



Victim Support

LaToya Ridge - Deputy Head of Service - London Victims and Witnesses

victimsupport.org.uk



About VS



Victim Support is an independent charity. Providing support regardless of a report being made to the police.

We are dedicated to supporting people affected by crime and traumatic incidents in England and Wales, and we put them at the heart of our organisation.

Our support and campaigns are informed and shaped by them and their experiences.

We provide specialist services to help people cope and move forward, empowering them to ensure their voices are heard individually and collectively at a local and national level.

We are LOCAL

We are NATIONAL

We are independent of the police and local authorities but work with them to ensure a better responses to all victims of crime.

We are INDEPENDENT

What We Do: Nationally

Our core funding provides a multi-crime services and a range of crime-specific projects via local funding.

Our services work closely with partner organisations to reach all communities and ensure those affected get the most appropriate support



Barnet's Community Safety Strategy



Priority 1: Tackling and reducing anti-social behaviour

Although we are not commissioned within Barnet to deliver an anti-social behaviour project, residents are able to access our [SilverCloud](#) online self-help app, with modules for victims experiencing Stress, Depression and Anxiety, issues with Sleep, and Resilience.

Priority 2: Early intervention and prevention of domestic abuse and violence against women and girls

The LVWS delivers specialist IDVA support co-located in Barnet Hospital and Northwick Park Hospital for victims and survivors of domestic abuse (16+), which includes the delivery of Pre-trial, Outreach support, and support at court. The iMatter Programme is also available

Priority 3: Reducing offending including violence, vulnerability and exploitation, with a focus on acquisitive crime

The LVWS continue to support victims of violent crimes, exploitation, and acquisitive crimes. In addition VS ran a series of webinars with organisations such as Which? Money Advice Helpline, the Financial Ombudsman Service and the City of London Police. We gave evidence at three different Select Committees on fraud, police transparency and accountability and the once-in-a-generation Victims Bill.

Priority 4: Safeguard and support those vulnerable to radicalisation

During National Adult Safeguarding Week, we ran a forum to share good practice, webinars, blogs, and open question sessions. All staff undertook PREVENT training, and we have also delivered safeguarding webinars focusing on subjects such as Modern Slavery and Exploitation.

Priority 5: Access to justice for those affected by hate crime

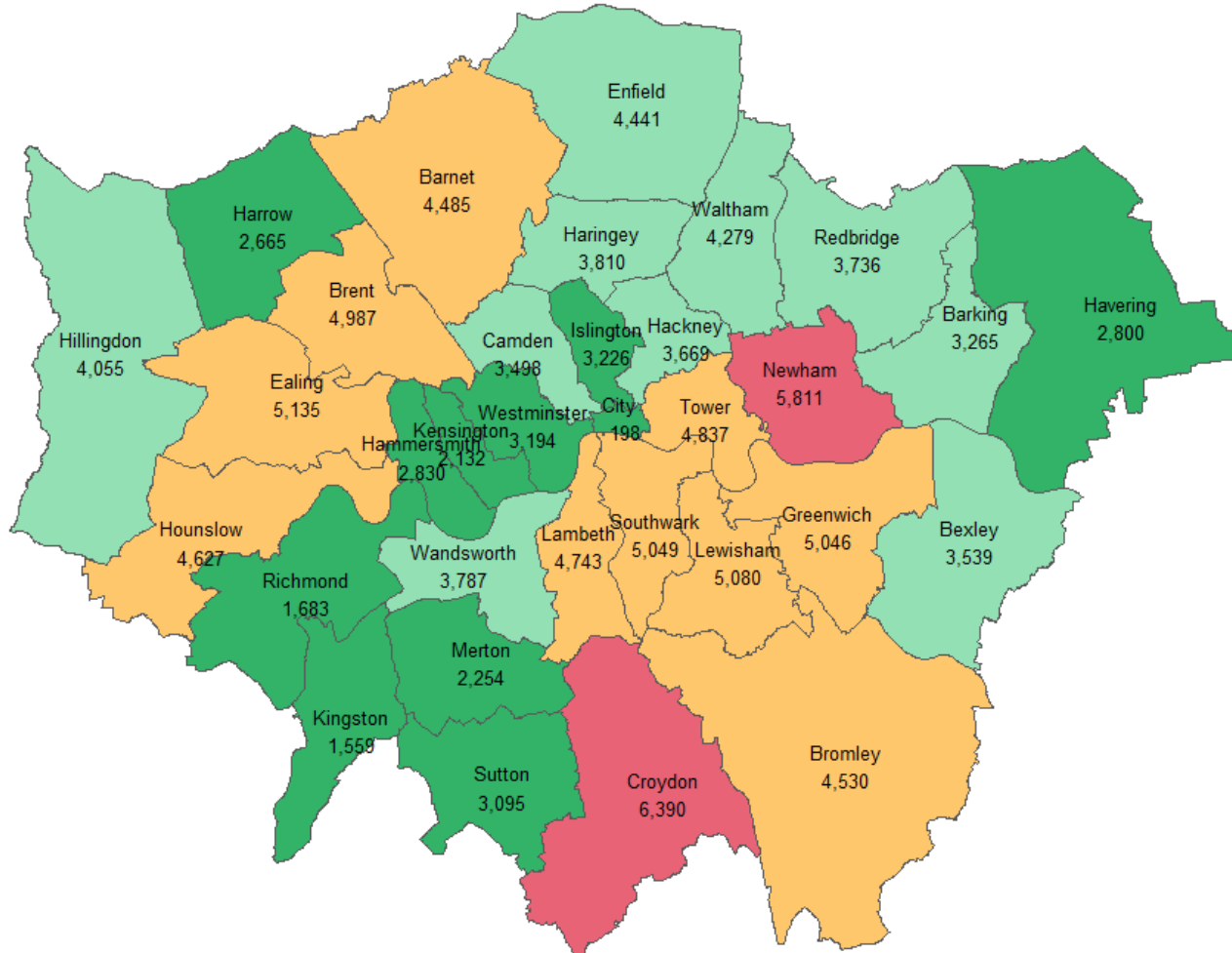
We have supported research by academics at Royal Holloway, University of London exploring the relationship between hate crime and domestic abuse, and have undertaken research about service needs of victims. We have published "[It's who I am](#)" - a report looking at the impact of hate crime and hate incidents, barriers to reporting, engagement with the support service and improving understanding of support needs.

London Victim Witness Service (LVWS)

- Support to adult victims of crime (18+)(*SV)
 - Specialist support for victims and survivors of domestic abuse (16+)
 - Access to Restorative Justice
 - Delivery of Pre-trial and Outreach support for prosecution and defence witnesses
 - Support for victims and witnesses of major crime incidents
- Right support from the outset
 - Integrated RJ Model
 - Improved accessibility and collaborative partnerships
 - Digital platform increasing reach and support options
 - Increasing self-referrals from under represented communities

LVWS

April - December 2023 referrals



Referrals Group: ■ Highest (>= 5473) ■ High (>= 4485) ■ Low (>= 3245.5) ■ Lowest (< 3245.5)

Numbers represent number of Referrals YTD Financial Year 23/24

Barnet referrals April-December 2023

Crime Category Group	Referrals
Acquisitive	1,284
Fraud & Forgery	968
DV	913
Violent Crime	666
Other Crime	224
Hate Crime	208
Arson/Criminal Damage	162
Sexual Offences	55
Non-Crime	3

Referrals

We will always aim to make contact with a victim-survivor or witness:

- Within 48hrs of referral
- In a way that works for them
- When it is safe

- ADT referrals (Police)
- Self Referrals
- 24/7 Support Line 0808 16 89 111
- 24/7 Live Chat victimsupport.org.uk
- Other Agency Referrals
- Direct Police Referrals

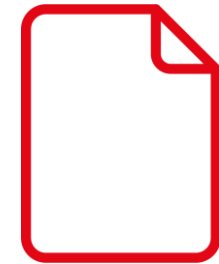


How we communicate with Victim-Survivors and Witnesses

Providing support in a way that works for victims:

- Victim led approach
- Trauma informed
- Flexible

Offering a range of options to access one-off or longer term support.



Supporting those accessing our services

We aim to complete a needs and risk assessment with all victim-survivors and witnesses who access our services to create a tailored safety and support plan to address all areas of their lives:



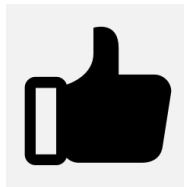
Health & well-being



Feelings of safety



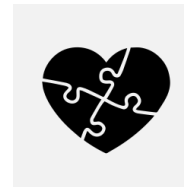
Ability to manage aspects of every day life



Confidence



Housing situation



Relationships / social life



Work / education



Finances



Drugs / Alcohol

Our Service Model



iMatter

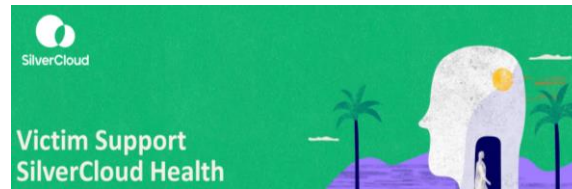
- ✓ for women aged 16+ who have been, or are currently, victims of domestic abuse (not high risk)
- ✓ delivered by specially trained facilitators across ten weeks via Zoom
- ✓ each session is 90 minutes, and the programme is offered on different days and times to suits our clients'
- ✓ delivered in English, Welsh, Bengali, Gujarati, Polish and Urdu.
- ✓ fully funded

Programme Sessions:

1. Introduction
2. Healthy relationships
3. Coercive control and abuse
4. The planets: men and women
5. A gift to me: looking after ourselves
7. What's your communication style?
8. The umbrella of emotions
9. The relationship challenge
10. Moving forward.



Evidence Based Tools



Self-help app (cognitive behavioural therapy imbedded for anxiety & depression)

<https://vs.silvercloudhealth.com/signup/>



Self-help online tool for advice, tips, and information.

www.mysupportspace.org.uk/moj



The 5,4,3,2,1 grounding technique

www.mysupportspace.org/moj

Evidence Based Tools

The impact of writing a VPS

Focusing on the impact that the crime has had on you and your life can be really challenging. In particular, it can bring back emotions you felt immediately after the crime, which can be hard to deal with. It's a good idea to reflect on this and plan how you are going to manage those feelings if this does happen.

Before you start work on the statement, a simple tip is to think about how writing your VPS could make you feel and then planning what to do to help yourself. This can make the VPS less daunting to write and can also help you get it finished more quickly.

Start by asking yourself how you might feel when considering the impact of the crime on your life. For example, you may feel that you could get really upset and angry.

Then ask yourself how you are going to control that. For example, you may decide you are going to stop writing and go for a walk if you get too emotional.

When you've finished writing...

Writing a statement is a real achievement. It can be a good idea to plan an activity for after you have finished writing the statement that will help you to relax or distract you from your recent task. For example, you could make plans to meet up with friends, plan a gym visit or arrange a stroll around the local park. Whatever you decide to do, choose something you enjoy and that makes you feel good.

If you've decided you would like to write a VPS, note down here when you plan to do this by:

Date:

Where can I find out more?

You can access lots more information about Victim Personal Statements on the Victim Support website (victimsupport.org.uk) or on Victim Support's free and interactive online platform, My Support Space (mysupportspace.org.uk).

VS VICTIM SUPPORT

Countdown to a better night's sleep

Many of us have trouble getting to sleep or find it difficult to stay asleep. It can be frustrating to feel like you're not getting a good night's sleep. It can be the same after a crime.

We can feel like there's more to cope with and that everything's running through our minds, making it difficult to get to sleep or to have a good night's sleep.

We've put together these tips to help you get a better night's sleep.

There's lots of information in the workbook, or please feel free to take things at your own pace.

www.victimsupport.org.uk

VS VICTIM SUPPORT

RELATIONSHIPS AND PARENTING

The adult version of the VPS workbook

VS VICTIM SUPPORT

UNDERSTANDING SHAME AND GUILT

The adult version of the VPS workbook

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COPING WITH TRAUMA

The adult version of the VPS workbook

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MALE SURVIVORS

The adult version of the VPS workbook

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CHILDREN AND YOUNG PEOPLE

MY SUPPORT SPACE
CONNECT

TOOLKIT FOR CYP SUPPORTERS

Introductions and building relationships

TOOLKIT 1

www.victimsupport.org.uk/children-and-young-people

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CHILDREN AND YOUNG PEOPLE

MY SUPPORT SPACE
CONNECT

TOOLKIT FOR CYP SUPPORTERS

Understanding emotions

TOOLKIT 2

www.victimsupport.org.uk/children-and-young-people

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CHILDREN AND YOUNG PEOPLE

MY SUPPORT SPACE
CONNECT

TOOLKIT FOR CYP SUPPORTERS

Safety planning

TOOLKIT 3

www.victimsupport.org.uk/children-and-young-people

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CHILDREN AND YOUNG PEOPLE

MY SUPPORT SPACE
CONNECT

TOOLKIT FOR CYP SUPPORTERS

Building confidence and self-esteem

TOOLKIT 4

www.victimsupport.org.uk/children-and-young-people

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CHILDREN AND YOUNG PEOPLE

MY SUPPORT SPACE
CONNECT

TOOLKIT FOR CYP SUPPORTERS

Healthy and unhealthy relationships

TOOLKIT 5

www.victimsupport.org.uk/children-and-young-people

Support through the CJS

Some of the support Local Victim Support teams can deliver if someone has reported the crime:

- Explain the process from report to court
- Managing expectations
- Regular liaison with criminal justice agencies
- Explore all special Measures available to them
- Arrange Pre-trial Visits
- Support with VPS (following charge)
- Victims Right to Review (VRR)
- Attend court
- Post trial support





Thank You: Any Questions?

Ezinne Chukuka - Barnet, Brent, & Harrow Hub
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