

## How Victim Support can help

If you think that you have been the victim of a racist crime or incident, Victim Support can help. You do not have to report what has happened to the police. Our service is free, confidential and open to all sections of the community.

A racist crime/incident can be a single event, or it can be ongoing harassment over a period of time. What has happened to you or to your family may include racist:

- insults
- threats
- graffiti
- property damage
- bullying
- physical attacks.

Victim Support believes that it is your view of what has happened that is important. We know that the effects may last for some time, especially if you have suffered repeatedly.

You can get help from Victim Support immediately after a crime, or at a later time. We provide help through:

- Victim Support Schemes in your community

- Witness Services in Crown Court centres and many magistrates' courts
- Victim Supportline, our telephone service.

Victim Support provides emotional support, information and practical help.

Victim Support is the national charity for victims of crime. We also work for the rights of victims, witnesses and their families, and for greater awareness of the effects of crime. Every year Victim Support offers help to over one million people affected by crime.

Our staff and volunteers recognise that you are an individual, and that everyone reacts differently.

Victim Support offers someone to talk to in confidence. Our volunteers can visit people in their own home or see them elsewhere. If we do not have someone who speaks your language we will try to provide an interpreter.

Victim Support can supply information about the police, court procedures and, if necessary can arrange for volunteers to accompany you to the police station and to court.

Victim Support can liaise with other organisations on your behalf, such as the police and housing departments.

Victim Support can also put you in touch with other practical sources of help, such as help with making repairs, improving security and removing graffiti.

## Homicide

Our staff and volunteers are trained to help those who find themselves in this tragic situation. Many bereaved people receive our help each year.

## Compensation

Victims of violence may be eligible for compensation for their injuries from the Criminal Injuries Compensation Authority. Victim Support can provide further information and help in making a claim for compensation.

## Help at court

If your case is going to court, Victim Support's Witness Service – available in all Crown Court centres and a growing number of magistrates' courts – provides support and information about court proceedings for you and your family.

## How to contact Victim Support

You can make direct contact with Victim Support yourself even if you do not wish to report the crime.

If you report the crime to the police they will normally put you in touch with your local Victim Support Scheme.

## Victim Supportline

**08453030900**

*9am-9pm weekdays*

*9am-7pm weekends*

*9am-5pm bank holidays*

*PO Box 11431, London SW9 6ZH.*

*Calls currently taken in English only.*

Victim Supportline is the national telephone line for victims and witnesses of crime. Trained staff and volunteers can talk to you about the services available through Victim Support and can put you in touch with your local Scheme or Witness Service.

## Comments and complaints

Victim Support welcomes comments about our services. There is a formal complaints procedure. Please contact your local Victim Support Scheme/Witness Service or the National Office (see back page) for further details.