

Victim First NEWSLETTER

June 2017 



Headline Data

2,911

Cases referred to Victim First (Jan-Mar 2017)

666

Victims received 'Enhanced Support'

1,784

Victims received 'Standard support'

"They listened to what I said, treated me right and respected me"
(Male, 53)



As a result of the support provided by Victim First, 86% of victims had their level of need reduced.

Welcome.....to the third edition of the

Victim First Newsletter.

It's been another busy and productive quarter for us. Read on to find out more about how we have taken our support out and about across the community. You'll also see some of the innovative projects we've led on to coordinate services for victims, and you can read about the benefits of Restorative Justice as well as the usual success stories

As always, thanks to everyone who works alongside us to provide the best possible support for victims. Please don't hesitate to give us a call if you'd ever like to find out more about Victim First.

Paul Kiggell
Head of Service, Victim First



"My case worker was lovely... It was nice to have someone who I could talk to on the level... she was understanding"
(Female, 20)

Customer Satisfaction

April 2016 – March 2017

85%

Satisfied with overall experience of Victim First

84%

Satisfied with the Needs Assessment process

85%

Would access support from Victim First again

What have we been up to?

Community Engagement

We now have regular community drop in surgeries taking place across the community at venues including:

- Loughborough Wellbeing Cafe
- Somali Development Services
- Leicester LGBT Centre

We're always keen to set up new drop-in sessions – all we need is a little space for our banner, leaflets and a couple of our friendly staff. Users of your organisation, or passers-by can then learn more about the support they are entitled to as victims of crime and can self-refer on the spot.

"The caseworker listened to me, she didn't interrupt me"

(Male, 67)



We have also attended numerous community events including:

- Network for Change Community Media Café
- Hinckley and Bosworth Community Relations Forum
- VCS Celebration Event

This gives us a really good opportunity to take our support out into the community.

Please give us a call on **0800 953 95 95** if you think we can attend an event or provide a drop-in session within your organisation.

Good News

We supported a victim of ongoing harassment. She feared for the safety of her children and felt unsafe to leave the house and to send them to school.

Our Caseworker supported and reassured the victim. We arranged for our in-house target hardening support (24/7 Locks) to provide her with security advice and upgrades to help the victim and her children feel safe at home, including a personal alarm. We also encouraged the victim to contact the children's school to explain the situation and to arrange for additional support for them.

The victim thanked our Caseworker for organising everything and said that before our involvement she had felt "...quite hopeless..." whereas now,

"...the right people are in my corner."

The Victim Personal Statement

"Very few victims are offered the opportunity to make a VPS (15% in 2015/16) and this has not improved over the last three years."

Victim Personal Statement: Victim Inequality 2015/16: Analysis of data on the offer of Victim Personal Statements from the Crime Survey for England and Wales. April 2013 to March 2016. Victims' Commissioner, 2017.
http://victimscommissioner.org.uk/wp-content/uploads/2014/10/VPS-Review_January-2017.pdf

Victim First therefore set up an initiative to support Leicestershire Police with identifying when the VPS is / is not offered. We then offer victims the opportunity to complete a VPS by advocating on their behalf with the Police Officer in the Case (OIC).

Within the first two weeks of this initiative being implemented, we received feedback from a Service User to say that our support had led him to,

"...believe in the system again..."

Victim First | 0800 953 95 95 | office@victimfirst.pnn.gov.uk | www.victimfirst.org | @Victim1st



Victim First Champions

We held our inaugural 'Victim First Champion's Evening' on 10th May 2017, attended by a variety of stakeholders from organisations including the LGBT Centre, the Sexual Assault Referral Centre, First Step (a local charity supporting male victims of sexual abuse), the Youth Offending Service and the North West Leicestershire Housing Department.



We received some really positive feedback from participants:

"...really enjoyed the meeting and getting a chance to meet other partner agencies, look forward to future meetings, and developing the partnership and Victim Champion activity."

The aim of the evening was to enable our Champions to uphold the following commitments:

- Promote Victim First within their Service
- Refer Service Users or support them to self-refer
- Share service user feedback or needs
- Provide suggestions on improving our Service

In response, we committed to:

- Keep them updated on developments within Victim First
- Invite them to regular briefing and networking events
- Add their service to our Directory
- Refer Service Users to them



Additionally, we found that the evening provided the added benefit of enabling our stakeholders to communicate and to learn more about the other organisations in the room.

Good News

We provided support to a victim of assault, who had subsequently received death threats. This had caused him high levels of anxiety and he was desperate to move away from the area. Our Caseworker was able to advocate on behalf of the victim, by communicating with the housing department and the Police to facilitate a move.

The victim and his family moved into a new property a month after his case came to Victim First. He said he was 'over the moon' with the support he received from Victim First and has said that his Caseworker,

"...listened and helped when no one else did. I can't thank you enough."



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Restorative Justice

Our in-house RJ specialists can offer support to victims to enable them to communicate with, or even meet face to face with the person who harmed them. This always goes at the victim's pace and only takes place if it is assessed as safe and has the full consent of both parties.

RJ can be an excellent approach for helping victims to cope and recover from an offence and can help to rebuild relationships and communities. That's exactly what happened in a case we supported recently:

The problems started with a car parking dispute between two neighbours, and grew over time to involve their wider families.

This escalated to the point that one of the neighbours damaged the other's car and destroyed some of the plants in their garden, leading to his arrest for criminal damage.

The conflict continued to grow, causing the Police to make regular visits to keep matters under control, until finally, both parties **agreed to a Restorative meeting through Victim First.**

At the meeting, the neighbours were able to hear for the first time how the other truly felt. Both parties were able to accept some of the responsibility and to provide reassurances to each other.

They negotiated parking arrangements for the future and had an amicable discussion about how other misunderstandings had resulted in negative feelings between the households.

Since the meeting we have received positive feedback from both parties and there has been no further need for Police involvement.



If you think that you, or someone you know, would benefit from **Restorative Justice**, don't hesitate to give us a call on **0800 9539595** to explore how we could help.

Royal Approval

In our previous newsletter, we told you about one of our Senior Caseworkers,

Manjeeta Sunnar, who was nominated by colleagues and chosen by our Chief Executive to attend the Royal Garden Party at Buckingham Palace as a **Catch22 Superstar.**

This took place on May 16th. Manjeeta met with Princess Anne and spoke to her about supporting victims, Catch22 and her interest in Restorative Justice.



Within the same month, **Lia Husarciuc** received the **Catch22 Justice Award** from HRH Princess Anne in recognition of the fabulous support she provides to victims as a Victim First Caseworker.



Really well done to both of them!



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
- **Police colleagues** can refer to us via the Victim and Witness Contact Management report page on Niche
- **Other professionals** can refer a service user to Victim First via the website or by contacting us directly on **0800 953 95 95** or emailing office@victimfirst.pnn.gov.uk

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