

## PROBATION'S AIMS ARE

- Protect the Public
- Reduce Re-offending
- Proper punishment of offenders
- Rehabilitation of offenders
- Increasing offenders' awareness for victims

## DIVERSITY

The Probation Trust is committed to valuing and respecting differences between individuals. If you have concerns or questions about race, religion, culture, gender, sexual orientation, child care or other issues which might affect your ability to take part in the Victim Contact Scheme, please discuss this as soon as possible with your Victim Liaison Officer.

## INFORMATION ABOUT YOU

Our staff keep information about you in records and on computer. We keep all records safe and secure. If you wish to know more about this please ask to see our leaflet 'Your right to see your records'.

## IF YOU ARE UNHAPPY

If you are unhappy about our service, in any way, talk to your Victim Liaison Officer. Our staff will listen and do what they can to help. If you are not satisfied, ask to talk to the Team Manager.

If you wish to take it further, ask for our leaflet 'How to Make a Complaint'.

## OPTIONS AVAILABLE

Please ask us if you'd like a translated or large print version of this leaflet.

Proszę nas powiadomić jeśli wymagasz aby ta ulotka była wydrukowana dużymi literami, przetłumaczona lub potrzebujesz aby obecny był tłumacz.

“તમને આ માહિતી મોટા અક્ષરમાં કે બીજી ભાષામાં જોઈએ અથવા તમને ઇન્ટરપ્રિટરની જરૂર હોય તો અમને જણાવો.”

یہ لکھ شدہ ممبرت ای فورج سٹوم سچ باتک ہی وک ہا رگا  
یہ سہاچ یگدوجوم یک نامچرت مارمہ سہا ہا رگا ای وہ راکرد  
”سیرک سس اوخرد سے مہ چرک ہارزا وت“

## CONTACTS

Chief Executive and Area Headquarters,  
99-101 Garstang Road, Preston PR1 1LD  
**Telephone** 01772 201209 **Fax** 01772 884399  
**Email** communications@lancashire.probation.gsi.gov.uk

## PROBATION OFFICES

- Accrington - 01254 232516
- Blackburn - 01254 265221
- Blackburn Programmes - 01254 261764
- Blackpool Talbot Rd - 01253 394031
- Blackpool Programmes - 01253 685050
- Burnley - 01282 425854
- Chorley - 01257 260493
- Fleetwood - 01253 879500
- Lancaster - 01524 63537
- Morecambe - 01524 416171
- Nelson - 01282 615155
- Preston - 01772 552700
- Skelmersdale - 01695 720248

# VICTIM CONTACT SCHEME

Information for you



Visit our website at  
[www.lancashireprobation.co.uk](http://www.lancashireprobation.co.uk)

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## ABOUT THE NATIONAL PROBATION TRUST VICTIM CONTACT SCHEME

The National Probation Trust (NPT), police or Witness Care Unit have given you this leaflet to tell you about the probation Victim Contact Scheme. The probation Victim Contact Scheme has a legal duty to contact you because you are, or someone close to you has been, a victim of a sexual or violent offence and the offender has been imprisoned for 12 months or more, or detained in hospital with restrictions on his or her discharge.

## WHAT WILL HAPPEN NEXT?

The police will pass your details to the Victim Contact Scheme unless you have said that you do not want them to. A victim liaison officer will contact you by telephone or letter to offer you an appointment at your home, or some other convenient place. The officer will check whether you have any particular needs that you would like to be taken into account. For example, you may wish to use an interpreter. If you meet the officer you may also be accompanied by a friend or a volunteer from Victim Support.

You should hear from your officer within eight weeks of the offender being sentenced at court. If you want to make contact before then you could telephone your local probation office (their number will be in your local telephone directory) and ask them to put you in touch with their Victim Contact Unit.



Probation Trust

Your involvement with this service is entirely voluntary, and you may change your mind about having contact with a victim liaison officer at any point during the offender's sentence.

## WHAT SHOULD I EXPECT IF I MEET THE VICTIM LIAISON OFFICER?

The officer will:

- Check if you have immediate concerns about the offender's behaviour towards you
- Explain what happens to the information you give to the Victim Contact Scheme
- Provide information about the criminal justice process and the way prisons and secure hospitals operate
- Explain what the offender's sentence means and how decisions are made about how long the offender stays in prison or hospital
- Ask if you would like to be kept informed of key developments during the offender's sentence (for example, when a prisoner is moved to a different category prison or hospital)
- Provide information about other services you may find useful in your local area

## WHAT IF I DECIDE TO STAY IN TOUCH WITH A VICTIM LIAISON OFFICER THROUGHOUT THE OFFENDER'S SENTENCE?

If you want to keep in contact with an officer, he or she can:

- Explain how you may put forward your views about the conditions you think should be placed on the offender when eventually released from prison or hospital. This may include a condition not to contact you or your family
- Tell you when the offender is being released and any conditions that relate to you
- Keep in touch with you while the offender is supervised in the community and inform you when the offender's supervision is coming to an end

## OTHER USEFUL NUMBERS

Prison Service Victim Helpline

**0845 7585 112**

You can ring this helpline if you are worried about unwanted contact from a prisoner.

Helpline staff will pass on details of your call to the prison governor, who will then investigate and decide what action to take. This may involve monitoring a prisoner's correspondence and phone calls. Helpline staff cannot give you information about individual prisoners but they will tell you how your concerns have been dealt with.

Victim Support is the national charity for people affected by crime. It is an independent organisation and offers a free and confidential service to all sections of the community. Volunteers can offer emotional or practical help.

