

## Information for Schools, Colleges and Parents or Guardians

The Victim Care Service is funded by the Hampshire Police and Crime Commissioner Michael Lane, and is delivered by the national charity Victim Support. The service provides free, confidential support to residents across Hampshire (including Southampton and Portsmouth) and the Isle of Wight. Our aim is to empower people to move beyond crime, in a way that suits them.

### Support available

We know that crime can impact people in many different ways, that's why we provide tailored support based on an individual's needs, we can provide support face to face\*, over the telephone, or via video call. Here are some examples of what we can offer:

- Developing coping strategies
- Scoping support networks
- Managing feelings and emotions
- Providing someone to talk to for as long as needed
- Access to an online self-help platform for coping with crime "MySupportSpace" (16+ upon assessment)
- Access to online CBT (16+ upon assessment)
- Help to plan the next steps/future
- Security items
- Access to resources
- Advocacy
- Information provision
- Safety planning
- Referrals to other specialist agencies
- Crime prevention advice
- Help to re-integrate back into schools and the community

The crime does not need to be reported to the police to receive support

We can provide support to victims of any type of crime and have dedicated Domestic Abuse and Children and Young People Teams.

It does not matter when the crime happened, there is no time limit on accessing our support

We support indirect victims of crime, such as family members or witnesses. Including those affected by terrorist incidents and road traffic collisions

Our service is free, independent and confidential

99% of victims we supported in the first 6 months of 2020 gave positive feedback of our service

## Children and Young People Team

Our specialist Children's and Young People service offers both emotional and practical support that aims to help children and young people to move beyond crime. The team can support any child for any crime aged 4 and upwards. Depending on age this may be through the parent or directly with the child, and even with social workers for higher risk cases. The team use a wide range of activities and resources to help engage children in their recovery. All our sessions are victim led and delivered in a way that best suits the child or young person. You can watch a short video [here](https://bit.ly/3mQPOTJ) (https://bit.ly/3mQPOTJ) about how we might support a child or a young person.

## Get in contact

Freephone number 0800 to 2000 Monday to Friday and 0800 to 1600 Saturday\*: 0808 178 1641  
 Supportline Freephone 24/7 number: 0808 168 9111  
 Live chat 24/7 on Victim Support's Website: [www.victimsupport.org.uk](http://www.victimsupport.org.uk)  
 Email: [hub.hiow@victimsupport.org.uk](mailto:hub.hiow@victimsupport.org.uk) or [cyp.hiow@victimsupport.org.uk](mailto:cyp.hiow@victimsupport.org.uk)

### \*COVID-19 UPDATE

Face to face meetings are subject to a thorough risk assessment. Our opening hours are currently 0800 to 1800 Monday to Friday. Please check the website or social media accounts linked below for any updates on service hours.

Included in this information pack for schools, colleges or parents and guardians:

- ✓ Victim Care Service Poster (younger children)
- ✓ Victim Care Service Poster (older children)
- ✓ Frequently Asked Questions
- ✓ Examples of Support Sessions with a child or young person

Please get in contact with us if you would like us to send you a printed version of any of these materials.

Please let us know if you would like further promotional material or if have any opportunities for us to engage with your school, college or community on [engagement.hiow@victimsupport.org.uk](mailto:engagement.hiow@victimsupport.org.uk)

 @VCSHampshireIOW

 @VCS\_HantsIOW

 @VCS\_hiow

 [www.hampshireiowvictimcare.co.uk](http://www.hampshireiowvictimcare.co.uk)



**victim care**  
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**Has something happened that  
has left you feeling upset, hurt  
or scared?**

**Do you need a safe  
person to talk to?**

**You can talk to us**

**Tel: 0808 178 1641 (It's free!)**  
**Email: [cyp.hiow@victimsupport.org.uk](mailto:cyp.hiow@victimsupport.org.uk)**  
**Visit: [hampshireiowvictimcare.co.uk](http://hampshireiowvictimcare.co.uk)**

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SUPPORT**

In partnership with

**POLICE & CRIME  
COMMISSIONER**

Serving  
Hampshire  
Isle of Wight  
Portsmouth  
Southampton



# Are you being:

**Bullied?**

**Threatened?**

**Abused?**

**We can help**

**Call free:**

**0808 178 1641**

**Email:**

**[cyp.hiow@victimsupport.org.uk](mailto:cyp.hiow@victimsupport.org.uk)**



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Isle of Wight  
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Southampton



# Victim Care Service Hampshire and Isle of Wight Children and Young People Team Frequently Asked Questions

## What is The Victim Care Service?

The Victim Care Service is provided by Victim Support and funded by The Police and Crime Commissioner for Hampshire and the Isle of Wight to support residents to deal with the impact of crime. Victim Support is an independent charity that has a range of support available to help people affected by crime cope and recover.

## Do you have a waiting list?

No- We do not have a waiting list for support, victims can access our support by calling our free phone number 0808 178 1641 where they can talk to a trained supporter in confidence.

## How long does the support last for?

Crime affects people in very different ways; which is why the support you receive from our caseworkers will be tailored to the young person's needs and does not have a time limit, meaning it can last as long as it is needed for.

## How much does the support cost?

Our services are completely free.

## Does the crime need to be reported to the Police?

No- It doesn't matter whether the crime has been reported to the police or if you're a victim or witness - our free, confidential service is delivered by a friendly team who can offer emotional or practical support to help you move on from the effects of crime.

## What does a support session look like?

All of our sessions are victim led and delivered in a way that best suits the child or young person; sessions usually involve a lot of play, arts & crafts, reading of specialised story books and lots more.

## How do we access the support or find out more information?

You can call us on our free phone number 0808 178 1641 or email us at [cyp.hiow@victimsupport.org.uk](mailto:cyp.hiow@victimsupport.org.uk)

## What crimes do you offer support for?

All crimes- We can support anyone who has been affected by crime; victims, witnesses and non-direct victims.

0808 178 1641

[cyp.hiow@victimsupport.org.uk](mailto:cyp.hiow@victimsupport.org.uk)

[Hampshireiowvictimcare.co.uk](http://Hampshireiowvictimcare.co.uk)



**victim care**  
SERVICE



# Examples of support sessions with a child or young person



0808 178 1641

cyp.hiow@victimsupport.org.uk

## Morning:

First phone call with a very shy and anxious young person, after learning they love Harry Potter we decided to try and answer our support questions through things related to this; in an engaging way for them. The format we chose for this was (answering on a scale of 1-5):

For 1- Fighting Voldermort (Very bad)

For 2 – Fighting a troll (bad)

For 3 – Not knowing the spell you need (unsure)

For 4 – Winning the house cup (good)

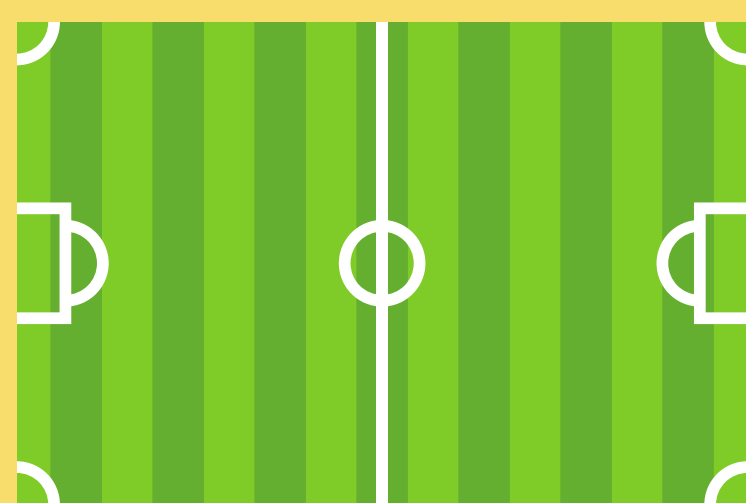
For 5 –

Expecto patronuum (really great)



## Mid-Morning:

Attended a meeting with a young person to create goals and targets from a support plan we had previously completed. To help with engagement, interest and creativity we chose to make the goals and targets into the design of a five a side football team. The young person felt this made it very clear what they were working towards and how they could achieve it.



## Afternoon:

Attended a meeting at a school with young person who had been a victim of assault. Explored early warning signs and what it means to be scared, anxious or worried. On an outline of a person we discussed and drew all the feelings and emotions they experienced when they feel scared or worried. Drawn on the person were butterflies in tummy (feeling nervous), knees shaking and hands sweaty when walking along the street where the assault occurred, heart racing and thoughts racing around head at night.

The young person communicated easily when they were drawing or crafting which enabled me to devise an action plan to help meet their needs.

