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अगर आप आ माहलता भाइ अठ भापाभा जठलता छाय तऱ, महरभाना करा बडशापर
कन्स्टेबलरिन्गो 01772 412642 नंभर पर संपर्क करी.

که چرے تاسو ته دا معلومات په نورو ژبو کې په کار وی نو مهرباني اوکړئ او لنکاشائر کنستیبلی
سره په فون لمبر 01772 412642 بانته راجله اوکړئ.

यदि आपको यह जानकारी किसी दूसरी भाषा में चाहिए तो, कृपया लैंकेशायर कन्स्टेबलरि का
01772 412642 नंभर पर संपर्क करें.

若你需要這些資料翻譯成其他語文，請致電 01772 412642
聯絡蘭開夏郡警隊。

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ
ਲੈਂਕਾਸ਼ਾਇਰ ਕੰਸਟੇਬਲਰੀ ਨਾਲ 01772 412642 ਤੇ ਸੰਪਰਕ ਕਰੋ।

اگر آپ ان معلومات کا ترجمہ چاہتے ہیں تو براہ مہربانی لنکاشائر کنستیبلی سے
پر رابطہ کریں 01772 412642



**Lancashire
Constabulary**

police and communities together

Useful telephone numbers

AA	0800 88 77 66
Accident Helpline	0500 19 29 39
Age Concern	0800 009966
Childline	0800 1111
Crimestoppers (to report crime anonymously)	0800 555 111
Domestic violence refuge	0870 5995443
Drinkline	0800 917 8282
Fixed Penalty Enquiries	0845 1463030
Frank (drug advice)	0800 77 66 00
Freedom of Information	01772 618734
Help The Aged - Seniorline	0808 800 6565
Lancashire Fire & Rescue Service	0800 1691125
Lone Parent Helpline	0800 0185026
National Debt Line	0808 808 4000
National Drugs Helpline	0800 776600
National Missing Persons Helpline	0500 700700
National Rail Enquiries	08457 48 49 50
National Travelline (Bus Enquiries)	0870 608 2 608
NHS Direct	0845 46 47
NSPCC	0800 800 500
Police Non Emergency number	0845 1 25 35 45
RAC	0800 82 82 82
Relate	0845 1304010
Samaritans	0845 7 90 90 40
Shelter 24 hr	0808 800 4444
Tackling Drugs hotline	0800 1698994
Victim Support	0845 30 30 900
Women's Aid	0845 702 3468

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for further information or for all
non-emergency calls please ring:

Tel 0845 1 25 35 45

visit our website:

www.lancashire.police.uk

**Victim Care Pack
Advice and guidance**

Our service to you

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Our commitment to you

Lancashire Constabulary is committed to giving the best possible service to the public in relation to the investigation of criminal offences.

This may be the first occasion you have ever had dealings with the police. We understand that this may be a difficult time for you, so we have put together this pack. It contains details of all the most frequently asked questions and gives information about where to go to obtain help and advice. There is a space on page 6 for you to make your own notes.

We hope you find this pack useful, but if you have any further questions please contact the officer whose details can be found on page 4 of this booklet. Alternatively, you can contact this officer by dialling 0845 1 25 35 45.

Our promise to you

Whenever you come into contact with Lancashire Constabulary, you can expect to receive the following service:

- We will listen carefully to you and do our best to understand what you need;
- We will be clear on what action needs to be taken and will discuss that with you;
- We will keep you up to date with your enquiry;
- We will treat you politely and professionally, and with respect and dignity at all times;
- We will encourage you to tell us about the service you have received.

Useful information for you

Incident reference number _____

Crime reference number _____

	Name	Time Attended	Date Attended
Reporting Officer			
Forensic Officer			
Further Officers			

You can contact the police officer who is dealing with your incident by calling 0845 1 25 35 45.

What to expect

First account

When the police officer comes to see you they will ask you what has happened. We call this a 'first account'. They will want to know as much information about the incident as you can give them.

Evidence

Officers will then examine the scene if appropriate, and will preserve any evidence they find. A Crime Scene Investigator, who is specially trained in forensic evidence, may also visit you. They may also carry out an examination of the scene, if it is appropriate to do so.

Property

If you have been burgled or had any property stolen from you, the officer will take detailed notes on what property has been stolen. You need to include as much detail as possible in order to help the police identify and return any property that is recovered. Details should include serial or model numbers, if you have got them.

If you want to update your property list you can call 0845 1 25 35 45.

House-to-house enquiries

Sometimes the officer may need to speak to friends or neighbours to find out if they had seen or heard anything relating to your incident, which may help them with their enquiries.

Crime prevention

The police officer can give you general crime prevention advice when they come to see you. If you want more detailed advice you can contact a specialist Crime Prevention Officer on 0845 1 25 35 45.

Or advice can be found by visiting the Home Office crime prevention website - <http://www.homeoffice.gov.uk>

Victim Support

Victim Support is a charity separate to the police, offering help and support to people who have experienced crime. Specially trained people will contact you to provide advice, information or support. The police officer will refer you to Victim Support if you wish. It is important that you tell the officer if you DO NOT want to be contacted by Victim Support.



After the police have gone

If you have any more information about your incident please tell the police officer who is dealing with your case as soon as you can by calling them on 0845 1 25 35 45.



Will you tell me if you arrest someone and what happens after that?

Yes, we will tell you when someone has been arrested in relation to your crime. However, we cannot tell you who has been arrested until that person has been charged. If they are charged we aim to tell you within 24 hours.

If the person arrested is released on police bail and has conditions imposed on them that affect you, we will let you know as soon as they are released. If this person is charged and attends court we will keep you informed of the proceedings.

Will I get my property back?

We recover hundreds of items of property every year that we cannot return to its rightful owner because we didn't receive enough information about the item at the time of reporting. It is important to give as much information as possible when you report items missing or stolen – include serial numbers, item makes and so on. If we recover property that we think belongs to you we will contact you as soon as possible for you to identify it. We may need you to provide us with a statement if the property is yours. We aim to return it to you as soon as possible, but please be aware that in some instances we may need to retain it for court proceedings.

How will I know when there is nothing more you can do?

We will do all we can to investigate your crime. Only when we have exhausted all available lines of enquiry and there is nothing more we can do, will we close a case. We will not close a case without informing you first. However, sometimes information comes to light after a case has been closed and if this happens we will re-contact you. Likewise, if we subsequently recover any property or make any arrests we will contact you as well.

I am not satisfied with the service I have received from the police – what can I do?

We strive to give a high standard of service to everybody who comes into contact with the police. However, we recognise that not everybody will be happy with the service they have received for a number of reasons. If you are not satisfied with how you have been dealt with then we would like to know. Please see page 11 for details of who to address your complaint to.

Who decides to prosecute?

The police will present all available evidence to the Crown Prosecution Service (CPS) who will make a decision whether to prosecute or not. The CPS recommends prosecutions where there is clear evidence of an offence. The CPS is an independent agency responsible for prosecuting cases in court. They will make the decision whether or not to prosecute when they have examined the police report.

The CPS will only proceed if there is enough evidence for a realistic prospect of a conviction.

Decisions are made by CPS lawyers who consider the law, the evidence and whether it is in the public interest for a prosecution to be brought.

It is the duty of the CPS to ensure the right person is prosecuted for the right offence and all the relevant facts are given to the court.

When making this decision they will take into account if there is EVIDENCE of an offence. The law is complex and each case is treated individually.

The CPS is guided by the Code for Crown Prosecutors. You can get a free copy of this code by calling the information branch of the CPS on 020 7796 8000.

How is a person charged or summoned?

If a court action is to be taken, a person may be issued with a summons, which outlines the alleged offence and their requirement to attend court to answer the allegations. In certain circumstances a person may be charged at a police station to appear before the court, but this very much depends on the circumstances surrounding the particular case.

Where are cases heard?

Depending on the charge, cases are heard in a Magistrates Court or a Crown Court. Serious charges are heard in the Crown Court.

The CPS prepares the case for the prosecution. The person charged is called the defendant.

Cases can take longer than expected to be resolved. This may be for many reasons, such as a need to trace witnesses or obtain documents prior to a court hearing.

What if I have to attend a court case?

If you are called as a witness it may help to remember the following:

- The defendant will be present throughout the case and will be able to hear all of the evidence
- Court hearings may start late, be cut short or postponed
- Some courts are modern and have good facilities, others have few
- As a witness you will not be able to listen to the case until after you have given evidence. You may remain in court if you wish, but you must not speak to other witnesses that are yet to give their evidence
- You may share the same court facilities with the defendant in your case
- Evidence presented at the court is for the benefit of the magistrates, or the judge and jury. You may not be able to see the evidence being discussed (such as diagrams or videos)
- In some cases the police are in attendance and may be able to help explain what is happening

Where can I get help and advice?

You may get help and support from the Victim Support Scheme. They can help you through court procedures and trials. Their telephone number can be found on page 12.

For details call 0845 303 0900 and ask for information about the Witness Service.

If you have a complaint

If you have concerns about the criminal justice system or you would like to make a suggestion to the authorities, the following details may be of assistance.

If your comments are about the police, you can write to:

The Chief Constable
Lancashire Constabulary
PO Box 77
Hutton
Preston
PR4 5SB

If your comments are about the CPS, you can write to the Chief Crown Prosecutor for the area. If you do not receive a satisfactory reply you can contact:

The Director of Public Prosecutions
50 Ludgate Hill
London
EC4M 7EX.

The CPS is answerable to Parliament through the Attorney General, the Government's chief legal advisor. You can write to the Attorney General at
9 Buckingham Gate,
London
SW1E 6JP.

If your comments are about the courts, you can write to the Chief Clerk of the particular court concerned.

Additionally, the Home Office publish a Victim's Charter, which explains the standards you should expect from the criminal justice system.

Call the Home Office on 020 7273 4417 for a free copy or visit the web site. <http://www.homeoffice.gov.uk/>

