

What works in helping
victims and survivors

SASO Conference
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Director of Operations



Victim Support Scotland

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Our Vision and Mission

Strategy 2018-2021 - Victims and Witnesses First :

All those affected by crime who need it receive high quality support to recover from their experiences

Victims and witnesses of crime are at the heart of justice in Scotland



Victim Journey through Criminal Justice Processes



- Report to Police

- Prosecution decision or disposal

- Guilty Plea
- Trial

- Court Disposal
- Appeal
- Prison
- Parole

- The victim and key witnesses have a role in these stages but are not in control of decisions made about them
- Providing information and support helps them participate and cope with the experience

Victim Support Scotland is in a unique position to assist people through all of the stages of the criminal justice process

VSS Victim Service

- ☀️ Community based
- ☀️ Free confidential help and support focusing on individual needs
 - Home/office visits
 - Telephone Support
- ☀️ Assistance with Victim Impact Statements
- ☀️ Information on Criminal Justice System and rights
- ☀️ Safety Plans
- ☀️ Signposting to local partners/agencies

VSS Witness Service

- Court based, every JP, Sheriff and High Court in Scotland
- Centred on individual victim or witness
 - Provide information about court process and personnel
 - Meet in Court
- Pre-Court Familiarisation Visits
 - Support in court (special measures)
- Assess needs and makes referrals to community service
- Post court support
 - referrals to community service
 - Information on VNS

Support to victims of all crime types

- ☀️ Theft
- ☀️ Assault
- ☀️ Vandalism
- ☀️ Housebreaking
- ☀️ Anti-social behaviour
- ☀️ Murder / Sudden & violent death
- ☀️ Domestic Abuse
- ☀️ Rape & Sexual Crime
- ☀️ Hate Crime
- ☀️ Stalking & Harassment
- ☀️ Intimidation & threatening behaviour
- ☀️ Crimes of Dishonesty
- ☀️ Fire-raising
- ☀️ Human trafficking
- ☀️ Crimes involving children
- ☀️ Cybercrime



VSS support 2017/18

 >100 front line operational staff

 600 operational volunteers

– >87,000 hours supporting victims and witnesses

 VSS operational support

 **Victim Service** >53,000 people

- *13,664 victims of violent crime*
- *1,776 victims of rape and sexual assault*
- *3,399 victims of domestic abuse*

VSS support 2017/18

 **Witness Service** >107,000 contacts with individuals

- support to 22,262 vulnerable witnesses

 **Improving Rights**

- 31 responses to formal consultations
 - Oral and written evidence
- Victims forum

 **Learning and Development**

- Suite of CPD certified courses to improve support for people affected by crime



Organisations
who have
attended our
training

Courses

- ☀️ Impact of Crime
- ☀️ Domestic Abuse
- ☀️ Victims of Sexual Crime
- ☀️ Hate Crime
- ☀️ Children's Rights

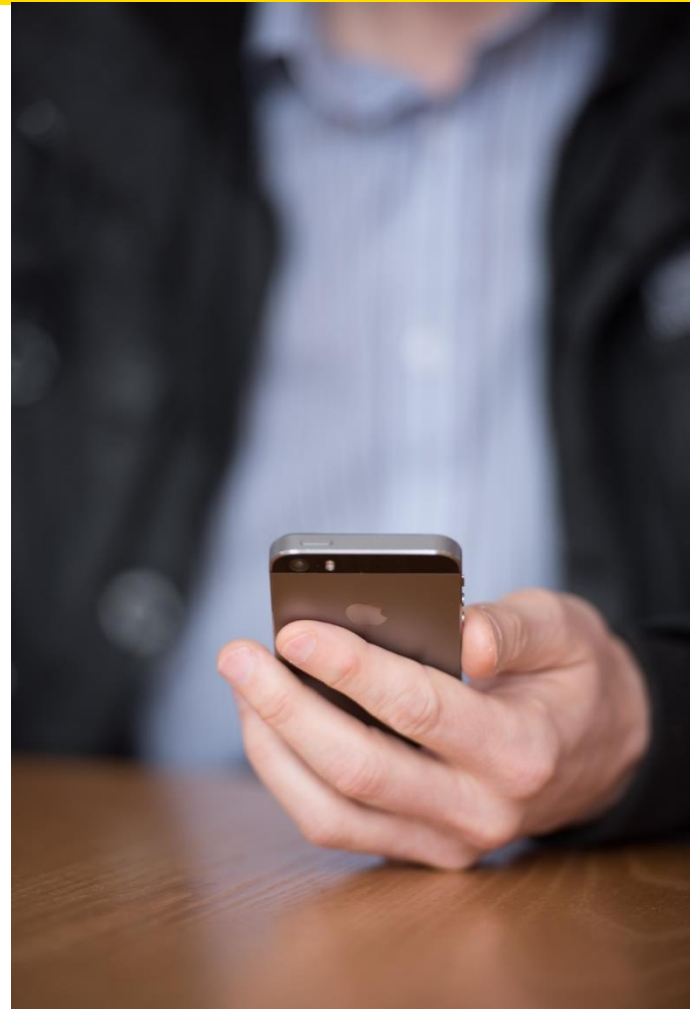


National Support Centre

Business activity (2017/18)

- 46,190 police referrals processed
- 33,945 telephone calls made
- 4,383 telephone calls received

 Operational hours Mon–Fri 8-8



Outcomes for victims and witnesses

 **People affected by crime have improved health and well-being**

 Reduced stress

 Increased resilience





 **Those affected by crime feel safer and more secure**

 Less vulnerable

 **Victims and witnesses are more informed**

 Case specific

Looking ahead

-  **Deliver** high quality support for anyone who needs it
-  **Build** partnerships and alliances with other organisations so all people affected by crime are well supported
-  **Champion** the rights of victims ,witnesses and those affected by crime
-  **Develop** VSS to enable the delivery of excellent needs-led services



Thank you