



South Yorkshire

**POLICE**

# Supporting victims

This leaflet provides information about what happens when South Yorkshire Police are dealing with a victim, the support you are entitled to, and useful contact details of other supporting agencies you can access.

## Initial contact with us

Name and collar number of our officer:

Police station details:

Phone number / contact details:

## Officer dealing with the case (if different from above)

Name and collar number of our officer:

Police station details:

Phone number / contact details:

## Case details

Date incident reported to us:

Date of incident (if different):

Your incident / crime reference number:

Description of the incident:

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# What happens next?

An officer will normally contact you within five days of a development in the investigation of your case and in some cases, if you are eligible, within one day; other updates will be provided at regular intervals following discussion between you and the officer in your case.

## Investigating your crime

We are dedicated to placing you at the centre of our service. We will conduct a thorough investigation and do our best to bring criminals to justice.

Our aim is to keep you and your community safe from harm. Even if our efforts do not lead us to a suspect straight away, police officers often link current suspects to old investigations. If this happens, your case may be reviewed and the suspect interviewed. You will be kept informed of all developments should they arise.

## Know your entitlements

The Victims' Code of Practice sets out the service you can expect from us and other criminal justice agencies from the moment you report a crime to the end of a trial in court.

The code explains your entitlements and includes details about the extra support available for some victims in special circumstances, such as children or victims of the most serious crimes.

**The code was revised in 2020 and sets out the following 12 victims' rights:**

1. To be able to understand and to be understood
2. To have the details of the crime recorded without unjustified delay
3. To be provided with information when reporting the crime
4. To be referred to services that support victims and have services and support tailored to your needs
5. To be provided with information about compensation
6. To be provided with information about the investigation and prosecution
7. To make a Victim Personal Statement
8. To be given information about the trial, the trial process and your role as a witness
9. To be given information about the outcome of the case and any appeals
10. To be paid expenses and have property returned
11. To be given information about the offender following a conviction
12. To make a complaint about your rights not being met

To read the Victims' Code, visit:

[www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime](http://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime)

# The criminal justice process

## If someone is arrested and goes to court

You will be given the name of a witness care officer to contact if you have any questions or concerns, and they can introduce you to the Witness Service to help prepare you for attending court.

For further information, visit [citizensadvice.org.uk/witness](https://citizensadvice.org.uk/witness)

## Restorative Justice

As a victim of crime, you may be able to take part in Restorative Justice. This is when you have contact with the offender, either directly or indirectly. Both you and the offender need to agree for the contact to take place. It gives you the chance to tell the offender what the impact of their crime has been, seek an apology and get answers to any questions.

You may also be asked about what type of action you would like to see an offender undertake to help repair some of the damage done by their crime.

Any interaction that you agree to take part in with the offender will be overseen by a trained Restorative Justice Practitioner.

Restorative Justice is always voluntary – you do not have to take part, and offenders must agree to enter in to the process for the right reasons.

For more information about Restorative Justice or to ask about the possibility of taking part, you can visit [restorativesouthyorkshire.co.uk](https://restorativesouthyorkshire.co.uk), call free on **0800 561 1000**, or text **SYRJ to 82228**.

## Victim Personal Statement

Making a Victim Personal Statement (VPS) gives you a voice in the criminal justice process.

A witness statement allows you to explain what happened to you, whilst a VPS lets you say in your own words how a crime has affected you physically, emotionally or in any other way. You can discuss this with the investigating officer or witness care officer.

For more information on Victim Personal Statements, visit [gov.uk/government/publications/victim-personal-statement](https://www.gov.uk/government/publications/victim-personal-statement)

## Impact Statement for Business

If your business has been targeted by criminals and you report this to the police, you can make an Impact Statement for Business (ISB).

The ISB gives you the opportunity to set out the impact that a crime has had on your business such as direct financial loss and wider impacts e.g. operational disruption or reputational damage. The court will take the statement into account when determining a sentence.

You should be informed about the opportunity to make an ISB by us at the same time as we take statements about the alleged offence.

## Right of Review scheme – Police

The police Victims Right of Review (VRR) scheme came into effect on 1 April 2015 and applies to all recorded crime offences.

The intention of the scheme is to give you a way to appeal a decision not to prosecute.

The right of a victim to request a review happens where the police:

1. Make a decision not to bring proceedings in cases where the police are able to charge or
2. Make a decision that the case does not meet the relevant threshold for referral to the CPS for a charging decision.

You are allowed to request a review within three months of being notified of the case being filed, as this is the period during which they can request a judicial review.

### **Who can apply?**

Any victim in a qualifying case where a decision is made not to prosecute (as identified in 1 and 2 above) is entitled to seek a review of that decision.

### **How to apply for VRR**

Where you feel that you meet the above criteria, you can apply via email to **Police\_VRRS@southyorks.pnn.police.uk**

or in writing to:

**Performance & Governance Business Support Unit,  
Carbrook House, 5 Carbrook Hall Road,  
Sheffield, S9 2DB.**



## Right to Review Scheme – CPS

The Crown Prosecution Service (CPS) also operates a process called the Victims' Right to Review Scheme, which makes it easier for you to seek a review of a CPS decision not to bring charges against a suspect or to terminate proceedings.

If this is the case, our officer will contact you to inform you about the CPS decision not to charge and they will advise you who you can contact to review your case.

## Victim Contact Scheme

The National Probation Service runs the Victim Contact Scheme. You'll be invited to join the scheme if the offender in your case has committed a violent or sexual crime and been sentenced to 12 months or more in prison. This could include receiving a hospital order under the Mental Health Act.

If you join the scheme, you'll be given a Victim Liaison Officer (VLO) who'll keep you up to date with what's happening with the offender. This could include; important changes in their sentence e.g. if they're moved to an open prison, and how and when they'll be released.

For further information about the scheme, visit [victimandwitnessinformation.org.uk](https://www.victimandwitnessinformation.org.uk)

## Vulnerable victims

Our role is not only about responding to crime; it's also about protecting vulnerable people within communities. A vulnerable adult is an adult who has needs for care and support and is experiencing, or is at risk of, abuse or neglect and are unable to protect him or herself.

Along with our partner agencies, we give an enhanced service to vulnerable people who have been a victim of more than one crime or incident within a twelve-month period. This multi-agency approach will ensure that if you are identified as a vulnerable victim, you will receive the correct care and support.

If you feel you are a vulnerable victim or know someone who is vulnerable and you believe they are a victim of crime or antisocial behaviour, report it to us by calling 101 for non-emergencies or 999 in an emergency.

## Hate crime

“Hate” can be any incident or crime motivated by prejudice or hostility (or perceived to be so) against a person’s race, religion, sexual orientation, transgender identity or disability. It includes:

- A criminal offence, which is where the law is broken
- An incident that occurs that is not a criminal offence

We can only refer a case for prosecution when the law is broken, but we also want to know about other hate incidents. These can often feel like a crime to those affected and can sometimes escalate to a crime. We work with partner agencies to try to prevent this from happening.

Anyone can be a victim of hate. Hate crimes or incidents can take place anywhere, at home, in the street, online, at work or at school. No one should have to live with fear, anxiety or the consequences of hate. If you are a victim or a witness of hate, reporting it will help us to deal with it and may prevent these incidents from happening to someone else or escalating into a criminal offence.

### **How to report a hate crime or hate incident, or concerns for a vulnerable person?**

- Call **101 for non-emergencies** or **999 in an emergency**
- If you are deaf, hard of hearing or speech impaired **textphone 18001 101** or **SMS 07786 220 022**
- Visit or contact a local **Hate Crime Reporting Centre**, a full list is available on our website
- You can also report hate crime online through our website or True Vision ([report-it.org.uk](https://report-it.org.uk))
- For more information, visit [southyorks.police.uk/hatehurts](https://southyorks.police.uk/hatehurts)



Victim Support provides emotional and practical help to both victims and witnesses of crime and their families. It is an independent organisation and is not part of the police, courts or any other criminal justice agency.

We will automatically pass your details to Victim Support but you are entitled to ask us not to pass on your details.

The service is free, confidential and available to everyone, regardless of when the crime happened, and whether or not it has been formally reported.

### **To contact the service:**

- Call **0300 3031976**. Lines are open 9am to 8pm on weekdays and from 9am to 1pm on Saturdays.
- If you need support outside of opening hours, call their support line free on **0808 1689111** or request support on the Victim Support website [victimsupport.org.uk](https://www.victimsupport.org.uk)
- You can also chat online or make a referral via their local website [humbersouthyorks.victimsupport.org.uk](https://www.humbersouthyorks.victimsupport.org.uk)
- Or email [humbersouthyorks.vs@victimsupport.org.uk](mailto:humbersouthyorks.vs@victimsupport.org.uk)

## **SAMARITANS**

Samaritans provide confidential and non-judgemental emotional support, 24 hours a day, for people who are experiencing feelings of distress or despair. To access the service, call **08457 909090** or email [jo@samaritans.org](mailto:jo@samaritans.org)

# FRANK

If you are concerned about or affected by drugs, FRANK offers free information 24 hours a day, 365 days a year. To access the confidential service, call **0300 123 6600**, text 82111 or visit [talktofrank.com](http://talktofrank.com)



Childline is a free and confidential advice service for young people. To access the service, call **0800 1111** or visit [childline.org.uk](http://childline.org.uk)



Paladin is a national service established to assist high-risk victims of stalking in England and Wales.

Stalking is a pattern of repeated and persistent unwanted behaviour that is intrusive and engenders fear; it is when one person becomes fixated or obsessed with another and the attention is unwanted. Threats may not be made but you may still feel scared. Importantly, threats are not required for the criminal offence of stalking to be prosecuted.

For more information, call **020 3866 4107** or visit [paladinservice.co.uk](http://paladinservice.co.uk)



The Citizens Advice Witness Service provides free and independent support for victims and witnesses giving evidence in a criminal trial. To access support in preparing to give evidence, call **0300 3321000** or visit [citizensadvice.org.uk/witness](http://citizensadvice.org.uk/witness)

## Local drug and alcohol advisory services

Barnsley Drug & Alcohol Services .....	<b>01226 779066</b>
Doncaster Drug & Alcohol Services .....	<b>0300 0213900</b>
Rotherham - Change Grow Live (CGL) .....	<b>01709 917660</b>
Sheffield Drugs Service .....	<b>0114 2721481</b>
Sheffield Alcohol Service .....	<b>0114 2263000</b>



South Yorkshire  
Sexual Violence Partnership

## Sexual violence and abuse

Sexual violence and abuse is any behaviour of a sexual nature, which is unwanted and takes place without consent or understanding. It can happen to anyone regardless of age, race, class, culture, disability, sexuality or lifestyle.

An ISVA (Independent Sexual Violence Advocate) or CHISVA (Child Independent Sexual Violence Advocate) is an independent professional who will:

- Listen to you to find out what your needs are
- Help you access support from specialist services
- Give you information to help you decide if you want to report the incident/incidents

There is free help and support available from local and national helplines – see the numbers below.

South Yorkshire Sexual Violence Partnership ..... **01302 369825**

## County and national helplines

South Yorkshire Sexual Assault Referral Centre (SARC).....	<b>0330 223 0938</b>
National Rape Crisis Support.....	<b>0808 802 9999</b>
Barnsley Sexual Abuse and Rape Counselling Service (BSARCS) .....	<b>01226 320140</b>
Doncaster Rape and Sexual Abuse Counselling Service (DRASACS) .....	<b>01302 360421</b>
Rotherham Abuse Counselling Service (ROTHACS) ....	<b>01709 835482</b>
Sheffield Rape and Sexual Abuse Counselling Centre (SRASAC) .....	<b>0808 802 0013 / 0114 241 2766</b>

## Domestic violence and abuse

Domestic violence and abuse against anyone is unacceptable and you have the right to live your life free from fear, violence and abuse. It can happen to anyone regardless of age, race, class, culture, disability, sexuality or lifestyle. Domestic abuse is about power and control and can involve physical, emotional, sexual and financial abuse, as well as ‘forced marriage’ and ‘honour based’ violence’.

There is free help and support available from local and national helplines which can refer you to a local domestic abuse service.

If you want help from a domestic abuse service, they will arrange to visit you. If it’s not safe to visit you at home, they will arrange to meet you somewhere else. When you meet they will assess all of your circumstances, in particular the risk of further abuse, and work with you to draw up a safety plan, to ensure you and your children are safe.

The plan will focus on reducing the risk and giving you the support you need to stay safe, and live your life free from fear of violence and abuse.

Services will also support you with any other issues such as housing, financial, health or legal matters, concerns about your children, or your employment.

If you are a victim of domestic abuse, you can report it to us or if you need advice, information, somewhere safe to stay or simply someone to listen, you can contact these services:

### **County and national helplines**

National Domestic Violence Helpline .....	<b>0808 200 0247</b>
National LGBT Domestic Abuse Helpline.....	<b>0800 999 5428</b>
Men’s Advice Line .....	<b>0808 801 0327</b>
South Yorkshire Sexual Violence Partnership .....	<b>01302 369 825</b>
Age UK (open 8am to 7pm).....	<b>0800 678 1174</b>

### **Sheffield**

Sheffield Domestic Abuse helpline.....	<b>0808 808 2241</b>
Independent Domestic Violence Advocacy Service...	<b>0114 249 3920</b>
Sheffield Domestic Abuse Outreach Service .....	<b>0114 270 6999</b>
Saffron Sheffield (formerly Sheffield Women’s Counselling and Therapy Service) .....	<b>0114 275 2157</b>

### **Barnsley**

IDAS (Independent Domestic Abuse Services) 24-hour helpline .....	<b>03000 110110</b>
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## Doncaster

Doncaster Domestic Abuse Hub..... **01302 737080**

## Rotherham

Rotherham Rise..... **0330 2020571**

Independent Domestic Violence Advocacy ..... **01709 823196**

## Dealing with antisocial behaviour

Antisocial behaviour (ASB) covers a wide range of unacceptable activity that causes harm to an individual, to their community or to their environment. This could be an action by someone else that leaves you feeling alarmed, harassed or distressed. It also includes fear of crime or concern for public safety, public disorder or public nuisance.

Together with local authorities and other community safety partner agencies, such as South Yorkshire Fire & Rescue and social housing landlords, we all have a responsibility to deal with antisocial behaviour and to help people who are suffering from it.

If you are experiencing problems with antisocial behaviour, or have any concerns about it, or other community safety issues, you should contact your local council or report it to us.

### Local council contact details

Rotherham: Visit [rotherham.gov.uk/contactus](https://www.rotherham.gov.uk/contactus)

Sheffield: Visit [sheffield.gov.uk](https://www.sheffield.gov.uk)

Barnsley: Visit [barnsley.gov.uk/contact-us](https://www.barnsley.gov.uk/contact-us)

Doncaster: Email [customer.services@doncaster.gov.uk](mailto:customer.services@doncaster.gov.uk)

## Support for LGBT+ Victims

If you a member of the LGBT+ community, there are a number of charities and third party reporting centres that can provide you with help and support if you have been the victim of a crime.

### National

SAYit- (Call it Out) .....	<b>0114 241 2728</b>
Mermaids.....	<b>0808 801 0400</b>
True Vision .....	<b><u><a href="http://www.report-it.org.uk">www.report-it.org.uk</a></u></b>
Switchboard .....	<b>0300 330 0630</b>
Galop.....	<b>02077042040</b>

### Sheffield

LGBT Sheffield .....	<b><u><a href="http://www.lgbtsheffield.co.uk">www.lgbtsheffield.co.uk</a></u></b>
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### Barnsley

Barnsley LGBT+ Forum.....	<b><u><a href="http://www.barnsleylgbtforum.org.uk">www.barnsleylgbtforum.org.uk</a></u></b>
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### Doncaster

Doncaster Pride.....	<b><u><a href="http://www.doncasterpride.co.uk">www.doncasterpride.co.uk</a></u></b>
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### Rotherham

Rotherham Pride .....	<b><u><a href="http://www.rotherhampride.co.uk">www.rotherhampride.co.uk</a></u></b>
The Rainbow Project .....	<b><u><a href="http://www.therainbowprojectrotherham.com">www.therainbowprojectrotherham.com</a></u></b>

## What is the Community Trigger?

The Community Trigger is a process that individuals and communities can use to request a review of their case if they feel agencies have not taken action in respect of their antisocial behaviour (ASB) complaints.

The Community Trigger is intended to encourage a collaborative problem-solving approach among police, councils and other relevant bodies when dealing with serious and persistent cases of antisocial behaviour, to identify whether further action can be taken to resolve the problem.

For more information, and how to activate the Community Trigger, visit [southyorks.police.uk/antisocialbehaviour](https://southyorks.police.uk/antisocialbehaviour)

## Recovering your vehicle if stolen

If you have reported your vehicle as stolen and we then find it, we will arrange for a local recovery agent to collect and store the vehicle. This helps to protect your vehicle and reduce the risk to road users if the vehicle has become dangerous to drive.

A forensic examination of your vehicle may also take place, in an effort to identify offenders.

You will be advised of your vehicle's location. It is then your responsibility to arrange to collect it. The agent will charge a recovery fee. This fee does not go to South Yorkshire Police; it covers the agent's costs for recovering and storing the vehicle safely.

We appreciate that this process can be frustrating for victims of car crime, but it is important for everyone's protection. The use of a recovery agent is a nationally agreed process, followed by all police forces in the country. If we did not arrange recovery of the vehicle, we could be liable for anything that happened to it, or other road users, while awaiting collection.

You can make your own arrangements for payment of the agent's fee, but your insurers may deal with this on your behalf, so you may wish to inform them. If you do not collect your vehicle when advised to do so, you will be liable for any storage fees that accrue on a daily basis for each day the vehicle remains in the agent's yard.

If you locate your vehicle and decide to move it yourself, without involving us, please remember:

- You do so at your own risk, we accept no responsibility if your vehicle is damaged or stolen while you are arranging recovery
- You must inform us (by calling 101) that you have recovered your vehicle, so that the vehicle is no longer registered as stolen on the Police National Computer
- You are advised to have your vehicle checked by a mechanic once recovered, to ensure that it is roadworthy.

## Tell us

If you would like to provide any feedback regarding the service you have received from South Yorkshire Police or make a complaint, please visit [southyorks.police.uk/feedback](https://southyorks.police.uk/feedback) or call **101**.

## How to contact us

### In an emergency:

**999**

If life is at risk or a crime is in progress

**Important:** you will only be able to use this service if you have registered first.

**To register, text 'register' to 999.** You will receive a reply - then follow the instructions you are sent.



**999**

**Only** if you are deaf, hard of hearing or speech impaired.

Anyone misusing this emergency SMS facility will have their phone disabled.

### Non-emergencies:

**101** or  
**reportingcrime.uk**

For general enquiries or to report a crime that is no longer happening

(text phone) **18001 101**

If you are deaf, hard of hearing or speech impaired

 **07786 220 022**

If you are deaf, hard of hearing or speech impaired

**0800 555 111** or  
**crimestoppers-uk.org**

To give information to Crimestoppers anonymously

**0800 789 321**

To contact the anti-terrorist hotline, if you have suspicions about somebody's activities or behaviour

[southyorks.police.uk](https://www.southyorks.police.uk)

To find out more about local services delivered by the police in your area

[sypalerts.co.uk](https://www.sypalerts.co.uk)

To receive information by email, text or voice message about policing issues that matter to you



**Write to:**

South Yorkshire Police  
Headquarters,  
Carbrook House,  
Carbrook,  
Sheffield,  
S9 2DB

For all other general enquiries



Follow us on social media



# Notes

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# Need to report something?

## Here's how you can get in touch



**101**

Call us on **101** to report a **non-emergency** crime



### Online webchat

Speak to us and report your **non-emergency** crime on webchat: [smartcontact.southyorkshire.police.uk](https://smartcontact.southyorkshire.police.uk)



### Online portal

Submit your report through our online portal: [smartcontact.southyorkshire.police.uk](https://smartcontact.southyorkshire.police.uk)

Whether you report online or via 101, your incident will be dealt with in exactly the same way



Remember, **999** is for **emergencies only**.  
**Think before you call.**

[southyorkshire.police.uk](https://southyorkshire.police.uk)



South Yorkshire

**POLICE**