Victim Support

Supporting Victims and Witnesses in the Community

Anna Marsden
Southwark Borough Manager

Victim Support
Helping people cope with crime

Victim Support

A National charity with local links

- Helping people cope with crime
- A voice for victims and witnesses of crime
- Independent of the Police, Home Office and CPS
- Working in partnership within the borough
- Supporting over 20,000 victims and witnesses of crime and their families in Southwark alone.

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Helping People Cope with Crime

- New London Structure – Victim Care Unit
- We make 3 attempts to call all victims referred to us
- A letter is sent out if we don't make phone contact
- We assess needs according to the impact of the crime
- Victims then get support from the local scheme in Southwark
- Follow up calls and quality assurance

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Victims Code of Practice

In accordance of the Victims Code of Practice (2006) we offer:

- Information about local Victim Support and referral on or other available services.
- Information about court procedures
- Pre trial visits to court
- Clear information about the Criminal Injuries Compensation Authority (CICA) and how to apply

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What Do We Offer?

- Initial contact after a crime is reported
- Emotional Support and Advocacy
- Face-to-Face home and office visits
- Commissioned services to those who need it
- Help with compensation (CICA)
- Lockfitting and Security Enhancement

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Practical Help

Lockfitting Service - Lock fitting and Home Security. Practical help for victims of crime and vulnerable individuals of all tenures.

Sanctuary Scheme (in partnership Refuge)

A Safe Room and Parameter Security to help victims of domestic violence remain in their homes safely

Castle Scheme – Pilot scheme home security for victims of violent crime in their homes

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Enhanced Support and Specialist Caseworkers

- Trained Volunteers and Staff
- Serious and Violent Crime - Under 17s
- Domestic Violence – IDVA / Dating Violence (16-25)
- Bereavement by Homicide – for family, friends and witnesses

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GATES – Gangs, Advice, Training and Exit Support

Single point of contact to access services for those vulnerable to gang related crime and reassure for the community.

- Free text service - 82055
- Free phone in service – 0800 458 9109
- Pilot 6 London boroughs – Southwark, Lambeth, Lewisham, Croydon, Greenwich and Hackney and City

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Conclusion

Victim Support…

- Works on a National scale to prevent a post code lottery of service for all victims and witnesses of crime regardless of age.

- Work on the local level to support victims and witnesses, help prevent crime and encourage alternative routes for young people through the new GATES project.

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Contact Details

Opening times: 9.30 – 4.30 Monday to Friday

Victim Support Southwark
6th Floor Hannibal House
Elephant and Castle
London, SE1 6TE

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Fax: 020 7708 5522

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