

- Complete a rehousing application to the boroughs emergency transfer panel
- Provide additional security measures on the basis of professional advice (panic alarm, additional locks, a spy hole and so on)
- Once a problem has been resolved, we will let you know that the case is closed and the outcome of any action taken against the perpetrator(s).

The safeguarding of crime victims is paramount to Blenheim Gardens RMO.

Ways to contact us:

Blenheim Gardens RMO
24 Prague Place
London SW2 5ED

Phone: 020 7926 0158
Website: www.bgrmo.org.uk
Email: blenheimgardens@lambeth.gov.uk

If you would like this information in large print, Braille, or in another format or language, please phone us on 020 7926 0158.

Español: *Si desea esta información en otro idioma, rogamos nos llame al 020 7926 0158.*

Français: *Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 020 7926 0158.*

Português: *Se desejar esta informação noutra idioma é favor telefonar para 020 7926 0158.*

Twi: *Se wope saa nkaeboy yi wo kasa foforo mu a fre 020 7926 0158.*

Yoruba: *Tí ẹ ba fẹ ìmoràn yìí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.*



Blenheim Gardens RMO Guidance Leaflet

Victim support and advice

in partnership with



Blenheim Gardens RMO believes that even one victim of crime is one too many. We are working with our community and partners to prevent crime on and around the estate.

Being a victim is a profound emotional and psychological event – it can lead to debilitating personal insecurity, confusion and uncertainty. Support and advice is critical during this difficult period and there is help out there – even more than you might think.

Help for victims

When you report a crime to the police they must treat you with consideration and they should ask if you'd like to be referred to organisations, such as Victim Support, that can help you.

Victim Support is an independent national charity where the staff and volunteers are trained to provide emotional support and practical assistance, including:

- Providing someone you can talk to in complete confidence
- Real advice on victims' rights
- Useful information on police and court procedures
- Down to earth advice about compensation and insurance
- Information about other sources of help like counselling

Anyone affected by crime can contact Victim Support for help, regardless of whether they've reported the crime to the police or how long ago the crime took place.

Victim Support line: 0845 30 30 900

Phone for those with hearing difficulties: 18001 0845 30 30 90

minicom (or text telephone): 020 7896 3776.

Email: supportline@victimsupport.org.uk

Witness Support

Contact the Witness Service. If you need to speak to one of the London Witness Service offices directly, please call the victim care team on 0845 450 3936 to get contact details.

London regional office

Scotia House
33 Finsbury Square
London
EC2A 1PL
Tel: 020 7448 9898

What can I expect if I am a victim of crime?

Blenheim Gardens RMO will:

- Treat all information received in confidence
- Take all complaints seriously regardless of how the incident was reported or the nature of incident
- In cases where you cannot attend the office, we will arrange to visit you at home or at an agreed location to discuss your concerns and how we can assist you
- We will develop an action plan so that you are aware of all the actions we are taking to support you
- Where necessary, we will make referrals to external agencies to ensure you receive protection, support and guidance
- We will contact you regularly to check on how you are and if matters are improving
- Provide provisions of alternative accommodation in urgent cases