

## Update for Action R7/21 Victim & Witness Care Unit Feedback

As part of regular performance monitoring, the VAWCU seek qualitative feedback from former service users, that can provide greater insight into their experiences. Below are some recent anonymised comments received by the Unit that demonstrate how staff are able to support victims and help them cope and recover from their experiences.

**Victim of romance fraud:** "You have been nothing short of instrumental to my recovery and wellbeing. I have come from a very dark place and subject to blackmail and coercive behaviour. You were there and helped me and in doing so helped my beautiful little boy. You have been the voice of care, compassion and real understanding."

**Victim of domestic abuse:** "I would never have come this far without the tremendous support you have given me. People like you are crucial to victims of crime. Trauma of this kind is a very alien thing to process, and it requires professional help. Thank you for coming to my aid, being my guiding Angel, and for helping me back up and onto my feet again. You truly are amazing."

**Victim of assault:** "[VAWCU Staff Member] was a huge support, very informative, calm and professional throughout the whole process. It was, as you can imagine, a scary, uncertain time for us both. We knew nothing about the processes, but [Staff Name] guided us through. There were times when I probably didn't sound like I could string a sentence together but [Staff Name] understood that I probably wasn't taking everything in and showed great patience in ensuring I knew what was currently happening and what to expect next."

**Victim:** "Can I begin by expressing my sincere gratitude for all the support you and your team have offered myself, friends and family through what has been one of the most challenging times of our lives. I cannot believe that after so many years this chapter is finally coming to an end and with the best result possible."

**Victim of Sexual Assault:** "Thank you for staying with me for so long and for never judging me".

**Victim of Assault:** "Thank you so much! I honestly couldn't have done it without your help and support. I say this with sadness but yes I'm happy for you to close my case. Again, thank you so so so much! Your amazing at your job you really made me feel so much better and I always looked forward to our phone calls. wish you all the best in the future."

**Victim of Road Crime:** "Just had a call from my mother in law. Amazing, whoever spoke to her has made her feel so much better. Please pass on my thanks you have made such a difference."

**Victim of sexual assault:** "Without this wonderful lady's ongoing support, kindness, understanding and vigour I am really not sure where I would be today. She is an absolute credit to her job. I have been through some very dark days the last few months but it has always been her calls have kept me going. And hopefully now she has got me to an end point. I cannot speak highly enough of this wonderful woman. And if she helps others like she has helped me I feel sure they can only benefit from the experience."

**Victim of burglary:** You are just listening to me and letting me speak, just a call this morning made me feel that there is someone out there, it's given me a feeling that there is someone is on my side."

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