

My Support Space

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

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 friends, family members, colleagues or others after they've experienced crime or a traumatic event.

New guides are regularly added to My Support Space.

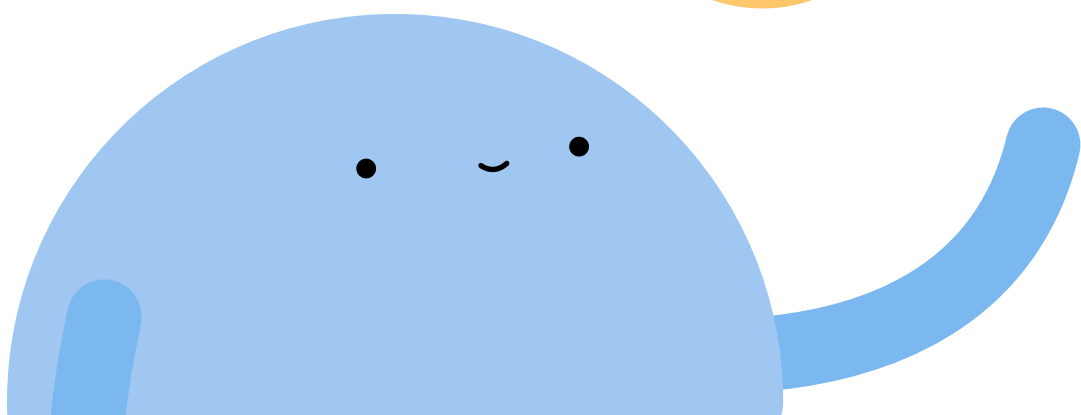
Visit mysupportspace.org.uk

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.

They include:

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

The **Coping strategies guide** has a **satisfaction rate of over 93%** as scored by My Support Space users (June 2024)

Relationship guides

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

They include:

- Talking to others
- Talking to children after crime.

The **Talking to others guide** has a **satisfaction rate of 92%** as scored by My Support Space users (June 2024)

“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



Guides by crime type

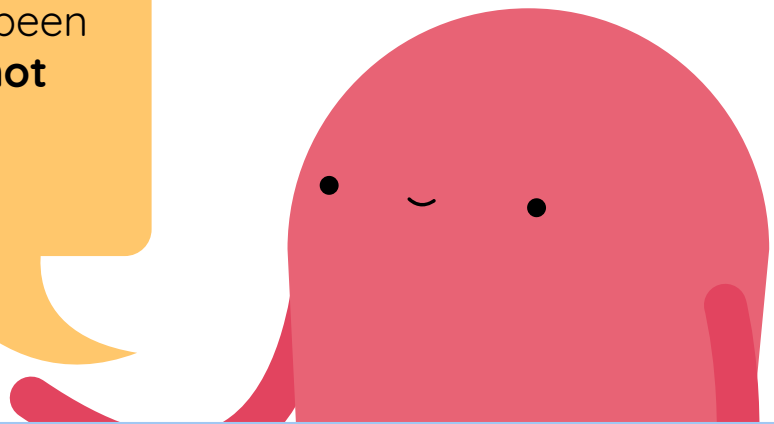
Many of our guides are crime-specific, which can help you as you move forward from your experience. **We cover many different types of crime, and we add new guides regularly.**

“It validated what I have been through and that **it was not my fault.**”

Victim of stalking

Some crime types just have one guide, these include:

- Abuse and violence towards retail workers
- Antisocial behaviour
- Feeling safe at home after burglary
- Stalking
- Social media harassment.



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 unhealthy behaviours in a relationship
- Am I being abused?
- How to leave a relationship if you're being abused

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.

Sexual violence:

- Rape and sexual assault
- Image-based sexual abuse
- Sextortion
- Spiking
- Sexual harassment

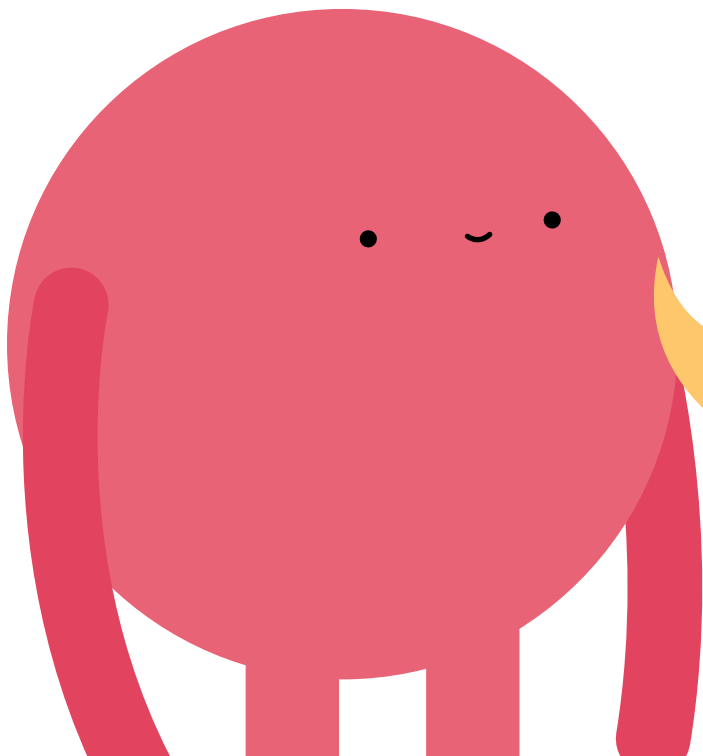
Violent crime:

- Support after robbery
- Assault

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.**”

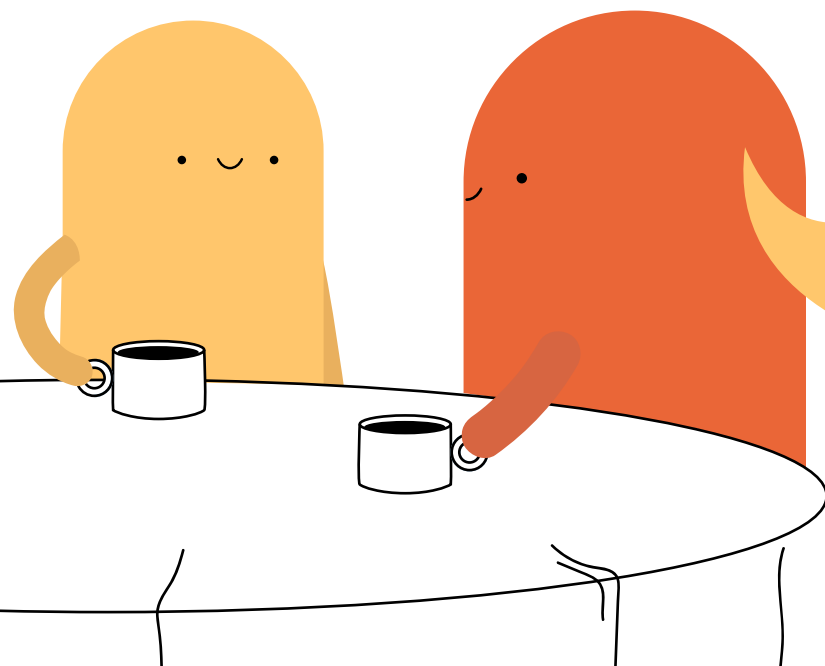
Victim of crime

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 someone**, and understand how they may be dealing with the impact of crime.

They 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?
- Supporting someone after sexual violence
- Supporting a child or young person after knife crime.



“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

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in [LinkedIn.com/victim-support](https://www.linkedin.com/company/victim-support)

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

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