



Victim Support Isle of Man

domestic
abuse

| sexual
violence

| witness
service

| trauma
support

ANNUAL REPORT

01/04/2024 - 31/03/2025



**Transforming Lives,
Building Brighter Futures**

Who we are

Victim Support Isle of Man (**VSIOM**) is a Manx Registered Charity, No **963**, and an Isle of Man Company Limited by Guarantee, No **115229C**.

VSIOM was established in **1999**, and provides emotional and practical support to victims and witnesses of crime on the Isle of Man.

Our Patron is Mrs Elaine Christian MBE, who was one of the founders of the charity.

Welcome

From Lorna Trevethan, CEO and Ali Thomas, Chair of the Board

Welcome to our 2024-2025 Annual Report.

The past financial year has seen both the CEO, and the Chair settle into their roles, with new policies and procedures being implemented, along with the launch of the 2024 – 2028 VSIOM Strategy which includes a new vision and mission with a key focus on ensuring that we continue to meet the needs of victims and witnesses of crime and traumatic events on the Isle of Man, reflecting the changes in society and the types of crime that are developing. We continue to ensure that we offer a person-centred and trauma-focused approach to our support services.

During the year, VSIOM celebrated its 25th Anniversary with the main celebration being the Two-Day Conference held in September 2024 as well as taking the opportunity to rebrand with a new more modern style, whilst keeping the essence of the old one. We think it looks great!

We continue to work with an increasing number of people each year whilst ensuring that the individuals that we work with are at the heart of all that we do. We are working more collaboratively with both our statutory partners and other Third Sector organisations, for example through the Domestic Abuse Forum, which Lorna chairs and coordinates, as well as with The Children's Centre in the delivery of the NSPCC DART programme. We continue to explore how we can collaborate more so as to resource the organisation in the most effective way.

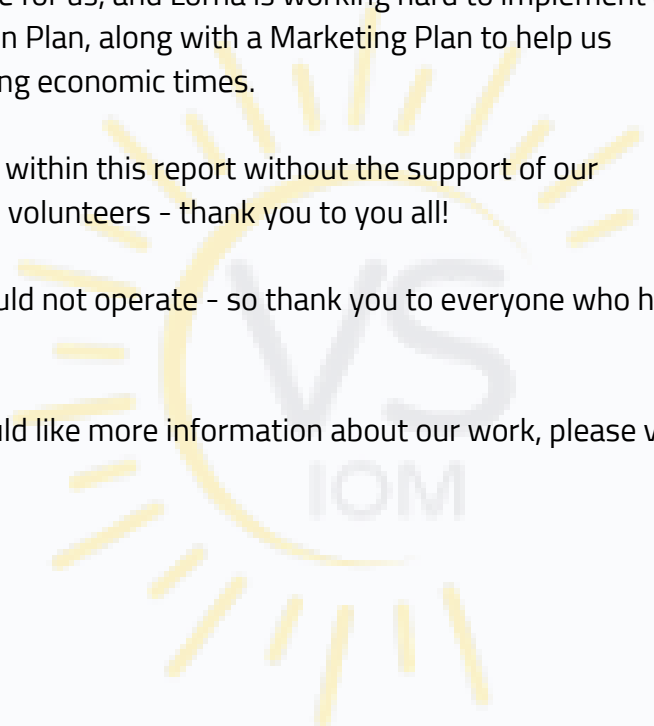
As with most charities, securing funding remains a challenge for us, and Lorna is working hard to implement a robust Fundraising & Income Generation Strategy and Action Plan, along with a Marketing Plan to help us achieve a diverse and sustainable income in these challenging economic times.

We could not achieve any of the above or what is contained within this report without the support of our dedicated team of employed staff as well as our committed volunteers - thank you to you all!

Finally, without those who contribute to our funding, we could not operate - so thank you to everyone who has supported us - we are truly grateful!

We hope that you find this report interesting and if you would like more information about our work, please visit www.victimsupport.im

Thank you!



About Us

Victim Support works to support for the RIGHTS of Victims, Witnesses and their families and for greater awareness about the impact of crime; working to ensure that they are treated with dignity and respect at every stage of the Justice Process. This involves providing a voice for the victim, working in partnership with our statutory stakeholders to be pro-actively involved in advocating for changes to be made in the Justice System.

Our Services

Victims of Crime

People react to crime in many ways. Some people feel frightened, angry or upset. These reactions are normal and talking to a sympathetic listener can help. Although most adults do not suffer long-term harm, both adults and children can be affected.

The crime does not have to have been recent or reported to the Police for people to access the services offered by VSIOM.

Victims of Domestic Abuse & Sexual Violence/Abuse

VSIOM can provide support to persons affected by domestic & sexual abuse through our IDVA and ISVA service. Domestic abuse isn't just domestic violence, it can include emotional, psychological, mental, sexual, coercive control and financial abuse and can affect anyone whether male or female, elderly or teenagers.

Information about the work of IDVAs and ISVAs can be found here:

<https://www.gov.uk/government/publications/independent-domestic-violence-adviser-statutory-guidance>

<https://www.gov.uk/government/publications/independent-sexual-violence-adviser-statutory-guidance>

Over half of all adult referrals to VSIOM in the last financial year were for domestic abuse and sexual violence/abuse.

Witness Service

This is a key service of our organisation as going through the court process can be an overwhelming and stressful experience.

VSIOM provide support to both prosecution and defence Witnesses, to Victims and their families before, during and after a trial. This often can include a court visit and general talk about the role of some court officials and the language used in court.

Our Witness Service is primarily run using our team of volunteers.

Those affected by traumatic events, unusual deaths or through road traffic collisions

When someone witnesses or is involved in something traumatic, a person may feel shock and not believe that it has really happened. In the case of suicide or unusual death those remaining often feel guilty, believing that if only they had done more to assist, the loved one might still be alive. There is often little that could have been done in most cases, but it doesn't stop people worrying.

VSIOM, although not a bereavement service, can support persons affected by unusual death by having someone to talk to in confidence who can give information about the processes involved and the role of the Police and the Coroner of Inquests. Support can be provided throughout the official processes.

Criminal Injuries Compensation

VSIOM can assist and give information in the submission of a Criminal Injuries Compensation Claim.

Claimants should be clients of VSIOM and the only other criteria being, that the matter has been reported to the Police. VSIOM can only assist in the submission of a compensation claim, providing support and information, but we do not give an advice, legal or otherwise.

Information about Criminal Injuries Claims can be found here:

<https://www.gov.im/categories/benefits-and-financial-support/criminal-injuries/>

Confidentiality & Inclusivity

VSIOM offers a free and confidential service. Information given by a victim will not be given to anyone outside of VSIOM without the service user's express permission, except in situations where we believe there is a serious danger to the well-being of another person or the service user themselves.

We offer a comprehensive service to all sections of the community and are committed to ensuring that minority and disadvantaged groups are welcomed and involved throughout our services.

Referrals

The majority of referrals into VSIOM are self-referrals by the person requiring support.

The Police and other agencies can refer a person to us if the person affected by an incident wishes them to do so on their behalf. All referrals if made by anyone but the victim must be done with the consent of the victim.

Young people under the age of 17 may need parental permission before being seen by our support team, but depending on the circumstances, each case will be assessed.

April 2024 - March 2025

In Numbers

Referral Information

Total Referrals: 734

37% INCREASE on the previous year

Adult Referrals: 669

43% INCREASE on the previous year

Children & Young People: 65

3% DECREASE on the previous year

Police Recorded Crime : 10% Reduction in recorded crime

Domestic Abuse Referrals: 293

23% INCREASE on the previous year

Sexual Abuse/Violence : 106

3% INCREASE on the previous year

General Crime : 147

21% INCREASE on the previous year

Witness Service: 176

283% INCREASE on the previous year*

*This increase is partly due to a change in how Witness Service clients are recorded but also to the work of one of the team who now has responsibility for the Witness Service coordination and has grown the service through hard work and developing relationships with our statutory partners

Police Reported Domestic Abuse: 70

5% DECREASE on the previous year

Police Reported Sexual Violence: 137

18% INCREASE on the previous year

**Police Reported Offences Against
the Person:**

545 **12% DECREASE** on the previous year

April 2024 - March 2025

In Numbers

Financial Information

Expenditure

Last year it **cost** approximately **£230,000** to provide our services. VSIOM owns its premises so annual property overheads are mainly **utilities** and **building repairs & maintenance**. The majority of our costs are for **staffing**, including training and other expenses of both staff and volunteers.

Income

Isle of Man Government Department of Home Affairs (DHA) provides annual funding, which last year, provided approximately **35%** of our income. The remaining **65%** was derived through:

- **Grants & Trusts:** **£125,259**
- **Donations:** **£27,650**
- **Fundraising/Events:** **£17,210**

Cost of Services

Based on **expenditure** of **£230,000** and a client base of **734**, cost of service delivery is approximately :

- **£313** per person for an average of 6 one-to-one sessions, including time spent on phone calls and email support in between sessions

All our services are provided **free of charge** to the client

April 2024 - March 2025

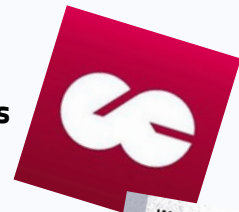
Highlights



Victim Support Isle of Man
domestic abuse | sexual violence | witness service | trauma support

Rebrand of the organisation

Cherry Godfrey Isle of Man's
charity of the year



Jamie Haslett Football
Tournament £3,300 raised



Dress in Yellow Day 2025
Sexual Abuse & Sexual Violence Week 2025



Annual Dress in Yellow Day
raised
£5,100



Claire Klein joining the team
Kelly Knight qualifying as an
IDVA



Southern Dippers New
Year Dip raised £2,300



Lorna passing the
SafeLives Service
Manager Training



Co-op Community charity
£9,600 raised



25th Anniversary celebrated
through a successful two-day
conference



Student Police Constables
raised over £3,000



£20,000 donation received

April 2025 - March 2025

Future Plans

Our priorities for the next 12 months are as follows:



Leading Lights Accreditation for our Domestic Abuse Services to be achieved



Victims' Charter to be re-written and published in collaboration with the Isle of Man Department of Home Affairs



Develop and deliver a corporate awareness programme, focused especially on increasing awareness around domestic abuse



Continue to work with our partner agencies and plan and develop new services based on need



Monitor and record outcomes and feedback to inform future service delivery



Work with the Isle of Man Constabulary to develop and implement a Victim and Witness Care Service



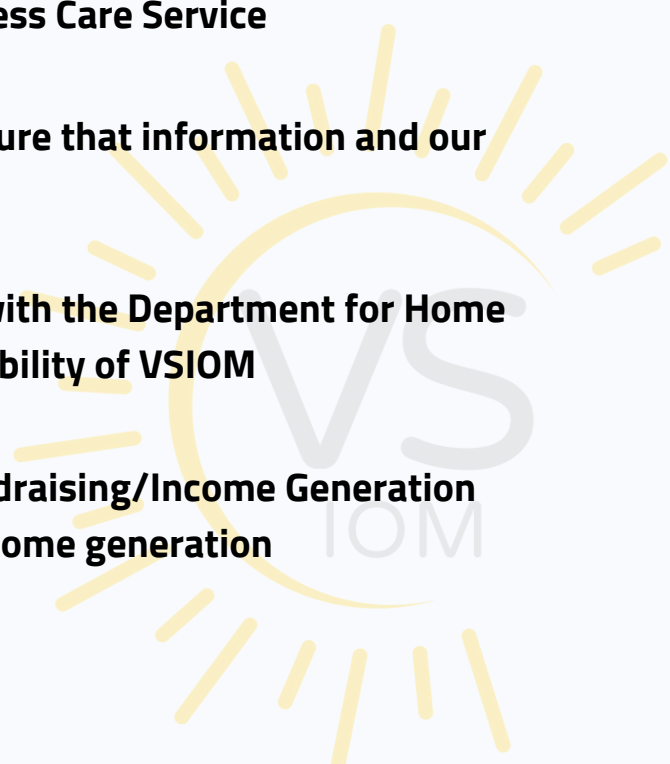
Redevelop the website to ensure that information and our services are accessible to all



Secure longer-term funding with the Department for Home Affairs to ensure the sustainability of VSIOM



Develop a Marketing and Fundraising/Income Generation Strategy to ensure diverse income generation



April 2024 - March 2025

Thank You

Without the support of the following we would not be able to provide our services to those who need them:



Our dedicated team of volunteers, including the Board of Trustees and Patron without whom the organisation could not operate



Our team of paid employees who work hard to support those who need us the most



Our colleagues in other agencies such as the police, probation, the courts, DHA, The Attorney General's Chamber, and other third sector organisations for their support of our work



Every single person and organisation who has given a donation to us or attended an event we have held. Our special thanks to:

The Department of Home Affairs

The Scheinberg Family

The Tevir Group & Keith Jones Foundation

Natwest International

The Manx Lottery Trust

The Gough Ritchie Trust

The Manx Coop

Cherry Godfrey Isle of Man

Utmost International

The Digital Group

Appleby

The Isle of Man Constabulary Student Constables

Zurich International

Lenny Conroy

The Haslett Family

Quadrant Group

Neon

Triumph Actuation Products and Services

The Mother's Union

Lloyds Bank International

Peel Charity Shop

IFGL



Finally

At **Victim Support Isle of Man**, we support people in their darkest moments—those who have faced the trauma of crime, loss, and violence—and help them rediscover their **strength, transform** their lives and **build a brighter future**.

Behind every statistic is a story: a survivor of domestic abuse who found safety and a new beginning, a grieving family who found comfort after a tragic loss, a young witness who found the courage to speak in court.

Through **compassionate support, practical guidance**, and unwavering presence, we help individuals **rebuild their lives** with **dignity, resilience**, and **hope**. Our work is not just about recovery—it's about restoring belief in a future where healing is possible and no one has to face it alone.

Please find below the reason why we do what we do. Feedback from clients:

"I am and will be forever grateful to VSIOM for all the help you have given me during the last 6 months. You are all doing an amazing job and I can't thank you enough for the support."

"Every member of staff that I have come into contact with has been very helpful, caring and made me prioritise my well-being first. I would like to thank everyone, especially my welfare officer for her continued support and guidance."

I feel like a lot has changed for me since I walked through the front door for the first time and you've helped me to where I am. I know it's a continuous journey but I feel that each step forward has purpose and direction. THANK YOU!"

A note from Dan Davies, Chief Officer, Department of Home Affairs

"We work closely with VSIOM on a range of areas, but all of which relate to ensuring victims are placed at the heart of the criminal justice system. We are happy to work with Lorna and the team on a 'high challenge, high support basis'. This means that we will provide constructive challenge where appropriate while maintaining a positive and constructive relationship. VSIOM continually advocates for the rights of victims and ensures their voices are heard and we welcome our continued engagement with them."

If you would like more information about the work of VSIOM please visit our website on:

www.victimsupport.im