



Victim Support Isle of Man

domestic
abuse

| sexual
violence

| witness
service

| trauma
support

ANNUAL REPORT

01/04/2025- 31/03/2026

**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 Mr David Craine, who has been a long-time member of the Board at VSIOM.

Welcome

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

Welcome to our 2025-2026 Annual Report.

We have had a busy 12 months which has included changes in the team, including introducing a new role, Triage & Early Interventions Officer, appointing Jessica Halsall on an initial two-year contract. The purpose of this role is to assess referrals more quickly to understand the needs of the person and help them gain the support they need more effectively. We also said goodbye to Sue Smith who retired at the end of March 2026 - happy retirement Sue!

The whole team have been trained on Outcomes Star (<https://outcomesstar.org/>), a tool to help clients understand their journey to recovery. The Star helps to identify what areas of a person's life they need the most support with, and then an action and support plan is put in place to help them move forward positively with their lives. We will be able to report on this in the next annual report!

We are also exploring the development of a support group or drop-in sessions which we hope to start soon!

Lorna passed her Level 4 Service Manager qualification, which ensures that the service, especially our work with domestic abuse, is run effectively to the best recognised standards. Obtaining this qualification has enabled the organisation to continue to work towards achieving SafeLives Leading Lights Accreditation (<https://safelives.org.uk/our-training-services/leading-lights-accreditation/>). We will be assessed at the end of 2026 and are optimistic that we will achieve the standards required. Claire has commenced her IDVA (Independent Domestic Violence Advisor) training and should achieve her qualification in the Autumn.

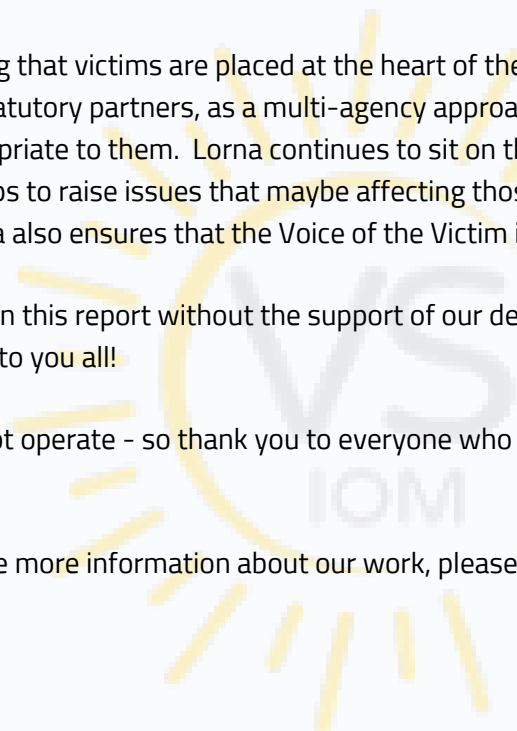
We continue to work to deliver our 2024-2028 Strategy, ensuring that victims are placed at the heart of the justice system. To achieve this, we continue to work closely with our statutory partners, as a multi-agency approach ensures that the person requiring support gets the support that is most appropriate to them. Lorna continues to sit on the Community Safety Partnership Board, representing the Third Sector, and helps to raise issues that maybe affecting those in the community, where statutory services may not be involved. Lorna also ensures that the Voice of the Victim is heard.

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 very important service in 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 2025 - March 2026

In Numbers

Referral Information

Total Referrals: 638 14% DECREASE on the previous year

Adult Referrals: 573 15% DECREASE on the previous year

Children & Young People: 65 0% CHANGE on the previous year

Police Recorded Crime : 4.5% Reduction in recorded crime

Domestic Abuse Referrals: 247 16% DECREASE on the previous year

Sexual Abuse/Violence : 77 27% DECREASE on the previous year

General Crime : 138 6% DECREASE on the previous year

Witness Service: 76 57% DECREASE on the previous year*

*This decrease for Witness Service is a levelling out of the large increase the previous year after a new method of recording Witness Service clients was introduced

Police Reported Domestic Abuse: 43 37% DECREASE on the previous year

Police Reported Sexual Violence: 103 18% DECREASE on the previous year

Police Reported Offences Against the Person: 494 5.5% DECREASE on the previous year

April 2025 - March 2026

In Numbers

Financial Information

Expenditure

Last year it **cost** approximately **£254,000** 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, insurance, telephone and IT costs.

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:** **£121,000**
- **Donations:** **£36,300**
- **Fundraising/Events:** **£13,405**

Cost of Services

Based on **expenditure** of **£254,000** and a client base of **638**, cost of service delivery is approximately :

- **£398** 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 2025 - March 2026

Highlights



**Annual Dress in Yellow Day
raised
£5,300**



**Jamie Haslett Football
Tournament £3,600 raised**



**Bingo & Boogie Night
£1,740 raised**



**Jessica Halsall starting as
Triage & Early Interventions Officer**



Christmas Jumper Day



**Hop-tu-Naa Quiz night
£2,125 raised**



Awareness Talks



Sue Smith's Retirement

April 2026 - March 2027

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 finalised and published in collaboration with the Isle of Man Department of Home Affairs



Continue to deliver awareness talks and training, focused especially on increasing awareness around domestic abuse



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



Fully implement the use of Outcomes Star, monitor and record outcomes and feedback. Review to inform future service delivery



Work with the Isle of Man Constabulary to implement the Victim and Witness Care Unit.



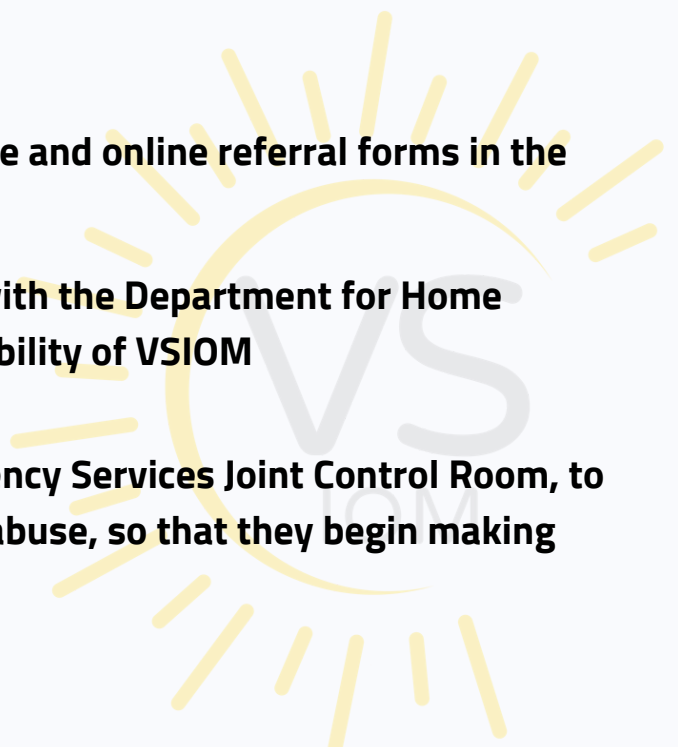
Launch the redesigned website and online referral forms in the Summer 2026



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



Deliver training to the Emergency Services Joint Control Room, to raise awareness of domestic abuse, so that they begin making referrals to VSIOM



April 2025 - March 2026

Thank You

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



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



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



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 Gough Ritchie Trust

The Manx Coop

Utmost International

The Digital Group

Appleby

Hansard

Manx Telecom

Zurich International

The Haslett Family

Quadrant Group

The Mother's Union

Island Tyres & Autocare

Boal & Co

Vagabonds Rugby Club

Gallaghers



Finally

At **Victim Support Isle of Man**, our focus remains firmly on the needs of victims, ensuring that every person who comes to us is treated with **compassion, dignity, and respect**. We recognise that the **impact of crime, abuse, and traumatic incidents** can be **profound** and **long-lasting**, affecting individuals, families, and communities in many different ways.

Throughout the year, we have continued to **strengthen our victim-centred approach**, placing the experiences, voices, and choices of victims at the heart of everything we do. Our aim is not only to provide immediate support during times of crisis but also to help individuals **rebuild their confidence, resilience**, and sense of **wellbeing** in the months and years that follow.

By offering practical assistance, emotional support, advocacy, and guidance, we have worked alongside victims as they navigate the challenges arising from trauma and abuse. We understand that **recovery** is a **personal journey**, and our services are designed to **empower** individuals to regain control of their lives, helping them **move from surviving to thriving**.

This year has reinforced the importance of accessible, responsive, and trauma-informed support. Through the dedication of our staff and volunteers, we have continued to create safe spaces where victims feel heard, believed, and supported. Our commitment remains to provide strength, hope, and opportunities for recovery, ensuring that no victim has to face the impact of crime or abuse alone.

As we look ahead, Victim Support Isle of Man will continue to **champion the rights** and needs of victims, **working collaboratively** with partners across the Island to ensure that everyone affected by trauma, crime, or abuse can access the support they need to recover, rebuild, and move forward with confidence.

We continue with our aim of:

Transforming Lives, Building Brighter Futures

Closing words from a client

"VSIOM has changed my life. I would never have found the strength to leave my relationship. There are no words to express how much your time, support and just listening has saved my life. I love my life now and the person that I have become. I never thought I could be this happy on my own and learn how to handle/see the behaviours of my ex partner. My child has a happy, healthy parent and the best future ahead of them because of you.

VSIOM is so invaluable and no words can express how thankful I am to you."

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

www.victimsupport.im

