

Help for Victims - supporting victims and witnesses of crime

Help for Victims provides an independent online resource of victim and witness information with the ability to access a choice of dedicated supporting organisations. The website contains information from reporting a crime to the police investigation and the subsequent prosecution or disposal at court.

PNLD (Police National Legal Database) recently launched

www.helpforvictims.co.uk

The website contains answers to a large selection of tailored questions that clearly explain the Victims' Code and the Witness Charter, enabling the user to identify their entitlements during their journey through the criminal justice system.

Whether you have been affected by crime or you know someone who has - this website could help.

It provides information about how victims and witnesses should be treated within the criminal justice system and offers advice for those affected by crime.

For those seeking further advice, 'Help for Victims' includes contact information for national support organisations and victim

services; *empowering the user to make personal decisions on their choice of service provider.*

Key benefits of a managed service

- A national website with a **local emphasis**, offering impartial advice on how and where to get support for a victim or witness of crime, regardless of whether a report to the police has been made.
- Contains over 270 easy to understand questions and answers that clearly explain the Victims' Code and the Witness Charter.
- Offers the opportunity to obtain high quality care through direct self-referral to your local Victim Support.
- Ability to access a choice of victims services via dedicated local or national support organisations.

- The content is contextually translated into the five most commonly spoken languages to encapsulate the diversity of local communities (translation costs will be incurred).
- An email answering facility is provided where the victim or witness requires further assistance.



independent, informed, impartial



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Launch

Baroness Helen Newlove, the Victims' Commissioner for England and Wales and Mr Mark Burns-Williamson the Police and Crime Commissioner for West Yorkshire launched the 'Help for Victims' website within West Yorkshire. The Baroness offered her support stating:

“There is a great deal about the website and support service that I like. I am happy to support it as one way of improving information and choices for victims. I can see it will deliver real benefits for many victims locally and, potentially, nationally.

It is only by having all the information that victims can make meaningful decisions about what happens to them, during their journey through the criminal justice system and beyond. Hopefully this website will enable victims to digest information in their own time.”

Marketing Tools

PNLD have created a short video on how to get the most from the 'Help for Victims' website. This can be accessed on PNLD's YouTube channel. We have created other marketing templates that can be obtained on request.

Future Developments

App creation

An app for 'Help for Victims' is available on iOS and Android.

Development of self-referral facility

The potential to adapt this facility so that the police, the Trading Standards regulatory authorities and other agencies are able to submit their referrals through the same portal.

The creation of an online case progression information service

PNLD together with West Yorkshire Police witness care unit, Victim Support and the OPCC will be launching a pilot scheme for victims of sexual violence and domestic abuse. This online service is intended to provide a channel of communication and reassurance throughout the criminal justice journey.

“Help for Victims” offers a managed service for Police and Crime Commissioners

A facility for the victim to communicate with a single and responsible point of contact;

Where additional notifications are required, this can be achieved through a selected form of media;

A full record of the communication and contact between victims and service providers;

Qualitative and quantitative analysis of actions taken ensuring compliance with the Victims' Code;

A reduction in discontinuance of cases caused by the victim losing faith in the criminal justice system