

# Restorative Justice A voice for victims

BARNET  
YOUTH  
JUSTICE  
SERVICE  
VICTIM  
SUPPORT  
GUIDE

**Receive answers** to any questions you may have

**Move forward** from your experience

A chance for you to **explain** how **you feel**



Caring for people, our places and the planet



**BARNET**  
LONDON BOROUGH

# Barnet YJS Offer for Victims of Crime

Restorative Justice provides a chance for your voice to be heard and have your say, where you receive answers to questions you may have, and hope to move forward from your experience.

Barnet YJS are committed to helping you achieve this and will support you every step of the way.

Our Restorative Justice worker will talk to you about the ways this can be done and help you decide which might be the right outcome for you. You can change your mind at any time.

Some options may take little time for you to be a part of whereas others may need more involvement.

**Whatever has happened, we want you to know you are not alone, we are here to support you and work towards healing the harm that has been caused.**

## What's inside?

- 1. Barnet YJS offer to support you**
- 2. Victim Code Of Practice – what are you entitled to?**
- 3. Further support based in Barnet**
- 4. General Support**
- 5. Support for young victims**



# What can Barnet YJS provide for your voice to be heard?



## Full Conference

This would have a longer commitment from yourself and would need to have the young person's agreement too to take part. This would involve preparation for yourself and the young person to work towards coming together to talk about what happened and have questions answered in a safe neutral environment. It may help the young person to change their behaviours.

## Shuttle Mediation

This would allow you to ask any questions to the young person either written down, a voice note or video, with answers sent back via the young person in a similar way.

## Letter of explanation/reflection

You would agree to receive a letter of explanation or reflection by the young person which may help to answer any questions you have and help you move forward.



## **Young person progress on Order**

We would provide updates at appropriate times to let you know how the young person has been doing on their Order or out of Court disposal. We would not be able to provide you with their personal details such as their name or where they live, school they attend etc.

## **Providing the impact of the offence on you and your family**

You can provide a written account of how what has happened has made you feel and how you have been affected which would be used to work with the young person to help them understand the impact their actions have had on you and others. This can be as long or short as you like.

## **Providing a charity or area of the borough/community of importance**

You may just want to consider a charity or area of the community that is important to you, in which the young person may be able to repair the harm caused by their offence directly via completion of reparation or a project.

## **More support**

You may feel you need further support following what has happened therefore we are able to advise and make referrals for this to happen. Full details of what is available is provided further in this guide.

# Victim Code of Conduct – What you are entitled to?

The full code can be accessed Code of Practice for Victims of Crime in England and Wales (Victims' Code) - GOV.UK  
[www.gov.uk](http://www.gov.uk)



## Summary of your rights are:

### 1. To be able to understand and to be understood

You have the Right to be given information in a way that is easy to understand and to be provided with help to be understood, including, where necessary, access to interpretation and translation services.

### 2. To have the details of the crime recorded without unjustified delay

You have the Right to have details of the crime recorded by the police as soon as possible after the incident. If you are required to provide a witness statement or be interviewed, you have the Right to be provided with additional support to assist you through this process.

### 3. To be provided with information when reporting the crime

You have the Right to receive written confirmation when reporting a crime, to be provided with information about the criminal justice process and to be told about programmes or services for victims. This might include services where you can meet with the suspect or offender, which is known as Restorative Justice.

### 4. To be referred to services that support victims and have services and support tailored to your needs

You have the Right to be referred to services that support victims, which includes the Right to contact them directly, and to have your needs assessed so services and support can be tailored to meet your needs. If eligible, you have the Right to be offered a referral to specialist support services and to be told about additional support available at court, for example special measures.

### 5. To be provided with information about compensation

Where eligible, you have the Right to be told about how to claim compensation for any loss, damage or injury caused as a result of crime.





## **6. To be provided with information about the investigation and prosecution**

You have the Right to be provided with updates on your case and to be told when important decisions are taken. You also have the Right, at certain stages of the justice process, to ask for decisions to be looked at again by the relevant service provider.

## **7. To make a Victim Personal Statement**

You have the Right to make a Victim Personal Statement, which tells the court how the crime has affected you and is considered when sentencing the offender. You will be given information about the process.

## **8. To be given information about the trial, trial process and your role as a witness**

If your case goes to court, you have the Right to be told the time, date and location of any hearing and the outcome of those hearings in a timely way. If you are required to give evidence, you have the Right to be offered appropriate help before the trial and, where possible, if the court allows, to meet with the prosecutor before giving evidence.

## **9. To be given information about the outcome of the case and any appeals**

You have the Right to be told the outcome of the case and, if the defendant is convicted, to be given an explanation of the sentence. If the offender appeals against their conviction or sentence, you have the Right to be told about the appeal and its outcome.

## **10. To be paid expenses and have property returned**

If you are required to attend court and give evidence, you have the Right to claim certain expenses. If any of your property was taken as evidence, you have the Right to get it back as soon as possible.

## **11. To be given information about the offender following a conviction**

Where eligible, you have the Right to be automatically referred to the Victim Contact Scheme, which will provide you with information about the offender and their progress in prison, and if/when they become eligible for consideration of parole or release. Where applicable, you also have the Right to make a new Victim Personal Statement, in which you can say how the crime continues to affect you.

## **12. To make a complaint about your Rights not being met**

If you believe that you have not received your Rights, you have the Right to make a complaint to the relevant service provider. If you remain unhappy, you can contact the Parliamentary and Health Service Ombudsman.



# There is a range of support available within Barnet:

## Barnet Victim Care Hub

The Barnet Victim Care Hub has been set-up for victims of reported and unreported crime, providing them with information on their rights and services available to them based on their individual needs following an incident.

The Hub can provide information and local signposting options to those who may have been directly or indirectly impacted by crime.

### **How the Victim Care Hub can help and support you:**

- explore support services that meet your needs and provide information on how to contact the services and access support
- provides information on local organisations and support services
- can give information on your rights as a victim through the Victims Code of Practice
- gives information on surrounding the standards of care for witnesses in the criminal justice system – the Witness Charter
- where possible and with your consent, refer you onto support services.
- answer questions you may have on local support services and the criminal justice system

**If you have any further questions about the hub or how to access support, please contact us via email:**

**[Barnetvictimcarehub@barnet.gov.uk](mailto:Barnetvictimcarehub@barnet.gov.uk)**







# Barnet's Detached Outreach project

This exciting new project will see experienced Detached Outreach Workers engage and offer support to children and young people up to the age of 25 years who are 'hard to reach', vulnerable or at risk in targeted areas.

The aim is to identify risk factors relating to serious violence at an earlier stage to prevent and ensure appropriate and targeted responses via local interventions and provisions.

Visible youth workers will be in locations at peak times during the evenings including the weekends with the aim to encourage children and young people to access positive diversionary activities, and to feedback the lived experiences and general needs of young people to the council, to help shape future services.

Through this engagement, young people will be offered information and guidance in a range of subjects including employment skills, drugs and alcohol awareness, sexual health, healthy relationships, emotional wellbeing, and mental health.

If you have any questions about the project or would like to share any concerns in relation to violent incidents, child exploitation and locations of concern, contact us via email: **CEAM@Barnet.gov.uk**

**<https://admin.barnet.gov.uk/children-and-families/keeping-children-safe/tackling-violence-and-exploitation>**



## Barnet Wellbeing Crisis contacts

<https://www.barnetwellbeing.org.uk/crisis-contacts>

Provides a directory of support covering lots of areas with websites and telephone numbers.



## Barnet Adult Safeguarding Board

<https://www.barnet.gov.uk/adult-social-care/keeping-safe>

The Safeguarding Adults Board (SAB) is a multi-agency board which has been established to safeguard adults with care and support needs at risk of abuse or neglect in Barnet.

It is a strategy partnership:

- working collaboratively to develop strategies to prevent abuse and neglect
- raising awareness of risks to adults with care and support needs in their area, including through the publication of our Strategic Operational Plan 2023-26 (PDF 294 KB) and Annual Report 2022-23 (PDF 731 KB)
- analysing data on safeguarding notifications to build up an understanding of prevalence of abuse and neglect locally
- reviewing local safeguarding arrangements and developing mechanisms to hold partners to account and gain assurance that systems are effective, including by carrying out Safeguarding Adults reviews
- developing policies and guidance for protecting adults which are shaped by partners and including the views of adults with care and support needs, their families, advocates and carer representatives
- assuring itself that multi-agency training or policy development has improved safeguarding practice and is improving and enhancing the quality of life of adults in its area.

If you are concerned about an adult who may be at risk of abuse, harm, or neglect, please contact Social Care Direct on **020 8359 5000** or email [socialcaredirect@barnet.gov.uk](mailto:socialcaredirect@barnet.gov.uk)





# Support Services for North London

## **GALOP**

Galop is the UK's LGBT+ anti-abuse charity. Working with and for LGBT+ victims and survivors of interpersonal abuse and violence. Galop works directly with thousands of LGBT+ people who have experienced abuse and violence every year through two national helplines and pan-London advocacy services.

Specialising in supporting victims and survivors of domestic abuse, sexual violence, hate crime and other forms of abuse including honour-based abuse, forced marriage, and so-called conversion therapies. A service run by LGBT+ people, for LGBT+ people.

### **Contact details:**

**Telephone:**           **0800 999 5428**  
(National LGBT+ Domestic Abuse Helpline)

**Online Referral:** <https://galop.org.uk/make-a-referral/>

**Website:**           **galop.org.uk**



## **CATCH**

CATCH is an advocacy service for people who have experienced any form of hate crime in London. It provides advice, guidance, help and a safe space to talk. CATCH is a group of specialist hate crime services run by and for BAME, LGBT+, Jewish, Muslim and disabled people.

### **Contact details:**

#### **Referral and report**

**an incident:**            [www.catch-hatecrime.org.uk/  
make-a-referral](http://www.catch-hatecrime.org.uk/make-a-referral)

**Website:**                [www.catch-hatecrime.org.uk](http://www.catch-hatecrime.org.uk)



## **Tell MAMA**

Tell MAMA (Measuring Anti-Muslim Attacks) is an independent and confidential service which works to tackle anti-Muslim hatred and Islamophobia. Tell MAMA works with the police in London and nationally in order to ensure access to justice for victims through the prosecution of perpetrators of anti-Muslim hate crime. They also work with central Government to raise the issues of anti-Muslim hatred at a policy level and our work helps to shape and inform policy makers, whilst ensuring that an insight is brought into this area of work through the systematic recording and reporting of anti-Muslim hate incidents and crimes across the UK.

### **Contact details:**

**Telephone:**            **0800 456 1226**  
**(Freephone Number)**

**Whatsapp Number:** **0734 184 6086**

**SMS Text:**            **0115 707 0007**

**Online reporting:**    <https://tellmamauk.org/submit-a-report-to-us>

**Website:**                [www.tellmamauk.org](http://www.tellmamauk.org)



## LONDON VICTIM AND WITNESS SERVICE

London Victim and Witness Service (LVWS) offers information provision, emotional support, advice, advocacy, safety planning, help reporting incidents, support and assistance with dealing with the police and support through the court system.

It is available whether or not you report your crime to the police.

If you are unsure which support service might be right for you, then please contact LVWS in the first instance and they will help you to find appropriate support to help you cope and recover from your experience.

### Contact details:

24/7 Helpline: **0808 168 9291**

Website: **[londonvws.org.uk](http://londonvws.org.uk)**







# Victim Support Service

<https://www.victimsupport.org.uk>



Need help after crime? Get in touch anytime for independent, free, and confidential advice:

**Call Support line on 08 08 16 89 111**

- Text Relay: use the **Relay UK app** or **contact us in BSL**
- **Start a live chat**
- Fill out our online form below (a member of your local area team will contact you within three working days). In an emergency you should always call 999.

## MIND

Mind works to provide reliable advice and support to empower anyone experiencing a mental health problem as we believe no one should have to face a mental health problem alone. We help people to understand their condition and the choices available to them, providing them with information that can change their lives. We campaign to improve services, raise awareness, and promote understanding.

### Contact details:

**Telephone:** 0300 123 3393

**Address:** 2 Redman Place, London E20 1JQ

**Email:** [info@mind.org.uk](mailto:info@mind.org.uk)

**Website:** <https://www.mind.org.uk/>



## RAPE CRISIS

<https://rapecrisis.org.uk/>

Rape Crisis England & Wales is the feminist charity working to end child sexual abuse, rape, sexual assault, sexual harassment and all other forms of sexual violence.



# YOUNG VICTIMS: Childrens and Young People's Victim and Witness Service

Provides one-to-one support from trained caseworkers in a confidential space that is suitable for children & young people. The Service supports children and young people aged 4-17 but will, on occasion, work with young people up to the age of 24 if a specialist young person's worker is deemed the best way of providing the right support.

The Service offers information provision, emotional support, advice, advocacy, safety planning, help reporting incidents, support and assistance with dealing with the police, support through the court system. The service also supports young people aged between 10-24, who are victims of, or witnesses to youth violence or bereavement through serious youth violence and related homicides across London.

## Contact details:

**Helpline: 0808 168 9291**

**[Live chat](#)**



## **Barnet MENCAP**

**<https://www.barnetmencap.org.uk/what-we-offer/hate-crime/hate-crime-reporting/>**



We are a Hate Crime Reporting Centre. We can support you if you have experienced any kind of hate crime or been a victim of a hate incident. A hate crime is committed because of hostility or prejudice towards you.

If you think you have experienced a hate crime or witnessed a hate crime, you can:

- Call us on **020 8349 3842**
- E-mail us at: **projectsupport@barnetmencap.or.uk**
- Come and see us at our office: **35 Hendon Lane, Finchley N3 1RT**

We can offer:

- Telephone advice on the incident
- A meeting to talk about the incident
- Help you to report the crime to the Police
- Help you to get assistance from the appropriate support groups

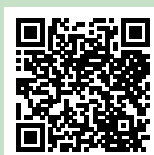
## **YOUNG MINDS**

Young Minds works to prevent young people's mental health reaching crisis point by providing young people with the tools they need to look after their mental health. They empower adults to be the best support they can be to the young people in their lives, and we give young people the space and confidence to have their voices heard so that they do not feel alone with their mental health.

### **Contact details:**

**Parents helpline: 0808 802 5544**  
**(Mon-Fri 9:30am-4pm)**

**Website: [youngminds.org.uk/about-us/contact-us](https://youngminds.org.uk/about-us/contact-us)**



## **EMPOWER**

Empower work with young Londoners, providing dedicated support to those who are at risk of, or who have experienced sexual abuse including exploitation, or criminal exploitation. They champion their voices to ensure they receive the best possible support.

They provide support to parents and carers whose loved ones have experienced child exploitation or been impacted by violence.

### **Contact details:**

**Telephone:** 020 7021 0301

**Email:** [referralandassessmentteam@saferlondon.org.uk](mailto:referralandassessmentteam@saferlondon.org.uk)

**Website:** [www.saferlondon.org.uk](http://www.saferlondon.org.uk)



## **LONDON GANG EXIT (LGE)**

The LGE service run by Safer London transcends borough boundaries to create a consistent service across the capital. The service is designed to complement and enhance existing local services across London, and fill in gaps in local provision.

LGE is for anyone aged 16-24 – both male and female – who are affected by violence, criminally or sexually exploited. Our service model recognises the complexities of violence and exploitation involvement and the blurring of lines between victim and perpetrator as well as traditional boundaries of young person and adult. It additionally provides one-to-one caseworker support from a trauma-based approach, as well as mental health support, employment support, family support, housing advocacy and specialist support for girls and women.

### **Contact details:**

**Telephone:** 020 3745 8374

**Email:** [info@saferlondon.org.uk](mailto:info@saferlondon.org.uk)

**Referral:** [LGereferral@saferlondon.org.uk](mailto:LGereferral@saferlondon.org.uk)

**Address:** Safer London – London Gangs Exit



## COUNTY LINES SUPPORT AND RESCUE

Providing specialist support and rescue service for young people and their families who are criminally exploited through county lines. Our caseworkers provide one-to-one support to young people and their families, working closely with other agencies and professionals and tailoring the support to each young person's individual needs and circumstances.

We deliver a rescue service, with out-of-hours capacity, to secure the safe return home, at a critical teachable moment, of young people from London, the West Midlands, Merseyside and Greater Manchester who are identified outside of their home police force area as a result of their involvement in county lines activity.

Our support and rescue service operates alongside **SafeCall**, a dedicated confidential county lines national helpline for young people, parents and carers across England and Wales run by Missing People.

To increase awareness and ensure that the service is responsive to the needs of women and girls and young people with mental health needs we have specialist female and mental health caseworkers.

<https://www.catch-22.org.uk/find-services/county-lines-support-and-rescue/>

[countylinessupportandrescue@catch-22.org.uk](mailto:countylinessupportandrescue@catch-22.org.uk)



## CATCH 22 – Young Londoners Victim Service:

<https://www.catch-22.org.uk/find-services/young-londoners-victim-service/>

Trauma-informed and bespoke support for all young victims and witnesses across London.

The Young Londoners' Victim Service provides young people with emotional and practical support and advocacy. The service is free and confidential to access, and the crime does not have to be reported to the police.

Catch22 works with 3 key partners to deliver the Young Londoners' Victim Service; Advance and London Youth and Kooth.



## **SAMARITANS**

Samaritans is dedicated to reducing feelings of isolation and disconnection that can lead to suicide. You can talk to us about whatever's troubling you, however large or small the issue feels. Samaritans provides a listening ear and a chance to talk things through as it can help make all the difference. We listen without judgement, so you can talk to us about anything that's worrying you. And if you need any practical support or information about other services, our volunteers can point you in the direction of other useful sources of support. We available to anyone, 24 hours a day, 365 days a year.

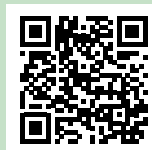
### **Contact details:**

**Freephone: 116 123**

**Postal address: Freepost SAMARITANS LETTERS**

**Email: [jo@samaritans.org](mailto:jo@samaritans.org)**

**Website: <https://www.samaritans.org/>**



## **NATIONAL BEREAVEMENT SERVICE**

The National Bereavement Service offers practical and emotional support to guide you through bereavement. The service can introduce the bereaved to trusted partner organisations in both private and charitable sectors, as well as assist the bereaved with practical arrangements after the loss of a loved one and provide information on the statutory requirements following loss, such as the registration of death and probate.

### **Contact details:**

**Telephone: 0800 0246 121**

**Email: [info@thenbs.org](mailto:info@thenbs.org)**

**Contact us: <https://thenbs.org/contact>**

**Website: <https://thenbs.org/>**



## **GRIEF ENCOUNTER – Supporting bereaved children & young people**

### **Contact details:**

**Telephone: 0808 802 0111 – Weekdays 9:30am-3pm**

**Email: [bereavementsupport@griefencounter.org.uk](mailto:bereavementsupport@griefencounter.org.uk)**

# Looking after yourself

**Victim Support** provide a range of resources which you can download for free which might help manage any feelings you are experiencing or things such as difficulty sleeping.

If you are a victim of crime or experience something upsetting, this can have an effect on your emotions and wellbeing. There is no one way to react and everyone deals with things differently. It can feel overwhelming, like there are a lot more things to deal with which can have an impact on our emotional and mental wellbeing.

It is important to know this is a normal reaction and to allow ourselves time to recover – we need to be patient with ourselves. A little help and support is needed for most people to feel better and most people will begin to recover over different lengths of time.

<https://humbersouthyorks.victimsupport.org.uk/help-and-support/helping-yourself/>



## ‘Five simple steps’ to improving your wellbeing after crime

Small changes can make a huge difference to how you are feeling and this short worksheet starts you on a journey to thinking about five steps which can help improve your wellbeing. You don’t have to take it all on at once, think about taking one step at a time. What makes you happy? What makes you feel valued?

[Download the workbook](#)



## My five steps to wellbeing diary

Following on from your five steps, this diary gives you chance to think about what you have done to move towards the five steps.

Remember, it's not about making sure you do five things every day, but about giving you time to think about a few things you can do that will make a difference to you. Be proud of what you achieve each day and notice what makes a difference. Using the diary could help you understand what helps the most.

[Download the wellbeing diary](#)



## Countdown to a better night's sleep

Often people talk to us about finding it difficult to sleep after crime. Sleeping is an important aid to recovery and gives our body time to repair and heal. If you have had problems sleeping for a long time, see your GP who may be able to help. There are things you can do to improve your chances of getting a refreshing night's sleep and we've put together a workbook full of tips to help you get started.

[Download the workbook](#)



## Managing anger

When we feel attacked or unfairly treated we can often respond by becoming angry. Anger may be something we are not used to feeling and it can be difficult to deal with. The anger management workbook gives hints and tips on how to manage anger.

[Download the workbook](#)

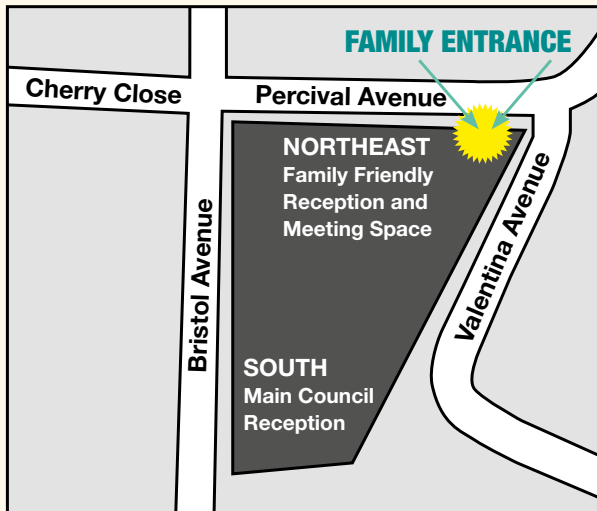






**Youth Justice Service  
London Borough of Barnet  
2 Bristol Avenue  
Colindale  
London  
NW9 4EW**

**Telephone: 020 8359 5535**



**[www.barnet.gov.uk/young-people/youth-justice-service](http://www.barnet.gov.uk/young-people/youth-justice-service)**

