sexual Assault Referral Centre for people who are the victims of rape or serious sexual assault.



<https://www.theferns-suffolk.org.uk/>

### [Equal Lives](#)

Led by people who face disabling barriers, providing support and information to help empower them to live independent lives.



<https://equallives.org.uk/>

### [Action Fraud](#)

The UK's national reporting centre for fraud and internet crime. You should report to Action Fraud if you have been scammed, defrauded or experienced cyber-crime.



<https://www.actionfraud.police.uk/>

### [Victim Information Service](#)

There is a national Victim Information Service website set up by the Ministry of Justice which provides information on local victim support services based on your postcode.



<https://www.gov.uk/government/news/new-national-service-to-help-victims>

### [Witness Support Service](#)

Citizens Advice provide a free, confidential support service for witnesses in over 300 criminal courts across England and Wales.



<https://www.citizensadvice.org.uk/about-us/citizens-advice-witness-service/about-the-citizens-advice-witness-service/>



Catch 22 provide a range of mediation and victim care services. For more information go to <https://www.catch-22.org.uk/victims/>

## Restorative justice

### What is Restorative Justice (RJ)?

Restorative Justice (RJ) involves the use of direct or indirect forms of communication between offender and victim, or harmer and harmed, usually after an offence or wrong doing has taken place in order to repair the harm.

The Restorative Justice Council provides the following definition of RJ:



“Restorative justice brings those harmed by crime or conflict and those responsible for the harm into communication, enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward.”

### Who is suitable for RJ?

If you have been a victim of crime you may express an interest in taking part. The Restorative Justice Adviser will review the suitability of your case and explore whether the offender agrees to participate.

## Contact us

To find out more about Restorative Justice in Norfolk and Suffolk and how it may help you please contact

[katherine.stone@suffolk.pnn.police.uk](mailto:katherine.stone@suffolk.pnn.police.uk)

## Useful links for Restorative Justice

<http://www.restorativejustice.org.uk>  
/

<http://www.why-me.org/>

<https://www.gov.uk/government/collections/restorative-justice-action-plan>

# First Principle: Related links

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## Ask the Police

Official Police Resource. The Ask the Police website provides you with information on a wide range of non-emergency policing matters.

[askthe.police.uk](http://askthe.police.uk)

## Secured by Design

Official UK Police initiative that combines the principles of 'designing out crime' with physical security.

[securedbydesign.com](http://securedbydesign.com)

## Sold Secure

Dedicated to reducing the risk of crime by assessment of security products.

<https://www.soldsecure.com/>

## Crimestoppers

An independent charity that gives people the power to speak up to stop crime 100% anonymously, by phone 0800 555 111 or online.

<https://crimestoppers-uk.org/>

## Victim Support

Covering the whole of Norfolk and Suffolk, a free, confidential support service specifically designed to help victims and witnesses of any crime.

Contact us on:

Phone: 0300 303 3706 (weekdays between 8am-5pm)

Email: [nsvictimcare@victimsupport.org.uk](mailto:nsvictimcare@victimsupport.org.uk)

Web: [www.nsvictimcare.org](http://www.nsvictimcare.org)

Socials: @nsvictimcare

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Call us on 101. Always dial 999 in an emergency

**To see the full range of information go to:**

[suffolk.police.uk/firstprinciple](http://suffolk.police.uk/firstprinciple) or

[norfolk.police.uk/firstprinciple](http://norfolk.police.uk/firstprinciple)

Or alternatively use your mobile phone to scan this QR code.

