

## WHAT PEOPLE SAY

“ Supporting Justice have provided invaluable support to me in my current role. They have a wealth of knowledge/expertise in project management and the criminal justice sector. ”

“ Training was really good. It was done in a way that used bitesized, easy to take in chunks; and seemed to cover everything really well, in just one day. ”

“ Staff feedback was very positive - some saying it was the best training they had had so far, which is really great. ”

“ Your presentations were impressive and extremely motivating. We received very grateful comments from participants. ”

“ The assessors were friendly and knowledgeable. Recommendations were insightful, creative and beneficial. ”

## GETTING OUR HELP

### Talk to us

Getting help from us is really easy. Just get in touch and we can discuss what you are trying to achieve.

### Our Proposal

Where we think we might be able to help we will provide a proposal of what we can offer along with our fees clearly laid out. Fees may be based on a day rate or a set rate for a project or a particular deliverable.

### Our Promise

We go the extra mile for our clients so that you know that you have got value for money. Don't just take it from us, see what our clients have said overleaf.



E: [info@supportingjustice.org.uk](mailto:info@supportingjustice.org.uk)

A: 33 Queen Street  
London, EC4R 1BR

[supportingjustice.org.uk](http://supportingjustice.org.uk)

Working to Improve the Victim  
and Witness Experience

## WHO WE ARE

Supporting Justice is a Community Interest Company that began in 2013 (formerly called WKM solutions) and was started by Anne Warren, CEO.

Our aim is to improve the **experience of victims and witnesses**. We focus on helping reduce the impact of crime, minimising the chances of re-victimisation and helping victims and witnesses receive the **effective support** they need.

Supporting Justice brings unrivalled experience of the **end to end victim and witness journey** that includes the political, the policy and the operational environments. What makes us unique is that we have operated in the victim sector in a variety of senior and challenging roles for over twenty years.

“*Supporting Justice has been dynamic, productive and flexible in response to our needs, helping us to deliver impactful services to witnesses.*”

Marios Leptos -  
Head of Witness Service,  
Citizens Advice

## WORKING WITH US

We have a quality mark framework for working with victims that has 5 standards. These standards translate into how we believe we should also work with our clients.

### ACCESS

We are available at times and in ways most convenient to our clients

### NEEDS

We work hard to understand what our clients are trying to achieve and align our services to help them deliver

### VALUE

We ensure our services provide value for money. Recognising that any investment has to realise improvement

### SUPPORT

We work hard to support our clients achieve sustainability. Effecting skill and knowledge transfer in everything we do

### SAFETY

We closely guard any information we have access to and treat it with the utmost confidence, in line with the new GDPR regulations

## HOW WE CAN HELP

### SUBJECT MATTER EXPERTISE

We advise on issues affecting victims and witnesses to improve knowledge, understanding and improve policy and practice. Speaking at events, contributing to consultations and subject expert panels to provide valuable perspective into delivery and commissioning of services.

### SERVICE DESIGN

Designing and redesigning services, utilising our Quality Mark Framework, the production of the service manuals, operating frameworks and procedures. Working with clients on implementation and embedding new processes.

### AUDIT AND ASSESSMENT

Utilising our Victims Choice Quality Mark, we audit and assess frontline services against five care standards that we believe, through our research and experience, are essential to deliver a safe and effective service. We focus on outcomes and what the service really does deliver.

### CAPACITY BUILDING

We design and deliver training courses, including face to face delivery, distance learning and e-learning. We offer coaching and mentoring services and have experience in team building to enhance the capabilities and capacity of organisations and individuals.