



# 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.

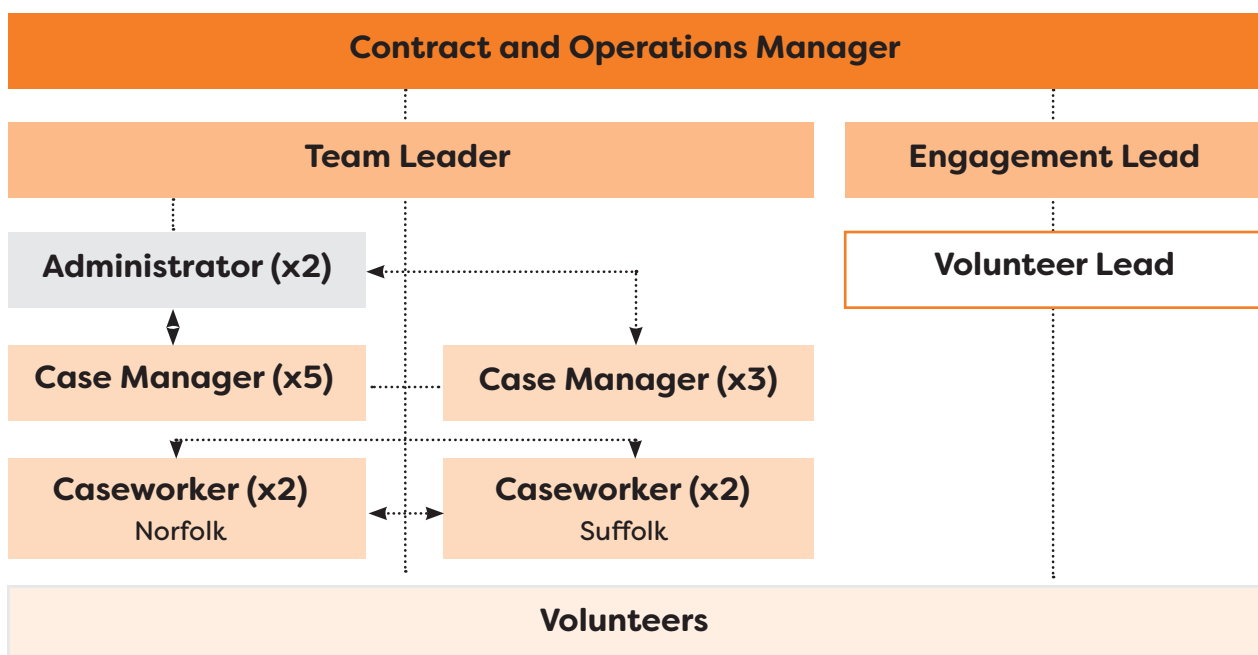


The service will also be:

- 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](mailto:nsvictimcare@victimsupport.org.uk)

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