



**Victims Journey: what happens when you report a crime to the police**

- There are four different ways to contact the police to report a crime. In an emergency call 999, non-emergency call 101. The crime can be reported online at <https://www.lincs.police.uk/q/report-a-non-urgent-incident-online/> Alternatively, a crime can be directly reported at the nearest police station.
- A member of police staff will then make contact within 48 hours of the crime being reported. The officer will assess the victim's needs and give details of support services available. They will offer the option to refer the victim directly, or the victim can self-refer with the details that they have received. Immediate victim support is available if necessary.
- From here there will be an appropriate investigation into the crime, allocated by the Crime Management Bureau (CMB).
- At an early stage, victims will be asked if they consent to their details being passed to Victim Lincs, or another specialist organisation, such as those that support victims of domestic abuse and sexual violence. These support services will be able to provide a range of emotional and practical help to victims, and can be accessed at any time following an incident, regardless of whether the incident has been reported to the police or if the case continues. If victims consent to their details being passed to a support service, they will be contacted within 48 hours to discuss their needs and the support that is available to them.
- Victim Lincs deliver a service on behalf of the Lincolnshire Police and Crime Commissioner, to provide victims with information, advice and support; including referral to specialist services. Victim Lincs Contact and Case Management Officer will make contact within the first 48 hours of the crime being recorded; this can be through a phone call, letter, email, text. They will also provide the victim with the officer's details, ensuring they have the crime reference number and will provide the victim with a Contact and Case Management Officer who works on their behalf to ensure the victim's journey is as smooth as possible. They will also provide information regarding the Criminal Injury Compensation Authority (CICA), for more information see <https://www.gov.uk/government/organisations/criminal-injuries-compensation-authority>
- If the case goes to court, then the Witness Care Unit will make contact with victims and witness after the first hearing. They will provide necessary information and guide them through the court process. They will also refer victims and witnesses to the Witness Service for support throughout the trial, along with providing information regarding the post-trial activity; this includes appealing decisions made by the courts.
- Restorative Justice is a service commissioned by the PCC, this team may also contact the victim to see if they would be interested in communicating safely with the person who caused them harm, in an attempt to help the victim move on with their life. See <https://www.lincs.police.uk/reporting-advice/restorative-justice/> for more information. Restorative Justice may not be an appropriate service in call cases.