

**VS**

VICTIM  
SUPPORT

# #WeStandTogether

VICTIM  
SUPPORT

CRIME

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...helping people mov...  
...crime and get their li...  
...track.

2017-18  
ANNUAL REVIEW

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

We are local

We are national

We are independent

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# 2017-18 Annual Review

Thank you for taking an interest in Victim Support and our work in 2017-18.

The theme of this review is **#WeStandTogether**, the Twitter hashtag used by community leaders and organisations to encourage people to come together and celebrate their differences. We also use it in this review as a mark of solidarity with survivors, their families and friends, and all the people affected by crime and traumatic events.

**We are Victim Support and #WeStandTogether to speak for and with survivors to ensure they get the support they need and the respect they deserve.**

You can read Victim Support's full Annual Report and Accounts at [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

# Welcome

In 2017–18 we offered our support to over one million victims of crime. We also delivered a wide range of specialist services for people affected by homicide, domestic abuse, sexual violence, non-recent abuse and hate crime, to name just some of the areas in which we work. We remain the single largest provider of police and crime commissioner funded multi-crime victims services across England and Wales.

This year, as well as working with the families bereaved by the terror attacks and knife crime, our National Homicide Service has been supporting the relatives of people who died in the terrible Grenfell Tower fire. This important independent specialist service has helped those affected to navigate the criminal justice system and provided them with practical and emotional support.

We also continued to speak for and with victims of crime. We carried out research and published reports on areas such as victims' rights and the experience of the criminal justice system by survivors of domestic abuse. We used this evidence to help increase understanding of vulnerable victims' needs and to press for improvements.

We prioritised funding for services that we know are essential to victims – such as our free confidential Supportline, which, since the Westminster terror attacks in March 2017, operates 24 hours a day, seven days a week. This crucial service took hundreds of calls following the terrorist attacks in London and Manchester, provided immediate support to those callers and in many cases referred them to our community services for longer-term specialist support.

As Chief Officer and Chair of Victim Support we are proud of what we have collectively achieved this year.

We'd like to take this opportunity to thank everyone who has supported us.

**We are Victim Support and [#WeStandTogether](#).**

**Diana Fawcett**  
Chief Officer

**Andrew Tivey**  
Chair of Trustees



# About Victim Support

## Who we are

**Victim Support is an independent charity dedicated to supporting victims of crime and traumatic incidents in England and Wales. Our purpose is to provide specialist help and services to support people to cope and recover to the point where they feel they are back on track with their lives and to ensure their voices are heard.**

Victim Support works with victims of crime and we put them at the heart of our organisation and the way we run our services. Our work, our support and our voice are informed and shaped by them.

As an organisation, victims and witnesses are our only focus and over the years we have developed unrivalled expertise as to their needs and aspirations and their journey through the criminal justice system.

### We are local

Our services are delivered locally through skilled staff and volunteers who are deeply rooted in these communities.

### We are national

Our local services benefit from secure technology, consistent service and quality standards and the ability to share best practice and innovate based on research, national trends and performance.

### We are independent

We are independent of the government, the police, local authorities and the criminal justice system. This is hugely important as we know that some victims may distrust the criminal justice system and others, particularly those from minority communities or people with mental health problems, struggle to engage with the police.

We work closely with all these organisations and other specialist partner agencies to achieve our vision – a world where victims and witnesses are given the support they need and the respect they deserve.

**71% of adults said it was important for victims of crime to receive help and support from a victim service that is separate and independent from the police.<sup>1</sup>**

**We are local**

**We are national**

**We are independent**

1. YouGov poll – YouGov Plc. Total sample size was 1,934 adults from England and Wales. Fieldwork was undertaken 6–7 February 2018. The survey was carried out online. The figures have been weighted to GB adults, filtered by adults in England and Wales (aged 18+).

**SPECIALIST SERVICES:**

Antisocial behaviour

Hate crime

Children and young people

Vulnerable victims

Modern-day slavery

Non-recent child abuse

Mental health

Witness services

Road traffic accidents

Sexual violence

Domestic abuse

Restorative justice

Fraud

**What we do**

We provide free confidential support 24 hours a day, seven days a week, 365 days a year for people affected by crime and traumatic events – regardless of whether they have reported the crime to the police.

We contact and offer local support to those who are referred to Victim Support by the police and other agencies.

The support services we offer are tailored to the needs of each person.

Our teams of highly trained staff and volunteers provide a wide range of specialist services that help people affected by all types of crime: from burglary, hate crime, fraud and theft, to domestic abuse, child sexual exploitation and terrorism.

We run the National Homicide Service providing a dedicated, comprehensive wraparound service and a vital independent voice for those bereaved by murder and manslaughter in England and Wales.

We champion victims' rights and issues locally and nationally, working closely with policy-makers, commissioners, agencies in the criminal justice system, local government and other providers, partners and organisations.

The impact of crime can be life-changing so we are proud to provide long-term support to victims of both crime and traumatic events. Support is available for as long as it is needed, as we are committed to helping victims move beyond crime.

**TYPES OF SUPPORT:**

Restorative justice

Personal safety services

Longer-term emotional and practical help

Advocacy

Peer support and group work

Immediate emotional and practical help

Help in navigating the criminal justice system

Information and advice



# 2017–18 in brief



Awarded the Restorative Service Quality Mark – recognising the quality of our restorative justice services.



Supported over 1,400 people affected by the UK terrorist attacks in 2017.



Supported 22 people affected by the Grenfell Tower fire.



Celebrated one year of our Supportline being open 24 hours a day, seven days a week for victims.

Continued to build our evidence-based Beyond Crime tools to help victims cope and recover.



Brought about changes to the CICA's\* policy regarding child sexual abuse survivors 'consenting'.



Highlighted our LGBT+ services and named the top charity in the Stonewall Workplace Equality Index 2018.



Celebrated Volunteers' Week and said a huge thank you to our 1,146 amazing volunteers.

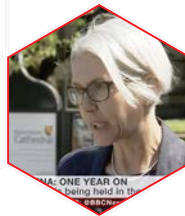


Ending domestic abuse

Achieved Safelives' Leading Lights accreditation for some services – the mark of quality for domestic violence services.



Published *Survivors' justice*, a report looking at domestic abuse survivors' experience of the criminal justice system.



Spoke with and for victims through the media generating 6,670 pieces of national and local broadcast, media and print.



Named number 22 in the prestigious Inclusive Top 50 UK Employers list.

# 2017-18 in numbers

**10.6 million: the estimated number of crimes in England and Wales**

**1 in 5 people became a victim of crime**

Only **40%** of crimes were reported to the police

We received **1 million+** referrals from the police and other agencies

**We work with the police and other agencies to offer information and specialist support to victims of crime**

## We offered support

**Information and specialist support offered to 1,035,032 people including:**

**113,151** survivors of domestic violence  
**3,014** family members bereaved by homicide  
**354,273** victims of violent crime  
**125,123** victims of burglary

Around **60%** of crimes were not reported to the police

**As an independent charity we help victims whether or not they have reported the crime to the police**

We received **61,910** requests for information and support via our 24/7 Supportline, website and live chat

## We provided specialist support

**Specialist case management provided to 133,965 people including:**

**43,265** survivors of domestic violence  
**2,256** family members bereaved by homicide  
**58,197** victims of violent crime  
**12,461** victims of burglary

## We tailored support

**29.8%** received information and advice  
**21.0%** received immediate emotional support  
**11.3%** received immediate practical support  
**11.1%** received ongoing emotional support

**6.8%** received services to improve their personal safety  
**3.7%** received restorative justice services  
**16.3%** received other services including advocacy services

**704,219** people visited our website for information and advice, viewing a total of **2,357,528** web pages

## We measured the difference our support made

Around **seven in ten** people said they felt better informed



Nearly **seven in ten** people said they felt safer



More than **seven in ten** people said their health and wellbeing improved



More than **nine in ten** people were satisfied with the service they received



# #WeStandTogether

We are Victim Support and **#WeStandTogether** to speak for and with survivors to ensure they get the support they need and the respect they deserve

## **#WeStandTogether**

- All day, every day
- Regardless of the type of crime
- No matter who you are
- In partnership, today and tomorrow
- Through the very darkest of times

We are local

We are national

We are independent

  
manchester together





## **#WeStandTogether** **all day, every day**

Crime and traumatic events, and their impact, don't stick to a 9am to 5pm schedule so neither do we. **#WeStandTogether** all day, every day through our free confidential Supportline which is available 24 hours a day, seven days a week.

Last year our Supportline, based in Wales, took **55,074** calls from people across England and Wales seeking information and support. This was more than ten times the number of calls we took the previous year, and we continue to see a rapid increase in demand for this service.

The service can be anonymous - we don't need to know who they are or where they are calling from unless they want us to. We know that victims' experiences of the police are often negative, particularly in the case of the most serious crimes such as domestic abuse and sexual assault and for the most vulnerable victims.<sup>2</sup> Therefore being independent, providing a confidential service and offering anonymity are all important aspects of our service.

**“It's very important to be able to talk to somebody who can understand what you've been [through] and can support you. Just to know that there is somebody on the end of the phone... that you can phone when you are absolutely drained and don't know where to turn and to talk to somebody about that.”**

**Victim of rape and domestic abuse**

2. Pettiitt, B., Greenhead, S., Khalifeh, H., Drennan, V., Hart, T., Hogg, J. and Moran, P. (2013) *At risk, yet dismissed*. London: Victim Support and Mind.

The majority of people who called us had experienced harassment, alarm and distress or were a victim of domestic violence. Just over half of our calls were outside a typical working day. Callers often told us that, as a result of crime, they were struggling to cope, had difficulty sleeping, experienced flashbacks or feared being alone. Our specially trained staff were able to provide immediate emotional and practical support, referring callers to a local Victim Support service for ongoing support where appropriate.

**We rely on the generous donations of the public to be able to answer these calls. If you are able to, we'd really appreciate your support [victimsupport.org.uk/donate](https://victimsupport.org.uk/donate)**

### The importance of our Supportline service

Our Supportline is able to help and support victims of all types of crime. However, many of our calls are from people who have experienced a serious sexual offence or are a victim of domestic abuse. Only **15%** of these victims ever report to the police, but they still require access to a support service that can provide support and advice on issues including how to safely leave their partner, support their children and/or find alternative accommodation.

**Free  
Confidential  
Independent  
Supportline  
08 08 16 89 111**



**Domestic violence** was one of the most common crimes experienced by callers

**93.5%** of all calls to Supportline were answered

**69** calls were answered on Christmas Eve and Christmas Day

**55,074** calls were answered by our 24/7 Supportline

We have seen a **tenfold** increase in call volumes compared with the previous year

Top locations for calls were **London, Greater Manchester and West Yorkshire**

VS VICTIM  
SUPPORT

## BURGLARY

How we can help you after a crime

We are an independent charity offering free, confidential support to people affected by crime and traumatic incidents.

For information and support, contact us by:

- calling: Supportline **08 08 16 89 111**
- using Next Generation Text (add **18001** before any of our phone numbers)
- online: [victimsupport.org.uk](http://victimsupport.org.uk)

To find out how you can help us, visit [victimsupport.org.uk/get-involved](http://victimsupport.org.uk/get-involved)

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

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President HRH The Princess Royal

Charity no: 2158780  
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## #WeStandTogether regardless of the type of crime

The impact of 'low-level' crime on victims can often be underestimated. Crimes such as burglary can not only affect a person's finances, but also have a profound impact on their emotional wellbeing and sense of security. [#WeStandTogether](#) regardless of the type of crime.

Last year there were **438,971** burglaries reported to the police, a **9%** increase on the previous year. We contacted **125,123** victims of burglary to offer them information and specialist support. Our website contains information and safety tips for those who have experienced burglary, and for some people that was the only information they needed. However, **12,461** of these burglary victims required our specialist support.

Even though burglary is one of the most common crime types and classified as a low-level crime, the impact can be significant. For many victims of burglary the impact wasn't just financial – it also affected their emotional wellbeing and sense of security. The thought of a stranger being in their home was very distressing and made them feel unsafe in the one place we all expect to feel secure.

Victim Support helped victims of burglary by providing specialist emotional support to cope with the effects of burglary. We also provided practical help such as assisting with cancelling payment cards, sharing information and advice about security systems, locks and repairs and dealing with other agencies such as the police or housing department, or providing information about court procedures.

### Kerry's story

*"My relationship had ended and they had left, so I was living at home alone. I had moved into the back bedroom as I felt safer. I was up late one evening when I heard something. It sounded wrong..."*

Kerry went downstairs at 4am to find a man with a crowbar, working on her window. The noises she heard were the cracks where the wood was breaking. They stood there, staring at each other. Eventually, the man broke eye contact and ran away.

Kerry phoned the emergency services and waited for the police to arrive. They were helpful upon their arrival, but Kerry was feeling frightened and vulnerable. This fear increased when she found a knife in her shed.

*“The police said that he wouldn’t have entered the house with a knife as then it would have been seen as entering a house with a weapon, an automatic custodial. Also, the forensics suggested that it may be a knife used in gang-related crime. This is not reassuring to hear and gets your mind all over the place.”*

Later that day the case was closed. There was no follow-up from the police and Kerry was still feeling traumatised from the event. This was when Victim Support made contact with Kerry.

*“Victim Support rang me and asked if I needed anything. I was so on edge, I burst into tears. They gave me a personal alarm, helped me get blinds fitted on the windows and fake CCTV cameras. They were really supportive, even when I popped into their office to ask questions.*

*“They even managed to get a burglar alarm commissioned. They were so lovely. I was told I didn’t have to worry about ringing and that they were there to support me.”*

Kerry is still sleeping on the sofa and understands that it is a long road to recovery, but she knows that her house is as secure as it can be and she has a safety plan in place, should something similar happen again.

*“Victim Support gave me calls and reassurance and would ask me simple things like ‘how are you?’. They kept me updated and I couldn’t rate them highly enough – I couldn’t have done it without them. They did everything they could to make me feel safe in my home and they let me do things in my own time. They were simply amazing.”*

## The impact of burglary

The impact of burglary can be wide ranging and long lasting. It can have a profound effect on both adults and children.



3. Office for National Statistics (2015) *Crime statistics, focus on public perceptions of crime and the police, and the personal well-being of victims: 2013 to 2014*. London: Office for National Statistics.

4. Brady, K. T., Kileen, T. K., Brewenton, T. and Lucerini, S. (2000) Comorbidity of psychiatric disorders and posttraumatic disorder. *Journal of Clinical Psychiatry*, 61, 22–32.

5. Victim Support and ADT (2014) *Take no more*.

6. Victim Support and ADT (2014) *Take no more*.





## #WeStandTogether no matter who you are

Victim Support is an inclusive employer and service provider. We work to ensure that we are there for everyone who has experienced crime, regardless of race or ethnicity, religion or belief, age, sexual orientation, disability or gender identity. [#WeStandTogether](#) no matter who you are.

Inclusivity is central to who we are as an organisation. We celebrate and value diversity and we work inclusively with all communities to offer support to those affected by crime.

During the recruitment process we look for staff and volunteers who share our values. Everyone at Victim Support undertakes equality, diversity and inclusion training and further enhanced learning is offered in specific areas such as disability, faith and religion, mental health, race awareness and LGBT+ awareness.

We provide information about our services in over **20 languages** including Arabic, Cantonese, Gujarati, Hindi, Polish, Punjabi, Turkish, Urdu and Welsh. We also supply easy read materials and large print information on our services for those who need it.

One of the notable events in the Victim Support calendar is Pride. Staff and volunteers across England and Wales join in local events to show their support for Pride and use it as an opportunity to highlight the help available from Victim Support to LGBT+ individuals. We also run ongoing projects such as Rainbow Bridge, a service in Wales funded by the Big Lottery which is run specifically for LGBT+ victims of domestic abuse.

We know from previous Victim Support research that people with mental health problems are more likely to be victims of crime so we have dedicated tools and information to enable our staff and volunteers to provide effective and accessible support. Over the last year we have begun to work more closely with mental health organisations to provide a joined-up service.



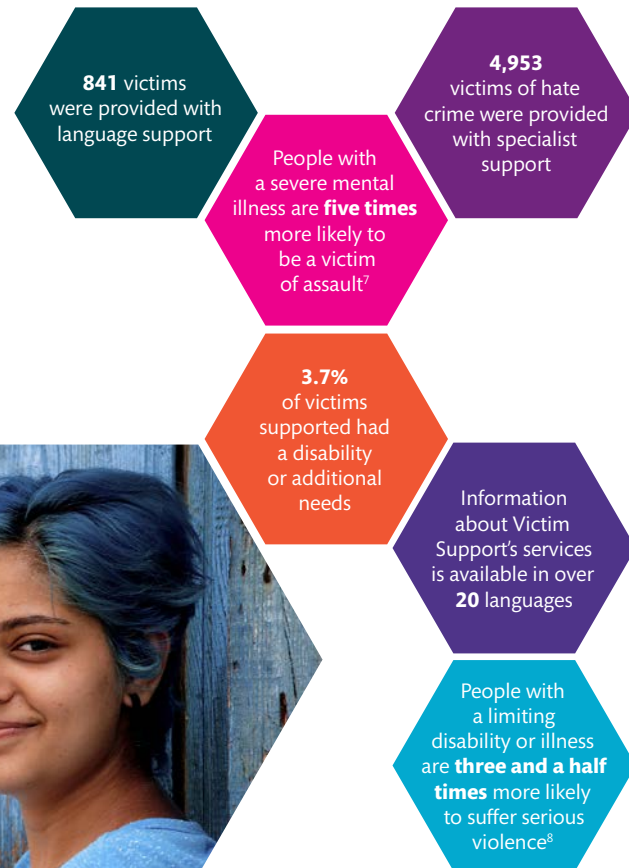
Many of our local Victim Support teams have dedicated community outreach workers who build and develop relationships with local community leaders and groups. For example, in June last year our team in north London worked with members of the Finsbury Park mosque after the terror attack.

Sometimes people can become victims of hate crime because an attacker has targeted them for who they are or what an attacker thinks they are. These can be criminal or non-criminal acts such as graffiti, vandalism, name callings, assault or online abuse on social media. Hate incidents can be extremely frightening and often can escalate to crimes or tension in a community. Last year we supported **4,953** victims of hate crime to cope and recover.

We work with other organisations and statutory bodies to ensure that we can best meet the needs of those affected by hate crime. For example, Victim Support in Wales works with Action on Elder Abuse and the Welsh Government to support those who have been targeted because of their age.

### Victim Support offered and provided support to a diverse range of victims

Different victims face different barriers to reporting a crime or seeking help. For example, LGBT+ victims of hate crime tell us that one of their main concerns with reporting homophobic or transphobic crime is the fear of being outed by doing so. Disabled people face a totally different set of barriers to reporting hate crime, with many fearing that they won't be believed due to their physical disability or mental health problem. We work to reach as many victims as we can and to offer independent confidential support.



113,611 referrals were victims under the age of 18

7. Pettitt, B., Greenhead, S., Khalifeh, H., Drennan, V., Hart, T., Hogg, J. and Moran, P. (2013) *At risk, yet dismissed*. London: Victim Support and Mind.

8. Rosetti, P., Dinisman, T. and Moroz, A. (2016) *Insight report: an easy target?* London: Victim Support.

## #WeStandTogether in partnership, today and tomorrow

Since March 2017 five terror attacks have taken place in London and Manchester. #WeStandTogether with other organisations and agencies to provide support, and with survivors themselves to ensure they get the help they need and the respect they deserve. We will continue to offer support to those affected and we will do so for as long as it is needed.

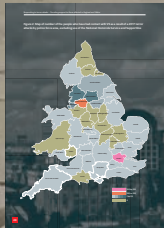
The horrific terror attacks of 2017 are something many of us will never forget. The London and Manchester attacks left **36** people dead, hundreds physically injured and countless others affected emotionally, physically, socially and financially.

Victim Support had contact with more than **1,400** people affected by the terror attacks. Through our local services, the National Homicide Service and our 24/7 Supportline, we provided specialist emotional support and practical help.

One year after the attack our caseworkers continue to work with hundreds of people, providing long-term support to help survivors cope and recover from the trauma they have experienced. They help by developing coping strategies, building people's confidence and self-esteem, and establishing support networks and peer support.

While we hope that atrocities such as these never happen again, it is important that we continue to learn from our experience. Drawing on this, we produced two reports, *Responding to terror attacks* and *Impact of terrorism*. They outline a number of recommendations for responding to terrorist attacks. Working with the Ministry of Justice and other parts of government, we are pleased to say that some of these recommendations have already been implemented. We have also been collaborating with other charities to ensure that we can provide effective joined-up support.

We'd like to say a heartfelt thanks to all of you who generously gave to our One UK appeal. This raised **£24,085** and has meant that we can continue to provide support to those who need it, for as long as they need it.



## **#WeStandTogether** to support those affected by terrorist attacks, people like Natalie

Natalie Senior and her two daughters Eve (14) and Emilia (11) were at the Manchester Arena on the night of the terrorist attack. The family, who were from Bradford, were in the foyer of the Arena when the bomb went off.

*"As soon as I heard it I knew it was a bomb, but in that moment, you don't know what's going to happen next."*

Fearing the worst, Natalie told Emilia to run as her physical injuries weren't as serious and she could make a quicker getaway.

Natalie and Eve made their way to the station by the Arena from where Eve was taken to the Royal Manchester Children's Hospital first as she was in a critical state. Natalie was then taken to the Royal Bolton Hospital where she stayed for three nights, before being transferred to Manchester to be with Eve.

Both Natalie and Eve underwent several operations to remove shrapnel from their legs. They were both initially discharged in wheelchairs for the first month, then were on crutches for two months after that. Both are still undergoing physiotherapy treatment to nerve damage that could affect them for up to two years.

Natalie's youngest daughter Emilia suffered hearing problems as a result of the blast, which she is still struggling with today.

Natalie first found out about the help from Victim Support when the police visited them in hospital. Once Natalie accepted the offer of help, they were assigned Victim Support volunteer Nigel to support them.

*"Nigel came to visit us once a week – or as often as needed when we were struggling. He built up such a strong relationship with all of the family and he is still supporting us now. It's been so helpful to have one consistent person, outside of the family, who's been there from the start and knows everything that's happened."*

One of the most significant ways in which Nigel supported the family was when he accompanied Natalie and the girls to the re-opening of the Manchester Arena.

*"This was a really difficult and daunting experience and it really helped to have Nigel by our side on the day."*

Nigel also supported the family with practical matters, such as looking into compensation available to the family, especially as Eve was initially in a wheelchair due to the extent of her injuries.

As part of her recovery, Natalie has just completed a six-week course for survivors of the Manchester attack run by Victim Support.

*"We met weekly with Victim Support caseworkers, volunteers and other survivors of the attack. It was really helpful to meet people in a similar position to us who knew exactly what we'd been through."*

*"From the beginning we were able to give input on what we wanted to get out of these sessions, and we all worked with the team to create a really positive environment which focused on helping us find ways of coping. We had sessions on managing anxiety, how to sleep better, and dealing with feelings of guilt that many of us had been experiencing."*

*"Victim Support as a whole has been very valuable. I have met three different Victim Support caseworkers and all were very good. Nigel, who is a Victim Support volunteer, is our main point of contact and has a wealth of knowledge and support that's helped all the family in many different areas."*



## Reaching those affected by the terrorist attacks

It is difficult to know how many people were affected by the terrorist attacks as they occurred in crowded areas and people quickly dispersed. We therefore used our national and local resources to help reach those who might need our support.

We asked our staff and volunteers to spread the word via their own networks



Our targeted Google adverts reached up to **304,681** people



We produced thousands of leaflets and postcards highlighting our support and handed them out in affected areas

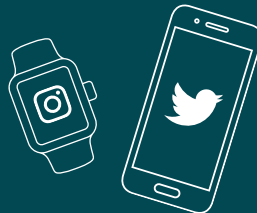


Our targeted Facebook adverts offering support reached **342,673**



We reached up to **56m** people through the media including the *Telegraph*, the *Independent*, the *Daily Mail* and the *Manchester Evening News* at the time of the attacks

We were in contact with more than 1,400 people affected by the terror attacks



It's our job to help VS is the leading, independent victims' charity in England and Wales for people affected by crime and traumatic incidents. We've been helping people deal with being a victim or witness of crime for more than 40 years. We offered help to just under a million people last year, including many people bereaved by murder and manslaughter. We work closely with the police, government and other parts of the criminal justice system. But unlike the rest of the criminal justice system, our only job is to help look after victims and witnesses.

We have specially trained staff and volunteers to do this work and to help support you. All the help we give is confidential and free.

'I felt I got the best support possible. I don't know what I would have done without Victim Support. I would love to be able to give something back to the charity to say "thank you".'

Service user

## #WeStandTogether through the very darkest of times

Last year our National Homicide Service, funded by the Ministry of Justice, supported more than **2,256** people bereaved by murder and manslaughter in England and Wales. This included the relatives of people who died during the terrible Grenfell Tower fire and the London and Manchester terror attacks and those bereaved as a result of knife crime. [#WeStandTogether](#) through the very darkest of times.

### What it's like working with murder victims' families

The following is from an interview by Sky News with a caseworker from Victim Support's National Homicide Service.

"You knock on the door. You know no one wants your knock on the door, they want a time machine instead, something to take them back to the day before it happened.

The door opens. You see a drawn, worn face. You see the lines and bags of shock, of numbness, of the most unbearable pain.

You introduce yourself, introduce Victim Support. These people behind the door are amazingly warm and welcoming. They make you a cup of tea. And then you listen. And you marvel at the strength and determination and compassion and humour in this dark, sad place.

You tell yourself that it's this strength that has led to you coming here, this strength that makes us human, that keeps us going - not random, brutal acts of violence.

As homicide caseworkers we bear witness to emotions that can feel crushing, drowning, unbearable. We walk with people across a creaking bridge between hope and hopelessness.

Right at the beginning, a few days after their world has been torn apart - people's needs are stark, raw, yelling at you. Some of them you can meet; many you can't.

You try to offer a sense of being someone on their side, a connection to a more hopeful future, reassurance that guilt and anger and nightmares are normal. You watch the boy's mum throwing herself into practical matters, making phone calls, greeting family members, fending off the press, reading sympathy cards.



The boy's girlfriend is lost, quiet, unreachable for now.

His dad is angry – towards himself, towards the killers, towards the world.

There's a massive hole in this family now, an emptiness that nothing can ever truly fill. Staying cautiously, realistically hopeful is incredibly hard and you need to be ready to face the desolation together.

You have to connect with people in a way that tries to understand, but doesn't pretend to ever fully do so. You have to be open and pragmatic and kind. You have to be professional and you have to be yourself.

There's a necessary balance here; this is their grief, their pain and any of your own has to be suspended.

They tell you they don't know when the funeral will be. The police are doing their best, the coroner is doing her best, but the circumstances – the vicious, bloody circumstances – are delaying the process.

Add this to the loss; add not being able to bury your son to the loss. And add not knowing what happened to your child, the child you took to school when he was five, whose birthday party you organised when he was ten, whose terrible taste in music you hated when he was 15, who you'll be burying at 20.

There have been no arrests yet and they suspect justice may never be done; or there have been arrests and the people who took their son's life turn out to be just children, just like him.

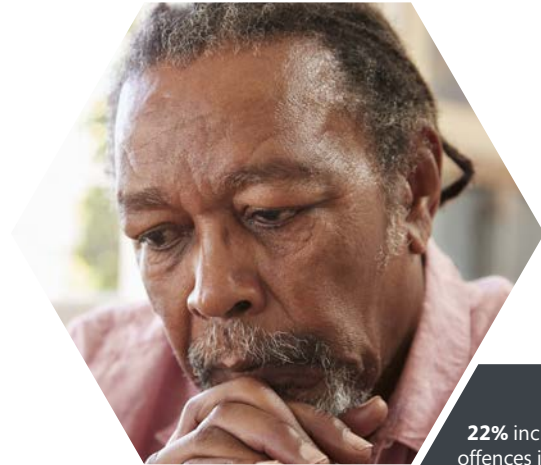
The world that used to make sense for these normal people no longer seems to exist. The beliefs they had in people's goodness, in God perhaps, in a society that values peace and justice, are shattering. They don't feel normal any more. There is no normal right now.

Sometimes we teach and sometimes we learn. But you have to remember we're all in this together, that each person is unique, each person needs their own particular support.

You thank them and you leave and you hope you've made a small difference. Next time, you hope you'll make another small difference.

One day, you hope – you know – they can craft a new life, one that doesn't ever forget their son but that grows and develops around him, his laughter, his tears, his life and his death.

One day, you dream, there will be no need for the work we do."



**22%** increase in offences involving knives or sharp instruments

We supported **2,256** bereaved by murder and manslaughter

**62.8%** increase in demand for support for this service

## Find out more

### Information and support

- Call our free confidential Supportline **08 08 16 89 111**
- Use Next Generation Text (add **18001** before any of our phone numbers)
- Go online: **victimsupport.org.uk**

### Get involved

- Support our work: **victimsupport.org.uk/donate**
- Volunteer with us: **victimsupport.org.uk/volunteer**
- Fundraise for us: **victimsupport.org.uk/fundraise**

**victimsupport.org.uk**

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Published by Victim Support  
President: HRH, The Princess Royal

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Derby, DE1 3HZ

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Charity registration: 298028 Company no: 2158780

Registered in England. Limited by guarantee.

Registered office as above.



## Thank you

We are thankful to all the individuals, organisations and community groups, and trusts and foundations that supported us in 2017-18.

