

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 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 straight away.

Being a victim of crime can be traumatic. Victims First understands that people have differing needs and are in different situations and we will always give the best possible care and advice.

**Victims First
Northumbria**

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 can be practical as well as emotional. You may have to deal with practical issues from something as small as repairing a window to bigger and longer challenges such as understanding the criminal justice process through to the end of a trial.

We're 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. In fact, many of our volunteers have themselves been a victim of crime and so know from personal experience what emotions

you may be going through. They 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 find a way to cope and recover from the experience you have faced.

