

## OUR PROMISE TO YOU

We promise that all information that you provide to us - verbally or in writing - will be kept confidential within the Victim Care and Advice Service and will never be communicated externally unless you expressly instruct us to do so or unless we are required to under law.

We will also take the time to establish the best way to communicate with you; for example which email address, phone number or other address you want us to use and any other steps that you need us to take in order to protect your privacy.



## GETTING SUPPORT

### Where to contact?

If you have been the victim of crime,  
call us now on:

Telephone: 0800 138 2020

Email: [victimcare@durham-pcc.gov.uk](mailto:victimcare@durham-pcc.gov.uk)

### Further information

Further information can be found on our  
website or call the above number.

[www.victimcareandadvice.service.uk](http://www.victimcareandadvice.service.uk)



L51-23(D)

# HAVE YOU BEEN THE VICTIM OF A HATE CRIME?



## IF YOU HAVE BEEN THE VICTIM OF A HATE CRIME?

Victims of hate crime are often targeted because of who they are or who the perpetrator thinks they are. Hate crime is any criminal offence which is perceived by the victim, or any other person, to be motivated by a hostility or prejudice based on a person's actual or perceived race, religion, sexual orientation, disability or gender identity.

The targeting can take the form of verbal abuse, assault, criminal damage and other behaviour designed to alarm or distress. Hate crime can lead to the following:-

- Physical impact
- Feeling isolated or alone
- Feeling vulnerable or angry
- Helplessness
- Fear of reporting the crime
- Avoiding certain locations
- Frustration that you are not being taken seriously

or simply not being able to cope with your normal daily routine.

## WHO ARE THE VICTIM CARE AND ADVICE SERVICE

The Victim Care and Advice Service are a free and confidential service who will provide you with professional, personalised support to help you cope and recover from the effects of the crime.

## WHAT WILL THE VICTIM CARE AND ADVICE SERVICE DO FOR YOU?

A Victim Care Officer will contact you and discuss your concerns or any questions that you might have.

We will then work together to address those concerns, answer those questions and help you and your family recover from your experience.

## WHAT KIND OF SUPPORT CAN BE PROVIDED

There are many ways in which the Victim Care and Advice Service can help you, and if required your family.

**Emotional support** - the opportunity to talk to someone independent about what has happened and how it has affected you.

**Practical support** - such as providing Crime Prevention advice in order to make you or your home safer.

**Restorative Justice** - where possible help you get the answers and explanation you deserve.

**Finance** - help you make a claim from your insurance company or apply for Criminal Injuries Compensation (following a serious assault).

**Onward referral** - help you get access to the best possible support from other specialist services.

**Attending court** - if you are required to attend court then we can help you with that.