

Criminal justice and you

An essential guide for victims and witnesses

Victim support services

By John Miller

Hi, my name is John Miller and I work for Victim Support as the head of the Strategic Delivery Partnership that supports the development of services for victims of crime in Devon, Cornwall and Isles of Scilly.

Set up more than 40 years ago, Victim Support is the leading independent victim's charity in England and Wales. Locally, we work in partnership with the Office of the Police and Crime Commissioner, and a wide range of local providers to ensure support services are right for victims of all crime.

I'd like to tell you a bit more about how you can access support and what we can do. Firstly, Victim Support is here to help anyone affected by crime. Because we're an independent charity, you can talk to us whether or not you've reported the crime to the police.

If you want, we can support you without the involvement of the criminal justice system and we won't contact them about you unless we feel someone is at risk. We're here just to support you.

If you've been affected by crime, there are a number of ways you can contact us to get support or information. To get support locally contact your Devon and Cornwall Victim Support team. To get national support call our national Supportline for free. This is open 24 hours, seven days a week. To get support online use our Victim Support website where you can start a live chat available across England and Wales 24 hours, seven days a week, request direct support from your local service by completing our online form and you can also access My Support Space, a free online resource containing interactive guides and videos.

Anyone affected by crime in England and Wales can contact us for free, confidential support. Details of the telephone numbers and web access will be provided at the end of the film.

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Secondly, I want to explain how we can help. We're here to help anyone affected by crime, not only those who have experienced it directly, but also their friends, family and other people involved. It doesn't matter when the crime took place or whether or not you've reported it to the police, you can get our help at any time.

We are an independent service from the police and our support is free and confidential. We can help you to feel safer and more secure. Feeling unsafe after the crime is normal and we can help you complete a safety plan and give you advice and information to feel more secure. We can also work with other organisations for you if your immediate safety needs need to be improved.

We can help you to understand your rights and the services that you're entitled to. Experiencing crime can be really overwhelming. You might not know where to turn and we will make sure you're aware of your rights and services that you can access and are entitled to.

You may also find yourself overwhelmed with tasks related to your experience, so we can help you with things like filling out forms, advice on how to secure your home, and installing monitors and alarms. Also things like support and advice to access medical treatment, getting rehoused and dealing with the criminal justice system if your case goes to trial.

We can also help you to explore ways to cope. Our support staff are trained to listen and offer feedback and provide information that is culturally aware and sensitive. We can help make sense of what you've been through and explore options to help you regain feelings of control. We provide a safe, neutral place for you to voice your fears, worries and emotions. This helps a lot of people to cope and move forward after a crime.

You may find that Victim Support help is enough. However, additional support can be offered such as counselling, and we can connect you with additional services and support networks. We work closely with a wide range of charities and other organisations that have expertise to help with many of the problems caused by crime.

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Thank you for your time and do contact us if you need any further advice and information.

Useful links

[24/7 live chat](#)

[Get help from Victim Support](#)

[My Support Space](#)

[Victim Care Devon and Cornwall](#)

Glossary

Victim Support - A national charity dedicated to helping anyone affected by crime to cope with and recover from their experience. It offers services not only to victims and witnesses, but also to their friends and family.