

Victims First Northumbria is an independent and free victim referral service. **We put the victim at the heart of everything we do.**

Whether you are referred to us by the police, by another organisation or just contact us yourself, we will connect you with one of our Victim Care Co-ordinators who will provide help and support.

Being a victim of crime can be traumatic. Victims First Northumbria understands that people have different needs and we will always give the best possible care and advice to help you cope and recover.

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 - 7pm. Saturday: 9am - 4pm.**

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 Northumbria, Equinox House, Cobalt 3.2, Cobalt Business Park, Silver Fox Way, Wallsend, NE27 0QJ

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

Registered Charity Number 1164578



**Victimsfirst
Northumbria**
0800 011 3116

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Northumbria**



How does the service work?

If you have reported the crime to the police, they will with your consent, the you contact details on to us if we can help you.

You don't have to report a crime to the police to get help from Victims First Northumbria. You can contact us on our helpline or via our website.

We can help find the best services for you from a range of other organisations.



Our services

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

Cope & recovery support

Volunteers who are trained to help

Practical Support

Access to specialist services

Restorative Interventions

Useful advice and information on our website:

www.victimfirstnorthumbria.org.uk



Practical support

The impact of a crime can be practical as well as emotional. You may have to deal with practical issues from low level person security items to bigger and longer challenges such as understanding the criminal justice process through to the end of a trial.

We are here to help you.

Emotional support

Everyone deals with the impact of crime differently and has their own way of coping. This varies enormously depending on your personality, the support you have around you and your personal circumstances.

Our experienced staff are trained to help you understand what has happened and our volunteers are trained to listen and give you advice and support

Often just talking to someone, outside of your friends and family, can help you make sense of what has happened and allow you to take your first steps on the road to recovery.