



Offender Release Helpline



Why the helpline exists

The helpline supports people affected by, or concerned about, offender release under the Progression Model.

People may be:

- frightened about an offender returning to the community
- angry that release is earlier than expected
- worried about children or family members
- unclear about their rights
- trying to find the statutory agency that holds information about their case.

What is the helpline remit?

- General information about the Progression Model and release processes
- Information about victim rights, the Victim Contact Scheme and routes to statutory information
- Emotional support and reassurance
- Needs and risk assessment
- Practical safety planning
- Safeguarding action in line with VS procedures
- Signposting and referral to appropriate support, within agreed pathways and consent
- Caseworker support where needs cannot be resolved through a single contact or signposting alone

What the helpline can't provide

- Confirmation that a named offender is being released or remains in prison
- Offender-specific release dates, prison locations, accommodation, licence conditions, risk assessments or management arrangements
- Access to HMPPS, prison or probation case systems
- A decision on Victim Contact Scheme eligibility
- Release, recall, licence or enforcement decisions
- Legal advice, criminal investigation or emergency-response functions

Who can contact the helpline?

- Direct victims
- Previous victims of the same offender
- Witnesses and others affected by the offence or release
- Children and young people, parents, guardians and carers
- Family members, friends and supporters
- People concerned about future harm or community safety
- Professionals such as IDVAs, ISVAs, social workers, schools, police, victim services and other statutory or voluntary-sector partners.

Support for Children and Young People

- Children and young people may have questions or worries if they hear that an offender could be released earlier than expected.
- Victim Support can provide emotional support and practical guidance on coping after crime for children, young people and their families.
- The child or young person may also be able to access The Future Me Programme

Support for Children and Young People

- Future Me is our online peer support programme for children and young people aged 8 to 17 who are affected by changes to prison release arrangements.
- The programme provides a safe, supportive and non-judgemental space where children and young people can connect with others who may be facing similar experiences, helping to reduce feelings of isolation and remind them that they are not alone.

Support for Children and Young People

The programme runs over five sessions and explores:

- My wellbeing: understanding feelings and worries
- My safety: thinking about what helps with feeling safe and who can help
- My support: recognising the people you can turn to
- My rights: understanding your rights and having your voice heard
- My ways of coping: finding things that can help when life feels difficult

Contact Information

Offender Helpline and Future Me

Opening Hours: Monday to Friday 9am-5pm (excluding bank holidays)

Telephone number: 0808 168 9280

Email: offenderreleasehelpline@victimsupport.org.uk

Live Chat: [Offender Release Helpline homepage - Victim Support](#)

Further Information

For more information on the scheme, including details about the funding and VAWG offer please visit

[Progression model: changes to prison release arrangements - GOV.UK](#)

[Home - Women's Aid](#)



**VICTIM
SUPPORT**
DYFED-POWYS



Comisiynydd Heddlu a Throseddau
Dyfed-Powys
Police and Crime Commissioner

Dyfed Powys Victim Support ORS Victim Champion

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Local Support in Dyfed Powys

- **Nia Miller** is our Offender Release Scheme Victims Champion
- We will provide:
 - Immediate support as required for anyone affected by the early release scheme
 - Local point of contact
 - Coordination between the national helpline and Dyfed Powys Victim Support
 - Partnership working and Awareness Raising

Working Together

We welcome opportunities to:

- Provide further information.
- Attend team meetings.
- Deliver presentations on available support services.
- Strengthen local referral pathways and victim outcomes.

Referral Routes

Through the Victim Support National Offender Release Helpline or
Directly via **Dyfed Powys Victim Support**

Dyfed Powys -Victim Support Team

dyfed.powys@victimsupport.org.uk

0300 123 2996



Thank you

Dyfed Powys Team

dyfed.powys@victimsupport.org.uk

Area Manager

Jessica.Brooks@victimsupport.org.uk