

**Other Document Form**

Number

T39

Title E MAIL 27/10/03 **Code A** RE VICTIM SUPPORT  
(Include source and any document number if relevant)

Receivers instructions urgent action Yes  No

Document registered / indexed as indicated

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Statement readers instructions

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Examined - further action to be taken

Further actions no(s)

When satisfied all action raised Office Manager to endorse other Document Master Number Form.

<b>Code A</b>			
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## Code A

**From:** Code A  
**Sent:** 27 October 2003 13:12  
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**Follow Up Flag:** No Response Necessary  
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Code A, Code A, and J Code A from Victim Support Gosport.

Gosport - 02392 528248

Fareham - 02392 981733

Portsmouth - 02392 653111

Hampshire (Esatleigh) HQ - 02380 611177

**Victim Support Hampshire** helps Hampshire residents cope with the effects of crime. We do this by providing confidential support and information to victims of crime and to witnesses attending local courts.

Our services are free, independent of the police and courts, and available to everyone, whether or not the crime has been reported and regardless of when it happened.

If you would like to use our services, please contact us - [details of our offices and branches <contact/contact.html>](#) are available on our website.

If you prefer, you can contact Victim Support's national telephone supportline - **Victim Supportline <./supportline.html>** - on **0845 30 30 900**.

## Help for victims

Our trained local volunteers offer:

- someone to talk to in confidence
- information on police and court procedures
- liaison with other organisations on your behalf
- information about compensation and insurance matters
- contact with other sources of help.

You can contact us directly for help, and if you report a crime to the police they will also offer to put you in contact with us.

## Help for witnesses

Our Witness Service offers information and support to witnesses, victims, their families and friends in every criminal court in Hampshire. Our trained staff and volunteers offer:

- someone to talk to in confidence

- a visit to the court and a look round a court room (where possible)
- information about court procedures
- a quiet place to wait before and during the hearing
- someone to accompany you into the court room when giving evidence
- practical help, for example, with expense forms
- to put you in touch with people who can answer specific questions about the case (the Witness Service cannot discuss evidence or offer legal advice)
- a chance to talk over the case when it has ended and to get more help or information.

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## The effects of crime

Being a victim of crime can lead to all kinds of problems, some of which can be very hard to deal with. You may find that you are shocked and confused by how emotional you feel. And if you report the crime, a police investigation and a court case can add to the strain you may already be feeling.

Everyone reacts differently to crime; your reaction and recovery can be affected by your personality, how others treat you, and even other things that have happened in your life. Whether or not you receive support after the offence can also make a difference, as can the type of crime and whether or not you know the offender. One person may cope well with a crime that somebody else would consider to be devastating; equally another person may struggle to deal with a crime that others think is relatively minor.

Although most victims do not suffer long-term harm, both adults and children may be deeply affected and have a very strong emotional reaction. Many victims have said that felt shock, upset, fear, anger, guilt or depression, but everyone does respond differently. A small number of people may experience a more severe, long-lasting reaction after a traumatic experience, which is sometimes described as Post Traumatic Stress Disorder (PTSD).

## Reducing the effects

People who have suffered a crime generally find it extremely helpful to talk to someone about how they feel. Victim Support volunteers are specially trained to listen and to give you useful information and assistance. We don't describe our work as 'counselling', but there are some similarities in what we do.

Our volunteers are also trained to recognise if you may be in need of more specialist help and can refer you to other, more suitable organisations. They can also provide practical information and advice, for example, about replacing or repairing property, claiming compensation, and crime prevention. And they can work alongside you to guide you through criminal justice and other procedures or accompany you on visits to places such as the police station or hospital.

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