

A guide to My Support Space

*"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



mysupportspace.org.uk/moj

What is it?

My Support Space is an online resource designed to help you cope after crime. It includes interactive guides containing videos, activities, tips and techniques, plus an online diary.

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

My Support Space is also available for supporters of victims/survivors. Separate guides have been specifically designed to help those supporting loved ones after they've experienced crime or a traumatic event.

New guides are regularly added to My Support Space. Visit mysupportspace.org.uk/moj for the latest version.

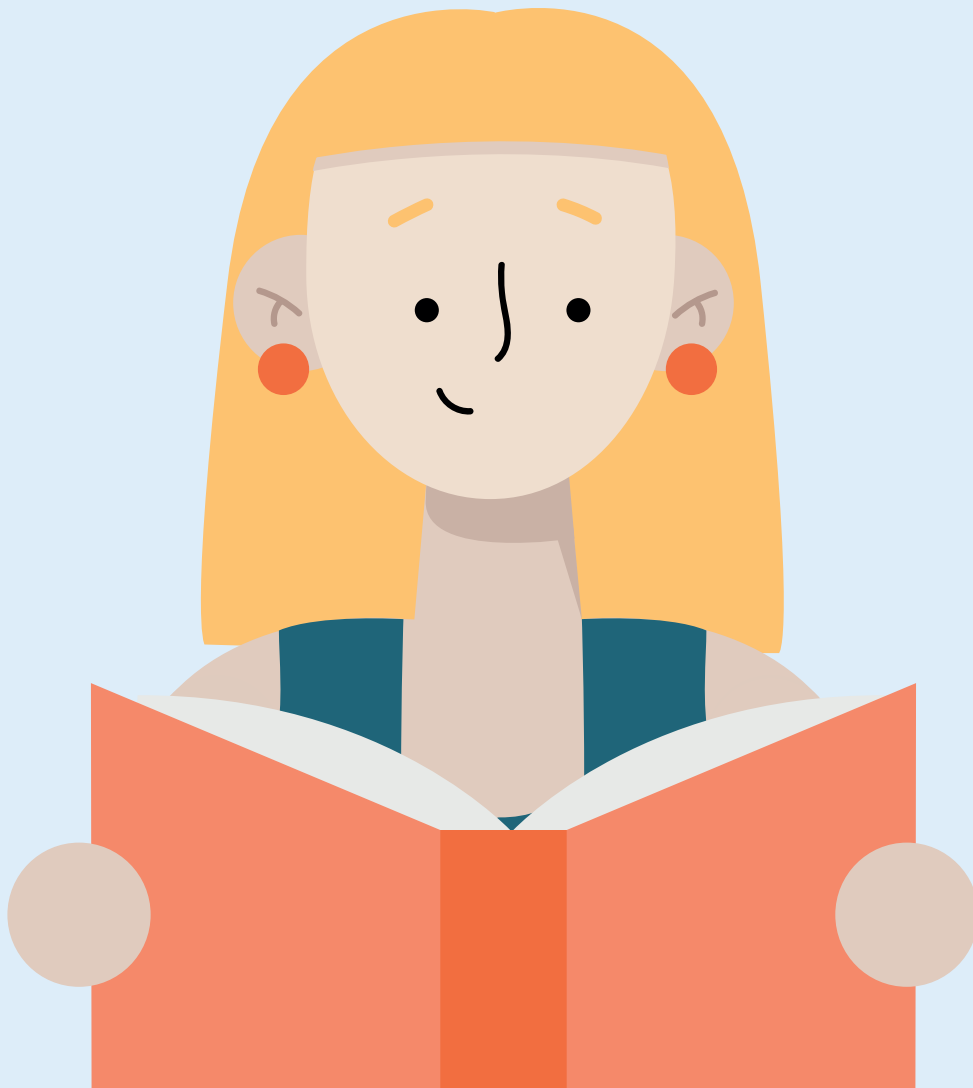
Who is it suitable for?

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

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

"I really liked the video content. The language was 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

Navigating the criminal justice system can be overwhelming. We have a number of guides to help you understand your rights as a victim or witness. They explain what support is available to you during criminal proceedings and afterwards.

They include:

- Your rights as a victim
- Victim personal statement (VPS)
- The justice system
- Rights at work
- Criminal injuries compensation scheme
- Dealing with the media
- Restorative justice.

"I personally found the VPS guide useful to use with a client 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

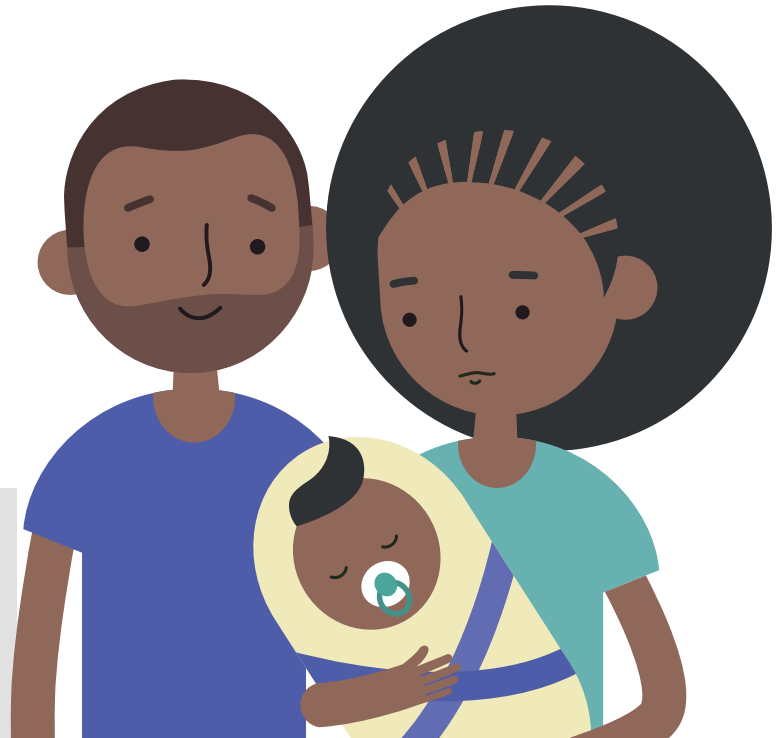


Wellbeing guides

Experiencing crime or a traumatic event can affect your mental health and emotional wellbeing. Our guides can help you to cope and improve your quality of life after experiencing crime.

These include:

- Wellbeing
- Coping strategies
- Mental health resources
- Sleep
- Difficult emotions
- Trauma
- Why keep a diary?



“When we’ve finished direct contact it’s still there for them, as a back-up... whenever they want it in the future... it’s a way for our support to be infinite.”
Victim Support area manager

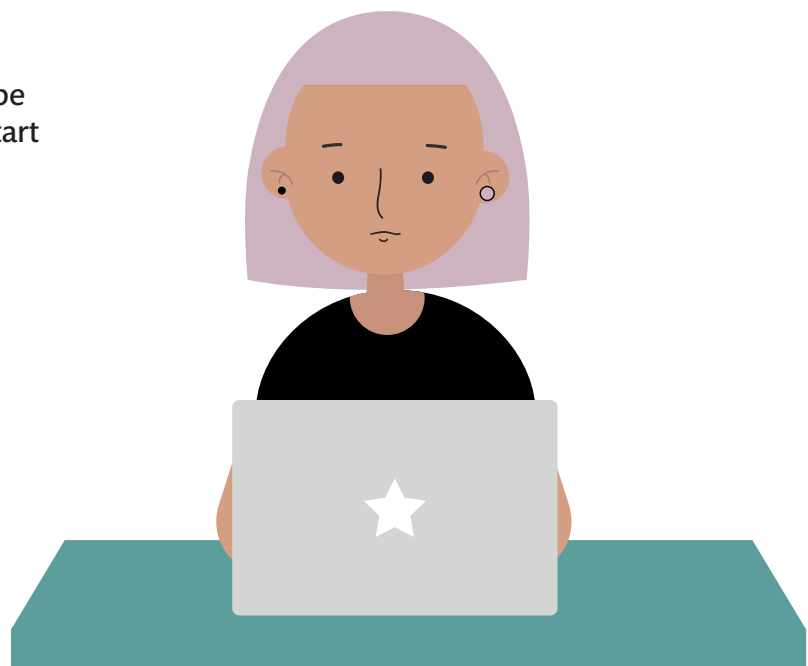
The **Difficult emotions** guide has a satisfaction rate of over **91%** as scored by My Support Space users (October 2022)

Relationship guides

Talking to loved ones after crime can be difficult. Our guides can help you to start those difficult conversations.

These include:

- Talking to others after crime
- Talking to children after crime.



The **Talking to others** guide has a satisfaction rate of **93%** as scored by My Support Space users (October 2022)

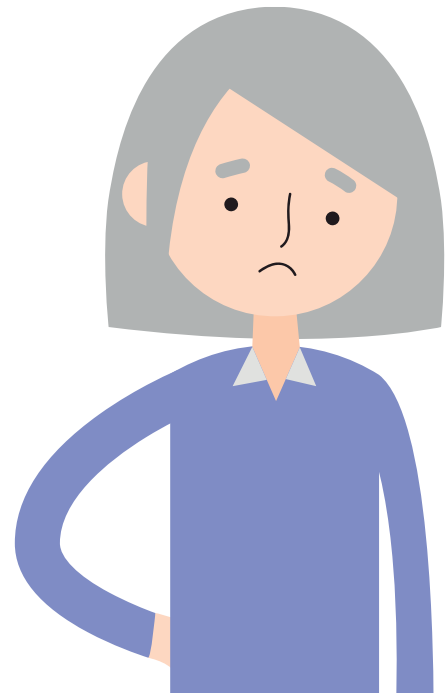
Guides by crime type

Many of our guides are crime-specific, which can help you as you move forward from your experience. We cover many different types of crime, and we add new guides regularly. Some crime types just have one guide, these include:

- Antisocial behaviour
- Feeling safe at home after burglary
- Stalking
- Social media harassment.

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

Victim of stalking



Some crime types have more than one guide to help you move on from your experience. These include:

Domestic abuse/ coercive control

- Financial abuse
- Recognising an unhealthy relationship
- Am I in an abusive relationship?
- How to leave an abusive relationship
- The iMatter programme.

Hate crime

- Surviving hate crime
- Moving on after hate.

Terrorism

- How to talk to your child or young person after terrorism
- Witnesses to terrorism
- Moving forward from terrorism: anniversaries and triggers
- Long-term effects of terrorism.



Fraud

- Investment fraud
- Romance fraud
- Authorised push payment (APP) fraud
- Phishing and smishing
- Identity fraud
- Fraud on social media
- Online crime.



For adult survivors of child sexual abuse (CSA)

We have a number of guides available to survivors of CSA. These explore the complicated and difficult emotions you may experience. There's also a guide which can help you to understand your journey through the criminal justice system, if you choose to report.

- Male survivors
- Coping with trauma
- Understanding shame and guilt
- Relationships and parenting
- Seeking justice.



"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. When registering for an account, you can select you're a supporter rather than a victim or witness of crime. You will then have access to guides designed to help you support a loved one, and understand how they may be dealing with the impact of crime.

These include:

- Coping strategies
- Dealing with the media
- Difficult emotions
- Feeling safe at home after burglary
- Recognising the signs of domestic abuse
- How to support someone who may be experiencing domestic abuse
- Improving wellbeing
- Mental health resources
- Restorative justice
- Sleep problems
- Social media harassment
- Stalking
- Supporting someone after fraud
- Supporting someone after terrorism
- Talking to children
- Talking to people affected by crime
- The impact of antisocial behaviour
- Their rights as a victim
- Understanding trauma
- What is a victim personal statement?

"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 our 24/7 live chat service: **victimsupport.org.uk/live-chat**
- using BSL: **victimsupport.org.uk/bsl**
- Online: **victimsupport.org.uk**

victimsupport.org.uk

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Registered office: Victim Support, Ground Floor, Building 3, Eastern Business Park, Wern Fawr Lane, Old St Mellons, Cardiff CF3 5EA

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