Victim Support

Helping people cope with crime

Overcoming barriers to meet the needs of victims and witnesses

Gillian Guy

Chief Executive, Victim Support

Victims want to be treated as individuals

I just think actually being treated like a victim would be quite nice. That's all I ask.

I had stacks of paperwork of crime...everywhere. It's just a case of getting your head round it. Victim Support sort of helped me to get it organised, to get the ball rolling, to keep everything under track otherwise it's spiralling out of control

It's very difficult because you don't want your family to know how you feel. All they want to hear is that you are alright

We're all individuals with different circumstances for different people

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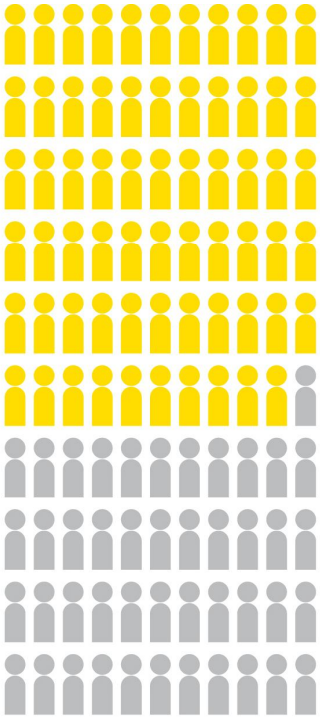
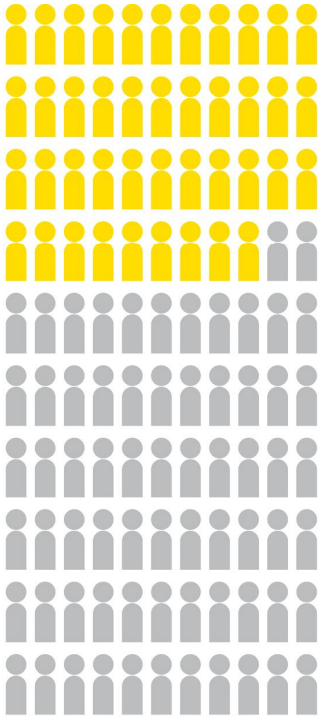
Source: VS focus groups

Confidence in the CJS is not as high as it should be



59%

Think the CJS is fair



38%

Think the CJS is effective

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Victims experiences of the CJS and other services are very mixed

The police actually, I was blessed with a guy who looked after my case, the DI, he was brilliant. He retired and stayed in a little while, and the other guy, he just didn't turn up. He couldn't be bothered; he said he was too busy.
So it does depend on what sort of people you have

I really had a not very nice experience with the judge…she proceeded to shout at me because one bit of the paperwork wasn't in order and she just made me feel totally, knocked all my confidence

I bump into the mother of the [murder] suspect … So I talked to my local council and I said please can you move me into another area… They said 'you are young, you don't have a child so you are not eligible for that'

I did have a screen around me, I felt quite safe I was screened in court. I had insisted on that. I couldn't face seeing him. He had screwed me up quite badly.

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Source: VS focus groups

Just a few of the changes we need

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