



Norfolk & Suffolk Victim Care

The Offices of Norfolk and Suffolk Police and Crime Commissioners, in partnership with Victim Support, launched the new joint Norfolk and Suffolk Victim Care service (NSVC) on **3rd April 2018.**



**VICTIM
SUPPORT**



What will the new service provide?

The service will support victims of crime to cope and recover by:

- Providing a single point of contact throughout the duration of their case;
- offering a range of services and interventions such as emotional support, advice, practical help, advocacy and onward referral to specialist services and agencies where required;
- enabling them to get the help they need, when they need it and in their preferred way, whether this is via face-to-face support, over the phone or via email;
- supporting them to navigate their way through the Criminal Justice System (CJS) - working in collaboration with CJS partners to co-ordinate services to victims from the referral stage through to when they exit the system; and
- raising awareness of, and encouraging individuals to engage with, restorative practices and interventions.

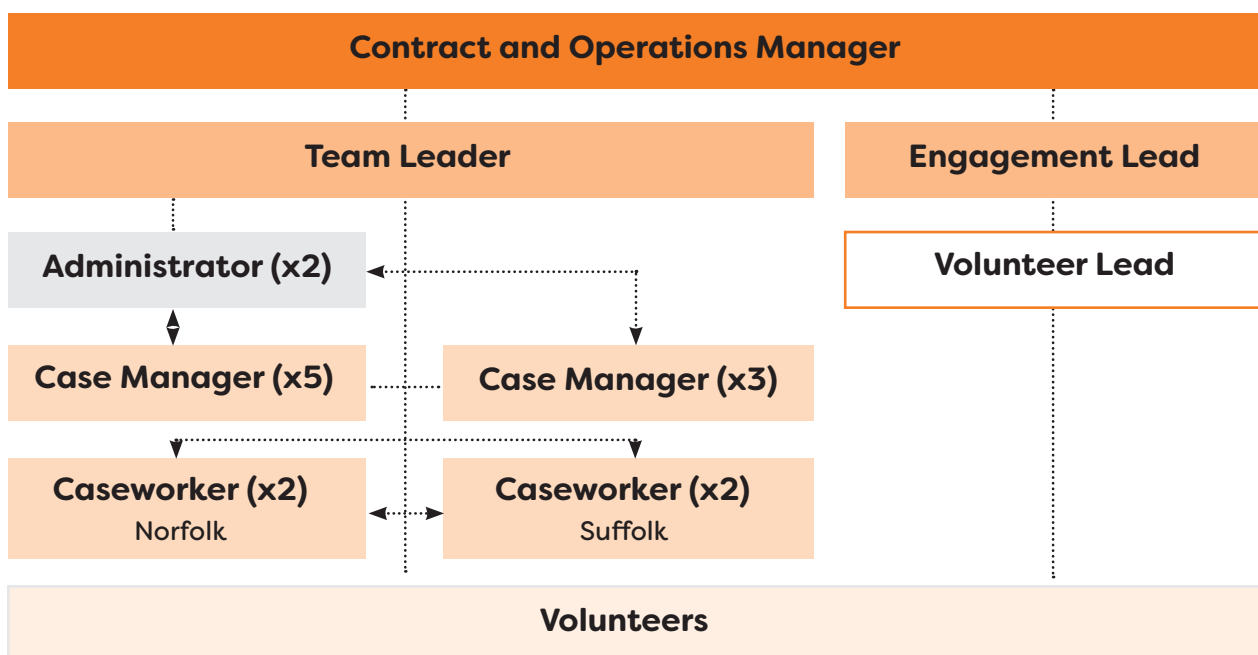


The service will also be:

- Available to anyone living in Norfolk or Suffolk, including children and young people, who has been a victim of any crime type, including standard and medium risk cases of domestic abuse ;
- free, confidential, non-judgemental and wholly independent of the Police and other statutory agencies;
- accessible to all victims, irrespective of whether or not the crime has been reported the crime to the Police and when or where the crime occurred;
- focussed on developing formal referral pathways with our partners to ensure the victim journey is clear and consistent and meets the needs of victims;
- delivering a comprehensive programme of marketing, promotion and engagement activities - in particular targeting hard-to-reach groups and those communities who traditionally do not report to the Police, to help raise awareness of the service and increase self-referrals; and
- compliant with all aspects of Victims Code of Practice and General Data Protection Regulations that come into enforcement in May 2018

Who will deliver the service?

The service will be delivered by a team of specially trained and highly skilled staff and volunteers:



How can victims and our partners get in touch?

The service will operate from 8am to 5pm Monday to Friday and can be reached via:

Tel. 0300 303 3706

Email. nsvictimcare@victimsupport.org.uk

Visit. nsvictimcare.org

Twitter. [nsvictimcare](https://twitter.com/nsvictimcare)

Facebook. [nsvictimcare](https://www.facebook.com/nsvictimcare)

Out of hours support is available via Victim Support's national Supportline 0808 168 9111.