

## How we've helped others

Every year, we help thousands of people just like you to cope and recover following crime.

Here's a snapshot of what people say about our help and support:

**"I was in complete shock and felt so betrayed that someone had been in to my house – home didn't feel like home anymore. I'm not sure what I would have done without speaking to someone. Thank you so, so much for being there."**

Victim of Burglary

**"I was so nervous before I called but the people I spoke to put me at ease and helped me realise that it wasn't my fault, and I wasn't alone. Thank you."**

Victim of Domestic Abuse

**"I've never felt so upset. You made me feel strong enough to tackle everything. You've helped me so much."**

Hate Crime Victim

## Talk to us!

Getting help from Norfolk and Suffolk Victim Care is free – it doesn't matter if the crime involved you, a family member or a friend – if you've been affected, we're here for you.

You can access support from us by phone or email, while our website contains detailed information about coping with crime, different crime types, the criminal justice system and the victims code of compliance. You can also keep in touch with us via our Facebook and Twitter feeds, which have details about our events and activities.

If you're in need of help and support following crime, contact us today.

**Tel: 0300 303 3706**

**Email:**

**nsvictimcare@victimsupport.org.uk**

**Visit: [www.nsvictimcare.org](http://www.nsvictimcare.org)**

**Twitter: nsvictimcare**

**Facebook: nsvictimcare**

**If you are in immediate**

**danger, always call 999**



**Norfolk & Suffolk  
Victim Care**

**If you've been  
a victim of crime**

**We're here to help**

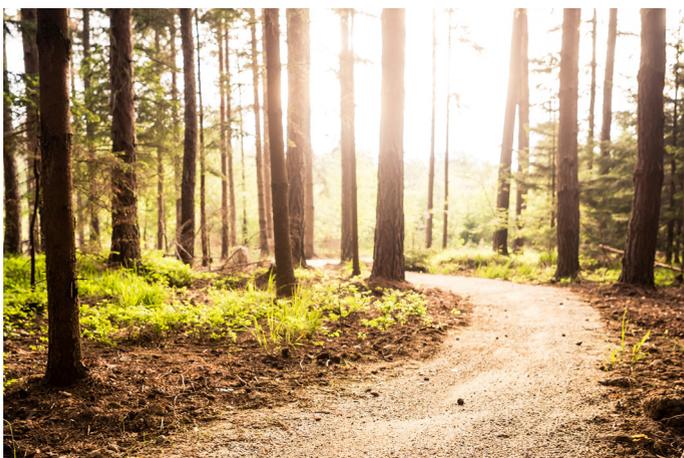
**Get support today**

**Visit: [www.nsvictimcare.org](http://www.nsvictimcare.org)**

**Tel: 0300 303 3706**

**Brought to you by:**





## About Norfolk and Suffolk Victim Care

Covering the whole of Norfolk and Suffolk, we're a free, confidential support service specifically designed to help victims and witnesses of crime.

Whatever has happened to you, whatever you may have witnessed and whenever it took place, our trained support staff will work with you to make sure you receive the help you need to cope and recover.

It doesn't matter if you have reported the crime to the police or not, or previously turned down offers of support – help is available if you need it.

## How we can help

Whether you simply want to talk or need help with practical tasks, our team is on hand and ready to assist.

### Emotional support

Being a victim or a witness of crime brings up a huge range of emotions that can make you feel angry, sad, overwhelmed, scared and everything in between. However you feel, we're here to talk, to help you make sense of everything.

We can provide a safe place for you to talk through your thoughts and feelings, and to ask any questions you may have. Our support is completely confidential and independent.

### Practical support

Putting in place individual safety plans for you and/or providing you with personal alarms. Assisting you to write your Victim Personal Statement and advocating on your behalf with other agencies such as Police, Witness Care Team and Council services to help co-ordinate the support that you need.

We can also refer or signpost you to other specialist agencies.

Everyone's experience is individual – whatever you need, talk to us.

## The Criminal Justice System

We can also help you prepare for going to court as a victim or a witness and explain your rights and what you can expect when going through Criminal Justice.

## What happens when I contact Victim Care?

When you contact us, we'll ask you a series of questions to try to understand what has happened to you, how you have been affected, and what the best way is for us to support you.

We treat everyone individually, as everyone reacts differently to crime. Everything you tell us is confidential and we won't judge you – this is your experience, and you have the right to feel however you feel.

Once we understand a little bit more, we'll put together an action plan of how we can support you going forward. This can range from emotional support and someone to talk to, right through to speaking to specialist teams who will be able to help you further.

However you feel, turnover to see how you can contact us.