

SERVICES TO SUPPORT VICTIMS OF CRIME



The Victim Care Service provides support for victims of crime to cope with, and recover from, the harmful effects of the crime they have experienced. The service is funded by the Police and Crime Commissioner and provided by Victim Support.

The outbreak of COVID-19 has required the Victim Care Service to make changes in line with Government and Public Health England advice to protect the safety of staff, volunteers, service users and the public.

While the VCS is no longer able to offer face-to-face meetings at this time and users will no longer be able to 'drop in' to any office locations, there is still help available over the phone.

- The VCS can now be contacted for self-referrals and queries from **9am-5pm Monday to Friday on 0808 178 1641**.
- Any calls to the service made within 8am-9am and 5pm-8pm Mon-Fri and 8am-8pm Saturday will be diverted to Victim Support's national support line, so the call will still be answered.
- Self-referrals can still be made via the Victim Support website or the Live Chat facility.

The Victim Care is open to all victims no matter what the type of crime, regardless of whether the crime has been reported to the police or not, and no matter how recently or how long ago the crime took place.