

## Information for professionals and partner organisations

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 feeling and emotions
- Providing someone to talk to for as long as needed
- Access to an online self-help platform for coping with crime "MySupportSpace"
- Access to online CBT
- Help planning the next steps
- Security items
- Access to work booklets and resources
- Advocacy
- Information provision
- Safety planning
- Referrals to other specialist agencies
- Crime prevention advice

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

Our service is free, independent and confidential

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

We support anyone aged 4 and above

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

## Our teams

### Hub Team

Independent Victim Advocates support victims that have been impacted by a huge variety of crimes such as; burglary, harassment, verbal abuse, criminal damage, assault, ASB, neighborhood disputes, theft and many more. The Hub answer all incoming queries and referrals. They are multi-crime trained and can triage all crime types to the appropriate team.

### Domestic Abuse Team

Leading Lights Accredited by SafeLives, the Domestic Abuse Team provide support, risk assessments, safety planning and reassurance in a non-judgmental way to those experiencing DA. As the service covers all of Hampshire and Isle of Wight, the Caseworkers have excellent relationships with other providers across the county ensuring support is joined up for victims.

### Priority Team

Priority Caseworkers support serious crimes such as sexual assaults, malicious wounding, attempted murder, blackmail, aggravated burglary and many more. The Priority Team also support any victims who have Enhanced Entitlements as outlined by the Victims' Code. The team also provide wraparound support, including interim support for victims on waiting lists for counselling or after sentencing.

### Children and Young People Team

Our Children and Young People Team support any child for any crime aged 4 and upwards. Depending on age this can be through the parent or directly with the child, and even with social workers on higher risk cases. The team use a huge range of activities and resources to help engage children in their recovery. 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.

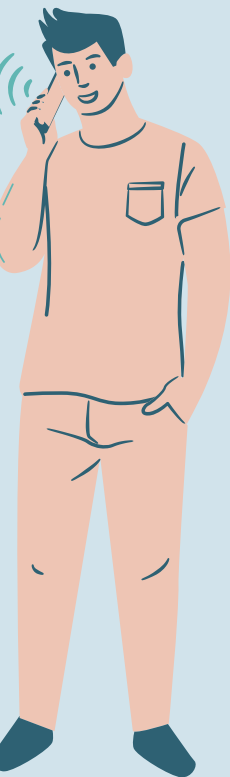
## Referrals

### As a partner organisation

Please find our referral form on our website here: <http://hampshireiowvictimcare.co.uk/for-professionals/>

### As an individual needing help

Freephone number 0800 to 1800 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)



### \*COVID-19 UPDATE

Face to face meetings are subject to a thorough risk assessment. The local number 0808 178 1641 is currently operating between the hours of 0800 to 1800 Monday to Friday. Please check the website or social media accounts linked below for updates on this.

Please let us know if you would like further promotional material or if you have any opportunities for us to engage with your network 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)