

Victim First NEWSLETTER

March 2017

Welcome ...

...to the second edition of the Victim First Newsletter. Over the next few pages, you'll find an update on some of the headlines from the Service from the past few months.

Our aim is to keep you informed so that you can feel confident in talking to service users, colleagues, friends or family about the support we offer.

Thanks for your continued support.

Paul Kiggell

Head of Service, Victim First



3,372

Cases referred to Victim First (Oct-Dec 2016)

682

Victims received **'Enhanced support'** (including referrals to specialist support)

2,328

Victims received **'Standard support'**

Here is what you told us: (December 2016)

72%

Of stakeholders said that referring someone to Victim First is user-friendly



71%

Of stakeholders said that Victim First team was easy to get in touch with

93%

Of stakeholders said they had confidence in the service provided to victims & witnesses by Victim First



We received **100%** positive feedback from delegates attending our **Victim First '1 Year On' event.**

"Impressive event. Potential to develop working links with Leicester LGBT centre"

"Great to hear how well it's going and so encouraging to hear!"

"Real life experiences bring the service to life"

Victim Satisfaction

(April 2016 - December 2016)

86%

86% of respondents were either **'Completely', 'Very' or 'Fairly'** satisfied with their overall Victim First experience

83%

83% of respondents were either **'Completely', 'Very' or 'Fairly'** Satisfied with our Needs Assessment process

90%

90% of respondents said that they **would like support from Victim First** again if they were a repeat victim of a similar crime.



"They contacted me straight away, they explained everything they could do if needed when she would get to me again it didn't matter how long you talked to them they were there for help and advice we are lucky to have this support"

"They can offer more support and help you and put you in the right direction"

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What have we been up to?

The '1 Year On' Event

We delivered a '1 Year On' event at Police HQ on 9th December 2016 to share some of the progress made over our first year of service delivery. The event brought together organisations from right across the local community; from service users, police and criminal justice organisations to councillors and local authority representatives.



Lord Willy Bach, Police and Crime Commissioner for Leicestershire opened the event at which Chief Constable Simon Cole was also a key speaker. Chris Wright, Chief Executive of social business Catch22, went on to highlight the work of Victim First in the local community and its ongoing commitment to supporting victims of crime.

The audience heard from some of the service-users who had experienced incidents of anti-social behaviour, theft and emotional abuse and had worked with the Victim First team to aid their recovery. All three victims spoke of the importance of the service in supporting them with their emotional needs, as well as providing vital information and advice and the opportunity for restorative justice.

One service-user detailed the life-changing impact Victim First's restorative justice service had on improving his emotional wellbeing and allowing him to move on with his life after the crime.

Chris Wright commented:

"The success of Victim First is down to working in partnership across Leicestershire. We can be incredibly proud of what has been achieved here in only a year. This is down to the tireless work of a fantastic team right across the service - from our restorative justice specialists, case-workers and volunteers, to the victims who are working to make their own and others' lives better."



Stay in Touch



www.victimfirst.org



www.catch-22.org.uk/offers/victim-services/



www.twitter.com/Victim1st



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Other Events

- We held a stall at the Highcross Shopping Centre on 18th January 2017 to raise awareness of Victim First. We handed out over 500 leaflets to interested shoppers and also took 2 self-referrals.



- We held stalls in both the Rutland and Loughborough Council Offices as part of Restorative Justice Week and also set up a display at the Leicester City youth Offending Service Office to raise awareness of the RJ support we offer to victims.
- We've re-established our monthly surgery at Loughborough Wellbeing Café, ensuring we make our service accessible to service users with mental health issues.
- We've also now set up a regular surgery at Somali Development Services and we're in the process of doing the same with the LGBT Centre.

- We took part in a Facebook Live event alongside First Step and Leicestershire Police on 8th February 2017 as part of Sexual Violence and Abuse Awareness Week.



- We've delivered numerous briefings and training sessions to various teams and organisations across the past few months including:
 - New Police and PCSO recruits
 - Citizens Advice Witness Service Volunteers
 - ISVA's and Support Workers at the Sexual Assault Referral Centre (SARC)
 - Witness Care Unit



**catch
22**

Catch22 have also recently won the contract to deliver victim services in Nottinghamshire.

Nottinghamshire Police and Crime Commissioner Paddy Tipping was highly complementary about the new service and the way in which Catch22 had responded to a compressed mobilisation period over the Christmas period.

'You said... We did...'

We've listened to our service users and stakeholders and made the following changes:

- **We have revisited the Support Plan process. We now ensure we summarise the agreed support at the end of the initial call to check that victims feel clear about the support that we will provide them with and to give them the opportunity to ask any questions or suggest additions to this plan.**
- To address the difficulties some victims seem to have had in making contact with the Service, we have now re-recorded our telephone greeting message to make this more user friendly.
- **We have changed our procedure for receiving referrals from external organisations. We now send a receipt email to the referrer to confirm that we have received their referral. We also email them again if we are unable to make contact with the victim. With the victim's consent, we can also provide feedback to the referrer should they require this.**
- We have also revisited our template for writing letters in support of housing applications to include more detail around the nature of support we are providing if requested by a victim.



Keep on Referring

Anybody can **self-refer** by simply calling our Freephone number **0800 953 95 95** or emailing us at support@victimfirst.pnn.gov.uk

Professionals can refer a service user to Victim First via the website or by contacting us directly.

Give us a call on **0800 953 95 95** or email us at office@victimfirst.pnn.gov.uk. We'll send you a short and simple referral form and we'll take it from there.

Success Stories

- We provided support to a victim of burglary - she was full of praise for the level of service given to her by Victim First:

We were able to provide her with emotional support that she said made her feel much more secure and settled. This in turn had a positive impact on the support she was able to offer her family.

We also made a referral to our Target Hardening service. The service user shared with us how **"wonderful"** she had found the 24/7 Locks service. She noted that the service had been, **"...so much more than installing security items."**

She found they helped her look at the security of her property in a whole new light and it made her feel much safer in her home following the burglary.

This victim felt so positive about the support she had received that she wrote to Chief Constable Simon Cole to share this praise and offer her thanks.

- **We have been providing ongoing support to a victim of historical domestic abuse. She told her Case Worker that the support she has received from Victim First has been the only help she has felt able to access in the last 20 years. She went on to say that it always makes her feel better when she receives his support calls.**

- One of our Senior Case Workers, **Manjeeta Sunnar**, has been nominated by colleagues and picked by the CEO of Catch22, Chris Wright, as one of two Catch22 Superstars.

As a gesture of thanks for her contribution to Victim First and the wider Catch22 Justice Directorate, she will be attending a garden party at **Buckingham Palace** in May.

