



**VICTIM
SUPPORT**



www.victimsupport.org.uk

Welcome from Andrew

Dear applicant,

Thank you for your interest in these important Board appointments at Victim Support.

As an independent charity, Victim Support aims to ensure that people affected by crime or traumatic events get the support they need and the respect they deserve. We help people feel safer and to move beyond crime.

We help people by providing free, confidential advice, emotional support and practical help through our local Victim Support teams across England and Wales and our national contact centre. We provide a range of specialist services including services for people affected by domestic abuse and sexual violence, fraud and children and young people. We also run the National Homicide Service, to support families affected by murder and manslaughter, and provide key support services to people affected by terror attacks.

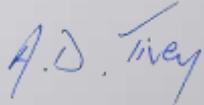
Like other victim services, we have temporarily suspended face-to-face support during the Coronavirus pandemic. However, our local services are still fully operational although supporting people remotely, and our telephone and live chat services are still available 24/7.

We will have three vacancies for Trustees on our Board later this year. We need a Board that reflects and represents the people we support and the voices we champion. We would therefore particularly welcome applications from Victim Support volunteers, or anyone wishing to become a volunteer, and anyone with personal experience of crime, victims' services or the criminal justice system.

We want to see a world where there are fewer victims, and for those affected to have stronger rights, better support and real influence in the criminal justice system. If you join our Board of Trustees, you will have the opportunity to make a real impact and be part of our success story.

Victim Support is committed to providing an inclusive, supportive and flexible environment. We would welcome applicants from all backgrounds – and as our current board is not as diverse as the communities that we work in, we would be particularly interested in applications from those from underrepresented groups. We very much look forward to hearing from you.

Best wishes,



Andrew Tivey
Chair of Trustees
1 June 2020



About us

Who we are

Victim Support is an independent charity. We are dedicated to supporting people affected by crime and traumatic incidents in England and Wales, and we put them at the heart of our organisation.

Our support and campaigns are informed and shaped by them and their experiences.

We provide specialist services to help people cope and recover and to empower them to ensure their voices are heard individually and collectively at a local and national level.



What we do

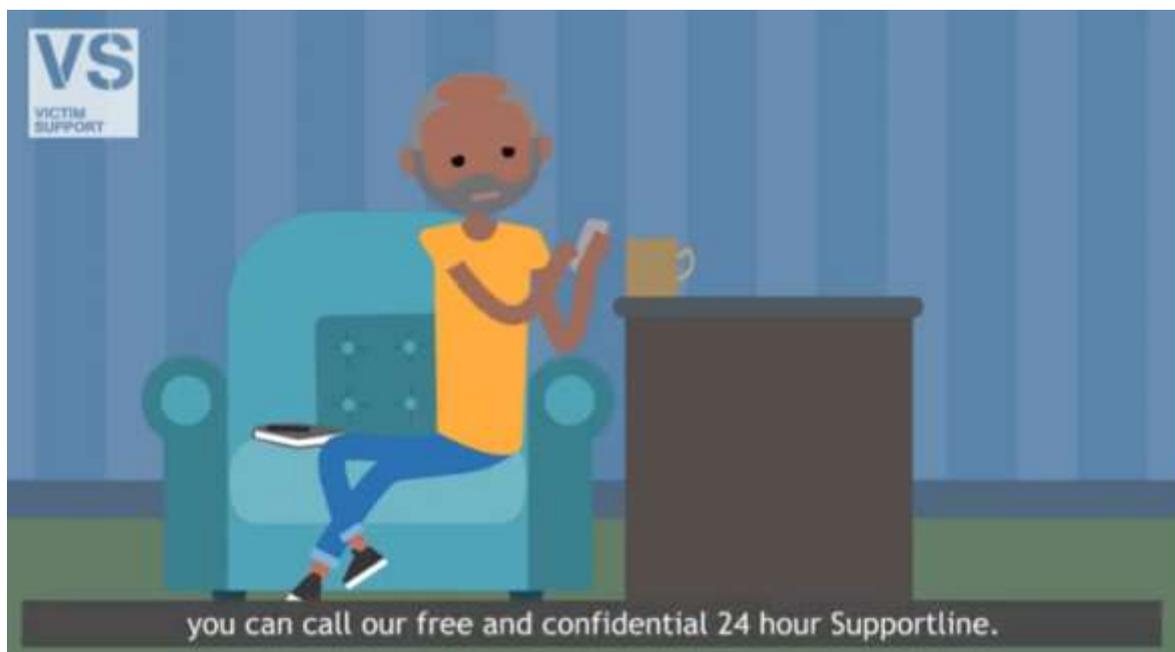
We provide free confidential support 24 hours a day, 365 days a year for people affected by crime and traumatic events – regardless of whether they have reported the crime to the police or when it occurred and for so long as it is needed.

Most of our services are delivered locally through skilled staff and volunteers who are deeply rooted in their communities. We adapt our services to meet local needs and pride ourselves on being responsive to local demands. However, we also run the National Homicide Service providing a dedicated, comprehensive service for those bereaved by murder and manslaughter and a national Supportline.

Our services help people affected by all types of crime including burglary, hate crime, fraud, theft, domestic abuse, sexual violence, child sexual exploitation, modern day slavery and terrorism.

We are independent of the government, the police, local authorities and the criminal justice system but our unrivalled national overview gives us the ability to share best practice and innovate in our services as well as champion victims' rights from a strong evidence base.

Find out more about our free, confidential 24/7 Supportline.



Mission, vision and values

Vision

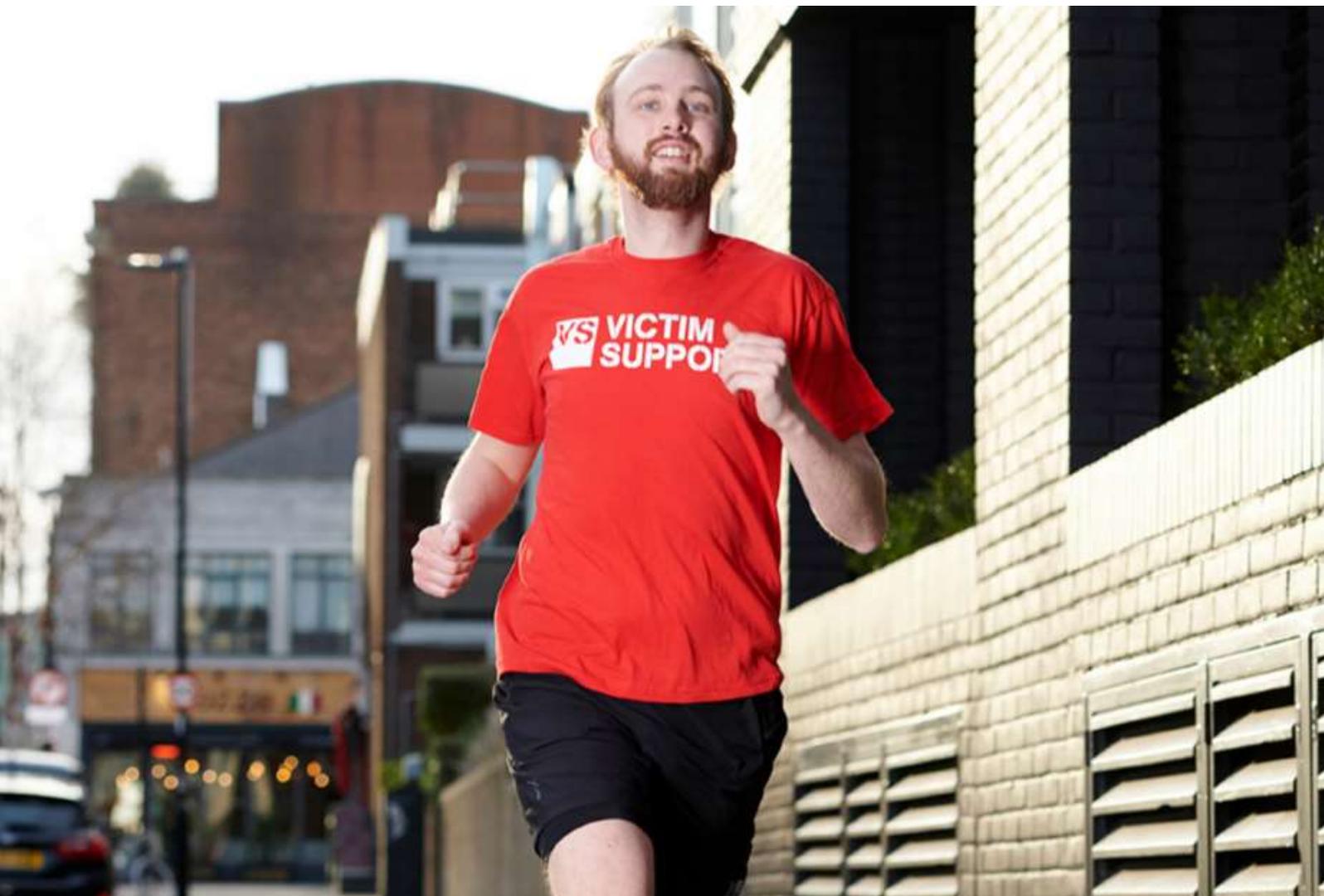
A world where there are fewer victims, but they will have:

- stronger rights
- better support
- real influence in the CJS.

Ambition

By 2023:

- We will have developed innovative new services that will meet new and emerging needs
- We will have empowered more people with specialist support and advocacy to feel safer and move on beyond the impact of the harm they have experienced
- We will have effected change by making the case for people to have stronger rights and feel respected by the criminal justice system.



Values

Everything we do is underpinned by our values, which drive our organisational culture; what sort of organisation we are, what we stand for and how we behave.

We are:

Empowering

- We work with people to shape the support that they receive, to develop their resilience and the skills to achieve their rights.
- We treat everyone with dignity and respect.
- We will ensure that the way we run VS at every level is informed by people with lived experiences of crime and harm and we will continue to develop the ways we involve and consult service users.

Inclusive

- VS is committed to ensuring that all of our services are equitable and accessible to all; that our employees and volunteers reflect the diversity of the communities we serve, and that equality, diversity and inclusion is embedded across our organisation.
- We will continue to develop channels to engage and consult with staff and volunteers to ensure their experience and voice is heard in the running of VS and the delivery of our services via the Staff Consultation Forum and the Volunteer Panel.

Collaborative

- We will work together locally in a positive Multi Agency approach to best meet the needs of individual people affected by crime. We will work closely with other like-minded organisations nationally and locally to campaign for improvements in the criminal justice system and to develop our respective and collective organisational strength.
- The environment affects us all now and for the future. We will work together and with other organisations to make VS a healthy place to work and visit. We are committed to continually improving our environmental performance, promoting the well-being of our teams and ensuring that we minimise any adverse environmental impact from our activities.

Independent

- We are an independent charity. This enables us to work alongside people to represent their interests, access the services they need, exercise their rights and support them to speak out.

Equality, Diversity and Inclusion

Victim Support is actively committed to encouraging and promoting the positive contribution of our diverse membership and users of the services. We embrace those of any age, race, colour, nationality, ethnic or national origin, sexual orientation, gender/sex, disability, marital or civil partnership status, gender reassignment status, socio-economic background, religion or belief who want to help us deliver or are in receipt of the services we provide. We are proud of the external recognition we have received for our inclusive approach as an employer, and list some of our recent awards below.

We will ensure that this is reflected in our practices, policies and services. We are working towards the elimination of discrimination (whether direct, indirect or through victimisation or harassment) and will not tolerate any discrimination relating to issues of equality, diversity or inclusion. Everyone at Victim Support has a responsibility to ensure equality; diversity and inclusion are upheld in all we do.



Diversity on the Board

We would like our Board of Trustees be as diverse as the communities we are working with. As a result, whilst we would encourage anyone interested to consider an application, we would be particularly welcome applications from those from groups currently under-represented on the Board. We also offer a full induction and training opportunities to all Trustees to support them fulfil their role.

Our year in numbers 2018–19

Our year in numbers 2018–19

We supported

848,236 victims were offered information and specialist support

123,435 victims were provided with specialist case management support

2,018,022 webpage views provided guidance on the Victim Support website

5,851 news articles featured Victim Support

We campaigned

Our research revealed **6 in 10** victims did not receive their rights under the Victims' Code

We made a difference

83% of people we supported felt better informed about the support available and the options open to them

77% of people felt that their wellbeing had improved

76% of people we supported felt safer following our help and support

4 of the 5 key priorities set out by Victim Support were addressed in the Victims Strategy

What we achieved in 2018–19

Supporting

Locally

Our specialist teams of committed staff and volunteers contacted nearly **850,000** victims of crime.

We went on to advise and support nearly 125,000 people who had experienced crimes including homicide, domestic abuse, sexual violence, historic abuse and hate crime in their local communities across England and Wales.

Our tailored services cover many areas of both practical and emotional support and often victims take up several of our services. This includes advocacy, personal safety advice and ongoing emotional support.

Nationally

This year we supported **76,332** victims through our National Contact Centre, home to our 24/7 Supportline.

The dedicated team handle calls, emails, enquiries for support from our website, referred calls from a number of external organisations and online support.

We expanded our Fraud Support Service for some of the UK's largest high street banks, providing support to victims of fraud.

The number of requests for fraud support and calls to Supportline continues to grow year-on-year.

We supported:

43,850

survivors of domestic abuse

1,412

family members bereaved by homicide

56,287

victims of violent crime

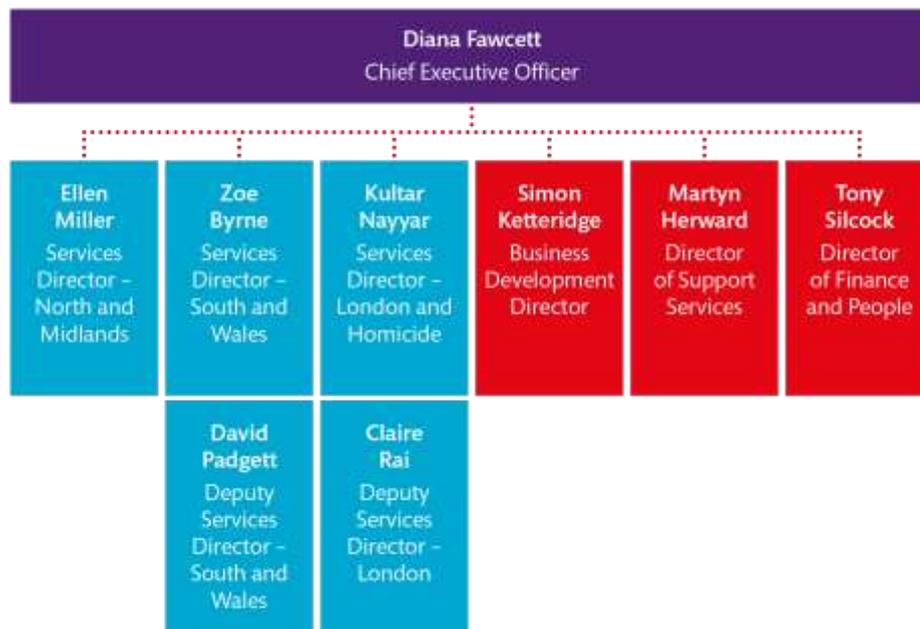
9,446

victims of burglary

76,332

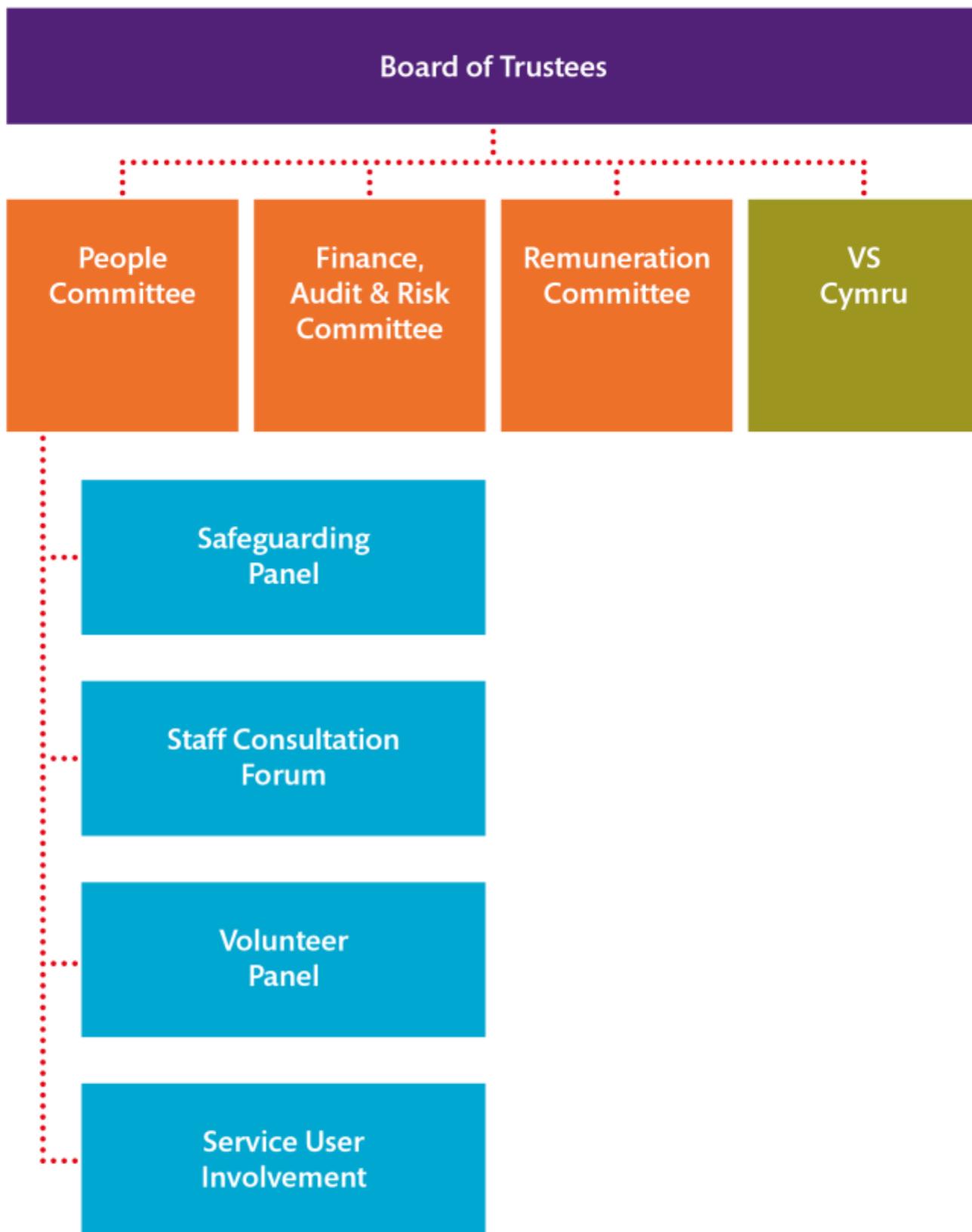
people who sought help through our National Contact Centre

SMT organisational structure



If you would like to find out more about our Senior Management Team, [you can view their profiles on our website](#).

Board/committee structure



Our Board of Trustees

If you would like to find out a bit more about the Board, who they are and what they do, all our Trustee profiles can be found on our [website](#).



Being a Trustee

We are looking to appoint three successful candidates to our Board of Trustees.

As a Trustee you will...

- Be an ambassador for Victim Support and for our work.
- Help shape to the strategic direction of Victim Support.
- Make sure Victim Support has policies in place that comply with current legislation and promote good practice.
- Make sure that staff, money and other resources are used appropriately, and that this is always monitored properly.
- Support the fundraising, income generation and outward facing activities of the charity.
- Spend time with our services, getting to understand their work and ensuring they know what the role of a Trustee is.
- Make sure that the needs of victims, witnesses and families affected by tragic incidents and crime are always at the centre of decisions taken by Victim Support.
- Participate in the cycle of meetings and make sure that decisions taken at meetings are implemented.
- Attend training sessions, some of which are embedded into each Board meeting, to promote your knowledge and professional development in the role of Trustee.

As a Trustee you will need...

- To be committed to developing your knowledge and understanding of how Victim Support is run, including engagement work with local or national services. Full training and support will be provided for the successful applicants.
- To be committed to supporting and promoting Victim Support's vision and mission.
- To understand and believe firmly in the work that we do and our values
- To demonstrate strong leadership skills.
- To be a creative thinker and help Victim Support develop innovate new areas of work or support.
- To be committed to supporting VS values and Equality, Diversity & Inclusion policy.
- To have excellent communication skills, and be able both to build agreement and challenge convention.
- To be an active member of the board, committing the time and thought needed.
- To be committed to Victim Support's statement of good governance (see Appendix 1).

- To complete a DBS check.
- To complete mandatory online learning and other training from time to time.

We would particularly welcome applicants from people with significant knowledge or a background in one or more of the following areas:

- Safeguarding
- Legal
- Income generation (commercial)
- Fundraising
- Procurement
- Insurance and risk

Time Commitment

Trustees are asked to prepare for, attend and contribute to all Board meetings and join sub-committees and ad hoc working groups as required. Meetings are held at different locations throughout England and Wales. Regular annual commitments would include:

- Four full-day meetings of the Board (during working hours)
- One Strategy Day
- Potential to become a member of a Committee (People, Remunerations or Finance, Audit and Risk)
- Visits to local offices as appropriate
- Attendance at occasional fundraising or networking events.

We estimate that the annual commitment for our Trustees is ca. 8–10 days per year in total.

Remuneration

The position of Trustee is unpaid. However, all reasonable out-of-pocket expenses incurred on charity business will be reimbursed in line with our Volunteer Expenses Policy.

Term of Office

Trustees are appointed for an initial term of three years, with the possibility of extension for a further period of three years.

Legal requirements in the role Trustee

All Trustees are individually and legally responsible for the charity they govern. If you would like to find out more about these responsibilities, the [Charity Commission](#) have released some helpful guidance: [The essential Trustee: what you need to know, what you need to do.](#)

How to apply

We want to give you the opportunity to find out more about the role of trustee, and whether you feel it is right for you, without going through a lengthy or complicated application process. If you are interested in applying, or would like to find out more:

- 1) To find out more about Victim Support and to hear from current Trustees contact Verena (governance@victimsupport.org.uk). An online meeting will be set up for an informal discussion.
- 2) Alternatively (or once you have attended an online session) please register on our recruitment website and fill in the application form. The closing date for applications is Friday 7 August 2020.
- 3) We will be holding interviews in August, and will be in touch with all applicants to let you know if you are shortlisted for an interview. These interviews will be with the Chair and a couple of other Trustees and will be an opportunity for them to get to know you and for you to find out more about the role.
- 4) Successful candidate/s will be notified and asked to attend an induction day, where they will be able to find out more about Victim Support, as well as completing any relevant paperwork.

Reasonable adjustments

Disabled applicants will be supported to implement a reasonable adjustment. If you require a reasonable adjustment to take part in the application or interview process, please contact Verena Meyners (Board & Committees Officer) on verena.meyners@victimsupport.org.uk to discuss your needs.

Appendix 1: Victim Support's statement of good governance

As a Trustee I will...

Hold ultimate responsibility for the effective, ethical and legal running of the charity.

Work in line with the vision, mission and values of Victim Support.

Work with personal integrity, managing my own conflicts of interest and declaring these to the Board as and when they arise.

Promote my own continual professional development and undertake any additional training where necessary to understand the work we do at Victim Support.

Act as a leader and ambassador for the organisation.

As a Board we will...

Work in line with the Charity Governance Code.

Champion the voice of our service users.

Work alongside the Senior Management team to develop and evaluate our organisational Strategy.

Constructively challenge both ourselves and each other, to ensure we are working in the best interest of the charity.

Be open and transparent in our decision-making processes.

Evaluate our performance as a group, identify any potential gaps in our collective skillset and undertake work to fill these gaps.



We are an independent charity offering free, confidential support to people affected by crime and traumatic incidents.

For information and support, contact us by:

- calling Supportline **08 08 16 89 111**
- using Next Generation Text (add **18001** before any of our phone numbers)
- Online: **victimsupport.org.uk**

To find out how you can help us, visit **victimsupport.org.uk/get-involved**

 **VictimSupport**  **@VictimSupport**

victimsupport.org.uk

Published by Victim Support. President HRH The Princess Royal

Victim Support, 1 Bridge Street, Derby DE1 3HZ. Telephone: 020 7268 0200

Charity registration: 298028. Company no: 2158780 Registered in England. Limited by guarantee. Registered office as above.

P2531 June 2019 ©Victim Support 2019 Imagery: © Getty Images (page 1)