

Information for victims of crime

tell the police

Crime should always be reported without delay. It is much easier for the Police Service of Northern Ireland (PSNI) to help you if you personally report the crime, if that is possible. In an emergency use the 999 telephone system, otherwise go to, or telephone, your local police station. A Crimestoppers Freephone is also available (24 hour service) to anyone wishing to remain anonymous. The PSNI can offer specialist help to victims of domestic violence, sexual crime, hate-related incidents and to families of murder victims. The PSNI recommend the services of Victim Support Northern Ireland (VSNI), an independent charity who will provide you with support and practical help. The police will pass your details to VSNI, unless you ask them not to. Free crime prevention advice is also available from the police to anyone who requests it.

PSNI

Website: www.psni.police.uk
Emergency Tel: 999
Non emergency Tel: 0845 600 8000
Crimestoppers Tel: 0800 555 111
Email: info@psni.pnn.police.uk

victim support northern ireland

Victim Support Northern Ireland (VSNI) is an independent charity for people affected by crime including people going to court as a witness. The service is free and confidential and provides information, a listening service and practical support to help you cope with crime. You can get in contact with VSNI if you need help or advice.

Victim Support Northern Ireland

Website: www.victimsupportni.org.uk
Tel: 028 9024 3133 or 0845 3030900
Email: info@victimsupportni.org.uk

getting compensation

If you have been injured or your property damaged as a result of crime you may be entitled to claim Government compensation from the Compensation Agency.

The Compensation Agency administers compensation schemes on behalf of the Secretary of State. Helpful guidance on both criminal injuries and criminal damage compensation is available from police stations, Victim Support Northern Ireland (VSNI) offices and Citizens Advice Bureaux, as well as from the Agency.

It is important that you report the injuries or damage to the police immediately. There are time limits for submitting a compensation claim.

VSNI can provide you with FREE advice and assistance in making a claim for criminal injuries compensation and will help you through the whole process. VSNI does not take a percentage from any award made.

Compensation Agency

Website: www.compensationni.gov.uk
Tel: 028 9024 9944
Email: comp-agency@nics.gov.uk

insurance

If your property is insured, notify your insurance company and the police right away.

further information

For a step by step guide on how the criminal justice system operates, including helpful information on each of the organisations involved in the process, you can visit the victim interactive walkthrough at www.cjsni.gov.uk or refer to the victim and witness handbook, which is also at www.cjsni.gov.uk.

If you have been a victim of crime in the Republic of Ireland, you may want to seek help from:

the crime victims helpline

Website: www.crimevictimshelpline.ie
Tel: 1850 211407
Email: info@crimevictimshelpline.ie

other help

There are many other voluntary organisations which exist solely to help victims. They are independent and provide their services free and in the strictest confidence. These include:

child services

Childline

Website: www.childline.org.uk
Freephone: 0800 1111
(24 hour service)

Children's Law Centre

Website: www.childrenslawcentre.org
Tel: 028 9024 5704 or
Freephone: 0808 808 5678
Email: info@childrenslawcentre.org

NSPCC

Website: www.nspcc.org.uk
Freephone: 0808 800 5000
(24 hour service)
Email: help@nspcc.org.uk

domestic violence

24 Hour Domestic Violence Helpline

Website: www.niwaf.org
Tel: 0800 9171414

Men's Advisory Project (MAP)

Website: www.mapni.co.uk
Tel: 028 9024 1929
Email: info@mapni.co.uk

Relate

Website: www.relateni.org
Tel: 028 9032 3454
Email: office@relateni.org

The Samaritans

Website: www.samaritans.org
Tel: 028 9066 4422
Email: jo@samaritans.org

hate related crime/incidents

Cara Friend

Website: cara-friend.org.uk
Email: steve@cara-friend.org.uk
Tel: 028 9089 0202

Chinese Welfare Association

Website: www.cwa-ni.org
Tel: 028 9028 8277
Email: contact@cwa-ni.org

Multi-Cultural Resource Centre

Website: www.mcrc-ni.org
Tel: 028 9024 4639
Email: info@mcrc-ni.org

NI Gay Rights

Tel: 028 9066 5257
Email: nigra@dnet.co.uk

Northern Ireland Council for Ethnic Minorities

Website: www.nicem.org.uk
Tel: 028 9023 8645

Queer Space

Website: www.queerspace.org.uk
Tel: 028 9089 0200
Email: info@queerspace.org.uk

Rainbow Project

Website: www.rainbow-project.org
Tel: 028 90319030
Email: info@rainbow-project.org

sexual abuse

Nexus Institute NI

Website: www.nexusinstitute.org
Tel: 028 9032 6803
Email: info@nexusinstitute.org

Rape Crisis & Sexual Abuse Centre

Website: www.rapecrisisni.com
Tel: 028 9032 9002
Email: info@rapecrisisni.com

victim information schemes

Mentally Disordered Offenders Victim Information Scheme

Website: www.nio.gov.uk
Tel: 0845 602 5488
Email: cjdpub@nio.x.gsi.gov.uk

Prisoner Release Victim Information Scheme

Website: www.niprvis.gov.uk
Tel: 0845 247 0002
Email: info@niprisonservice.gov.uk

Probation Board for NI Victim Information Scheme

Website: www.pbni.org.uk
Tel: 028 9032 1972
Email: VictimsUnit@pbni.gsi.gov.uk

other helpful services

Age Sector Platform

Website: www.agesectorplatform.org
Tel: 028 9031 2089
Email: info@agesectorplatform.org

Citizens Advice Bureau

Website: www.citizensadvice.co.uk
Tel: 028 9023 1120
Email: ecentralbelfast@citizensadvice.co.uk

Cruse Bereavement Care

Website: www.crusebereavementcare.org.uk
Tel: 028 9079 2419
Email: northern.ireland@cruse.org.uk

Disability Action

Website: www.disabilityaction.org
Tel: 028 9029 7880
Email: hq@disabilityaction.org

Migrant Helpline

Website: www.migranthelpline.org.uk
Tel: 01304 203 977
Email: mhl@migranthelpline.org

Parents Advice Centre

Website: www.parentsadvicecentre.org
Tel: 028 9023 8800 or
Freephone: 0808 8010 722
Email: parents@pachelp.org

Road Trauma Support

Tel: 028 9054 1172

Support After Murder and Manslaughter

Website: www.samm.org.uk
Tel: 028 9442 9009
Email: pam.surphlis_samm.ni@live.co.uk

The Law Society Of Northern Ireland

Website: www@lawsoc-ni.org
Tel: 028 9023 1614
Email: info@lawsoc-ni.org

Local offices of these organisations are listed in the telephone directory. There are many other voluntary organisations and government agencies which may be able to provide the help you need. The organisations listed above will help to put you in touch with them. VSNI in particular has a database of organisations offering support services.



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