**Victims First Specialist Service**

Under Thames Valley Partnership, and working in partnership with Oxford Sexual Abuse and Rape Crisis Centre (OSARCC) and Trust House, the **Victims First Specialist Service** provides much needed specialist support for victims and witnesses of serious crime including Rape & Sexual Abuse and Exploitation & Modern Slavery. Commissioned by the Office of the Police and Crime Commissioner, the service is available to those living in the Thames Valley area of Berkshire, Buckinghamshire (inc Milton Keynes) and Oxfordshire.

Offering a holistic approach, this service helps those with longer term or more complex needs. The service provides crisis intervention and ongoing support to help those with multiple and/or historical experiences of crime, and those who have had a traumatic response to a single recent crime. When appropriate, our service will provide, family-oriented support when several members of the same family (or a couple) have been directly or indirectly affected by crime.

Our support is person centred and focuses on the individual and the impact to them. We encourage activities that are designed to increase confidence, build resilience and improve future safety; and we promote improvement in physical and mental health & wellbeing, including developing coping strategies and daily living skills. We do this through:

* A timely response.
* A well utilised delivery network.
* Delivering appropriate interventions.
* Having specialist knowledge and skills within the team (Independent Sexual Violence Advisors (ISVAs), experts in Exploitation & Modern Slavery and experienced Restorative Justice Practitioners.
* Comprehensive assessment and management needs and risks.
* Client led action plans.
* Regular contact through a variety of means as preferred by client.
* Specialist support through the criminal justice system.
* Integrated pathways across the voluntary and statutory sector.
* Family work, group work and peer support.
* Restorative approaches.
* Practical help and advocacy (ranging from help with housing, benefits, immigration status, education & employment, hospital visits, food or clothes parcels).

Our support service has no time limits and can range from a single incident of support to long term support. Long term support enables us to build relationships of trust with our clients which can help empower people to break the cycle of the impact of crime.

We believe that our experience and expertise, coupled with our passion and heart for victims and the vulnerable, ensures the people we support have compassionate support in a professional and caring way.

If you wish to make a referral please complete an online referral form through the Victims First Hub which can be found at [www.victims-first.org.uk](http://www.victims-first.org.uk).

If you wish to speak to anyone for further information about the new service please contact any of the following:

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