



# Victim First NEWSLETTER

## Welcome...

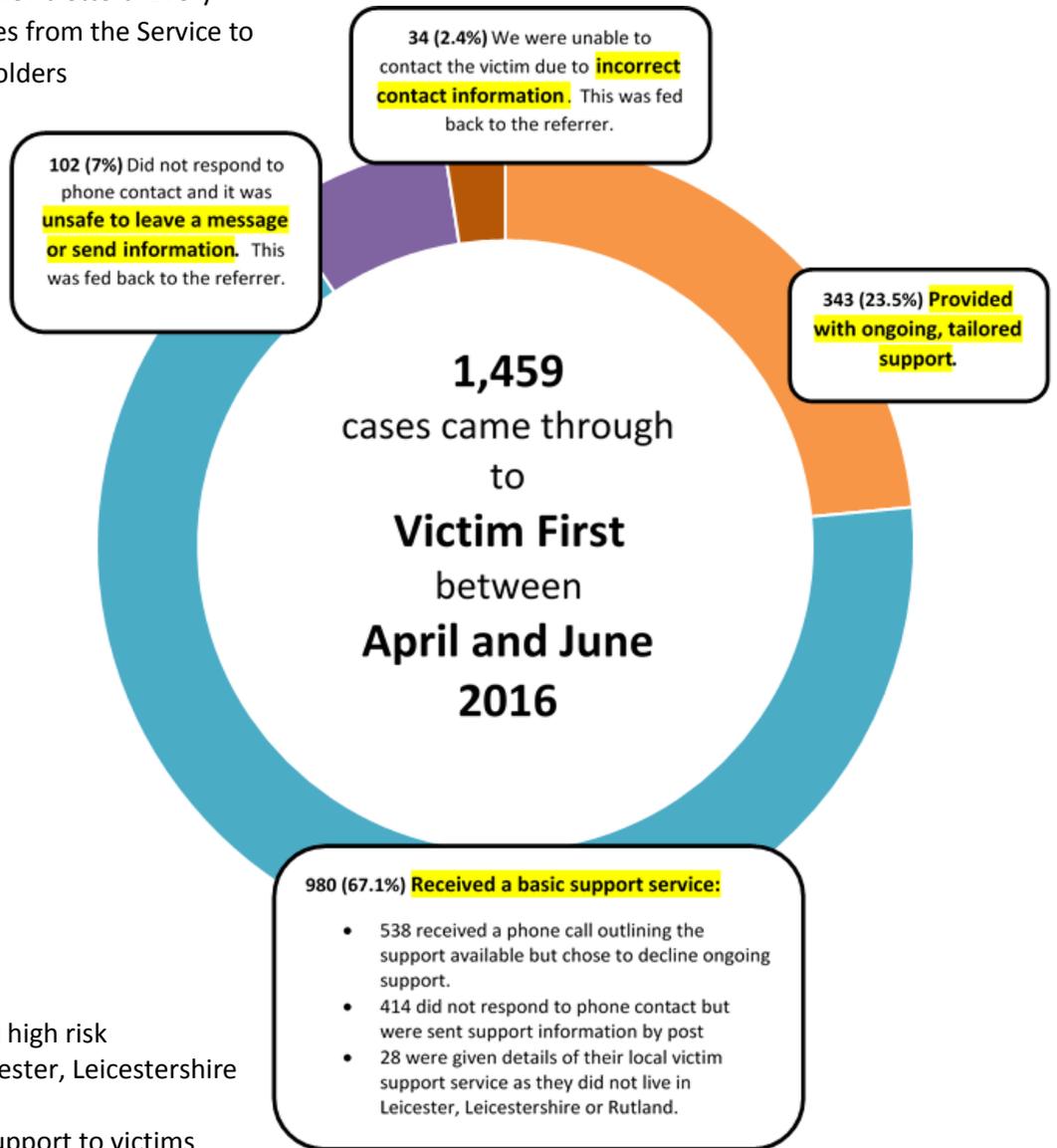
...to the first of our Victim First Newsletters. Every quarter, we'll share the headlines from the Service to ensure our partners and stakeholders can keep up to date with the support we're providing to victims.

Firstly, for those of you who may not be sure exactly who we are or what we do, here's a reminder:

- Commissioned by the Police and Crime Commissioner
- Delivered by Catch22 in partnership with Restorative Solutions
- Service went live on 1<sup>st</sup> October 2015
- Free, independent and confidential service for victims and witnesses of crime and high risk antisocial behaviour in Leicester, Leicestershire and Rutland
- We offer a wide range of support to victims based on their individual needs, including:

- ✓ **Emotional Support**  
(Either over the phone or in person at the victim's home or in their community)
- ✓ **Information and Guidance**
- ✓ **Access to (and coordination of) specialist support**
- ✓ **Restorative Justice**

### The Numbers:



34 (2.4%) We were unable to contact the victim due to **incorrect contact information**. This was fed back to the referrer.

102 (7%) Did not respond to phone contact and it was **unsafe to leave a message or send information**. This was fed back to the referrer.

343 (23.5%) **Provided with ongoing, tailored support.**

980 (67.1%) **Received a basic support service:**

- 538 received a phone call outlining the support available but chose to decline ongoing support.
- 414 did not respond to phone contact but were sent support information by post
- 28 were given details of their local victim support service as they did not live in Leicester, Leicestershire or Rutland.

- ✓ **Mental Health Support** (We have mental health nurses based at Victim First)
- ✓ **Crime Prevention measures** (Direct access to specialist locksmiths who can offer target hardening services)
- ✓ **Advocacy**
- ✓ **Access to Hardship Fund** (Offer of financial support for victims in a crisis situation)

Victim First | 0800 953 95 95 | [office@victimfirst.pnn.gov.uk](mailto:office@victimfirst.pnn.gov.uk) | [www.victimfirst.org](http://www.victimfirst.org) | @Victim1st



## Restorative Justice Success:

Fatima, became known to Victim First as a victim of High Risk ASB. Issues between Fatima and her neighbour were ongoing for over 5 years and a resolution did not seem to be forthcoming. It had escalated to the point that Fatima's children and the neighbour's children were also involved in the conflict.

Victim First offered Restorative Justice as means of involving both parties to resolve the conflict.

After several preparation meetings, Fatima and her neighbour met at a face to face conference. By the end of the conference, an outcome agreement was reached.



Three weeks on, Fatima stated that having the opportunity ***“to share her feelings with other people”*** had given her ***“relief”*** and made her feel ***“less angry”***.

Fatima continued to say that because of the RJ process, she now has a ***“better relationship with her neighbour and the community”*** and ***“the children can play outside and even leave the bike outside without worrying what might happen”***.

Looking back over her experience Fatima said ***“I would recommend the process.”*** She felt we had given her, ***“more chance and more time”*** to express herself particularly through the arranged interpreter.

Fatima ended by saying ***“I feel safe”*** and ***“I can now move on”***.

*“They understood and it sounded like it wasn't a job to them. They listened. I really appreciated it. It was perfect. I couldn't ask for anyone better.”*

*“It was so lovely just to feel that somebody cared and I have their details if I need them.”*

*“It was over and above what I expected, it was wonderful.”*

- **Victim First Service User Feedback**

## “Target Hardening and Kindness”

Victim First provided support to a victim of a distraction burglary. A male and a female followed the elderly victim to her home from a cash point and asked her for directions. The victim invited the male and female into her home in order to assist them. While the victim went out of the room to get a road atlas, they took the victim's bank card and later that day fraudulent transactions had been made.

After this incident the victim felt embarrassed and blamed herself for the crime as she felt she had been foolish. The Victim First case worker helped the victim to see that this wasn't her fault and supported her to feel better about what had happened.

He arranged for a Target Hardening visit to be conducted whereby the victim's home was fitted with various crime prevention measures from light timers to a spy hole in her front door.

When the victim felt that she did not require any further support, the case was closed. Shortly after this, the victim sent a card, thanking the Victim First case worker for his support and explaining how it helped her to recover from what had happened.

***“Thank you for the kindness and support you have given me... I feel much better now.”***

## “Phenomenal Support”

We supported a victim of historic Domestic Abuse who was struggling to cope.

We involved the Victim First Mental Health Nurse who was able to refer the victim for Cognitive Behavioural Therapy to address the Post Traumatic Stress Disorder (PTSD) that she was experiencing.

Our Case Worker provided ongoing emotional support throughout, and was able to speak with the victim’s doctor and have further support put in place.

We also provided advocacy in relation to the victim’s work and ensured she could feel supported there. This involved liaising with her managers so they understood more about the effects of PTSD and how best they could support her in the work place. The service user is now back at work and getting support for her PTSD.



The service user wrote to thank us for our support, stating that this was the best she had felt in the three years since the court case:

*“...the support I've had since contacting you has been phenomenal. Mainly down to you. Listening to me and caring. Understanding what I've been going through and contacting other bodies to help me. I so thank you for it as it has made the world of difference. It enabled me to be able talk about it rather than it constantly playing through my head without telling anybody. And it has made such a difference...”*

## Involving the Community

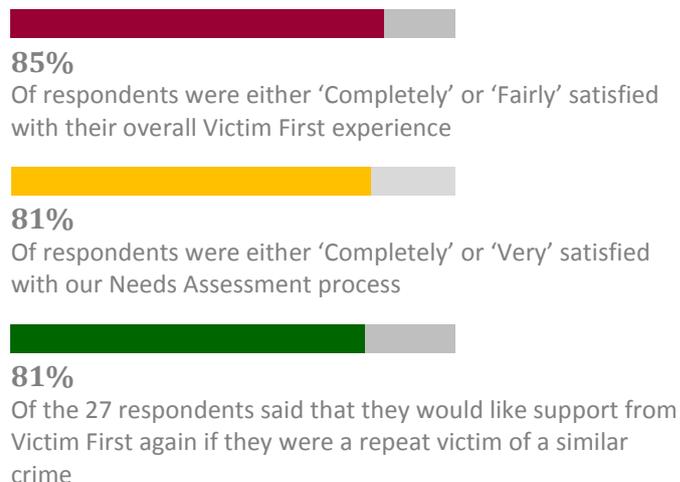
We have set up a Victim First Development Group made up of Service Users and other members of the community. The group is chaired by De Montfort University. Our aim is constantly improve the service being offered by Victim First.



Victim First are always looking for ways to engage our Community, often through organised events. In the past few weeks, for example, we have participated in the Leicester Pride festival and the Genesis Summer Picnic.

## Victim First Satisfaction

The following data is taken from our April-June 2016 Victim Satisfaction Survey. We’re really pleased that so many people are happy with the support that we’ve provided.



## Keep on Referring

Now that you've read about all of the good work that's going on, you'll no doubt have a number of people in mind who you think could benefit from our support. It's really simple to refer to Victim First:

- Anybody can **self-refer** by simply calling our Freephone number (**0800 953 95 95**) or emailing us at [support@victimfirst.pnn.gov.uk](mailto: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](mailto:office@victimfirst.pnn.gov.uk). We'll send you a short and simple referral form and we'll take it from there.



## Stay in Touch

For more information about Victim First have a look **online**:



[www.catch-22.org.uk/offers/victim-services/](http://www.catch-22.org.uk/offers/victim-services/)

You can also follow us on Social Media:



Twitter: [www.twitter.com/Victim1st](https://www.twitter.com/Victim1st)



Facebook: [www.facebook.com/Victim1st](https://www.facebook.com/Victim1st)

We're always happy to hear from you with any questions or suggestions for how we can do things better.

Please also get in touch if you know anyone who would like to be a part of our Development Group.

Again, call us on **0800 953 95 95** or email us at [office@victimfirst.pnn.gov.uk](mailto:office@victimfirst.pnn.gov.uk)

Thanks a lot

**Paul Kiggell**

Head of Service – Victim First



RESTORATIVE SOLUTIONS  
reducing harm, resolving conflict

