

Police and Crime Commissioners

Putting victims first

Javed Khan

Chief Executive, Victim Support

24 January 2013



- Victim Support – what we do & our offer to victims & witnesses.
- PCC responsibilities to victims.
- PCC led victim support services from 2014.

Provide help
and support to
240,000
witnesses
every year.

We work with
over 1 million
victims of crime
every year.

Services
delivered
locally by
6,000
volunteers

Dedicated
Homicide
service +
national
helpline.

Supporting
witnesses In
every criminal
court in
England &
Wales.

Victim Support provides:

Practical support:

- Securing a victims home after a break in
- Assistance when completing insurance forms

Emotional support:

- Talking to one of our trained volunteers
- Information & support through Court processes

Referrals to other organisations:

- A tailored service

'5 promises' to victims & witnesses:

1. Open & accountable to victims & witnesses, seeking out & acting on their views.
2. Ensure that victims & witnesses get the quality help & support they need, when they need it.
3. Make the police more victim-focused & more effective and meeting their needs.
4. Give victims & witnesses an effective voice in the wider criminal justice system.
5. Constantly work to develop new ways of delivering justice for victims.

The role of PCCs & their duty towards victims:

- A duty to obtain the views of victims.
- Victim services funding- to PCCs as of 2014.
- EU Directive for victims – PCCs will need to meet these requirements.
- Ensure a ‘First Response’ service for all victims.

Real services for real people- 'Karen's story'

'He grabbed me by the throat and knocked me to the ground'

'He was kneeling on top of me with his hands around my throat...'

'As a last ditch attempt I hit him around the head with my handbag... he pulled back from me enough that I could scramble away.'

'...I got counselling through work but it wasn't specifically for victims so it was good to have someone there who understood and had helped other people through the same kind of thing.'

How Victim Support helped Karen

'I got counselling through work but it wasn't specifically for victims so it was good to have someone else here who understood and had helped other people through the same kind of thing.'

'My Victim Support volunteer understood shock and could say with authority, 'you will get better and it will stop being so scary' – they explained what I could expect, and that it was normal to feel how I did'

'...It was nice to speak to somebody independent who just listened to me, not having their own judgements'