

## How We Can Help

Signpost Hub is an innovative new approach to supporting those affected by crime in Bedfordshire, putting victims at the heart of everything we do. The hub offers free and confidential support to anyone affected by crime, whether it has been reported to the police or not. This includes victims themselves, bereaved relatives or parents/guardians of victims under 18.

When you report a crime to the police you will be asked a few questions to find out how you have been affected by the crime and your personal circumstances, to see if there is any additional support that you might need. We will use this information to decide the best way to support you.

We may contact you by phone or in writing. One of our skilled Victim Care Coordinators will be able to identify the help you might need and what local support is available. If needed, we can support you through any proceedings at Magistrates' or Crown Court.

We will also talk to you about the benefits of Restorative Justice, which can give you the opportunity to tell the offender about the real impact the crime they committed has had on you.

## Emotional Support

Whether you have recently been affected by a crime or are experiencing delayed impact from a past crime, we are able to help you understand what has happened and how to cope and recover from what can be a traumatic experience.

Our experienced staff and volunteers know what emotions and challenges you may be going through. They are specially trained to listen to you and give you help and advice.

Often just talking to someone, especially one who is independent from your

family and friends, can help you make sense of what has happened and find a way for you to cope and recover.

We can provide a safe, neutral place for you to voice your fears, worries and emotions. Our emotional support is confidential and non-judgemental.

We also work with a range of specialist organisations and community support groups who we can help you to contact.



## Practical Support

The impact of a crime isn't just emotional. You may have to deal with practical problems such as damage to your property or having to fill in insurance forms, through to serious medical problems or the loss of your home. You may even need help to understand your journey through the criminal justice system, or help in claiming criminal compensation.

We will give you the information that you need to understand your options and next steps.

If you or someone you know has been affected by crime, the hub can provide the support needed to enable you to cope and recover from your experiences and ensure you receive your entitlements under the Code of Practice for Victims of Crime 2015.

The service is free and available to anyone who has been affected by a crime irrespective of where and when the crime occurred.

To access support contact  
**Signpost Hub**

**Freephone:** 0800 0282 887

(calls are free from landlines and mobiles)

**Email:** [info@signpostforbedfordshire.com](mailto:info@signpostforbedfordshire.com)

**Opening hours:**

**Monday to Friday:** 8am - 8pm

**Saturday:** 9am - 5pm

Out of hours you can leave a voicemail  
and we will call back.



**Web:** [www.signpostforbedfordshire.com](http://www.signpostforbedfordshire.com)

**Twitter:** @SignpostBedfordshire



## Supporting victims of crime in Bedfordshire

