

Victim First

Partnership and
Engagement report.

Q2 July – September 2024

Summary



Victim First

Leicester, Leicestershire & Rutland

Introduction

The end of quarter two signals the completion of the first six months of our new Victim First contract. The whole team have done an excellent job of adapting to these changes and providing excellent support for victims and witnesses of crime across Leicester, Leicestershire and Rutland.

While this report delves into our partnerships and engagement as a service, I want to take a moment to celebrate and thank the hard-working team that works so hard to provide amazing support to our service users.

Highlights

- Chloe Thatcher being awarded the **John Andrews award for the unsung hero** at our Catch22 staff awards.
- **95.1% Service Satisfaction**
- Whole team is now **Trauma Informed Trained**

"Lovely to speak to Victim First and speak to someone neutral. My caseworker was helpful and kind."

The Victim First team have done everything they could. Victim First are doing a fabulous job and are an invaluable service."

Service User Feedback



Partnerships

Overview

Throughout quarter 2, we continued to develop our partnerships with local organisations.

Victim First Briefings

We have delivered **multiple Victim First briefings** to local partners and organisations, focusing on the support available to victims and witnesses of crime and anti-social behaviour. While also informing professionals about how to make a referral to Victim First.

We delivered this to 191 **different professionals** from many local organisations including:

- Student Police Officers
- Vita Health Group
- Teen Health
- Partners attending the Safer Communities Strategy Board

If your organisation would like a Victim First briefing session, please email

Jasmine.Wilkinson@catch-22.org.uk.

Feedback Panel

On the **5th September I held our first Feedback Panel**. The aim of the Victim First Feedback Panel is to **increase the quality and quantity of feedback** from partners regarding a specific aspect of the service, while **building and developing better partnerships**.

Our first panel was focused on our children and young person's offer, **Victim First Futures**, and had attendees from a range of organisations including, **Living Without Abuse, First Step, ADHAR Project, KOOH and many others**.

Within the session we asked a range of open and closed questions about our current service delivery, as well as asking for feedback on ways we can improve. We also presented randomly selected **case studies**, requesting feedback on what went well and what could be improved.

It was a great session, and we were given some invaluable feedback, which has been reviewed and implemented into the service.

Community Engagement

Overview

Throughout July, August and September our team were busy attending many events across Leicester, Leicestershire and Rutland. From attending university welcome week events, to local community cafes, we were somewhere near you.

Engagement Numbers

Events attended – 24

Hours spent in community – 81.5

Events

We attended many events including

- Leicester Pride
- New Dawn New Day Coffee Afternoon
- Sileby Wellbeing Café
- Leicester City in the Community Coffee Morning
- Teen Health – Healthy Relationships Session
- ADHAR Project Loughborough Wellbeing Session
- University of Leicester Opportunities Fair



Community Engagement

New Parks Adventure Playground

Adventure Playground

Team Hub Extravaganza

Summer Extravaganza

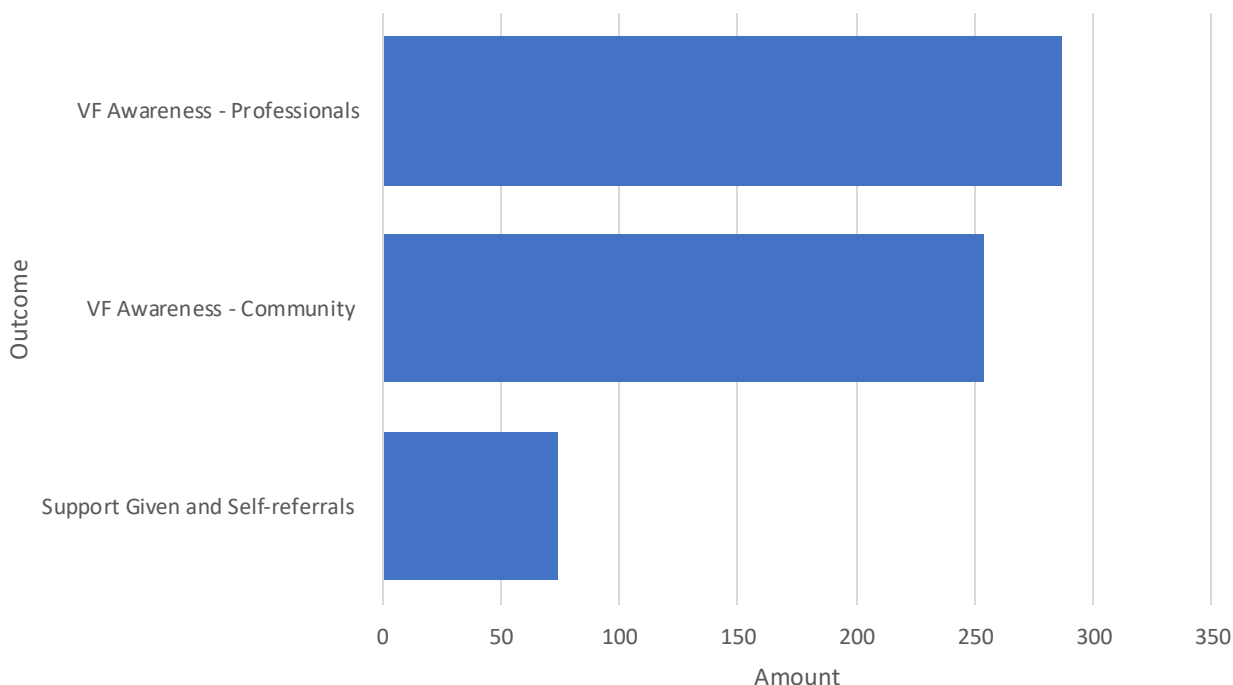
On Monday 5th August, as part of our **Victim First Futures** service, Isabella and Chloe attended **New Parks Adventure Playground (The Venny)**, to **create and decorate worry boxes with the young people**.

It was great to spend time so many young people who got involved with the activities and engaged with our caseworkers.

In early July, Jasmine and Daniel attended the **Summer Extravaganza organised by Team Hub CIC**.

It was a very well attended event and was a great opportunity to provide information about the service to so many individuals. We also had a great time networking with other organisations and getting involved in the activities.

Community Engagement



Community Response

Overview

Within quarter two, we mobilised two community responses to support the residents of Leicester, Leicestershire and Rutland.

Franklin Park

In September, 80-year-old Bhim Kohli was attacked in Franklin Park and unfortunately later died from his injuries.

As a result, Victim First worked with local partners including Leicestershire Police, local schools and the Violence Reduction Network to provide support for witnesses and local residents.

This included attending Braunstone Resident support sessions at the Civic Centre, which had been organised in a response. While attending our staff were able to provide support to witnesses and signposting them to relevant organisations.

UK Disorder 2024

Due to the UK wide unrest and disorder throughout the end of July and early August, Victim First mobilised an online community response. This highlighted that Victim First were available to support anyone impacted by a crime, whether they were a victim or a witness.

We also attended a coffee morning at The King Power Stadium, ran by Mind and Leicester City in the Community, and spoke to some attendees about their concerns and worries. We were able to provide emotional and practical support, including providing window alarms.

"Thank you for your participation in the recent response sessions for Braunstone Town residents."

Feedback from local partner

Communications

Overview

Throughout our second quarter, we have continued to review and share our communication channels and resources, to spread the word about the work of Victim First.

One of our priorities was to **increase the presence of our team** on our communication channels. For this the team took part in a **filming day**, where we filmed short clips to go alongside our website and be posted on social media. To check out some of these videos visit - [Crime types - Victim First](#)

Catch22 Blog

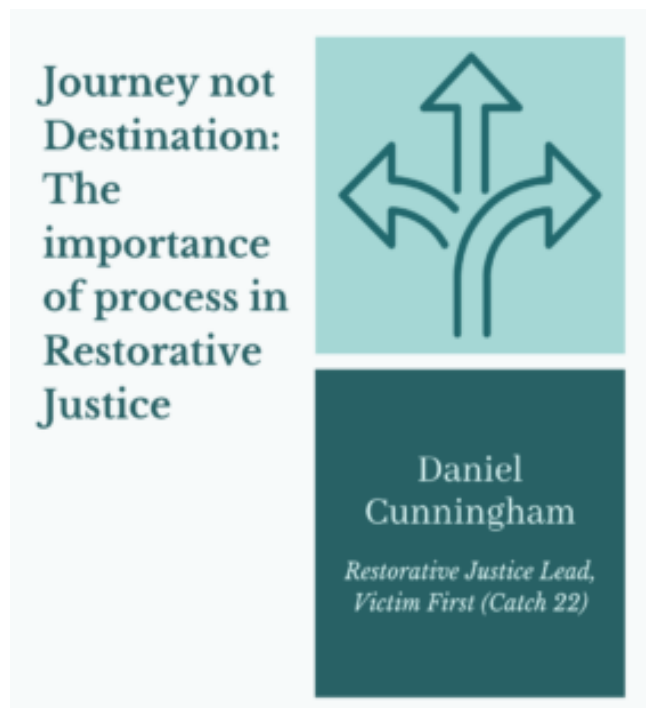
Chloe Thatcher, a Specialist Caseworker at Victim First worked with our wider communications team at Catch22, to write a blog post on **how to support young people who have been impacted by a crime.**

To check this out visit - [Supporting young victims: Advice from the frontline | Catch22](#)

WhyMe? Article

Daniel Cunningham, our Restorative Justice Lead at Victim First, published an article for **WhyMe?** Focusing on the journey of Restorative Justice and what is considered a positive outcome and how 'success' is measured, understood and reported.

To check out this article visit - [Journey not destination: The importance of process in Restorative Justice — Why me? Restorative Justice](#)



Moving Forward

Annual Conference

We are currently busy planning for our first annual conference, which will take place on Wednesday 29th January 2025, 09:30-15:30 at Leicestershire Police Headquarters.

Our conference will give you the opportunity to delve deeper into the mission and initiatives of Victim First. While empowering attendees with knowledge and resources to best support people affected by crime.

To get your tickets visit - [Victim First Annual Conference Tickets, Wed, Jan 29, 2025 at 9:30 AM | Eventbrite](#)

Victim Advisory Board

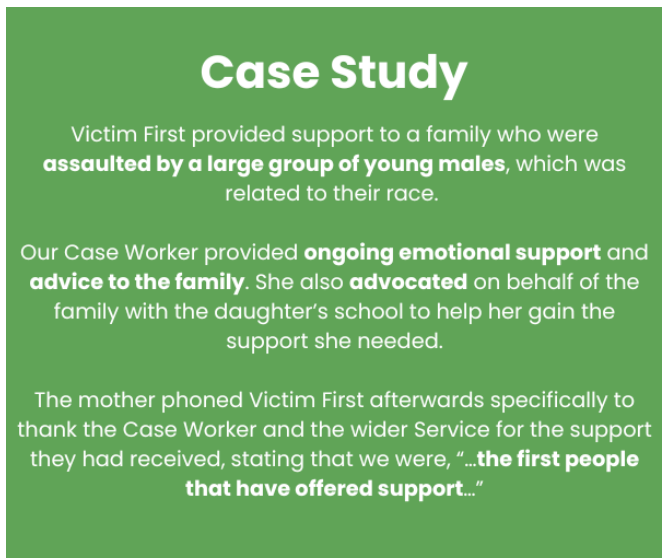
Our second Victims Advisory Board meeting is planned for Tuesday 26th November 2024 14:00-15:30, with the focus being Restorative Justice. If you would like to attend and contribute, please email victimadvisoryboard@catch22uk.onmicrosoft.com

Subscribe

To stay up to date with Victim First updates, including our monthly newsletter visit - [Subscribe and Stay Updated - Victim First](#) or follow us on [Facebook](#) / [Instagram](#) / [X](#)



A promotional graphic for the Victim First Conference. It features a group photo of diverse people standing together. Below the photo, the text reads: "VICTIM FIRST CONFERENCE" in large white letters on a green background. Underneath, it specifies the date and time: "JANUARY 29, 2025 09:30 - 15:30". The location is listed as "Lecture Theatre, Leicestershire Force Headquarters, St Johns, Enderby, Leicestershire, LE19 2BX". A white circular button with a dotted border contains the text "JOIN NOW!". The graphic also includes a calendar icon and a dotted pattern on the left and right sides.



A green graphic titled "Case Study". The text describes a case where Victim First provided support to a family assaulted by a large group of young males, related to their race. It mentions that the Case Worker provided ongoing emotional support and advice to the family, and advocated on behalf of the family with the daughter's school. A quote from the mother states: "The mother phoned Victim First afterwards specifically to thank the Case Worker and the wider Service for the support they had received, stating that we were, "...the first people that have offered support..."".



VICTIM SERVICES

HELPING PEOPLE IMPACTED
BY DOMESTIC VIOLENCE AND ANTI-SOCIAL
BEHAVIOUR



CONTACT DETAILS

Victim First:

0800 953 9595

Victimfirst@catch-22.org.uk

www.victimfirst.org

Jasmine Wilkinson: Partnership Manager

Jasmine.Wilkinson@catch-22.org.uk