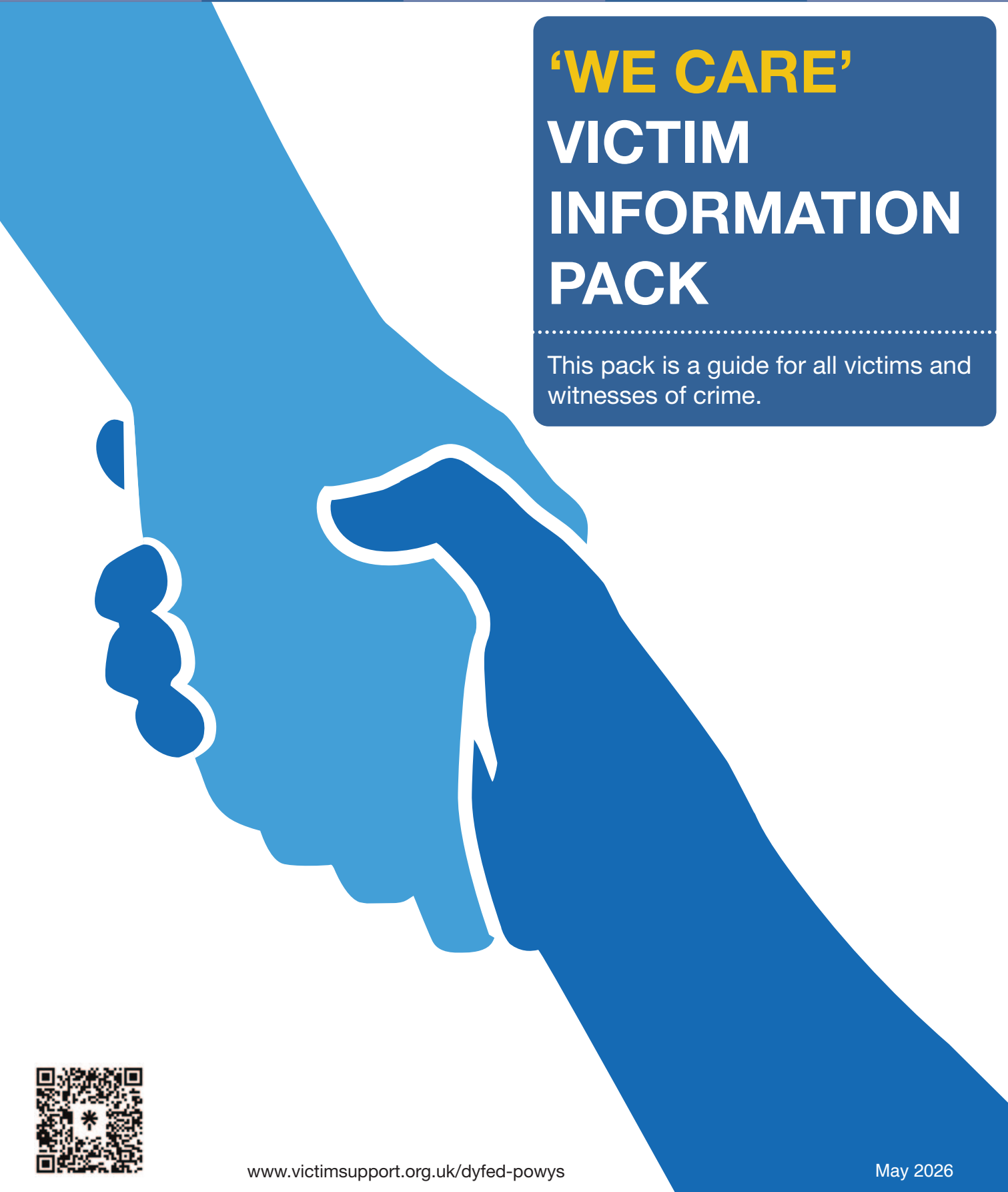




'WE CARE' VICTIM INFORMATION PACK

This pack is a guide for all victims and witnesses of crime.



www.victimsupport.org.uk/dyfed-powys

May 2026

Foreword



A handwritten signature in black ink, appearing to read 'Dafydd Llywelyn'.

Dafydd Llywelyn
Police and Crime Commissioner

I understand that being a victim of crime can be a traumatic and sometimes life-changing event. One of the priorities set out in my Police and Crime Plan is to support victims, and I am committed to ensuring that all victims are recognised, safeguarded, supported, and receive a service tailored to their individual needs.

This pack holds important information which you may need now you have reported a crime to the police. It also sets out the support available to you, and I would urge you to consider engaging the specialist support services detailed. I hope this information helps you to feel supported and informed at every step.



A handwritten signature in black ink, appearing to read 'Ifan Charles'.

Ifan Charles
Chief Constable

To achieve the Police and Crime Commissioner's priority to support victims, Heddлу Dyfed-Powys Police strive to provide a first class service to victims of crime. I recognise the profound and lasting impact being a victim of crime can have upon you, and want to assure you that we will support you with respect and compassion.

This Victim Information Pack explains what will happen now that you have reported a crime to us, what you can expect from Heddлу Dyfed-Powys Police, and what support is available to you through support services. It also details your rights as the investigation progresses.

I hope that the information provided in this pack, along with the service you will receive from Heddлу Dyfed-Powys Police, assists you in feeling supported, respected, and cared for.

WE CARE for our Victims of Crime



Heddlu • Police
**DYFED
POWYS**

www.dyfed-powys.police.uk

Non-Emergency - 101

If you are deaf or hard of hearing - Text 07811 311 908

Our Agreement with You

The name and email address of the person dealing with your case is:

.....

@dyfed-powys.police.uk

Their Collar Number is:

Officer Contact Details:

.....

Your unique Crime/Incident reference is:.....

You would prefer to be updated by:

- | | |
|------------------------------------|------------------------------------|
| ☐ Email | ☐ In Person |
| ☐ Telephone | ☐ Declined |
| ☐ SMS Text | |
| ☐ By Post | |

We can update you:

Once every ☐ 7 ☐ 14 ☐ 21 days

☐ when there is a significant development in the case i.e when someone is arrested, interviewed under caution, bailed, charged or no further action taken.

If you have any questions or information regarding your investigation please email or call the officer.

We are sorry that you have been a victim of crime, we understand that this can be an unpleasant and stressful time.

We promise that:

We will contact you throughout the enquiry
Ensure the contact is tailored to your needs

Consult with you on how we are going to do this
Access to us is easy
Refers you to other agencies that can help
Ensure you have the highest possible quality of service

Further Advice and Support:

Victim Support - 0300 1232996

Monday - Friday 09:00 - 18:00

Outside of these hours we have a dedicated 24/7 supportline via 0808 1689 111

Web Address: www.victimsupport.org.uk

Dewis Cymru

Web Address: www.dewis.wales/

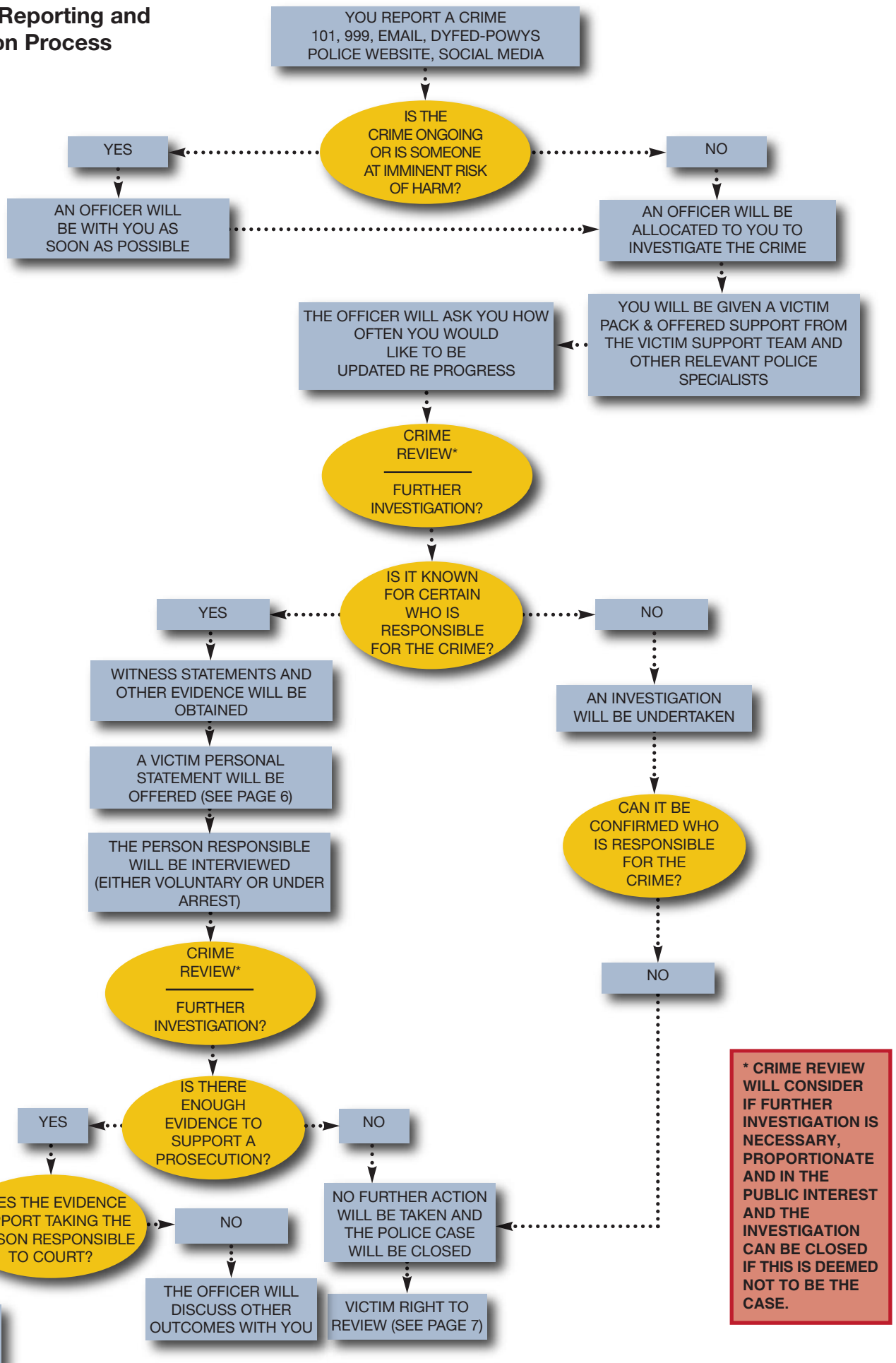
CrimeStoppers

0800 555 111

Web Address: www.crimestoppers-uk.org

Notes:

The Crime Reporting and Investigation Process



Victim Support Service

Who are we?

Victim Support - Dyfed Powys team - Service delivered by Victim Support who are the leading independent victims' charity in England and Wales.

We provide free and confidential support to anyone affected by crime and traumatic events.



We are independent of the police and local authorities but work with them and the whole of the criminal justice system and other relevant bodies to improve services for victims and provide much needed support.

What do we offer?

We are here to support anyone affected by crime. That's not just victims, but their friends, family and any other people involved. Because we are independent, you can talk to us whether or not you reported the crime to the police. We can:

- Help you feel safer and more secure
- Help you to understand your rights and the services you're entitled to
- Help you to explore ways to cope
- Connect you with services and support networks

We are a specialist team which provides tailored support to victims who may have complex needs, victims who have experienced Domestic Abuse and Children and Young people affected by crime. Young people aged 13+ can directly access the service.

How can you get in touch?

Call us

Anyone can call us free on 0300 123 2996 Monday – Friday 9am - 6pm. We can provide support in over 200 languages. Outside of these hours we have a dedicated 24/7 Supportline via 0808 1689 111.

Chat with us

Access our 24/7 Live Chat service here

Email us

You can email us at dyfed.powys@victimsupport.org.uk or you can self-refer via our website here

Professional Referral

Professionals can refer a client by completing our referral form, please contact us for a copy via dyfed.powys@victimsupport.org.uk

My Support Space

Victim Support provides My Support Space, an online resource designed to help survivors (16+ years) and their supporters manage the impact that crime has had on them. It is a free, safe, secure and confidential space, which contains interactive guides, videos, techniques, activities and tips. Anyone can sign-up at <https://mysupportspace.org.uk/moj>

Witness Care Unit

The Witness Care Unit are a unit within Heddlu Dyfed-Powys Police who support both victims and witnesses on their journey through the Criminal Justice System. As part of being supporting by Witness Care you will be:



- Provided a dedicated Witness Care Officer, from first court hearing through to sentencing
- Full needs assessment of victim/witness for attendance at court
- Arrange support for court attendance as necessary
- Provided updates and information about significant events in the court process, including dates of court hearings and outcomes.

Lines open 9am - 5pm Monday to Thursday and 9am - 4:30pm Friday

- Phone: 01267 2260396
- E-mail: witnesscareunit.cjit@dyfed-powys.police.uk

Code of Practice for Victims of Crime

Who is entitled to support under the code?

Victims of crime from within England and Wales are entitled to support from the criminal justice agencies under the Code of Practice, this includes businesses which have been affected by crime and also close relatives of a person who has been killed as a result of a crime.

Summary of Victims' Rights

Below is a summary of the rights contained within this Code. This is not an exhaustive list and some rights will not apply to all victims.



THE RIGHT TO BE ABLE TO UNDERSTAND AND TO BE UNDERSTOOD

You have the Right to be given information in a way that is easy to understand and be provided with help to be understood, including where necessary, to have access to interpretation and translation services.



THE RIGHT TO HAVE THE DETAILS OF THE CRIME RECORDED WITHOUT UNJUSTIFIED DELAY

You have the Right to have details of the crime recorded by police as soon as possible after the incident. If you are required to provide a witness statement or be interviewed, you have the Right to be provided with additional support to assist you through this process.



THE RIGHT TO BE PROVIDED WITH INFORMATION WHEN REPORTING THE CRIME

You have the Right to receive a written confirmation when reporting the crime, be provided with information about the criminal justice process and be told about programmes or services for victims. This might include services where you can meet with the suspect or offender known as restorative justice.



THE RIGHT TO BE REFERRED TO VICTIM SUPPORT SERVICES AND HAVE SERVICES AND SUPPORT TAILORED TO YOUR NEEDS

You have the Right to be referred to victim support services, including contacting them directly, and to have your needs assessed so services and support can be tailored to meet your needs. If eligible, you have the Right to be offered a referral to specialist support services and be told about additional support available at court (special measures).



THE RIGHT TO BE PROVIDED WITH INFORMATION ABOUT COMPENSATION

You have the Right to be told how to claim compensation.



THE RIGHT TO BE PROVIDED WITH INFORMATION ABOUT THE INVESTIGATION AND PROSECUTION

You have the Right to be provided with updates on your cases and be told when important decisions are taken, including, if possible, how to ask for a decision to be looked at again.



THE RIGHT TO MAKE A VICTIM PERSONAL STATEMENT

You have the Right to make a Victim Personal Statement, which tells the court how the crime has affected you and is used by the court when sentencing the offender. You will be given information about the process and be asked how you would like your statement to be used in court.



THE RIGHT TO BE GIVEN INFORMATION ABOUT THE TRIAL, TRIAL PROCESS AND YOUR ROLE AS A WITNESS

If your case goes to court, you have the Right to be told the time, date and location of any hearing and the outcome of those hearings. If you are required to give evidence, you have the Right to be offered help before the trial and, where possible, to meet with the prosecutor before giving evidence.



THE RIGHT TO BE GIVEN INFORMATION ABOUT THE OUTCOME OF THE CASE AND ANY APPEALS

You have the Right to be told the outcome of the case and, if the defendant is convicted, be given an explanation of the sentence. If the offender appeals against their conviction or sentence, you have the Right to be told about the appeal and its outcome.



THE RIGHT TO BE PAID EXPENSES AND HAVE PROPERTY RETURNED

If you are required to attend court and give evidence, you have the Right to claim certain expenses. If any of your property was taken as evidence, you have the Right to get it back as soon as possible.



THE RIGHT TO BE GIVEN INFORMATION ABOUT THE OFFENDER FOLLOWING A CONVICTION

If eligible, you have the Right to be automatically referred to the Victim Contact Scheme, who are able to provide you with information about the offender.



THE RIGHT TO MAKE A COMPLAINT ABOUT RIGHTS NOT BEING MET

If you believe that you have not received your rights, you have the Right to make a complaint to the relevant service provider. If you remain unhappy, you can contact the Parliamentary and Health Service Ombudsman.

You can find more information about the Code of Practice for Victims of Crime on the following website:
<https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime>

www.victimsupport.org.uk/dyfed-powys
☎ 0300 123 2996 #Gofalu #WeCare

Victim Personal Statement

Victim Personal Statement

The Victim Personal Statement (VPS) gives you, the victim*, an opportunity to explain in your own words how the crime has affected you physically, emotionally, psychologically, financially or in any other way.

The VPS is in addition to the Witness Statement detailing the criminal activity you have reported.

Why make a VPS?

You do not have to make a VPS - it is voluntary. However, a VPS gives you a voice in the Criminal Justice System, where you state how the crime has impacted on you and your day to day life, both before and since reporting the crime. It can play a key part in sentencing.

When to make a VPS

You can give your VPS at any time prior to the sentencing of the offender. It is given in writing, to the police, or if facilities are available, can be recorded. Please be aware that the VPS is a formal statement and you will need to sign a declaration confirming that it is true to the best of your knowledge. Once a VPS has been given to the police it cannot be withdrawn or amended. However, you can make an additional VPS, if desired.

What you can INCLUDE in your VPS

You may wish to consider the following:

- any physical, emotional or psychological injury you may have suffered and / or any treatment you may have received as a result of the crime,
- any financial impact as a result of the crime,
- the impact on your family,
- if you feel vulnerable or intimidated, no longer feel safe,
- how your quality of life has changed on a day-to day basis,
- if you are worried about the alleged offender being given bail,
- if you feel the crime was racially motivated or that your faith or religion, your sexuality, gender identity or disability played a part in the crime,
- if you need or are receiving additional support as a result of the crime,
- if you intend to claim compensation from the offender for any injury, loss or damage.

What you CANNOT include in your VPS

- Your thoughts or opinion on how the offender should be punished.
- Any inappropriate content in your VPS, such as unsubstantiated claims against the offender, may be removed before it is presented to Court.

At Court

If the offender is charged, and goes to court, your VPS will be seen by the defence. If the defendant pleads not-guilty, you may be asked questions about your VPS in court.

If the defendant pleads guilty, or is found guilty, your VPS will be considered by the Court in deciding what sentence to give. If you wish, you can choose to read out your VPS to the Court or it can be read out on your behalf.

Further information

If you have any questions about the VPS, please contact the officer dealing with your case, Victim Support or any member of your local police team.

**The Victims' Code also entitles you to make a further impact statement if your business or enterprise, eg charity, has been affected by the reported crime in terms of the direct and /or indirect financial impact.*

Police Victims' Right to Review (VRR)



Police Victims' Right to Review will only apply to:

- National Crime Recording Standard offences
- Life changing injury road traffic matters

You have the right to request a review, within three months of being notified, of a decision by the police not to prosecute any suspects. This is referred to as NFA (No Further Action).

Police VRR will only apply to decisions that were made on or after April 1, 2015.

You are entitled to a review where a suspect has been identified and interviewed.

How to apply for a review

- There is an online form on the Dyfed-Powys Police website
- Email victimsreview@dyfed-powys.police.uk
- Write in to, Victims Right to Review, Criminal Justice Department, Dyfed-Powys Police Headquarters, Llangunor, Carmarthen SA31 2PF

What happens next

A review will be allocated to a Review Officer of Inspector or more senior rank, dependent on the nature of the investigation. Remember, requesting a review is not a complaint against the service you have received.

A review should be completed within 30 working days (i.e., 6 weeks from receipt of the request for a VRR). In complex or sensitive cases, it may take longer. You will be given regular updates.

Cases that can't be reviewed

The following cases DO NOT fall within the scope of police VRR:

- Where no suspect has been identified and interviewed.
- Where there is insufficient evidence to interview a suspect.
- Where charges are brought in respect of some, but not all, allegations made or against some, but not all, possible suspects.
- Where the offence charge differs from the crime that was recorded but relates to the matter reported by the victim. For example, if the suspect is charged with common assault, but an offence of actual bodily harm was recorded.
- Where a case ends with an out of court disposal.
- When the victim retracts their complaint or refuses to co-operate with the investigation and a decision is taken not to charge or not to refer the case to the Crown Prosecution Service (CPS) for a charging decision.

Outcomes of review/Appeals

You will be contacted to let you know the outcome and be provided with an explanation.

If you're not happy with the VRR decision, you can request a VRR appeal to take place, this will be undertaken by an officer of higher rank than the VRR reviewing officer.

A police VRR appeal review should be completed within 30 working days (i.e., 6 weeks from receipt of the request for a VRR). In complex or sensitive cases, it may take longer. You will be given regular updates.

If you are unhappy with the police VRR/appeal decision, you can apply to the High Court for a judicial review.

Your right to review the CPS decision

The Victims' Right to Review also extends to those decisions made by the CPS. Any victim of crime, bereaved family member or representative can ask for their case to be reviewed if they do not agree with a decision made not to charge the suspect, to discontinue proceedings or offer no further evidence at court. You have the right to ask the CPS to review this decision. Details of how you can do this can be found at 'www.cps.gov.uk'

Going to court

If your case goes to court, you may be a witness in the trial. If your case does not go to court, you should be told the reason for this decision.

Witness Care Service

If the case goes to trial, you will be assigned a Witness Care Officer (or other point of contact). You can ask them any questions about attending court and they will keep you up to date about what is happening.

What support can I expect when going to court?

The officer in charge of your case and Witness Care Officer will keep you updated with any significant events as the case progresses through the system. A needs assessment will be conducted to ensure that you receive the correct support necessary. This support may include referrals to support agencies such as Victim Support, Independent Domestic Violence Advocate (IDVA) and Independent Sexual Violence Advocate (ISVA).

Help in court - Special Measures

Special measures are arrangements put in place to help you if you are a vulnerable or intimidated victim or witness to give evidence in court in the best possible way. Vulnerable or intimidated victims and witnesses can ask for special measures to be used during the trial, which can help them to give the best evidence. This includes victims and witnesses under the age of 18 years.

The special measures available to vulnerable and intimidated victims, with the agreement of the court include:



Screens - available to screen you from the defendant in the court room so that you cannot be seen by the defendant whilst giving evidence.



Live Link - you can give evidence during the trial from a room outside the court room or a suitable location outside the court house, via live TV link. Screens can also be applied for, to block the defendant's view of television monitors in court.



Evidence given in private - members of the public are excluded from the court room whilst you give evidence.



Removal of wigs and gowns - used at Crown Court. Judge and Lawyers remove their wigs and gowns to create a less formal environment. This is predominantly used for young witnesses.



Video Recorded Interview as Evidence in Chief - in certain circumstances the police will obtain your account by video interview rather than a written statement. The prosecution can apply for this video interview to be used in place of you physically giving evidence in court.



Having someone (an **Intermediary**) to help you understand the questions when being interviewed or giving evidence. Intermediaries explain questions and answers to help you to understand without changing the substance of the evidence.



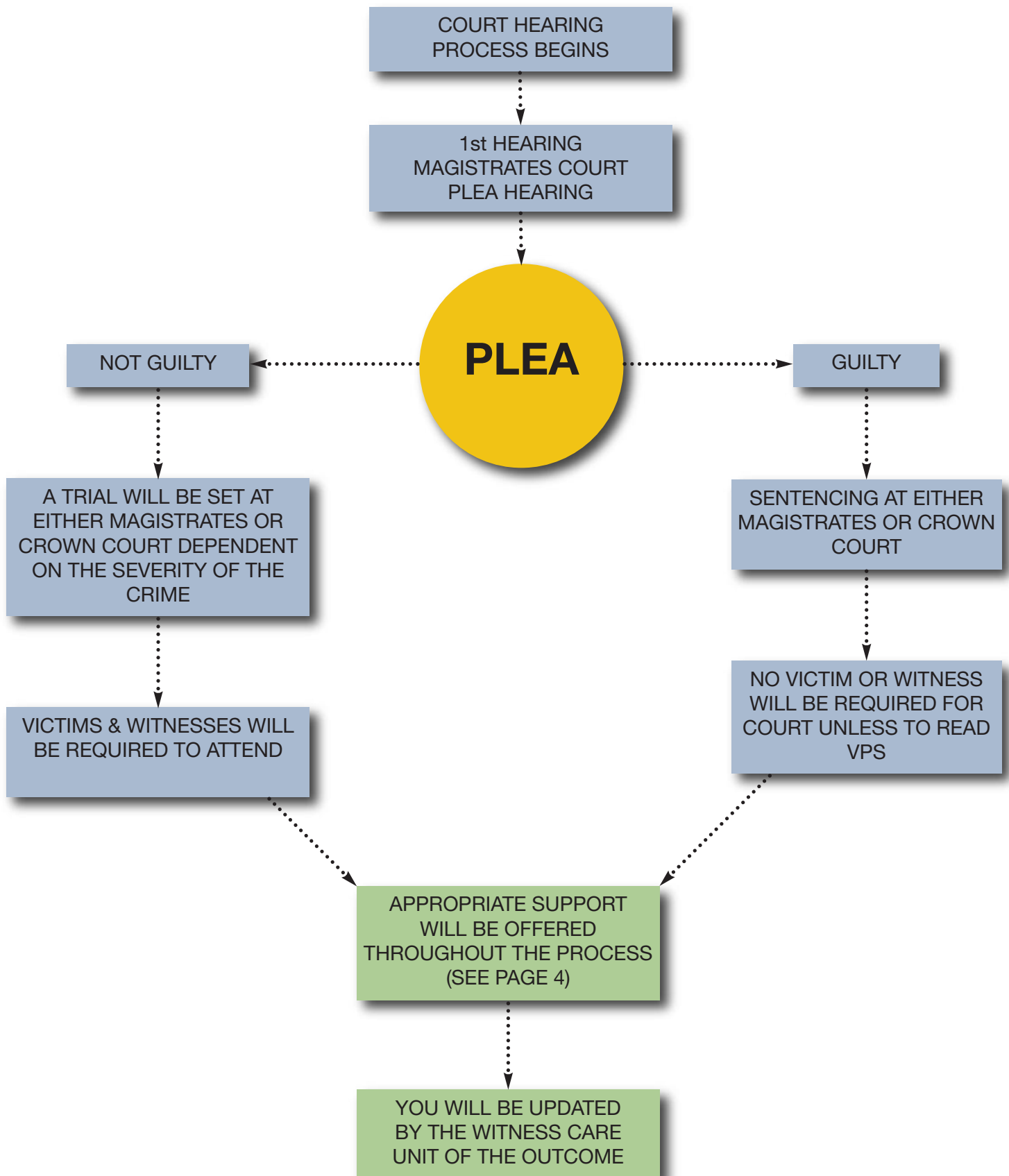
Aids to communication - these may be permitted to help a witness to give evidence. This could include using an interpreter or someone to communicate for you or it could cover the use of communications aids or techniques. Whatever aids are allowed they must be independently verified and understood by the court.

What is an Intermediary?

A registered Intermediary is an independent person who works with vulnerable members of society. If you fall into this category an Intermediary will assist you if you have difficulties with communication. They will help give you a voice when you would otherwise have difficulty in providing evidence and will help you to understand questions asked by the police or by a court.

Going to Court

You will be supported throughout the court process by Witness Care Unit and other relevant agencies



Alternatives to going to court

Dealing with a crime out of the court allows the police to deal proportionately with certain crimes. Dyfed-Powys Police, the Crown Prosecution Service or Youth Justice Service may consider one of these disposals is a more appropriate method of dealing with your case. If this is the case, you will be asked for your views, which will be taken into account before any decision is made. Out of court disposals are not suitable for more serious cases and for those where the offender does not admit their responsibility. They would also not normally be considered for those who repeatedly commit crimes.

Restorative Justice

Depending on what your crime involves, your case could be dealt with using Restorative Justice. Restorative Justice is an out of court process, which involves the offender taking some form of action to make amends for what they have done. It is an initiative which brings together victims and those responsible for the crime.

How does it help victims?

The process is used to help you as a victim. It allows you to ask questions about why the offender committed the crime and it has also been shown to really help victims address any fears they have. The process allows you to discuss how the crime has impacted on you as a victim and to identify ways to prevent the crime happening again. It also provides you with an opportunity to tell the person responsible what the real impact of the crime has been on you. You can ask questions and seek an apology, verbally or in writing.

You have the right to request Restorative Justice at any point through the criminal justice process. However, there are certain criteria that must be met before a case can be dealt with in this way. If you would like to know more or to discuss Restorative Justice and how it might work for you, please email

restorativejustice@walescrp.probationservices.co.uk

Alternatively, you can discuss this with the officer dealing with your case.

What is the Witness Service?

The Witness Service helps people feel informed, supported and more confident when giving evidence in court. We provide free, independent support for both prosecution and defence witnesses in every criminal court in England and Wales. We also support bereaved family members and friends, and family members of witnesses who are attending court.

We help witnesses understand what to expect before, during and after a trial, and offer support every step of the way.

Our trained staff and volunteers are here to listen, answer questions and help make the court process feel less daunting, so witnesses can give their best evidence.

Getting help from the Witness Service

If you would like support from the Witness Service before you go to court, please get in touch. Whether you're a witness or a professional referring a witness to our service, you can use this [form](#).

There are also other ways you can get in touch with us.

If you're a prosecution witness, the Witness Care Unit or a police officer who is dealing with your case can refer you for support.

If you're a defence witness, the solicitor or someone else from the defence legal team can refer you.

You can still get support on the day of the trial if you have not been in touch with us, or if you've changed your mind about wanting support. Speak to a member of the court staff when you arrive at the court building and ask to speak to a Witness Service supporter.

Contacting the Witness Service:

If you have questions about the Witness Service or are unsure about what to do next, help is available. You can contact us in the following ways:

- by calling 0300 332 1000
- To contact us using BSL: 020 3830 2112 (New Divert)
- or 0300 330 2123
- by emailing RIC@witnessservice.org.uk

Alternatively, if you're a prosecution witness, you may want to speak to the Witness Care Unit (WCU) instead, particularly if you have a query concerning the progress of a case, travel expenses, or other practical support matters.

[Home - Witness Service](#)

Are you unsure of anything? Anything at all?

Dyfed-Powys Police understand that this could be a difficult time for you. It can be also be confusing, especially with some of the words, terms and processes that you will hear used in the Criminal Justice System.

Dyfed-Powys Police officers and staff are all here to help and support you so please ask if there is anything you are unsure of or would like explained.

How to make a Complaint

You are entitled to be treated in a respectful, sensitive and professional manner by all the criminal justice agencies that provide support and services to victims. Where this is not the case or where the services you are entitled to have not been provided, you have the right to complain. Please visit the following link for more information: www.dyfedpowys-pcc.org.uk/en/complaints-review-and-appeals/complaints-process/

Complaints should be dealt with quickly and properly by the organisations' internal complaints services. You will be contacted as soon as possible after the organisation receives your complaint.

If you would like to provide any feedback in relation to the service you received, whether you would like to say thanks or make a complaint we would like to hear from you. Please get in touch in any of the following ways.

- By completing the on-line survey that you will receive after nine weeks.
- By phone, using the police non-emergency telephone number 101.
- By post, writing to, Dyfed-Powys Police, Police Headquarters, PO BOX 99, Llangunnor, Carmarthen, SA31 2PF.
- In person, at your nearest police station.

If you need assistance in making a complaint you can ask for someone to act on your behalf. Advocacy organisations or support groups are available to help. We can provide you with contact details if required.

Right to Request a Review of complaint handling

If you are unhappy with the way your complaint was handled, you can apply for a review, either to the Office of the Police and Crime Commissioner (OPCC) or the Independent Office for Police Conduct (IOPC). Dyfed-Powys Police Professional Standards Department will send you details that explain your rights, including how to request a review and the timescale that you have to submit your request.

It is important to understand that the relevant review body cannot reinvestigate your complaint. It can only assess whether the handling of your complaint was reasonable and proportionate.



The Independent Office for Police Conduct (IOPC) oversees the police complaints system in England and Wales. They investigate the most serious matters, including deaths following police contact, and set the standards by which the police should handle complaints. They also act as a review body in respect of more serious complaint cases that meet certain criteria.

The IOPC are independent, and make decisions entirely independently of the police and government.

Please click here for more information - <https://policeconduct.gov.uk>

More Information



Office of Police and Crime Commissioner (OPCC)

The Police and Crime Commissioner is responsible for commissioned services across the Dyfed-Powys force area.

<https://www.dyfedpowys-pcc.org.uk/en/about-us/services-and-partnerships/> for further information.

Victims' Engagement Forum

The Victim Engagement Forum encourages victims to share their views on the services they receive throughout the Criminal Justice System. This feedback is important to help identify areas for improvement as well as strengths. By contributing to the forum you are helping to improve service delivery to all victims of crime across Dyfed-Powys Police area.

For more information, please contact the Police and Crime Commissioner's Office on 01267 226440 email to: opcc@dyfed-powys.police.uk, or visit the website <https://www.dyfedpowys-pcc.org.uk/en/>



Dewis Cymru

The Dewis Cymru website provides a comprehensive directory of agencies, including voluntary sector organisations, which can provide advice and practical support to individuals. Victims and witnesses can utilise this website to identify appropriate services within their community or the officer in charge (OIC) / Victim Support Worker will assist, signpost and refer on as appropriate. Please click here for more information <http://www.dewis.wales/>



Dyfed Powys Connects

Dyfed-Powys Connects is a free and easy messaging service that sends information from your local policing team directly to your emails. You decide how and when you're kept informed and choose the alerts that matter most to you.

Reply to provide feedback and share concerns directly with local officers.

Stay up-to-date. Stay connected. Scan here to sign up to receive local alerts.

Dyfed-Powys Connects is NOT for reporting crimes or incidents and messaging is NOT monitored 24hours a day.



CrimeStoppers

CrimeStoppers is an independent charity that gives people the power to speak up and stop crime - 100% anonymously. <https://crimestoppers-uk.org/>



Live Fear Free

Providing help and advice about violence against women, domestic abuse and sexual violence. <https://gov.wales/live-fear-free>



Suzy Lamplugh Trust

Suzy Lamplugh Trust - <https://www.suzylamplugh.org/> - Supports victims of stalking through the National Stalking Helpline and London Stalking Support Service. Their mission is to reduce the risk and prevalence of abuse, aggression, and violence - with a specific focus on stalking and harassment - through education, campaigning, and support. National Stalking Helpline - 0808 802 0300.



The Cyber Helpline

The Cyber Helpline - <https://www.thecyberhelpline.com/> The Cyber Helpline provide free, expert help for victims of cybercrime and online harm.



Samaritans

Samaritans is a registered charity aimed at providing emotional support to anyone in emotional distress, struggling to cope, or at risk of suicide throughout the United Kingdom and Ireland Telephone: 116 123 <https://www.samaritans.org>

More Information



Bawso

The lead organisation in Wales providing practical and emotional support to black minority ethnic (BME), and migrant victims of domestic abuse, sexual violence, human trafficking, female genital mutilation and forced marriage.

Tel: 0800 731 8147

Web: <https://bawso.org.uk/en/>

Further Information

You can find out more detailed information about support and services for Victims and Witnesses via <https://www.victimsupport.org.uk> or phone 0808 168 9111 or by contacting the officer dealing with your case and any member of your local police team.