



Who is VSS?

Victim Support Scotland is the leading charity dedicated to helping people affected by crime across Scotland.

We support victims of crime, witnesses and their family members, regardless of who they are and their circumstances. Our service is independent, free, non-judgemental and confidential. We offer bespoke support, personalised to the needs of each individual.

Victim Support Scotland provides information, practical help, emotional support and guidance through the criminal justice system. We offer specialist services to support people who face specific crimes including murder, terrorism, rape and sexual assault, domestic violence and hate crime.

We do not provide a counselling service however we can assist people to access the services they require.

We have dedicated volunteers, supported by paid staff, in our national and local offices across Scotland, as well as our teams in the Sheriff and High Courts, helping us to provide high quality support to those affected by crime.

How we can help you

We can support victims, witnesses & families in a variety of ways, including:

- Talk to them about how they are feeling
- Give them information on their rights and how to access these
- Provide information about how the police works
- Support them if they are asked to be a witness and give evidence in court
- Give them advice to help them stay safe at home and when they are out and about
- Provide practical help to enable them to complete forms, explain agency roles and understand processes and specialist wording

Emotional support vs Practical Support

Emotional Support

Crime can have a damaging effect on mental and emotional well-being. Victim Support Scotland provides a safe place for people affected by crime to talk about fears, worries and emotions. We give people the support they need to cope with emotional stress.

Not everyone feels able to talk to friends and family, especially if they are affected by the crime too. Our staff and volunteers are trained to listen, give information and offer feedback. We can help make sense of what people have been through, discuss options and help people to feel they are getting their life under control again. Talking with us gives people the chance to get things off their chest and let go of distressing experiences.



Victim Support Scotland

Practical help

Being a victim of crime can lead to all kinds of practical problems, ranging from property damage and making insurance claims to life-changing medical problems. Practical problems often act as reminders of the crime and make it harder to move on.

Victim Support Scotland can help with simple tasks like enabling people to fill out forms, getting broken property fixed and giving them a personal alarm to help them feel safe. We can check if home security checks are available in their area and make a referral for them. We also provide help to understand the criminal justice system. We give people the necessary information to understand their options and signpost people to agencies that provide specialist support.

We are here to support people after a crime or at court – whether the crime happened recently or a long time ago. A crime does not have to be reported to the police to get our help.

Our service is free, impartial and confidential, so we will not discuss personal details with anyone else without permission.

How to Contact VSS

Free helpline 0800 160 1985 (8am – 8pm, Mon – Fri)

Website www.victimsupportsco.org.uk

Email info@victimsupportsco.org.uk

Webchat via our web address above