CHESHIRE CARES

Cheshire CARES is the new service that I have commissioned to support victims across Cheshire.

As of 1st December 2015, Cheshire CARES (Cope and Recovery Enhanced Service) is the dedicated service providing support to all victims of crime in Cheshire and will be based on the individuals’ needs. It builds upon the service previously provided by Victim Support which ended on 30th November.

The service meets the requirements of a new European Directive which came into force on 16th November 2015 to provide services to all victims of crime regardless of crime type, and irrespective of whether they have reported that crime to the police. As per the Victims Code of Practice (VCOP), this consists of either a “standard” or “enhanced” service.

- A “standard” service - this would consist of a written acknowledgement to the victim that they have reported a crime, or that they have referred themselves via a third party without reporting a crime – with a directory of services that they could refer themselves to.
- An “enhanced” service - this would be offered to those who are victims of crime or who are persistently targeted or how are vulnerable or intimidated. Victims would be entitled to emotional or practical support including signposting; support and referral to existing services that can help victims cope and recover and more detailed or longer term emotional and practical support.

What are the benefits to victims?

All victims of crime, bereaved relatives, spokespersons or parents of victims under 18 will have access to the service (standard or enhanced). Businesses, where there is a named point of contact will also be entitled to access services and provisions under the Victims’ Code.

The service will offer an earlier assessment of need, assessed at the point of report rather than many hours or days later under the current model. The needs assessment is used to determine the support offered to victims and draws on the far greater range of information available to the Constabulary compared to the existing provider. In addition, there will be a smoother and faster referral pathway through closer ties to local providers, voluntary and community sector that will support victims to help them cope and recover.

How do I contact Cheshire CARES?

You can contact Cheshire CARES by emailing cheshire.cares@cheshire.pnn.police.uk via the telephone number 01606 366336, or via 101.

Where is the Cheshire CARES team based?

The team is based on the ground floor at Cheshire Police HQ in Winsford.

What are the hours of operation for Cheshire CARES?

The service is available seven days a week excluding bank holidays. Cheshire CARES is open 8am to 8pm Monday to Friday and 9am to 4pm on Saturday and Sunday.