



safe4
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Reporting a Crime

Sub Charter



HAMPSHIRE & ISLE OF WIGHT
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Whether a victim or a witness to a crime, it is normal for people to feel worried or concerned about reporting it to the police.

It is important to have a clear and realistic picture of what happens when a crime is reported, this will give you a better understanding of the process and the support we can give you.

What is a crime?

A crime is an act which breaks a particular law, they can range from causing harm to someone through to loss or damage of property.

If you are not sure if something that has happened to you or that you saw happen someone else is a crime, you should ask a trusted adult or contact the police to find out.

When should I report a crime?

You can report a crime anytime using one of the ways listed below, whether it is happening now, recently or in the past.

You can report a crime whether you are the victim or you have witnessed it.

How do I report a crime?

You can report a crime to the police by phone, online or at a police station that has public access.

Call 999: Only call in an emergency, when you need immediate help due to:

- A crime happening to you
- You see a crime happening
- You or someone else has been hurt or are in immediate danger.

Call 101: When the crime is NOT an emergency and in the following situations:

- A crime has happened but does not need an immediate response.
- The crime happened a while ago.
- You would like some advice about a crime, a concern or an issue in your community.

Report Online:

The online assessment tool asks you a set of quick questions to decide the best way to support you:

[Report a crime | Hampshire and Isle of Wight Constabulary](#)

Police Station:

Not all police stations are open to the public and some are only open at specific times.

To find your local police station and opening times enter your postcode:

[Contact us | Hampshire and Isle of Wight Constabulary](#)

What will happen when I report a crime?

999 Report: Your call is logged and graded by how urgent it is and is sent to the control room to deploy an officer.

- An officer will attend to speak with you about what has happened.
- The officer may need to take a statement from you and any other witnesses, secure any evidence and arrest the suspect.
- Once the officer has completed the first steps, they pass your case to an investigator to deal with it.

101 Non-emergency report: Your call is logged, then how your report is dealt with depends on the information you have provided:

- A local officer will call you back to get more details and arrange to visit you to talk about how best to manage your case, and any advice you may need.
- A member of police staff from our contact centre will call you to find out more details and answer any questions you may have.
- After this, they may decide to either close the case, having provided you with support and advice or arrange for an officer to contact you to start an investigation.

The decision to investigate will depend on the type of crime you reported, the evidence collected, and your decision if you want the police to go ahead and investigate.

How will the police support me?

We will always give you the advice and support you need at all times, and if a decision is made to investigate your case further, it will be passed to a police officer or police staff investigator (PSI) to investigate, they become the 'Officer in Case' (OIC) and your point of contact during the investigation, as part of their role they are required to:

- Answer your questions and explain to you, your rights, possible outcomes, any issues you or they may have and details of support services.
- Keep you updated on the progress of the case.
- Provide you with a crime reference number
- Give you their contact details so you can have direct contact with them when needed.

What happens when a crime is investigated?

The process of an investigation includes:

- Taking a statement from you or carrying out a video recorded interview with you to understand what happened – if you are under 18yrs old an appropriate adult will have to be with you.
- Statements are taken from any other witnesses to help support your case; sometimes people choose not to provide statements, and we cannot make them.
- If you have been injured, photos may be taken and a medical report may be requested.
- If a suspect is identified or known, they may be arrested and interviewed.
- Once all the available evidence is gathered, it is reviewed and a decision is made about the outcome of the case, also known as a disposal; these range from the suspect being charged, sent to court or no further action being taken. The officer will explain how they came to the decision, what it means and any next steps.

Will I have to go to court?

The police will always try to avoid a young person having to go to court and will always look at other ways to resolve a case; but sometimes this cannot be avoided and will usually depend on:

- Age of suspect
- Evidence available
- Seriousness of the crime
- Suspect's criminal history

What will happen if I did have to go to court?

As a person under 18 you would be given extra support to help you give your evidence in the best possible way; the support is called 'special measures' and can include:

- Giving evidence through a video link
- A recorded video being played to the court
- Screens put around the witness box to prevent you having to see the person accused of the crime.

Can I choose to not go to court?

If you choose not to go to court, this can impact on the outcome because your evidence forms part of the case. The court may decide you have to be there and will provide a summons for you to attend, meaning you have to be there.

Why should I report a crime?

By reporting a crime you help keep communities safe. Crime reports help police learn more about which crimes are happening, how and why. This helps plan ways to tackle it and prevent it happening to others alongside:

- Increasing the chance of criminals being caught and face the consequences for what they have done.
- Help keep recorded government statistics up to date to show a true picture of crimes happening across the country.
- Help to change the way crime is tackled and dealt with by the police.

You are not alone

You don't have to talk to the police straight away; if you are not sure what to do, speak to someone you trust, they can help you report to the police. In some cases this person can report the crime instead, this is called 'third party reporting'

You will be taken seriously; it is the police's duty to investigate any crime reported to them, treating everybody fairly and every case equally; especially when a report is made by someone under 18. We have a duty to make sure you are safe.

If you are concerned that the person you've reported may react to you, the police have powers that can be used to help protect you.



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