

Working Together

Thank you for reaching out to us for support, we know how difficult that can be. This document sets out what you can expect from our team at The Maggie Oliver Foundation (TMOF) and how we can work together to ensure you receive the support best suited to you through this challenging time.

At The Maggie Oliver Foundation we offer:

- ◆ Emotional support through our Pain into Power Phonenumber, please note this is a listening ear service and not counselling or therapy.
- ◆ To provide clear explanations of the criminal justice process, legal terms, proceedings, police protocols and your rights within our capacity.
- ◆ To liaise with statutory services, including the police, especially if communication has broken down.
- ◆ Support with Victims' Right to Review and Police Complaint Process.
- ◆ Ensure your rights are protected under The Victim's Code.
- ◆ Supported Signposting for advice on CICA claims (criminal injury compensation).
- ◆ Supported Signposting for you to access legal representation (please note this would be independent of TMOF as our team are not lawyers).
- ◆ To share your story through our website and social media channels.

In certain cases, where failures are particularly severe, it may be appropriate to approach the media—*with the explicit request and consent of the survivor*. There is no guarantee that the media will pick up these cases, but we have in the past been successful in shining a spotlight on systemic failures through the stories of those we support.

TMOF is not an emergency service. Our core operating hours are 9am to 5pm Monday to Friday.

If you are in immediate danger or have witnessed a current crime, call 999.

For urgent mental health support or if you are feeling suicidal, contact your GP or visit your local A&E.

You can also call Samaritans free on 116 123 or text SHOUT to 85258.

Rape Crisis is available for immediate support following rape or sexual abuse.

There are some limitations to the support we can offer:

- We are a remote national charity, and do not offer in-person support.
- Our team are not lawyers, we can offer support and guidance through the criminal justice process as listed above.
- While we will always advocate for your rights throughout the criminal justice process, and challenge police and statutory service when we believe these are not being upheld, however, we do operate within a criminal justice system with prescribed processes and procedures, and as such, there will be times when all routes to support you have been exhausted. In these instances, we will communicate the reasons why and try to signpost you to other services better suited to your needs at that stage.
- Our Emotional Support service is designed to provide a safe space for you to explore how you are feeling and to consider various coping strategies to manage your reactions to the trauma you have experienced. There will be times when it becomes evident that our service is not the right support for someone at this stage. Again, this will be communicated to you and we will try to signpost you to other services better suited to your needs.

When working together we commit to:

- Create a safe and supportive space for survivors of sexual abuse and exploitation.
- Maintain confidentiality. There may be rare occasions when it is necessary to breach confidentiality in order to protect your own or someone else's safety. Where possible, we will try to discuss this with you before doing so. This is outlined in our Safeguarding and Confidentiality Policies, available upon request.
- Brief, factual notes of our contact with you will be stored securely in our online database, with access generally restricted to TMOF staff as required. On occasion, police or CPS may request to have sight of the notes. We only release this information with receipt of a court order.
- Recognize and respond to your unique needs.
- Respect your autonomy in decision making.
- Facilitate access to other services where needed.
- Maintain clear and ethical professional boundaries.
- Ensure interactions are respectful and within the scope of our expertise.
- Acknowledge that, unfortunately, if we have exhausted all avenues available to us within our role as Advocacy Caseworkers, our support to you will be concluded.

In return we ask that you:

- Engage actively and communicate your needs and preferences.
- Communicate respectfully and honestly with our team.
- Prioritize your personal safety and wellbeing.
- Understand that while we strive to respond as promptly as possible, response times may vary depending on the complexity of the matter and demand levels for our service.
- If you contact our team under the influence of any non-prescribed drugs or alcohol, we reserve the right to not engage.
- Refrain from abusive language or behaviour towards our team. Failure to adhere to this request could lead us to ending our support.

Basic CICA Guidance

We would like to make you aware that if you have been a victim of rape or sexual assault, you may be eligible to apply for compensation through the **Criminal Injuries Compensation Authority (CICA)**.

You do **not** need legal representation to make a claim, although some people find it helpful to have support throughout the process.

While The Maggie Oliver Foundation is unable to offer advice or representation in relation to CICA claims, we can **signpost you to appropriate services** or provide **supported signposting** to organisations or legal professionals who can offer further advice and guidance if you would like us to.

We remain committed to continuous improvement. Throughout your interaction with TMOF, you will be given opportunities to provide feedback on the service you have received from TMOF, which we hope you will engage with, as such feedback allows us to ensure our service evolves to best fit the needs of survivors accessing it.