



Victim Support Isle of Man

domestic
abuse

sexual
violence

witness
service

trauma
support



VSIOM Strategy 2024-2028

Transforming Lives, Building Brighter Futures



TABLE OF CONTENTS

CEO FOREWORD

03

OUR ROLE IN THE SECTOR

04

OUR PURPOSE

05

OUR VISION AND MISSION

06

OUR PRINCIPLES

07

OUR STRATEGIC OBJECTIVES

08

MAKING A DIFFERENCE

13

CONTACT INFORMATION

14





CEO FOREWORD

Because People Matter Most

In 2024 we are celebrating our 25th Anniversary. It's quite an achievement, and something that all who have been involved with the charity should be proud of. Reflecting on the past 25 years, we can see how Victim Support Isle of Man (VSIOM) has adapted to the evolving needs of victims and witnesses, and recognise how important that has been. Globally, organisations have increasingly emphasised victim-centred approaches, which prioritise the well-being and rights of victims within the justice system. This shift aligns with our long-standing commitment to providing comprehensive support services, and placing the individual at the heart of all that we do.

VSIOM maintains strong partnerships with key stakeholders within the Isle of Man's justice system, as well as with our colleagues in health and social care. We are in a unique position to influence justice delivery, and to focus on delivering services to meet the real needs of victims and witnesses.

We are all deeply committed to advancing VSIOM's mission and are excited about the future. Our dedication to those we support is reflected in the report that follows, highlighting our growing reach and increasing number of individuals we support each year. We remain focused on keeping our clients at the core of everything we do. However, securing sufficient funding continues to be a challenge.

Our five-year strategy builds on the work that we have done over the past 25 years and takes our ambitions further. Looking ahead, our vision is to ensure that those affected by crime have their rights respected and are at the centre of the justice system. We want to ensure they are treated with dignity, their voices are heard and they receive appropriate and comprehensive support. Our new strategy outlines our mission to provide all affected individuals with the high-quality support and care needed to move forward positively with their lives.

I am looking forward to working to achieve our Strategic Objectives over the next 5 years and watch VSIOM develop further in our support of those affected by crime.



Lorna Trevethan, MBA

Chief Executive Officer
Victim Support Isle of Man



OUR ROLE IN THE SECTOR

Our strategic plan for **2024-2028** aims to ensure that those affected by crime on the Isle of Man have access to justice, are treated with dignity and respect, receive high-quality support, and are actively involved in shaping justice priorities.



Crime trends have evolved, with emerging types such as digital abuse and financial crimes becoming more prevalent, alongside recent changes to Domestic Abuse and Sexual Offences and Obscene Publications legislation leading to a rise in awareness of these offences and subsequent rise in the number of referrals to our services.

Working with our partners, VSIOM is committed to understanding and adapting to these changes. We will continue to influence future changes to better support victims and witnesses of crime, being the voice for victims and supporting their rights through all stages of the justice system

Representing the needs of those affected by crime in the justice sector, **VSIOM** emphasises the emotional, social, physical, and financial impacts of crime on individuals and communities. Our involvement in justice reforms includes supporting vulnerable victims and witnesses, reviewing current legislation & policy and encouraging change to better serve those affected by crime, putting their rights at the heart of the criminal justice system.

VSIOM believes in fair and equal access to justice and in empowering the voices of those affected by crime to positively influence policy and legislation.



OUR PURPOSE

As the leading charity supporting victims on the Isle of Man, VSIOM holds a unique position within the justice system and Third Sector. Although a third of our funding comes from the Isle of Man Government, we remain independent which allows us to provide a critical perspective on justice issues from a victim's standpoint.



With extensive frontline experience, VSIOM combines this with local knowledge and contacts to influence positive changes in policy and legislation, guided by those impacted by crime.

We ensure all our clients are treated as individuals with support centred around their needs.

*Victim Support Isle of Man works for the **RIGHTS** of Victims, Witnesses and their families and for greater awareness about the impact of crime.*



OUR VISION AND OUR MISSION



Our Mission

"Our mission is to ensure that all people affected by crime receive high-quality support and care, centred around the needs of each individual, so that they can move forward positively with their lives."



"Thank you so much for all the support you have given me over the last few years. You gave me the strength and courage to take on the people who have hurt me. Court could not have gone any better and I owe so much of that to you."

You have improved my life more than I thought imaginable and protected our family for years to come. The security you have given us will genuinely impact us for the rest of our "child's" childhood.

You're so good at what you do and our island is so lucky to have you to help in the darkest of days."



Our Vision

"We aspire to a future where victims and witnesses' rights are respected and central to the justice system, they are treated with dignity, their voices are heard and they receive appropriate and comprehensive support."



OUR PRINCIPLES

Our work is guided by six core principles:

1 Person-Centred:

We embody a victim-centred, trauma-informed, and rights-focused approach within our organisation and beyond.

2 Inclusive and Accessible:

We aim to reach everyone who needs us, supporting them throughout their journey.

3 Engaging and Compassionate:

We prioritise those affected by crime, incorporating their experiences into our service design and communication.

4 Adaptive, Flexible, and Responsive:

We continuously improve and adapt based on evidence and learning.

5 Collaborative:

We work with others to enhance the criminal justice experience.

6 Knowledgeable and Skilled:

Our dedicated staff and volunteers provide consistent, high-quality support.



OUR STRATEGIC OBJECTIVES

01 /

Enable

Provide high-quality, outcome-focused support to those affected by crime.

02 /

Transform:

Improve the experiences of victims and witnesses within the criminal justice system.

03 /

Enhance

Promote productive partnerships to improve experiences for those affected by crime.

04 /

Stability

Foster enduring positive impact by achieving excellence in every facet of our organisation





OUR STRATEGIC OBJECTIVES

01 / Enable

Provide high-quality, outcome-focused support to those affected by crime or trauma.

WE WILL:

Provide High Quality & Holistic Support

We offer a diverse range of comprehensive, holistic support services to victims and witnesses on the Isle of Man tailored to meet evidenced needs.

Provide Accessible & Adaptable Support

Our support services are designed to be flexible, providing choices that are available whenever, wherever, and however they are needed, supporting individuals at every stage of their journey.

Provide Inclusive Support

We deliver support services in a way that is inclusive and culturally aware, ensuring we meet the diverse needs of all individuals affected by crime & trauma in our communities.

Provide Individual-focused & Trauma Informed Support

We are committed to a compassionate approach that centres on the individual and is focused on trauma recovery, integrating this into all our support services.

Be Collaborative & User-Centred

We emphasise a collaborative, user-centred approach in the design and development of our support services.



OUR STRATEGIC OBJECTIVES

02 / Transform

Improve the experiences of victims and witnesses within the criminal justice system.

WE WILL:

Engage & Include

Actively engage and include victims and witnesses to gain a deeper understanding of their experiences within the criminal justice system.

Advocate for Reform

Convey the experiences of victims and witnesses to key stakeholders, guiding rights-based and trauma-informed reforms in criminal justice policies and practices.

Minimise Re-traumatisation & Re-victimisation

Support the development of strategies aimed at minimising the re-traumatisation of victims and witnesses throughout the criminal justice process, such as implementing a 'tell us once' approach, adopting a victim-centred perspective, ensuring a single point of contact, and exploring restorative justice from the viewpoint of victims.

Provide Clear Information

Deliver clear and accessible information about the justice system so that those affected by crime can better understand the criminal justice process and how to exercise their rights.



OUR STRATEGIC OBJECTIVES

03 / Enhance

Promote productive partnerships to improve experiences for those affected by crime.

WE WILL:



Provide Person-centred Support

Actively engage and collaborate with our service delivery partners to ensure a holistic approach to support services that puts victims and witnesses at its heart.



Support & Develop Changes to the Justice System

Work in collaboration with our key partners to ensure all parts of the criminal justice system on the Island work together and each organisation works to a collective goal of change.



Improve Victims & Witnesses' Experience of the Justice System

Work in conjunction with our key partners including the Department for Home Affairs, Attorney General's Office and the Courts to influence effective change to criminal justice policy and practice.



Ensure we reach all those who need our support

Work to improve our awareness campaigns, using all available methods, as well as using our key partners to gain a better understanding of how to reach the more isolated individuals and communities.



OUR STRATEGIC OBJECTIVES

04 / Stability

Foster enduring positive impact by achieving excellence in every facet of our organisation

WE WILL:

Support the Learning & Development of our Team

Actively support the development of skills and knowledge across the whole team including volunteers, to ensure that they are equipped to work with the vast range of clients seeking our services.

Maintain & Develop Good Governance & High Performance

Work to obtain accreditation of our services to ensure that we are operating to the highest possible standards, providing reassurance to our service users and our key partners that we provide the best care possible.

Ensure that our Income is Strategically & Sustainably Managed

Work to ensure that our income arises from diverse sources in order to secure the long-term future of the organisation, allowing for the development of existing and new services

Learn and Improve

Review our service delivery and evidence our impact to improve our knowledge to continuously improve and adapt to ensure that we make a lasting difference to people's lives.



MAKING A DIFFERENCE

For those affected by crime:



Improved health and mental wellbeing.



Increased understanding of the criminal justice system.



Less isolation and loneliness.



Enhanced feelings of safety and security.

For the criminal justice system:

- A trauma-informed approach ensuring dignity and respect for all.
- Representation of victims' and witnesses' experiences. Improved
- Referral pathways and information sharing.

For our organisation:

- Co-production and service-design guiding all activities.
- Commitment to accreditations and standards.
- A learning organisation adapting to emerging needs.
- Recognition as the 'go-to' organisation for supporting victims and witnesses.
- A confident, committed team supported to excel working to our values and vision.
- Sustainable and resilient with diverse funding.





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