



Criminal Justice Board

Delivering London's criminal justice service

**London Criminal Justice Board**  
supporting Lesbian, Gay, Bisexual  
and Trans Victims of Crime



**In recent years progress has been made to support victims at every stage of the criminal justice process from initial crime report to appearance in court. This leaflet aims to provide you with information on what support you should receive from the criminal justice agencies in London.**

In the past Lesbian, Gay, Bisexual and Trans (LGBT) people may have had a negative experience when accessing the criminal justice service. However changes are being made and things are improving.

The aim of this leaflet is to briefly explain:

- the role of the London Criminal Justice Board
- how to report a homophobic or transphobic crime
- what happens after you report a homophobic or transphobic crime
- what victim support services are available
- how to make a complaint

### **What is the London Criminal Justice Board?**

The London Criminal Justice Board (CJB) recognises that LGBT people in London have not always received the standard of service that they are entitled to and is committed to improving this service.

The London CJB works to ensure that London's police, prosecution service, magistrates' courts, Crown Court, probation service, youth offending teams and prison service, with victim support, work together to co-ordinate activity and share responsibility for delivering a fair and efficient criminal justice service (CJS) for London. For further information visit [www.lcjb.cjsonline.gov.uk/London](http://www.lcjb.cjsonline.gov.uk/London)

Criminal justice agencies treat all incidents that are perceived to be homophobic or transphobic, including same sex domestic violence, by the victim or any other person very seriously. Criminal justice agencies are required by law to provide minimum standards of service to victims of crime.

### **How to report a homophobic or transphobic crime**

The [City of London Police](#) and the [Metropolitan Police Service](#) (MPS) take homophobic and transphobic hate crime incidents very seriously. All London boroughs have Community Safety Units based at police stations and most have trained LGBT Police Liaison Officers who are available to assist in any investigation. For further information telephone 020 7601 2222 for the City and for the MPS visit: [www.met.police.uk/dcf/strands/lgbt.htm](http://www.met.police.uk/dcf/strands/lgbt.htm)

[Crimestoppers](#) is an independent UK-wide charity working to stop crime. Crimestoppers works for you, your family and your community. Just tell them what you know, not who you are. For further

information visit [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org) or telephone 0800 555111.

If you do not wish to report the crime to the police but are still interested in having the incident logged, need emotional support, or you feel you have not been treated appropriately by the police, contact **GALOP**. GALOP is an independent LGBT anti-violence and police monitoring charity and can be contacted at [www.galop.org.uk](http://www.galop.org.uk) or telephone 020 7704 6767.

Alternatively, you may wish to contact the **LGBT Advisory Group** (LGBTAG) to the MPS. The LGBTAG is an independent body of LGBT citizens who act as a watchdog on policing issues in London. For further information visit [www.lgbtag.org.uk](http://www.lgbtag.org.uk)

'**True Vision**', aims at improving the service the police provide to minority communities. A single self-reporting and information pack together with an on-line facility allows you to report hate crime directly to the police. For further information visit [www.report-it.org.uk](http://www.report-it.org.uk)

**Silence Is Not Golden** is a website that includes a wide range of useful contacts and information on reporting hate crime, where to get support and tips for staying safe. It also includes a forum where people can share experiences and gain mutual support. For further information visit [www.silenceisnotgolden.org](http://www.silenceisnotgolden.org) or telephone 01904 727805.

### **What happens next after you report a crime?**

#### **Crown Prosecution Service (CPS)**

The CPS is fully committed to taking all practicable steps to helping victims of crime and employs dedicated homophobic crime co-ordinators. CPS has issued guidance on Prosecuting Cases of Homophobic Crime which is available on the website. Once a crime has been investigated and the perpetrator apprehended the CPS are responsible for bringing that individual or group to account and also advise the police on matters relating to criminal cases. In each case the prosecutor will consider whether there is sufficient evidence and, if so, whether it is in the public interest to bring a prosecution. For further information visit [www.cps.gov.uk](http://www.cps.gov.uk) or telephone 020 7796 8000.

#### **Her Majesty's Court Service (HMCS)**

When a crime goes to court, the first hearing always takes place in a magistrates' court. Depending upon the severity of the crime, and the defendant's 'plea', the magistrates will then either deal with the matter, or send it to a Crown Court for hearing. HMCS are responsible for administering both types of court, and employ the security officers, ushers, court clerks and other court staff and are also responsible for supplying jurors for the Crown Court hearings. Although they are part

of the CJS, they are independent of the police, the CPS and the Probation Service.

HMCS has comprehensive victims and witness support programmes, which are embedded in all criminal courts and has a zero tolerance attitude towards discrimination. For further information visit [www.hmcourts-service.gov.uk](http://www.hmcourts-service.gov.uk) or telephone 0845 6013600.

## **London Probation**

London Probation works to protect the public by the effective supervision of offenders in the community and the provision of reports to courts to assist in reaching decisions in sentencing offenders. London Probation also works with convicted people in prison whilst they are serving their sentences and works to prepare them for release in the community.

London Probation values all its staff and service users equally, regardless of their sexual orientation or gender assignment. London Probation recognises that LGBT people do not come from one homogeneous group and that communities cut across all sections of society.

London Probation aims to create an environment in which staff, offenders, victims, stakeholders and members of communities feel equally welcome and valued and in which homophobic behavior is not tolerated. For further information on visit [www.london-probation.org.uk](http://www.london-probation.org.uk) or telephone 020 7222 5656.

## **What victim support services are available?**

Victim Support is an independent charity offering a wide range of services to people affected by crime. The organisation provides free and confidential information and advocacy support for victims of any crime, whether or not it has been reported and regardless of when it happened. It is completely independent of the police service or the government.

Trained caseworkers on LGBT issues will support an individual throughout the process. Support is provided at courts through Witness Service schemes. Victim Support takes pride in being a diverse organisation, enriched by the participation of all individuals and communities.

You do not need to report a crime to the police to access this service. Victim Support also offer a non-police and third party reporting scheme for those that are not comfortable dealing with the police. For further information visit [www.victimsupport.org](http://www.victimsupport.org) or telephone 0845 30 30 900. All calls are confidential and charged at local rates.

**Schools-Out** is a voluntary organisation that supports staff in schools dealing with homophobia and campaigns for safer schools for all. For further information visit [www.schools-out.org.uk](http://www.schools-out.org.uk)

**Broken Rainbow** is an organisation that supports LGBT victims/survivors of domestic violence. They run a confidential listening, information and signposting helpline. For further information visit [www.broken-rainbow.org.uk](http://www.broken-rainbow.org.uk) or telephone 08452 60 44 60.

**London Lesbian and Gay Switchboard** aims to provide a 24 hour information, support and referral service for lesbians and gay men from all backgrounds throughout the UK. For further information visit [www.llgs.org.uk](http://www.llgs.org.uk) or telephone 020 7837 7324.

**Freestyle London** is an LGBT youth inclusion project. They aim to make a difference in London by supporting young LGBT people to get a better deal from services in the Capital.

**The London LGBT Youth Council** aims to make sure that young LGBT people have a direct say in decisions about the services that affect their lives. It's open to any LGBT young person aged 13 to 25 who lives, works or studies in the Capital.

For further information on either projects visit [www.lgbtconsortium.org.uk](http://www.lgbtconsortium.org.uk) or telephone 0207 064 8383.



The Code of Practice for Victims of Crime ensures all victims are kept up to date on the progress of their case – when someone is arrested, charged, bailed and or sentenced. It also provides an enhanced service for vulnerable and intimidated victims. For further information on the code of practice visit [www.cjsonline.gov.uk](http://www.cjsonline.gov.uk)

**How to make a complaint about the service you have received**

A complaint can be made against any agency you engaged with during the criminal justice process. Victim Support can assist you in making a complaint about the service you have received.

