



Did you know you are entitled to help and support if a close relative has been a victim of crime and you are affected as a result?

Victim First is free, independent and confidential.

All agencies within the criminal justice system (including the Police, CPS, Courts and the Prison Service) are expected to consider the needs of victims.

Victim First will help guide and support you through the process.

Victim First will help ensure you receive your entitlements.

Every victim of crime in England and Wales is entitled to support from criminal justice agencies under a Victims' Code.

To find out more please visit our website www.victimfirst.org

Want to find out more?

Call us free on: **0800 953 9595**

Write to us: Victim First, Mansfield House, 74 Belgrave Gate, Leicester LE1 3GG

Email: support@victimfirst.pnn.gov.uk

Visit: www.victimfirst.org

▶ See website for our video

🐦 @Victim1st

📘 www.facebook.com/Victim1st

Reporting a crime

Call the police on 101 to report less urgent crime or disorder, to contact them with general enquiries or speak to a local officer.

Examples of less urgent crimes are:

- stolen car
- damaged property
- reporting a minor traffic incident

101 is available 24 hours a day, seven days a week

Remember, in an emergency ALWAYS call 999, this is when there is a threat to life or a crime in progress

Other ways to keep in touch with Leicestershire Police

www.leics.police.uk

Leicestershire Police
Force Headquarters
St Johns
Enderby
Leicester
LE19 2BX

Supported by



Have you been a victim of crime? We can help

0800 953 9595

www.victimfirst.org

Putting victims first

Your chances of becoming a victim of crime are extremely low. Leicester, Leicestershire and Rutland are safe places to live, work and visit.

However, when crime does happen it can have a huge impact on the lives of victims. Unfortunately, people are often left feeling traumatised, vulnerable and afraid.

At Victim First we believe everything possible should be done to help people to cope and recover from their ordeal.

Every victim of crime has the right to help and support and for their voice to be heard.

This booklet explains some of the services that are available to you if you are unlucky enough to become a victim. We hope you find it useful and informative.



At Victim First we recognise that different people need different types of help to enable them to cope and recover from their ordeal. We are committed to providing the right kind of support tailored to your needs.

We will ensure:

- you receive the guidance and advice you require
- you complete a 'needs assessment' to help determine how much support you need
- we provide a dedicated case worker to support you
- we give you as much time as necessary to help with your recovery
- we arrange and facilitate contact with offenders if you choose restorative justice
- we offer a variety of ways to communicate, because we recognise people's needs can be different
- we work with other key agencies who can offer specialist support.

Victims of crime have the right to request a review of their case if they are unhappy or dissatisfied with the way it has been handled.

The Victims' Right to Review (VRR) scheme gives you the right to request a review of a decision not to prosecute a suspect.

This could be where the Police have decided there is not enough evidence or decide not to bring charges.

It could be where the Crown Prosecution Service decides not to charge a suspect, ends criminal proceedings or offers no further evidence at court.

If you disagree with these decisions you can challenge them.

Victim First can help show you the right way to do this.