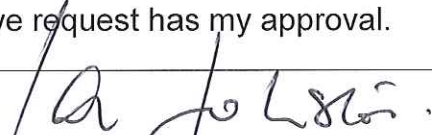


Police and Crime Commissioner for Gwent Decision	
PCCG-2013-107	Police and Crime Commissioner for Gwent Decision Session
Subject	Publication of a Victim's Charter
Summary	To record the decision of the Police and Crime Commissioner regarding the publication of a Victim's Charter for Gwent.

DECISION

1. Under the Police Reform and Social Responsibility Act 2011, Police and Crime Commissioners have a statutory duty to obtain the views of victims of crime about the policing services they receive, and to work in partnership to deliver effective criminal justice and other related services to the public.
2. Having consulted with victims in Gwent in respect of this, I have decided to publish a Victim's Charter for Gwent to help further my commitment to put victims at the heart of the services we deliver.
3. The Charter sets out 10 minimum standards aimed to improve the support given to victims in Gwent as they move through the Criminal Justice System.
4. In undertaking my duties, I will work to ensure that these minimum standards are provided by the organisations involved.

Ian Johnston QPM, Police and Crime Commissioner for Gwent	
I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with my code of conduct. Any such interests are recorded below.	
The above request has my approval.	
Signed 	Date 5 th September 2013

Contact Officer	
Name	Caroline Hawkins
Position	Police Officer (Victims)

Telephone	01633 647175
Email	Caroline.Hawkins@gwent.pnn.police.uk
Background papers	Victim's Charter

Victim's Charter

As the Police and Crime Commissioner, my priorities aim to reduce the number of victims in Gwent. However, if you do become a victim, I will work to ensure that the minimum standards set out in this Charter are provided when supporting you.

1. You should expect to be treated fairly throughout the Criminal Justice process by all the organisations involved
2. I will ensure that you get a response from police in an appropriate amount of time, taking into account what the offence is and how it is affecting you
3. I will ensure that, when you contact Gwent Police, you are asked relevant questions to allow us to provide the right level of service and support to you depending on your individual circumstances
4. I will ensure that officers agree with you how and when you would like to be kept updated
5. You will be provided with the contact details for victims' services so that, where you choose to, you can access support at any time
6. I will ensure that partners work closely with your police neighbourhood team so that they are aware of your incident
7. Where appropriate, the information about your case will be shared with partner organisations to help officers identify additional material to support your case
8. For matters that go to court, officers will work with witness services, Victim Support and the Crown Prosecution Service to make sure that you are kept informed and given proper support
9. If the police need some of your property as evidence, they should make sure that it is looked after and, where possible, return it to you as soon as it is no longer needed
10. I will work with Criminal Justice partners and monitor how well they respond to the needs of victims of crime and anti social behaviour, and how satisfied victims are with the way they have been treated

Ian Johnston QPM

Police and Crime Commissioner for Gwent

Siarter y Dioddefwyr

A minnau'n Gomisiynydd yr Heddlu a Throsedd, bwriad fy mlaenoriaethau yw lleihau nifer y dioddefwyr yng Ngwent. Fodd bynnag, os byddwch yn dioddef trosedd, byddaf yn gweithio i sicrhau y darperir y safonau isaf a osodwyd yn y Siarter hon wrth eich cefnogi.

1. Dylech ddisgwyl cael eich trin yn deg trwy'r broses Cyfiawnder Troseddol gan bob sefydliad sy'n rhan o'r broses
2. Byddaf yn sicrhau y cewch ymateb gan yr heddlu o fewn cyfnod addas, gan ystyried y drosedd a sut y mae'n effeithio arnoch
3. Byddaf yn sicrhau y gofynnir y cwestiynau perthnasol i chi pan gysylltwch â Heddlu Gwent i ddarparu'r lefel gywir o wasanaeth a chymorth i chi yn ddibynnol ar eich amgylchiadau unigol
4. Byddaf yn sicrhau bod y swyddogion yn cytuno â chi sut a phryd yr hoffech dderbyn yr wybodaeth ddiweddaraf
5. Rhoddir manylion cyswllt gwasanaethau i ddioddefwyr i chi er mwyn i chi, yn ôl eich dymuniad, gael mynediad i gymorth ar unrhyw adeg
6. Byddaf yn sicrhau bod partneriaid yn cydweithio'n agos â thîm heddlu eich ardal er mwyn iddynt fod yn ymwybodol o'ch digwyddiad
7. Lle bo'n briodol, rhennir yr wybodaeth am eich achos â sefydliadau partner i helpu swyddogion nodi deunydd ychwanegol i gefnogi eich achos
8. O ran materion sy'n mynd i'r llys, bydd swyddogion yn gweithio gyda gwasanaethau tystion, Cymorth i Ddioddefwyr a Gwasanaeth Erllyn y Goron i sicrhau y rhoddir y manylion diweddaraf a'r cymorth addas i chi
9. Os oes angen ychydig o'ch eiddo yn dystiolaeth ar yr heddlu, dylent sicrhau y gofalir amdanynt a, lle bo'n briodol, dylent sicrhau y cânt eu dychwelyd i chi cyn gynted â phosibl ar ôl eu defnyddio
10. Byddaf yn gweithio gyda phartneriaid Cyfiawnder Troseddol a monitro pa mor dda maent yn ymateb i anghenion dioddefwyr trosedd ac ymddygiad gwrthgymdeithasol, a pha mor fodlon yw dioddefwyr â'r ffordd y cawsant eu trin

Ian Johnston QPM

Comisiynydd yr Heddlu a Throsedd Gwent