

Office of Victim Services



Victims' Code

- The Victims' Code is a **statutory Government document** which explains what support and information victims of crime-both people and businesses-can expect. Some victims in special circumstances for example children or victims of the most serious crimes such as Hate Crime are entitled to an **enhanced service** (extra support).
- **Hate Crime** -Any criminal offence that is motivated by hostility or prejudice based on the victim's disability, race, religion, sexual orientation or transgender identity.
- **Enhanced Service** – Once a service provider has identified that a victim is eligible for enhanced entitlements they must ensure that this information is passed on as necessary to other service providers with responsibilities under the Code and to victim services with consent.



Enhanced Support

Enhanced Support Involves-

To be informed by the Police of the following information and to have the reasons explained within 1 working day:

- of a suspect being arrested
- of a suspect being interviewed under caution
- of a suspect released with no further action
- of a suspect released on police bail
- if police bail conditions are changed or cancelled.

(All other victims are entitled to this information within 5 working days).

Agencies must also discuss or agree with the victim how often they will receive updates on the case.



Enhanced Support

Help to give evidence in court.

Special measures during the trial to help you to give your best evidence, e.g. screens or curtains in the room, video link.

The use of an **intermediary** to help people to communicate and understand the process and any questions so that they can give best evidence.

A **right to know** if no one has been charged (there are detailed entitlements on this point on page 18 of the code)

For bereaved relatives following crime, there is the right to have a Family Liaison Officer and information about support services that can help

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/254459/code-of-practice-victims-of-crime.pdf



Website

cumbria together
support for people affected by crime

What are you looking for? SAFE MODE

HOME FIND SUPPORT ABOUT LATEST CONTACT

FOLLOW US

Support for those affected by Crime and Antisocial Behaviour

This website provides information and confidential support through a trusted network of support organisations, giving strength back to those affected by crime.

TELL ME MORE

CLICK ON AN AREA TO FIND SERVICES CLOSEST TO YOU

Search by Crime Type... GO

View the Directory... GO

Other Useful Information

TELL ME MORE

Help for young people

TELL ME MORE

About Cumbria Together

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One Cumbria

Our annual service development plan is now online - follow [this link](#) to find out more.

Donate

HELP CUMBRIA TOGETHER

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TELL ME MORE

Latest

05/02/2014

This week, we're running workshops for Cumbrian businesses to talk about crime in the workplace.

TELL ME MORE



New website launched - let us know your feedback! <http://t.co/b4MjTzUhcI> by @OneCumbria 4 hours ago

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Contact us

Cumbria Constabulary Headquarters
Carlton Hall
Penrith
Cumbria, CA10 2AU
www.cumbria.police.uk
Tel: 0845 123 1234

FOLLOW US

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What are you looking for? SAFE MODE

HOME FIND SUPPORT ABOUT LATEST CONTACT

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Crime Type

HOME > FIND SUPPORT > CRIME TYPE



"Quisque lobortis nunc at massa sodales"

BROWSE THROUGH THE TYPES OF CRIME BELOW OR ALTERNATIVELY SEARCH BY LOCATION OR VIEW THE DIRECTORY FOR A FULL LISTING OF AGENCIES.

- Antisocial Behaviour
- Arson
- Assault
- Burglary
- Cyber Crime
- Domestic Violence
- Fraud
- Hate Crime
- Murder/ Manslaughter
- Rape/ Sexual Abuse
- Robbery
- Stalking and Harassment



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Victims and Witness Group



Consultation Group



Action Plans

- **Victim Service Multi Agency Action Plan**
- **Victims and Witness Group Action Plan**