

## Some questions answered

### How is the support provided?

In a variety of ways. We ask you how you would like to receive your service and we plan your support with you. It can be visits at school or over Skype or by way of text messages. We negotiate from the outset how long we think we need to work on your support plan with you – but this can all be subject to change. We want to put you in the driving seat and we are there to help you navigate out of this difficult time in your life.

### About our colleagues

We have all joined Victim Support because we are caring people who want to help you. We are all professionally trained and we are all committed to giving you the best advice we can and to be there for you. There is nothing more rewarding when you know you have helped a child or young person to move away from what has happened and they are moving into another phase in their lives.

**If you need us please call.**

## Where to go for support:

Leave a message on: **0300 303 0532**

Email: **castleproject@victimsupport.org.uk**

Castle Service Lincolnshire  
Victim Support Lincolnshire  
Autumn Park Business Centre  
Dysart Road, Grantham NG31 7EU

We are an **independent** charity offering **free, confidential** support to people affected by crime and traumatic incidents.

For information and support, contact us by:

- calling: Supportline **08 08 16 89 111**
- using our 24/7 live chat service: **victimsupport.org.uk/live-chat**
- using BSL: **victimsupport.org.uk/bsl**
- Online: **victimsupport.org.uk**

To find out how you can help us, visit **victimsupport.org.uk/get-involved**

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# CASTLE SERVICE

Support for children and young people who have been victims of rape, sexual assault, sexual exploitation and cybercrime



**Lincolnshire  
POLICE & CRIME COMMISSIONER**  
SAFER TOGETHER



## What is the Castle Service?

The Castle Service is an independent support service run by Victim Support in Lincolnshire.

We work with children and young people who have been victims of rape and sexual violence, sexual exploitation and abuse and cybercrime (of a sexual nature) or online grooming. We may also work with parents/carers affected in their own right. In a nutshell, we are here to help.

Trained Caseworkers and Children's Independent Sexual Violence Advisors (CHISVA) provide the support.

One of our guiding documents is a Code of Practice called the Victims Code. It sets out what you and your family are entitled to whilst in the Criminal Justice System. We will help you with this and we work closely with our police colleagues.

## Confidentiality: Our service is confidential

It is important as your worker that all we do remains confidential. There are times if we think you are at serious risk of harm we will share information with those who need to know.

## What does the Castle Service offer?

**Emotional support:** to assist you, for example, to get back to school, to feel safer and to know we are there for you.

**Practical support/tools:** to help you think about planning your day if you are anxious and we can also supply security measures for your home – like window locks and alarms.

**Advocacy:** either within meetings or with other agencies in order to ensure your needs/wants are represented and you have a voice.

**Signposting and referrals:** signposting to support networks, sources of help and advice, self-help groups.

**Information leaflet and websites:** on sources of help like specialist helplines, online tools to address isolation.

**Other crime related options:** for example, helping you draft a victim personal statement if your case goes to court.

## How does the Castle Service support you?

CHISVA's (Children's Independent Sexual Violence Advisor) will work with you. We don't talk about the crime itself – that is not for us – but we talk about the impact it is had on you. We help you think about how you are coping and how you can keep well and healthy in the future.

CHISVA's can also support your care givers as well, if we have capacity, as we are aware they may need support in their own right.

We provide the same level of support whether you have reported the matter to the police or not. There does not have to be a current investigation or court process and you can refer indirectly through our national website. Young people, those over 14 can be supported without parental consent. Gillick test will apply, although ideally we will work with all young people with parental consent. We like to help families as much as we can to move on from where they are now.

Children and Young People must be residents of Lincolnshire.