VS VICTIM SUPPORT

Support that saves: methodology

In October 2025 we published a paper, *Support that saves*, which outlined the wider economic benefits of Victim Support's services. Here we set out in detail our methodology for this paper.

Costs as a consequence of crime

We used data from the Home Office's '*The economic and social cost of crime*' research report to calculate the costs[1] as a consequence of crime generated by the number of cases supported by Victim Support in 2024/25 = **108,195**.

We calculated the costs associated with the following categories identified by the Home Office:

- 'physical and emotional harm'
- 'lost (economic) output'
- '(costs to) health services'.

We discounted the other two categories identified by the Home Office: '**property stolen and damaged**', because we do not measure the impact of our support on this cost category, and '**victim services**', because the cost of funding Victim Support's services is already accounted for in our analysis.

We multiplied the cost of each Home Office crime category by the number of cases of that crime category supported by Victim Support in 2024/25, and added them up to calculate the costs as a consequence of crime associated with the three selected Home Office categories:

- **£905 million:** physical and emotional harm
- **£161 million:** lost (economic) output
- **£36.3 million:** (costs to) health services.

Savings generated by Victim Support's services

To estimate the savings generated by Victim Support's services, we firstly analysed feedback from a representative sample of our service users. In 2023, a sample of **4,495** Victim Support service users rated themselves on a scale of 1–10 at the beginning and end of their support journey against six indicators which we have linked to '**physical and emotional harm**', '**lost output**', and '**health services**'. We analysed this data and found average improvements among service users of:

- **47.9%** for physical and emotional harm
- **49%** for lost output
- **49%** for health services.

We then applied these average percentage improvements to the estimated total costs associated with the **108,195** cases supported by Victim Support in 2024/25 to calculate the savings generated by our services:

- **£433.3** million for physical and emotional harm
- **£78.9** million for lost output
- **£17.8** million for health services.

In total, these savings amounted to up to £529.9 million.

Cost-to-benefit ratio

We then compared the total estimated savings (**up to £529.9 million**) generated by Victim Support's services with the total annual income for Victim Support's services (**£49 million** in 2023/24 – the latest year for which we have independently audited data) to determine that, **for every £1 invested in Victim Support's services, there is an economic return of up to £10.80.**

Therefore, the cost-to-benefit ratio of investing in Victim Support's services is up to £1: £10.80.

[1]All costs were adjusted for inflation, using the Bank of England's inflation calculator, in February 2025.