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Lesley Malone PGDiplInfo PGDipSocSci

Librarian and Information Officer, Research and Development Victim Support, London

It was decided in 2004 that the service of Victim Support, the UK national charity for victims of crime, would benefit from being reviewed in the light of current research evidence. The findings would then form the basis of a new service framework and set of service standards to guide our work in this area. This article describes the main findings from the research we carried out, particularly in relation to the needs and wants expressed by bereaved people themselves, and some of the implications for support services and other agencies working with them.