

D O N N A J O N E S

# POLICE & CRIME COMMISSIONER

H A M P S H I R E & I S L E O F W I G H T

**CONTACT DONNA JONES - POLICE AND CRIME COMMISSIONER**

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## Advice and support for those impacted by crime

The Office of the Police and Crime Commissioner recognises that being the victim of crime or involved in the criminal justice process can leave some people feeling isolated, worried or confused. This information is intended to help with some of the issues that may arise.

The Police and Crime Commissioner is an elected office. The Commissioner is responsible for hiring and dismissing the Chief Constable, the police budget and the information you get about what your local police are doing. The Police and Crime Commissioner also sets the police objectives through the Police and Crime Plan. Full details can be found here:

 [www.apccs.police.uk/role-of-the-pcc](http://www.apccs.police.uk/role-of-the-pcc)

In the United Kingdom police forces have operational independence from government and politicians which includes Commissioners. This means that the Commissioner cannot instruct the police to specifically investigate a crime or influence the outcome of an investigation.

## Complaints against the Police

The OPCC has a statutory role in reviewing the outcome of some complaints investigated by Hampshire and Isle of Wight Constabulary. This is intended to protect your rights but means it must, in law, follow the correct statutory guidance as regards who investigates a complaint against a police officer or member of staff. The links below will provide you with the information required to make a complaint or apply for a review.

 [www.hampshire.police.uk/advice/advice-and-information/c/complaints](http://www.hampshire.police.uk/advice/advice-and-information/c/complaints)

 [www.policeconduct.gov.uk](http://www.policeconduct.gov.uk)

 [www.hampshire-pcc.gov.uk/contact-us/complaints-and-reviews](http://www.hampshire-pcc.gov.uk/contact-us/complaints-and-reviews)

## What should I do if I am feeling sad or depressed?

In terms of your own personal health and well-being you should see your local doctor (GP) or talk to a friend or family member. Talking to someone can help you see beyond any feelings of loneliness or despair you may be experiencing. Someone from the following organisation may help Samaritans **116 123** or Saneline **0300 304 7000**

## Independent advice

It is often helpful to speak to someone independent of the issue causing you concern. The Citizens Advice Bureau is one such organisation, details of which can be found here:

 [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

## Your personal safety and welfare

### Is your current situation an emergency?

Does it feel like the situation could get heated or violent very soon? Is someone in immediate danger? Do you need support right away? If so, please call **999** now.

In all other matters there is a wide range of support services available to you and specific to certain situations. These are outlined in more detail on this leaflet.

## Domestic abuse

If you are worried about your behaviour or anger towards a partner or ex-partner or other family member you can contact:

The Respect Helpline **0808 802 4040** or

For female victims of Domestic Abuse **0808 200 0247**

For male victims of Domestic Abuse **0808 801 0327**

For LGBTQ+ victims of Domestic Abuse **0300 999 5428**

## Complaints about the OPCC

Complaints about the conduct of an officer of the Police and Crime Commissioner should be directed to:


 [opcc@hampshire.police.uk](mailto:opcc@hampshire.police.uk)

Complaints against the conduct of the Police and Crime Commissioner are handled by the Hampshire Police and Crime Panel. For information about their complaints process:

 [www.hants.gov.uk/aboutthecouncil/governmentinhampshire/police-crime-panel/complaints/complain-police-crime-commissioner](http://www.hants.gov.uk/aboutthecouncil/governmentinhampshire/police-crime-panel/complaints/complain-police-crime-commissioner)

### Civil Legal Advice


You might be able to get free and confidential advice from Civil Legal Advice (CLA) as part of legal aid if you're in England or Wales.

 **0345 345 4345**

 [www.gov.uk/civil-legal-advice](http://www.gov.uk/civil-legal-advice)

### Citizens Advice Bureau

We can all face problems that seem complicated. You don't have to face these problems without good, independent advice.

 **0800 144 8848**

 [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### Victim Support


Free confidential advice supporting victims of crime and traumatic incidents.

 **0808 168 9111**

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

### MIND

Information, advice, guidance and support for anyone experiencing a mental health problem.

 **0300 123 3393**

 [mind.org.uk](http://mind.org.uk)  [info@mind.org](mailto:info@mind.org)

### Samaritans


Samaritans are available 24/7 for anyone struggling to cope, who needs someone to listen without judgement or pressure.

 **116 123**

 [www.samaritans.org](http://www.samaritans.org)

### Bipolar UK

Enables people affected by bipolar disorder to take control of their lives.


 **0333 323 3880**

 [www.bipolaruk.org](http://www.bipolaruk.org)

### Hampshire Highways


Responsible for clearing and maintaining roads and street furniture.

 [www.hants.gov.uk/transport/roadmaintenance](http://www.hants.gov.uk/transport/roadmaintenance)

 **0300 555 1388**

### Cruse Bereavement Care


Cruse exists to promote the wellbeing of bereaved people and to enable the bereaved to understand their grief and loss.

 **0808 808 1677**

 [www.cruse.org](http://www.cruse.org)

### Stop Domestic Abuse

Support to all affected by domestic abuse.

 **0330 053 3630**

 [advice@stopdomesticabuse.uk](mailto:advice@stopdomesticabuse.uk)

### Shelter

Free housing helpline.

 **0808 808 4444**

 [www.shelter.org.uk](http://www.shelter.org.uk)

### SSAFA Forces line


Free and confidential helpline support for serving and ex-service men and women and their families.

 **0800 731 4880**

 [secetary@hampshiressafa.org](mailto:secetary@hampshiressafa.org)

### Alcoholics Anonymous

24 hour confidential help for anyone with alcohol issues.

 **0800 917 650**

 [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

### ASB help


Provide advice and support to victims of anti-social behaviour.

 [www.asbhelp.org.uk](http://www.asbhelp.org.uk)

### Drug and Alcohol Services

 **0300 124 0103**

 [www.inclusion.org](http://www.inclusion.org)

 **Catch 22 (under 18s)  
0845 459 9405**

 [www.catch.22.org.uk/near](http://www.catch.22.org.uk/near)

### Relate

Counselling, sex therapy and relationship education, supporting couples throughout life.

 **0300 100 1234**

 [www.relate.org.uk](http://www.relate.org.uk)

### Military Combat Stress

Treatment and support for veterans experiencing mental health issues.

 **0800 138 1619**

 [www.combatstress.org.uk](http://www.combatstress.org.uk)