



Victims First Northumbria is here to help

Being a victim of crime can be traumatic for young people. However, don't worry, we can give you the best possible support, care and advice.

A friendly co-ordinator will work with you to find the right way for you to cope, recover and move forward.

Contact us

If you want to talk to someone call us on:

0800 011 3116

Calls are free from landlines. Mobile costs may vary. In an emergency if you need the police, call them on **999**. You can contact police in a non-emergency on **101** or by using the **101 form** online at www.northumbria.police.uk.

You can contact us by email at

enquiries@victimsfirstnorthumbria.org.uk

Opening Hours: **Monday - Friday: 8am - 8pm. Saturday: 9am - 5pm.**

How to make a complaint

If you have a concern or a complaint about our service or activities there are a number of ways to contact us:

Email: enquiries@victimsfirstnorthumbria.org.uk

By phone: 08000 113116

In writing to: Victims First Manager, Victims First, 4th Floor, Cobalt Business Exchange and Conference Centre, Cobalt Park Way, Wallsend, Newcastle upon Tyne, NE28 9NZ

If you choose to, you can ask someone to help you make the complaint or even act on your behalf.



Victims First Northumbria

A guide for young people



How does the service work?

If you reported the crime to the police, the officer who came to see you will, with your consent pass your contact details on to us to see if we can help you.

You don't have to report a crime to police to get help from Victims First Northumbria you can contact us direct through our helpline or our website - details of both are on this leaflet - and we will help you.

We can provide practical and emotional support and can also help you to find the best services for you from a range of other organisations who we work with.



Our services

Depending on your personal needs, we offer a range of services including:

Telephone support

Volunteers who are trained to help

Help either face-to-face or over the phone

Access to help from our partners in other organisations

Useful advice and information on Victims First website
www.victimsfirstnorthumbria.org.uk



Practical support

The impact of a crime often isn't just emotional. You may have to deal with practical issues including:

- changes to day-to-day life
- friendship group changes
- loss of possessions

This is why we're here to help you.

Emotional support

Everyone deals with the impact of crime differently and has their own way of coping. This can change depending on you, the support you have around you and what else is happening in your life at the time.

Our team is trained and experienced in being able to help you understand what has happened.

We have younger volunteers who may have been a victim of crime just like you. They know what emotions you may be going through, will listen and offer advice.

Often just talking to someone, outside of your family and friends, can help you make sense of what has happened. We can help you find ways to cope and recover from the experience you have faced.

