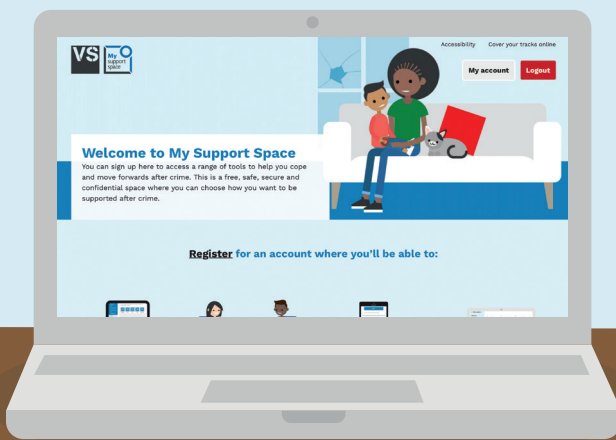




"I liked the simplicity of it. It was easy to navigate. This is extremely helpful to people like me who have experienced crime, particularly as it can be such a chaotic period in someone's life."

Victim of crime

A guide to My Support Space



www.mysupportspace.org.uk/Moj

What is it?

My Support Space is an online resource designed to help you manage the impact that crime has had on you. It includes interactive guides that contain videos, techniques, tips and activities as well as an online diary.

You are in control of your account, so you can decide what you want to complete and when. You will have to register for an account so the information is personalised to you, and so that you can save your progress. It's free, secure and confidential.

Who is it suitable for?

My Support Space is suitable for anyone aged 16 or over who has been affected by crime.

It is particularly relevant for people who want to access personalised online support in their own time and at their own pace, and for people who may not want to, or be ready to, seek support over the phone or in-person.

My Support Space is also available for friends, family members, colleagues or other supporters of victims of crime. There are separate guides that have been specifically designed to help those supporting loved ones after they've experienced crime.

New guides are added frequently to My Support Space, so this document may not reference all the content that is currently available.

www.mysupportspace.org.uk/MOJ

"I really liked the video content. The language was really accessible and made me able to relate to it quite easily. I felt as though it was personalised and it was relevant to my own personal experience."

Victim of crime



Resources for victims and witnesses

Rights guides

Victim Personal Statement

Information on what your victim personal statement could cover if you decide to make one, how your statement could be used, and how to cope with feelings you might have when writing it.



"I personally found the VPS guide useful to use with a client that I was supporting to write a VPS - it was clear, informative but also brief so not off-putting before you even start!"

Victim Support caseworker

Dealing with the media

Information on dealing with the press, such as who you can talk to for advice, and the potential benefits and drawbacks of speaking to the media about your case.

Your rights as a victim

This guide can take you through your rights as a victim or witness of crime, including what you are entitled to, and the level of service you can expect from the agencies in the criminal justice system.

The criminal justice system

Navigating the criminal justice system can be overwhelming. This guide outlines all the agencies that are involved, your legal rights and entitlements as a victim, the police investigation, the process of going to court, the verdict and more.

Restorative justice

The guide explains the process of restorative justice: how it brings together victims harmed by crime and those responsible for that harm, how it may help you to regain a feeling of control, and how to access a scheme if you want to.

Rights at work

A guide on what rights you are entitled to at work after experiencing crime, with information on flexible working, taking time off, health concerns and applying for financial help if eligible.

Criminal injuries compensation scheme

A guide that can help you to understand the criminal injuries compensation scheme: information on how to apply, the process, and many frequently asked questions.

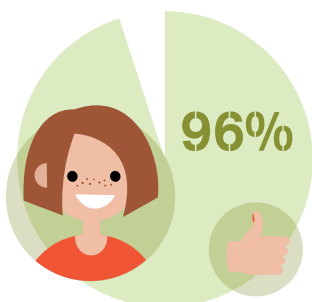
Relationship guides

Talking to others after crime

Information and tips on how you can talk to someone close to you if you've been affected by crime. It includes advice on how to tell them about what you've been through, the impact it's having on you, and what they can do to help.

Talking to children after crime

A guide that focuses on talking to children after they've experienced crime. It has a series of activities to help you talk to your child (or children) and to encourage them to open up and express their feelings and worries.

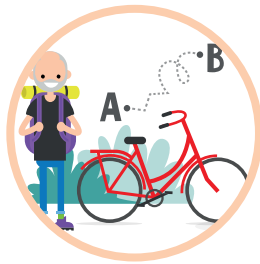


The **Talking to others** guide has a satisfaction rate of **96%** as scored by My Support Space users. (February 2021)

Wellbeing guides

Wellbeing

Practical steps you can take to help improve your emotional wellbeing and quality of life after experiencing crime. The guide introduces the idea of flow, and gives examples of simple coping strategies you can adopt to help you to cope.



Coping strategies

This guide contains self-reflection and planning exercises to help you cope in the short term. It explains what coping strategies are and what they look like, how to address unhelpful coping strategies you may have adopted, and tips to regain your inner strength and build resilience.



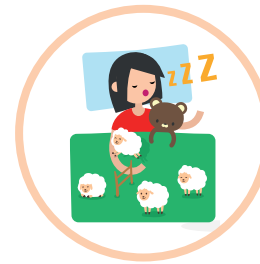
Mental health

If your mental health has been affected after experiencing crime, this guide that can give you information on what resources are available to you, and the different types of mental health support that you can access.



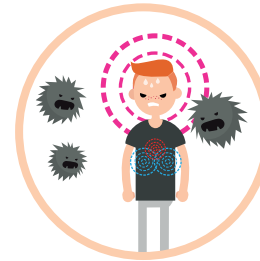
Sleep

Tips and techniques that you can try to get a better night's sleep, information on why sleep is important, and different ways to establish good sleep habits.



Difficult emotions

A guide on how making small changes can often improve your mood, with ideas on how to build your self-esteem and tips to manage feelings like anger and anxiety.



Trauma

This guide looks at why people respond in different ways after trauma, and has self-reflection and planning exercises to help you cope in the short term.

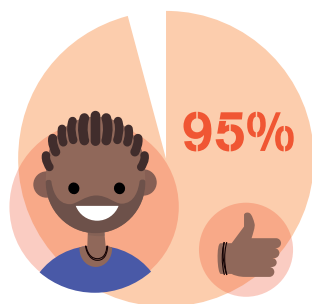


Coronavirus: Face coverings and anxiety

If you're experiencing anxiety with face coverings or masks as a result of crime, this guide explains what a trigger is and why you may be feeling this way. It has guidance on face mask exemptions, techniques for dealing with anxiety, and tips for coping with face coverings.

"When I signpost clients, they really do enjoy it, and felt it really helps them especially with the sleep guide - also due to Covid-19 they felt it helped them as they felt isolated."

Victim Support caseworker



95%

The **Difficult emotions** guide has a satisfaction rate of over **95%** as scored by My Support Space users. (February 2021)

Guides by crime type

Antisocial behaviour

This guide looks at what antisocial behaviour can involve, will help you to assess the impact that it's having on you, and suggests methods of coping. It has information on the different agencies you report to, what information to report, and other options that may be available to you if it persists once reported.



Coronavirus: living with domestic abuse or coercive control

A guide that contains information that could help you to feel safer and less alone at this difficult time; such as things you can do to stay safe, tips for self-care and what you can do if things reach a crisis point.

Coronavirus: scammers and fraudsters

Tips to help you keep yourself safe from potential scammers or fraudsters, who are exploiting the unease that many of us are feeling during the pandemic.

Financial abuse

This guide takes you through the signs of financial abuse, has advice on who can help you, and information on what you can do if you decide to leave your partner.

Improving home safety

If you've experienced a burglary, this guide has tips on how to make your home feel more secure by making small adjustments both inside and outside your house. Plus advice on how you can stop thinking the worst.



Investment fraud

A guide that looks at the warning signs of investment fraud and common tactics that scammers use. It can help you to explore how the fraud has affected you, what you can do to help yourself, and tips to stay safe from fraudsters in the future.

Stalking and harassment

This guide contains information on stopping stalking behaviour, involving the police, staying safe, engaging with your feelings, and getting further support.



"It validated what I have been through and that it was not my fault."

Victim of stalking and harassment

Online crime

This guide looks at the variety of online scams that fraudsters use and the methods they employ. It has tips to help you stay safe online and protect yourself from potential scammers, and information on who can help if you've experienced this type of crime.

Social media harassment

Practical steps you can take if you're experiencing social media harassment, information on getting help and identifying your support system, and tips to look after yourself and your wellbeing.

Surviving hate crime

This guide explains the difference between hate crimes and hate incidents, has information about reporting a crime, and explores some common responses you may experience after hate crime.

Romance fraud

Information on how to spot the common tactics used by romance fraud scammers, sources of support, tips to keep yourself safe, and ways to report romance fraud if you haven't already done so.

Moving forward after hate crime

This guide will help you as you move forward from experiencing hate crime. It has tools and exercises that can help you to explore ways of building your inner strength so that you can feel proud of your identity.

Guides for adult survivors of child sexual abuse (CSA)

Male survivors

This guide looks at unhelpful social attitudes, stigma, and myths surrounding CSA experienced by men. It will also help you to explore why you feel shame, and help you to learn about self-compassion and building your resilience.

Coping with trauma

Explores what trauma is and the different ways in which it may be affecting you. This guide looks at what flashbacks and panic attacks are, and tips for coping with both. It will also help you to understand how you react to stress, and how to cope with disassociation.

Understanding shame and guilt

This guide looks at what shame is and how it affects you, explores the idea of how to heal your inner child, and has tips for encouraging self-compassion, raising self-esteem and building resilience.

Relationships and parenting

The guide explores how partners of CSA are affected and tips for building and maintaining relationships. It also looks at aspects of parenting including pregnancy, birth, becoming a new parent, and tips for parent survivors of CSA.

Seeking justice

This guide will help you to understand your journey through the criminal justice system. It looks at your decision to report, and what to expect once you've reported the crime. It covers the timelines of a case investigation, what special measures are, what happens on the day of the trial, and sentencing.

"It was reassuring that the emotional lows and my anxiety traits were common and to be expected under the circumstances. I found the recommended actions helpful."

Victim of crime



Resources for friends, family members, colleagues or other supporters

My Support Space is also available for those supporting someone after they've experienced crime or trauma, for example friends, family members, colleagues or neighbours.

When registering for an account, there is an option to select that you are supporter rather than a victim or witness of crime. You will then have access to guides that have been designed to help you support a loved one.

These guides include how to talk to someone after crime, so that you can approach conversations with them and begin to understand the support they need. There are guides on mental health resources and their rights as a victim, so that you can help them to recognise what support is available and what they are entitled to. While the guide on coping strategies may help you to understand how your loved one is dealing with the impact of crime.

Other guides for supporters include:

- *Home safety*
- *Talking to children*
- *Dealing with the media*
- *Stalking and harassment*
- *Social media harassment*

There are also guides on supporting someone who may be experiencing domestic abuse:

Recognising the signs of domestic abuse

If you're concerned that someone you know or care about is experiencing abuse, this guide outlines some of the different types of domestic abuse, how to spot some common signs that it may be happening, and how to recognise an unhealthy relationship.

Supporting someone who may be experiencing domestic abuse

This guide outlines ways in which you can help someone through domestic abuse. It includes how to start a conversation with the person, different types of domestic abuse situations, and information on specialist support services that are available.

"I wanted to be there for [my friend] but I didn't know what to say. I didn't want to make things worse. The guides helped me to understand what I could do and say without compromising her safety."

Supporter



Brought to you by



We are an independent charity offering free, confidential support to people affected by crime and traumatic incidents.

For information and support, contact us by:

- calling: Supportline **08 08 16 89 111**
- using Next Generation Text (add **18001** before any of our phone numbers)
- Online: **victimsupport.org.uk**
- Live chat: **victimsupport.org.uk/live-chat**

victimsupport.org.uk

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Registered office: Victim Support, 1 Bridge Street, Derby, DE1 3HZ
T: 020 7268 0200 Next Generation Text: 18001 020 7268 0200 Registered charity no. 298028
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