

IMPACT REPORT 2014/15

"I couldn't have asked for more. Jimmy felt like someone you could turn to. From the first phone call Jimmy made me feel really comfortable."

Service user



VICTIM SUPPORT IN 2014/15

Victim Support is the charity for victims and witnesses of crime in England and Wales. We are independent of the police and other statutory agencies but work in partnership with them.

Our caseworkers and volunteers provide emotional and practical help to anyone who needs it, regardless of the type of crime they have suffered. Our support is free, confidential, led by what the victim wants and continues for as long as it takes.

We are here to listen without judging, to offer advice, advocacy and specialist services, and to help people navigate the criminal justice system.

Because we understand the impact that crime has on

people and their communities, we are able to work with them to help rebuild their confidence in themselves and their trust in others.

If someone is living with trauma, Victim Support offers them a space to speak up and start to rebuild their life again.

We are proud to show you in these pages the difference our charity makes every day to the lives of people coping and recovering from the effects of crime.



HOME SHOULD BE THE SAFEST PLACE

For nine years, Aasha tried to protect her children from the impact of the violence and sexual abuse her husband was inflicting upon her.

Even when he was jailed, Aasha was unable to end their relationship, until she heard about Victim Support and asked us for help.

We recognised that the whole family needed help and so invited her children to attend a project designed specifically for children who have suffered domestic abuse, while Aasha joined a group where victims could share their experiences and support each other.

"It has helped me find out who I am, what I want from a relationship, not only with a man, but with family and friends."

We helped to enrol Aasha's younger children into nursery,

giving her time to find and secure work. Through this and debt management advice, we helped Aasha regain the financial independence and security her partner had taken away.

When Aasha's new partner became abusive we were there for her again, drawing up a safety plan and ensuring her children got the help they needed too.

"My son was referred onto a 'How to be a man' programme and he loves it. My children's confidence has really grown and all this is because mum is finally happy.

"My children are doing so much better at school and with friends. I have got a job due to my confidence growing. All this is because of the support I received from my caseworker and Victim Support."

IN 2014/15 WE MADE A DIFFERENCE

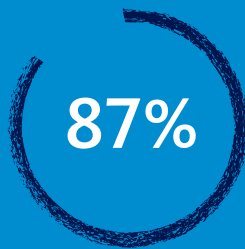
Victim Support is a registered charity and is reliant on fundraising to develop and expand its services. We work with a range of corporate partners, charitable trusts and foundations, donors and other philanthropic organisations. We are actively seeking to diversify our sources of income and expand our fundraising activity.

We supported **1,393** people bereaved by **417** murders or manslaughters through our Homicide Service.

We supported **193,048** people as they gave evidence in criminal courts, including **31,729** vulnerable or intimidated witnesses and **13,881** children.*

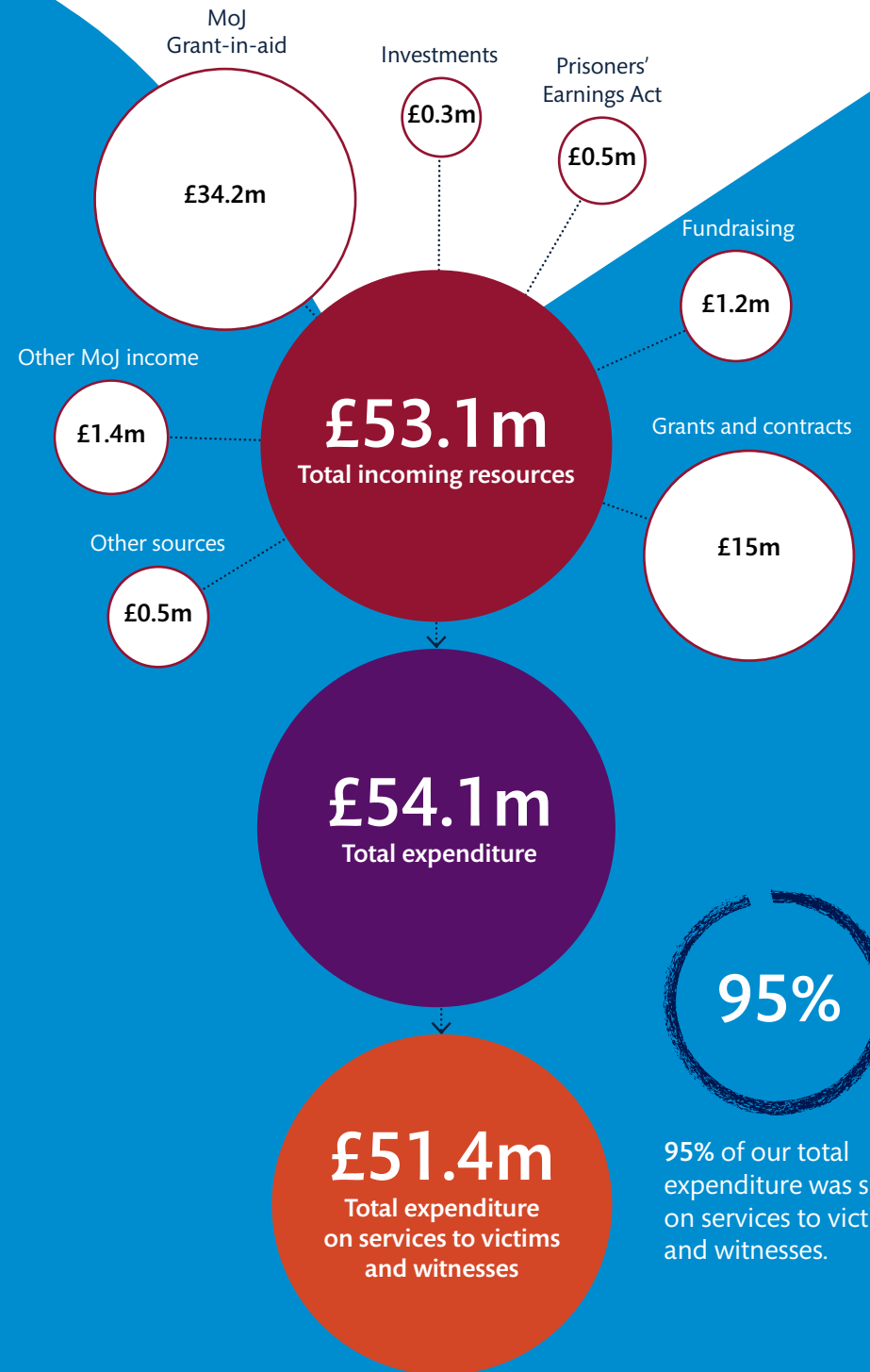


94% of victims were satisfied with the support we gave them while 85% felt we reduced the impact of the crime on their health and wellbeing.



87% of victims felt their needs were met by our support while 80% felt better informed as a result of the help we gave them.

We helped **155,305** people cope and recover from crime through **70,260** face-to-face meetings and **297,521** telephone support calls.



From October 2014 responsibility for commissioning victim services was transferred from the MoJ to 41 elected police and crime commissioners and the London Mayor's Office of Policing and Crime.

OUR SKILLED PEOPLE

Volunteers and staff are at the heart of everything our charity does.

They help to deliver our services, influence our strategic direction and act as ambassadors for our mission, vision and values every day.

Because we know victims need confidence in the abilities of those who help them, we invest in giving our staff and volunteers specialist skills.

Because our volunteers give their time for free, we are able to stay with victims for as long as it takes.

And because they live in the communities they serve, our teams are trusted – by victims and by our partners.

We want to create more opportunities for people from all backgrounds to volunteer and work at Victim Support in the future.

And we want to share our training with other organisations so their staff can benefit from our insights and experiences.

43%

43% of Victim Support volunteers are 34 years old or under with 11% 21 years old or under.



WE SPEAK UP FOR VICTIMS

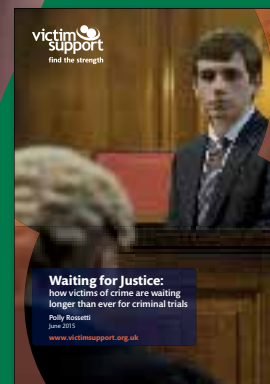
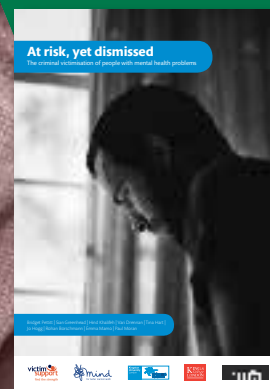
Our charity plays a leading role in helping victims and witnesses get their voices heard by the criminal justice system.

We analyse the data we collect through our services and use our network of expert practitioners to develop evidence-based policy that delivers practical benefits to people affected by crime.

Our teams seek insight into issues as diverse as unreported crimes suffered by children, fraud and the victimisation of people with mental health problems.

And we engage with policy-makers, media, academia, corporate partners and commissioners to share knowledge and push for positive change.

We have ambitious plans to expand our research programme in the future and look forward to working with partners who can help us achieve this.



STANDING UP FOR CHILDREN AND YOUNG PEOPLE

Children are among the most vulnerable people in society and too often they suffer in silence.

Just one in eight violent crimes suffered by a child is reported to the police. In many cases, young people blame themselves or do not realise they have suffered a crime.

That is why specialist services and advocacy on behalf of children is one of Victim Support's fastest growing areas of work.

Our programmes have helped thousands of young people cope with the effects of living with domestic violence, keep safe online and give evidence in court.

Through our You & Co website, developed in partnership with children, we have educated and informed many more about sexual violence, hate crime and abuse within relationships.

We want to be able to offer more help to children in the future, through education, preventative programmes and intensive support with specialist caseworkers.

For more information about our services for children visit www.youandco.org.uk

"I thought I would never get close to anyone, why should I, how could I trust myself to choose safe people after adults I trusted had hurt me? Then with Victim Support's help I started to figure out what safe behaviour looks like and make decisions about stuff that is risky. I'm coping. We did a safety plan and I have people looking out for me and I'm back in school."

Shannon, aged 13 (online grooming and abuse victim)



COPING WITH THE
EFFECTS OF CRIME
TOGETHER



HELPING PEOPLE RECOVER FROM CRIME

The burglars who broke into Valerie's home took much more than cash and valuables.

By tying up her husband, hitting her young son and sexually assaulting her, they robbed the family of their security and sense of wellbeing.

Police referred the family to our charity and we stepped in to help them take back control of their lives, practically and emotionally.

"Victim Support sent a technician who looked at the security of our home, reinforced the door and installed alarms on the windows.

"They helped organise counsellors, one each, to help deal with our trauma."

Our team listened to the family at their pace and were always available to offer advice and help them deal with stressful moments.

"At an appointment to fit reinforced windows, Victim Support encouraged my son to test them with a hammer. It helped him believe his home could be safe again."

When the burglars were caught, Valerie felt strong enough to pick them out at an identity parade. They were later convicted and jailed.

"It took months to get over, but thanks to Victim Support my family feels the ordeal is behind us and we can get back to our lives."

SUPPORTLINE

We believe victims and witnesses should have access to the help they need 24/7 – wherever they are.

That is why we want to increase the opening hours of our national Supportline, which offers free and confidential support over the phone.

Currently, we receive around 1,000 calls per month between 8pm and 8am from people who need

someone to talk to about the crime they have suffered or witnessed.

We provide much more than just information – we listen to them without judging, assess their needs and provide emotional first aid.

To learn more about how you can help us to expand the Supportline, please contact our fundraising team on fundraising@victimsupport.org.uk

NATIONAL SERVICES

We provide a number of national services on behalf of central government delivering specialist help to victims of specific crimes.

Funded by the Ministry of Justice, our Homicide Service provides intensive support for people bereaved by murder or manslaughter. Our teams operate across England and Wales and also support the families of British citizens killed abroad. They provide information, advice and emotional support, commission therapeutic services, and help access legal and financial services for people coping with sudden and often violent bereavement.

Currently, our charity provides help and support to dozens of people wounded or traumatised by the terrorist incident in Tunisia in July 2015. In addition, we continue to provide a dedicated, free, confidential helpline for those seeking support in relation to this incident.

We also work with offenders to help them understand the impact of their crime, to support rehabilitation and to prevent them creating more victims.

Victim Support handles referrals for fraud from the Government helpline Action Fraud and also operates the Ministry of Justice's Victims' Information Service telephone line.



Our values: **Compassionate** + **Accessible** + **Resolute** + **Effective**

HELP US CONTINUE OUR VITAL WORK

Victim Support provides a lifeline to those who have been victims of crime:

Antisocial behaviour
Arson
Burglary
Childhood abuse
Crime abroad
Cyber bullying
Domestic violence
Fraud
Gun crime
Hate crime
Human trafficking
Knife crime
Murder/manslaughter
Rape/sexual assault
Robbery
Sexual exploitation
Stalking/harassment
Violent crime

We want to be able to support victims and witnesses and their families better to cope with the devastating effects of crime into the future.

With your support we will be able to answer more telephone calls and train more specialist volunteers.

For more details of how you can help:

www.victimsupport.org.uk

Facebook: /victimsupport

Twitter: @victimsupport

Registered charity number 298028
Registered address: Victim Support, Hallam House,
56-60 Hallam Street, London W1W 6JL P1070 | 1015

© 2015 Victim Support
Cover: ©Ilkafranz_com/iStock/Thinkstock.com
Page 2: ©Richard Simpson/Hemera/Thinkstock.com
Page 3: ©Stockbyte/Thinkstock.com
Back cover: ©Scott Griessel/iStock/Thinkstock.com