

# Victims of Crime – support and advice

## 罪案受害者 – 支援及指導

The police will pass information about you to Victim Support so that they can offer you help and support, unless you ask the police not to.

The police will update you about your case on at least a monthly basis, and tell you if someone is arrested, bailed or cautioned in connection with your case, unless you ask them not to.

除非你要求警方不這樣做，警方會將有關你的資料轉告受害者支援會 (Victim Support)，以便他們能為你提供協助和支援。

除非你要求他們不這樣做，警方會至少每個月通知你案件的最新進展，及告訴你是否有人因你的案件而被拘捕、保釋或警誡。

## Victims of Crime – support and advice

First of all, thank you for reporting the crime to the police. Reporting crime is an essential first step in bringing offenders to justice.

This leaflet explains what will happen now.

The Criminal Justice System website at [www.cjsonline.gov.uk](http://www.cjsonline.gov.uk) contains more information for victims of crime, such as specific sections on 'Help and Support' and 'Going to Court'.

## The police

Now you have reported a crime to the police, they will decide what to do next. For example, they may begin an investigation to try to solve the crime. Wherever possible, you should:

- > give them as much information as you can about the offence, including what happened and what you saw and heard;
- > tell them if you are worried about your own or your family's safety or your privacy – there is support available if you are feeling intimidated (see below);
- > tell them if the crime was made worse by abuse or hate related to race, sexuality, religion or disability; and
- > let them know of any specific needs you have that would help the police provide the best service they can – for example, religious requirements or a health problem.

The police will give you contact details so that, if you need to contact them again after making your statement, or if you feel your rights under the Code of Practice for Victims of Crime have not been met (see below), you can talk to someone who is already familiar with your situation. These contact details will include:

<b>Name of the police station</b>	
<b>Main telephone number of the police station</b>	
<b>Name of the officer dealing with your case</b>	
<b>Rank and number of the officer dealing with your case</b>	
<b>Crime reference number</b>	
<b>Telephone number of the crime desk (if there is one)</b>	

## 罪案受害者 – 支援及指導

首先，多謝你向警方舉報這宗罪案。舉報罪案是將罪犯繩之於法的第一個必要步驟。

這份小冊解釋現在事情會怎樣進展。

刑事司法制度 (The Criminal Justice System) 網址 [www.cjsonline.gov.uk](http://www.cjsonline.gov.uk) 載有為罪案受害者提供的更多資料，例如 '協助及支援' (Help and Support) 及 '上法庭' (Going to Court) 等專題章節。

## 警方

現在你向警方舉報了一宗罪案，他們會決定下一步應怎樣做。例如，他們可能會開始調查以圖破案。每在可能情況下，你應：

- > 向他們提供盡量多有關於這宗罪案的資料，包括事情的經過及你所見到和聽到的；
- > 如果你擔心你本人或家人的安全或你的私隱，請告訴他們 – 如果你感到受威脅，你是可以獲得支援的（請看下文）；
- > 如果案件是因為與種族、性傾向、宗教或殘障的侵犯或仇恨有關而變得更嚴重，請告訴他們；及
- > 告訴警方你的任何具體需要，以幫助他們盡力提供最好的服務 – 例如，宗教需要或健康問題。

警方會告訴你聯絡資料，以便若你在給口供後需要再與他們聯絡，或若你認為他們未能滿足你根據罪案受害者實務守則 (Code of Practice for Victims of Crime) 所享有的權利時（請看下文），你可以與一位已熟識你的處境的人士傾談。這些聯絡資料會包括：

<b>警署名稱</b>	
<b>警署的主要電話號碼</b>	
<b>處理你案件的警員姓名</b>	
<b>處理你案件的警員職級及編號</b>	
<b>案件編號</b>	
<b>罪案檔（如有的話）電話號碼</b>	

Keep these details handy. You should contact the police again if, for example: you remember more details about the incident; you find that there was more loss or damage than you first thought resulting from the incident; or you were hurt during the crime and the injuries now seem more serious than they did at the time.

You should also tell the police if you change your address or telephone number so that they can let you know if someone has been arrested, bailed or cautioned in connection with the offence.

## What happens next?

The police will decide whether there is sufficient information to investigate the crime. This may involve taking statements and speaking to witnesses or doing forensic tests. Whatever happens, you will be told whether or not the crime is being investigated further or if the investigation is closed and the reason why. You will be told if a suspect is arrested, charged, bailed or the subject of an out-of-court resolution such as a caution or reprimand. If the offender is identified and is under 18 years of age, you may be contacted by the Youth Offending Team about participating in a restorative process.

## Going to court

If your case goes to court the following will happen:

- > you will be contacted by a Witness Care Unit. They will be your single point of contact throughout the criminal justice process, provide you with practical support and give you the information you need; and
- > if you are required to give evidence, you will be offered support from Victim Support's Witness Service, which is confidential and free.

## The Code of Practice for Victims of Crime

Victims of crime are entitled to minimum standards of service from the Criminal Justice System under the Code of Practice for Victims of Crime. These standards include:

- > the right to be referred to Victim Support (see below) or given information about the types of support available in your area;
- > the right to be kept informed of the progress of your case on a minimum of a monthly basis and to be told when there has been a major development in your case, such as an arrest or a charge;

請將這些資料放在方便的地方。若有以下情況發生，你應再與警方聯絡，例如：你回憶起有關這宗事件的更多資料；你發覺這宗事件令你蒙受的損失或損害比你初時認為的還要多；或你在罪案發生時受傷，而傷勢現在看來比當時所見的更為嚴重。

如果你更改地址或電話號碼，請亦通知警方，以便如有人因這宗罪案而被拘捕、保釋或警誡時，他們可以通知你。

## 接著會怎樣？

警方會決定是否有足夠的資料去調查這宗罪案。這可能會涉及向證人錄取口供及談話，或進行鑑證測驗。無論怎樣，他們都會告訴你是否正在進一步調查這宗罪案，或終止調查並說明原因。如果有疑犯被拘捕、控告、保釋或以庭外解決方法處理，例如警誡或譴責，他們都會告訴你。如果疑犯被辨認出來及未滿 18 歲，青少年犯罪組 (Youth Offending Team) 可能會就參與一項修復過程與你聯絡。

## 上法庭

如果你的案件交由法庭處理，會有以下事情發生：

- > 證人照料組 (Witness Care Unit) 會聯絡你。他們會是你在整個刑事司法過程中的單一聯絡點，為你提供實際協助及給你所需的資料；及
- > 如果你需要出庭作證，受害者支援會的證人服務組 (Witness Service) 會為你提供支援，而這是保密及免費的。

## 罪案受害者實務守則

根據罪案受害者實務守則，罪案受害者有權從刑事司法制度獲得達到最低標準的服務。這些標準包括以下各項權利：

- > 獲轉介至受害者支援會 (請看下文)，或給予有關可以在區內獲得的各類支援的資料；
- > 至少每月一次獲通知案件的進展，及若案件有重大進展時，例如有人被拘捕或控訴，獲得通知；
- > 若控罪被撤銷或控罪有重大更改時獲得通知；

- > the right to be told if a charge is withdrawn or there is a major change to the charge;
- > the right to be told the dates of court hearings and to be told if you will be needed as a witness; and
- > the right to be informed about the outcome of the case including, if the offender is found guilty, information about the sentence given and any appeals.

If you do not receive the level of service set out in the Code of Practice, you can make a complaint. For more information about the Code of Practice for Victims of Crime, and for information on how to make a complaint or provide feedback on the service you receive, ask the police for a copy of the leaflet 'Code of Practice: Guide for Victims', or have a look at the website [www.cjsonline.gov.uk](http://www.cjsonline.gov.uk)

## Compensation

### Criminal Injuries Compensation Scheme

If you have been injured in a violent crime, you can apply for a payment under the Criminal Injuries Compensation Scheme. For more information on the scheme, ask for the leaflet 'Victims of Crimes of Violence – A Guide to the Criminal Injuries Compensation Scheme'. You can get this from the police, from Victim Support, from your nearest Citizens Advice Bureau, or from the Criminal Injuries Compensation Authority (telephone: **0800 358 3601**; website: [www.cica.gov.uk](http://www.cica.gov.uk)).

### Motor Insurers' Bureau

If you suffer injury, loss, or damage to property as a result of a road traffic incident involving a motor vehicle, you will normally be eligible for a payment made by the vehicle owner's insurance company. If the vehicle is uninsured, you may be able to claim compensation from the Motor Insurers' Bureau. If the police have not traced the offender, only personal injury compensation may be available. To claim, or to find out more, contact the Motor Insurers' Bureau (telephone: **01908 830001**; website: [www.mib.org.uk](http://www.mib.org.uk)).

## Protection against crime and harassment

The police can offer free crime prevention advice. You may also find helpful information in the Home Office crime prevention guide 'Your Practical Guide to Crime Prevention'. Ask the police for a copy.

- > 獲通知法庭聆訊日期及你是否需要出庭作證；及
- > 獲通知案件的結果，包括若被告人被裁定罪名成立，有關所判刑罰及任何上訴的資料。

如果你未能獲得依實務守則所訂的服務水平，你可以作出投訴。欲知道有關罪案受害者實務守則的詳情，及如何作出投訴或對你所獲得的服務提出意見的資料，請向警方索取一份名為 'Code of Practice: Guide for Victims' (實務守則：受害者指引) 的小冊，或瀏覽網址 [www.cjsonline.gov.uk](http://www.cjsonline.gov.uk)

## 賠償

### 刑事受傷賠償計劃 (Criminal Injuries Compensation Scheme)

若你在一宗暴力罪案中受傷，你可以根據刑事受傷賠償計劃申請賠償。欲知道這項計劃的詳情，請索取小冊子 'Victims of Crimes of Violence – A Guide to the Criminal Injuries Compensation Scheme' (暴力罪案受害者 – 刑事受傷賠償計劃指引)。你可以向警方、受害者支援會、就近的市民諮詢局 (Citizens Advice Bureau)，或刑事受傷賠償局 (Criminal Injuries Compensation Authority) (電話：**0800 358 3601**；網址：[www.cica.gov.uk](http://www.cica.gov.uk)) 索取。

### 車輛保險商事務局 (Motor Insurers' Bureau)

若你由於一宗涉及車輛的道路交通意外而受傷、蒙受損失或財物受損，通常你會符合資格獲得該車輛的保險公司賠償款項。若該車輛沒有購買保險，你可以向車輛保險商事務局提出索償。若警方未能追查到達法者的下落，你只可以申請個人受傷賠償。要提出申請，或查詢詳情，請聯絡車輛保險商事務局 (電話：**01908 830001**；網址：[www.mib.org.uk](http://www.mib.org.uk))。

## 防止罪案及滋擾的保護

警方可以提供免費的防止罪案指導。你亦可以在內政部 (Home Office) 印製的防止罪案指引 'Your Practical Guide to Crime Prevention' (防止罪案實用指引) 找到有用的資料。請向警方索取此冊。

It is a criminal offence to make another person fear that violence will be used against them. It is also an offence to make someone afraid by, for example, 'stalking'. If you have suffered harassment or fear of violence and the offender has been caught and convicted, the criminal court can make a restraining order to stop them coming near you to threaten you or make you afraid. You can also ask a civil court for an injunction to stop someone's threatening behaviour.

## Support and advice

### Victim Support

Victim Support is the national charity that helps people affected by crime.

#### Victim Supportline

**0845 30 30 900**

For those with hearing difficulties: 18001 0845 30 30 90

Email: [supportline@victimsupport.org.uk](mailto:supportline@victimsupport.org.uk)

Website: [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

#### English National Domestic Violence Helpline

**0808 2000 247**

#### Wales Domestic Abuse Helpline

**0808 80 10 800**

#### Male Advice and Enquiry Line

If you are a man experiencing domestic violence or you want to call on behalf of a male friend or relative, you can contact the Male Advice and Enquiry Line on:

**0845 064 6800**

#### Rape Crisis

This website has a list of local rape crisis centres:

**[www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)**

使到他人恐懼會受到暴力對待是一種刑事罪行。令他人驚恐，例如‘盯梢纏擾他人’ (stalking)，亦是一種罪行。如果你受到滋擾或害怕會受到暴力對待，而違法者已被拘捕及定罪，刑事法庭可以發出約束令 (restraining order)，以制止他們接近你作出恐嚇或使你驚慌。你亦可以要求民事法庭發出禁制令，以阻止他人作出恐嚇性的行為。

## 支援及指導

### 受害者支援會 (Victim Support)

受害者支援會是一個全國性的慈善組織，幫助受到罪案影響的人士。

#### 受害者支援熱線 (Victim Supportline)

**0845 30 30 900**

給聽覺困難的人士：18001 0845 30 30 90

電子郵件：[supportline@victimsupport.org.uk](mailto:supportline@victimsupport.org.uk)

網址：[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

#### 英格蘭全國家庭暴力輔助熱線 (English National Domestic Violence Helpline)

**0808 2000 247**

#### 威爾斯家庭虐待輔助熱線 (Wales Domestic Abuse Helpline)

**0808 80 10 800**

#### 男性諮詢及查詢熱線 (Male Advice and Enquiry Line)

如果你是一名受到家庭暴力的男性，或想代一位男性朋友或親人致電，請聯絡男性諮詢及查詢熱線，電話：

**0845 064 6800**

#### 強姦危機 (Rape Crisis)

這網址有一份各地區強姦危機中心的名單：

**[www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)**

## Help from Victim Support

You may be affected by crime emotionally or physically and in many different or unpredictable ways. These feelings are common. Victim Support is the national independent charity for people affected by crime. It provides a free and confidential service. Trained staff and volunteers offer information, support and practical help.

Your local Victim Support service is:

You can contact the Victim Supportline on **0845 30 30 900**.

Or, if you prefer, you can write to the Victim Supportline at:  
**PO Box 11431, London SW9 6ZH**

Further information about the help available to you as a victim of crime can also be found at **[www.cjsonline.gov.uk](http://www.cjsonline.gov.uk)**

If you are not sure about anything in this leaflet, or how to get the help and support that is available to you, ask your local police for advice.

This leaflet is available in large print and Braille versions, as well as in a number of different languages. Ask the police if you would like an alternative version.

## 受害者支援會的協助

罪案可能令你在情緒上或身體上受到多方面不同或無法預測的影響。這些感受是很常見的。受害者支援會是一個全國性的獨立慈善組織，為受到罪案影響的人士服務。它提供一項免費和保密的服務。受培訓的職員及志願工作者提供資訊、支援及實際協助。

你當地的受害者支援會服務是：

你可以致電受害者支援會熱線， **0845 30 30 900**。

或者，你可以選擇致函受害者支援熱線，地址：  
**PO Box 11431, London SW9 6ZH**

網址 **[www.cjsonline.gov.uk](http://www.cjsonline.gov.uk)** 亦提供有關你作為罪案受害者可獲得的協助的更多資料。

如果你不瞭解這份小冊的任何內容，或怎樣可獲得協助及支援，請向你當地的警署尋求指導。

這份小冊亦有大字體及凸字版，以及多種語文的譯本。如果你想索取另一種格式，請向警方查詢。



Criminal Justice System: working together for the public