

catch
22



Victim First



Annual Report

October 2021 – September 2022



Performance

Outcomes



98.4%

of victims feels they have been enabled to cope & recover from the impact the crime had on their lives.



96.8%

of victims were satisfied with the support from Victim First.



As a result of the support provided by Victim First

98.3%

of victims had their level of need reduced.

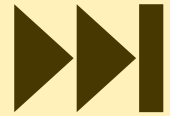


Ministry of Justice Outcomes



99.9%

of victims said that the support they received from Victim First improved or sustained their health & wellbeing.



99.9%

of victims said that the support they received from Victim First helped them to better cope with the situation and move forward in life.



99.9%

of victims said that the support they received from Victim First increased their feelings of safety or stayed at a consistent level.

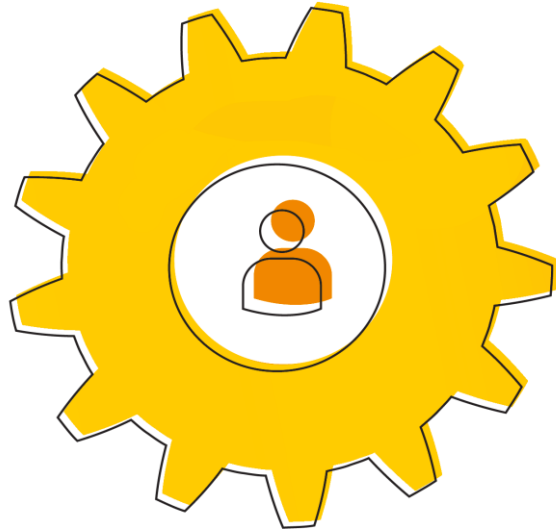


99.9%

of victims said that they were well informed about the criminal justice system and its processes and this has helped them feel empowered.



Performance Snapshot



17, 486
referrals received



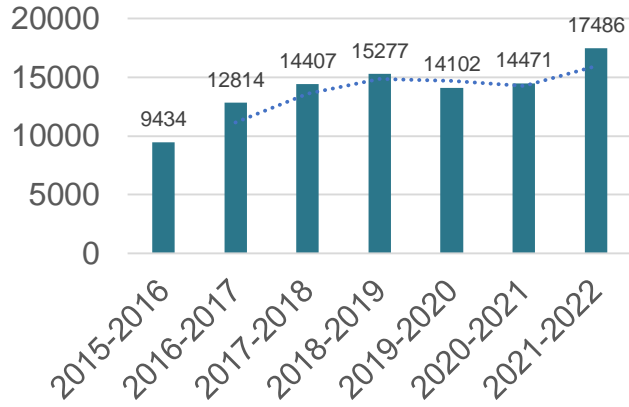
96.8%
of service users were
satisfied with the support they
received from Victim First



2,235 (15.8%)
victims / witnesses received
enhanced support

Trends over the Years

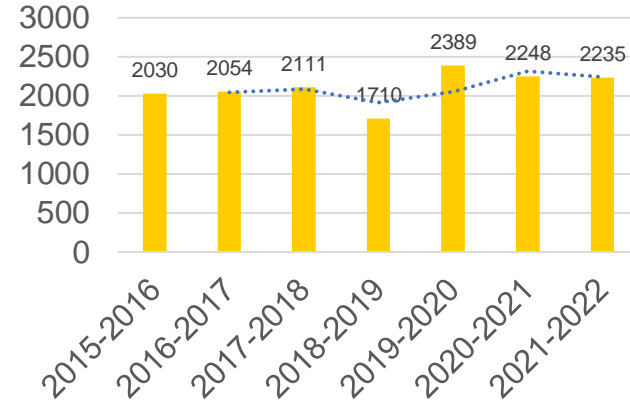
Referred Cases



Average cases **referred** to Victim First each year is **14,000**.

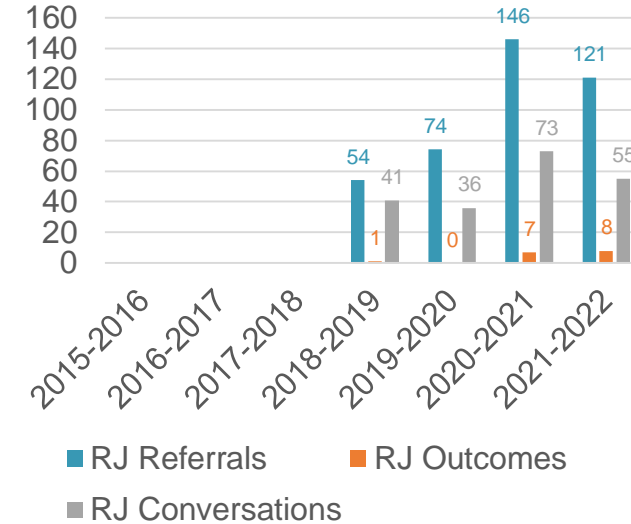
In 2021-2022, we received **3,015 more** cases than 2020-2021.

Enhanced Support



Average number of services users who **received enhanced support** is **2,111** each year.

Restorative Justice



We received **121 restorative justice referrals** this year.

We successfully reached **8 'recognised' outcomes**. This is the highest yet.

Specialist Areas

Restorative Justice

Key Data:

- We received **121 referrals** this year. (We had 17 Restorative Justice referrals in August. The highest we have had in any single month).
- We had **8 'recognised' RJ Outcomes:**
 - 1 x Shuttle RJ
 - 2 x Exchange of Letters
 - 5 x Verbal Exchange
- We had **55 'in-depth' RJ Conversations** with our service users.

Feedback:

- **100% of victims (who reached an outcome) were satisfied** with the overall Restorative Justice process

Children & Young People

Key Data:

- We received **1,685 children & young people referrals** this year.
- We **closed 1,594** children & young people cases.
- We provided **enhanced support to 135 (8.5%) children & young people.**

Feedback:

- **100% of the children & young people we supported** said that the support from Victim First was **"very good"**.

"The staff and my Caseworker Claudia were amazing. I really needed someone to vent to as well and although I asked for support with the children. Claudia always asked how I was and how I was feeling. I'm so grateful and will forever be indebted to you all."

Service User

Equality, Diversity & Hate Crime

What happened in 2022...

One of the biggest aims this year for the lead area and for Equality, Diversity & Hate Crime at Victim First was to **reinvent the lead area to reflect the changing environment of E&D throughout not only the UK but internationally**. The first step was to re-name the lead area to Diversity & Inclusion, which will be coming into practice within Victim First as of December 2022.

During this change there have been many new plans and projects implemented which we hope to see fully rolled out across **2023**, some of which have been highlighted below:

- **Change in name and direction** for the lead area.
- **Engage all staff in the D&I lead area** to expand team knowledge and involvement in D&I practices.
- Implement D&I, not only into our practice for supporting service users but also embed **inclusive practices throughout** staff support as well through team meetings and supervisions.
- Take a more **rounded and planned approach to community engagement**.



Spotlights



Black History Month was one of our best social media highlights from this year. Sarah Murdoch (Caseworker), put together a series of social media posts celebrating successful black women and their achievements. Some of those celebrated across the month included Claudia Jones, a British political activist and Joan Armatrading, the first female UK artist to be nominated for a Grammy.



Victim First attended its **7th Leicester Pride this year**. We attended alongside Leicestershire Police's Diversity & Inclusion team and networks as well as Leicestershire Police Crime Commissioners office. Leicester Pride has always been a fantastic opportunity for us to engage with our communities, have real conversations in an informal and fun space in order to inform people about what we can offer if they have been a victim/witness of crime.

What we also did this year: Engaging with our stakeholders and colleagues through Leicestershire Police Hate Crime |Strategy Meetings | Working with Leicestershire Police Hate Crime Officer |Attending the Learning Disability Partnership Board |Built up an action plan around the MOJ guidance for Ethnicity Diversity |

Here are some other diversity & inclusion events that we observed this year: World Down Syndrome Day | Autism Acceptance Week |International Day Against Homophobia, Transphobia and Biphobia |Hate Crime Awareness Week |Pride Month |Learning Disability Week |Transgender Day of Remembrance|

Volunteers

What happened in 2022...

Back in January 2021 we began a new process for our customer satisfaction surveys in order to improve our satisfaction results.

This year we have seen an increase in the amount of surveys that we have been able to do and also the level of our satisfaction has risen as a result. In 2022, **96.8% of victims were satisfied with their support compared with 90.4% from 2021.**

Our volunteers have been able to consistently get effective and constructive feedback from our service users and have valuable conversations as an extension of our step-down support.

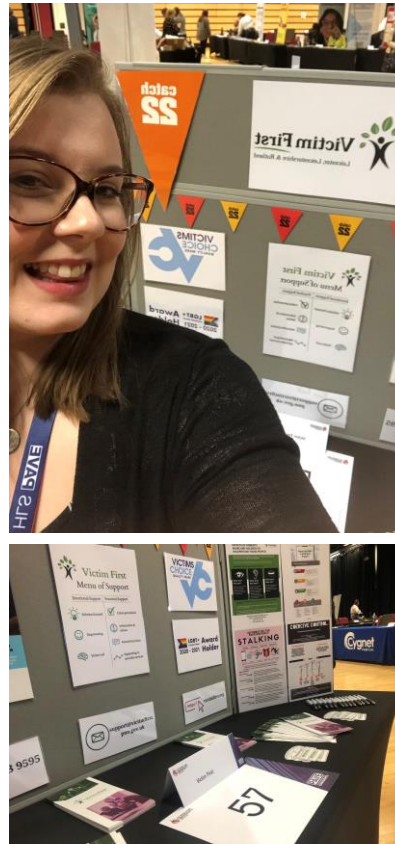
In terms of the pool of volunteers we have had since January 2021 we have been able to support them in moving into their first career roles. All three were with us during their university journey and have since moved on into their own careers.

On their departure all have cited the support and development they gained whilst volunteering at Victim First that has helped them progress on their career journey.

“I gained experience with speaking with victims and understanding impact of crime on different people.”

“I gained communication skills, learning to tailor approaches that is sensitive to the clients needs.”

“A rewarding experience.”



De Montfort HLS PAVE Event

We attended the DMU Health & Life Sciences PAVE Event at the beginning of November.

This event is held every year for third year and graduating students of De Montfort University in Leicester city.

Every year this is a very fruitful event for engaging with those heading into the workforce.

We are able to speak with students not only about volunteering roles but also about future employment and what it's like to work in a victim service such as Victim First.

As we have started recruitment for the new Admin & Community Engagement role, over half of the applicants that we have from a total 70+ enquiry list signed up at this event.

Development

In late 2022 we began a process of developing the Survey Volunteer role into something bigger. As of 2023 a new role within Victim First will be in place, an Admin & Community Engagement Volunteer.

This role will allow volunteers within our service to complete customer satisfaction surveys and also get involved in our community based work throughout Leicester, Leicestershire and Rutland.

Not only will this support our team to reach out and be involved in our communities more frequently but it will also give our volunteers a chance to represent our service and interact with victims/witnesses in a different way.

Feedback

88%

of our stakeholders fed back that Victim First Caseworkers are skilled and experienced in supporting a diverse range of service users.

88%

of our stakeholders fed back that they have confidence in the support that is provided to victims and witnesses.

96.8%

of victims were satisfied with the support from Victim First.

“...you guys are stars! Thank you very much for your help, it is much appreciated”

*Crime Reduction Office,
Leicestershire Police*

“My Caseworker was absolutely brilliant, she helped me tremendously when I was in a bad place and dealt with the situation at the time”

Service user

“If I didn’t have professional support don’t think I would be where I am today. Can I put them forward for an award?”

Service user

“... [the] lady was amazing, happily answered all [my] questions, and gave me support...”

Service user

“...pointed [me] in the right direction and gave all the information I needed”

Service user

“Excellent service always provided”

Stakeholder, Stakeholder Survey 2022

“I have referred a couple of people to Victim First, I felt they were very helpful to the people I referred. Victim [First] have also given talks about their service to a couple of groups I support”

Stakeholder, Stakeholder Survey 2022



Key Highlights & Achievements from 2021 - 2022

October – December 2021

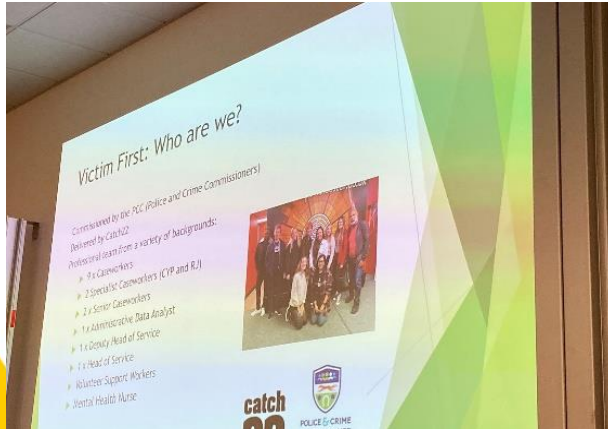
Delivered a lecture to Criminology students at Loughborough University about Victim First and the current issues.

Co-chaired the East Midlands Restorative Justice Forum (EMRJ) where there was a discussion about how restorative practice can be implemented in schools and bring added value to all those involved.

We were at the **Hope Centre in Melton Mowbray** to start drop-ins for the local community.

Our Specialist Children & Young People Caseworker **delivered a talk to students at Loughborough University.**

Held regular drop ins for students and staff at the University of Leicester.



 East Midlands Restorative Justice Forum

Implementing Restorative Practices In Schools

Thursday 25th November 2021 2-3:30pm

<https://emrjdirectory.uk/> #RJWeek2021

Victim First Melton Mowbray Drop-in

The Hope Centre, 42-44 Nottingham Street, Melton Mowbray

First Thurs of every month
From 9.30-12pm

Offering support and advice to victims and witnesses of crime



Thurs 2nd Dec, Thurs 6th Jan, Thurs 3rd Feb,
Thurs 3rd March, Thurs 7th April Thurs 5th May

For more information contact support@victimfirst.pnn.gov.uk

January – March 2022



Attended the **Restorative Justice Council Roundtable** on 9th February 2022 on behalf of Victim First and Catch22.

We held our quarterly **Community Café** with our service users and partners on 10th February 2022.

Victim First were **visited by Catch22 Director of Justice**, Lisa Smitherman and Assistant Director – Victim Services, Emma Jones.

Head of Service, Manjeeta Sunnar-Atwal was a **panellist on Catch22's webinar for International Women's Day**.

Catch22 held it's annual staff conference (InspirED). Senior Caseworker, Rachael Atkinson-Millmoor **led the webinar on LGBT+ Reps within Catch22**.



April – June 2022



Specialist Restorative Justice Caseworker, Jas Purewal and Deputy Head of Service, Pinky Rajput **won the Catch22 Outstanding Contribution to Reform and Innovation Award** for their work with Restorative Justice.

Caseworker, Lauren Deacon was the **runner up for the Catch22 Working in Partnership Award**.

Specialist Children and Young People Caseworker, Ezra Francis was the **runner up for the Catch22 John Andrews Award**.

Victim First received 18 nominations for Catch22 Awards.

Head of Service, Manjeeta Sunnar-Atwal featured on **BBC East Midlands regarding the impact of court delays on victims.** [Watch here.](#)

Victim First scored 97% for the Catch22 People Audit.

Deputy Head of Service, Pinky Rajput was invited as a keynote speaker at De Montfort University's United Nations World Telecommunications Day to **share the findings of the research she has been working on with the university.**

We held our quarterly **Community Café** at the Chapel Café on 24th May 2022.

Jas Purewal from Victim First, Dep Supt Chris Baker from Leicestershire Police and Charlotte Calkin from the Restorative Engagement Forum took part in the **Catch22 Podcast on restorative justice.** [Listen here.](#)

Senior Caseworker, Rachael Atkinson-Millmoor was a **panelist at the national LGBT+ in the Workplace conference.**

Head of Service, Manjeeta Sunnar-Atwal was a guest speaker at the Nottinghamshire Victim Care Community Point Conference, **discussing how service can engage with different communities.**



July – September 2022

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We have had **two promotions** on our team. Sian Wilson has been promoted to Deputy Head of Service, and Chris Goodrich has been promoted to Senior Caseworker. This is an interim arrangement until 31st March 2023.

We were **visited by the Chief Executive of Catch22, Chris Wright**. Victim First were chosen as one of the services Chris wanted to visit as part of his farewell tour. He has been succeeded by Naomi Hulston as the new Chief Executive of Catch22.

We have attended a number of **different local events**, including; Loughborough Wellbeing Café and the West End Neighbourhood Centre for the Connect Me Café.

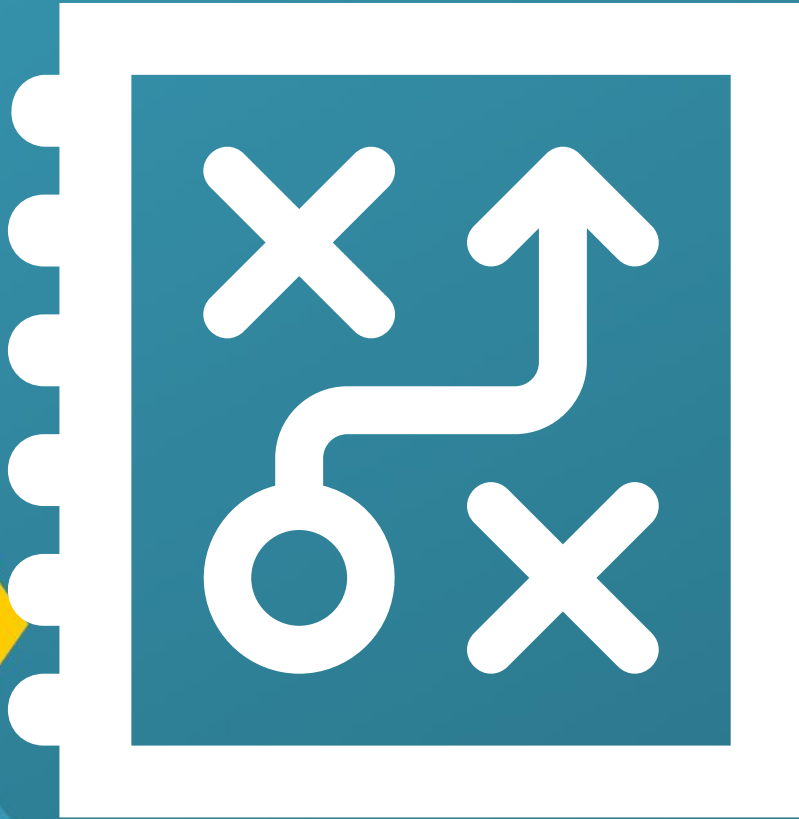
We had **17 Restorative Justice referrals** in August. The highest we have had in any single month.

We attended and celebrated **Leicester PRIDE**. We interacted with our partners and the community.

We held our quarterly **community café** in Braunstone. We met some of service users and partners who gave us feedback.

Victim First, along with the other Catch22 Victim Services, launched the **'Victim Services Cross Service Wellbeing Forum'** for staff.





Review of Goals for 2022

Increase service user take up of Restorative Justice

Achievements

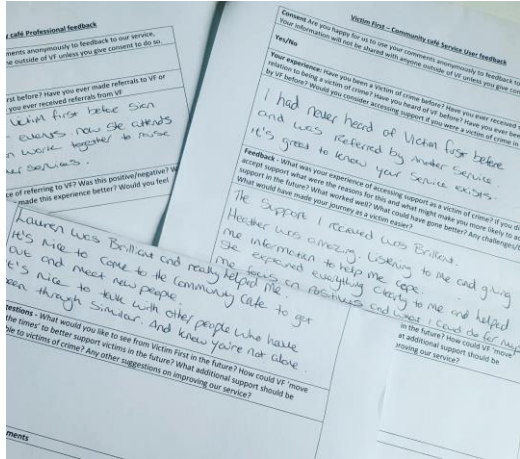
- We received **121 RJ referrals** this year. This has decreased by 25. The positive to take from this is that the quality of referrals is far better than ever. We received referrals from Leicestershire Police, Witness Care and Out of Court Disposals.
- Although we hold restorative conversations with all our service users, **we held 55 ‘in-depth’ restorative conversations this year.** This has decreased by 18 this year.
- We had **8 ‘recognized’ RJ outcomes** this year. This has increased by 1.
- **East Midlands Restorative Justice Forum** meetings continued, hearing incredible stories on **restorative practice, sharing learnings** and how we continue to **work collaboratively.**
- Attended the **Restorative Justice Council Roundtable** on 9th February 2022 on behalf of Victim First and Catch22.
- Jas Purewal from Victim First, Dep Supt Chris Baker from Leicestershire Police and Charlotte Calkin from the Restorative Engagement Forum took part in the **Catch22 Podcast on Restorative Justice.** [Listen here.](#)
- Jas Purewal applied to be on the **APPG Board** to represent Catch22 for RJ.



WE USE RESTORATIVE TOOLS IF COMMUNICATION WITH THE PERPETRATOR IS NOT ACCESSIBLE. THIS HAS PROVEN TO BE EMPOWERING TO MOVE FORWARD AND FIND CLOSURE



Build on our service user participation & ensure that it is meaningful



Achievements:

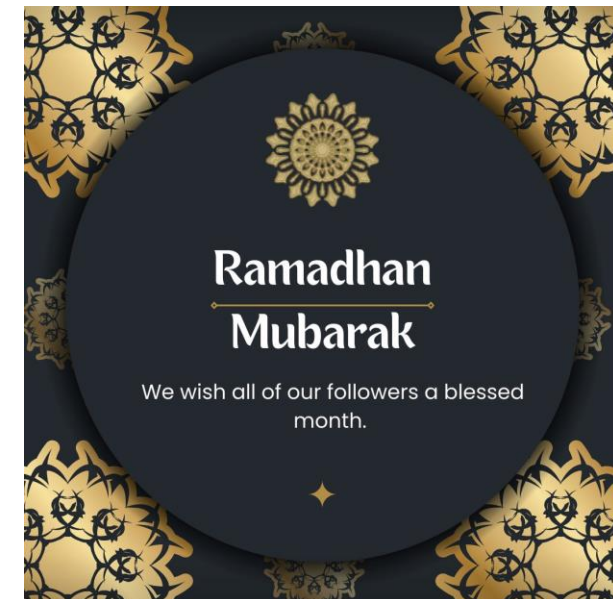
- We re-developed our quarterly **Community Café** initiative.
- We successfully held four community cafes this year.
- We sent out our annual **Stakeholder Survey**.
- We designed a online survey for children and young people to feedback on the support they received.
- We designed an online survey for service users who identify as be deaf or hard of hearing to feedback on the support they received.



Increased engagement of service users from Black & Ethnic Minority communities

Achievements:

- We created a **Task & Finish group** within Victim First to focus on a plan primarily focused on this goal.
- We did some work on **looking at statistics collated at Victim First** to look at ethnic groups of our service users and look at particular ‘**hotspots**’, **uptake of service and identify areas of low engagement**
- We contacted different LLR organisations to ensure that they have our leaflets (in different languages) to ensure these **reach specific communities**
- We created a **list of upcoming religious festivals / diversity events** to ensure we are present e.g. Diwali

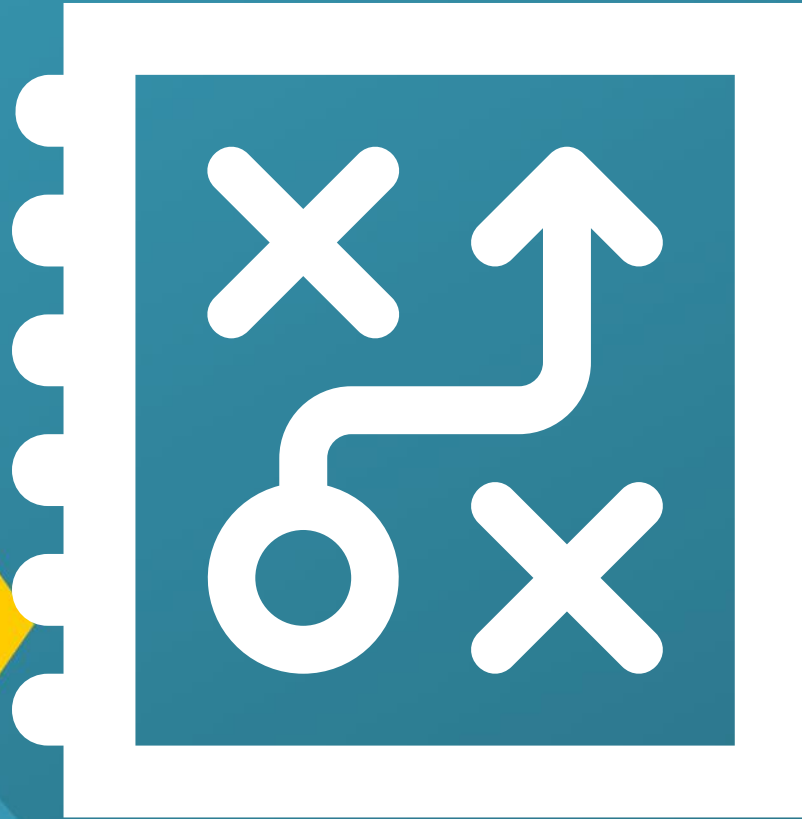


Build our volunteer workforce

Achievements:

- We successfully **recruited 3 Admin Volunteers** to support with Victim First surveys.
- Following on from last year, we continued to welcome students from De Montfort University on **placements to support our marketing and community engagement.**





Key Goals for 2023

Key Goals

We have an in-depth action plan for 2023. These are the key areas we will be focusing on.



Goal 1

To focus on getting ‘quality’ referrals at Victim First.

- VCOP compliance
- Excellent satisfaction

Goal 2

Be lean.

- Organise materials / documents for the correct distribution

Goal 3

Have a restorative approach to everything we do as a service.

- Reflected in how we collate case studies
- Ask restorative questions when working with service users, our partners and each other

Goal 4

Continue to develop our CYP provision.

Goal 5

Continue to develop our community and engagement offer.

- More face to face with service users
- Prevention work e.g. schools, misogyny project, through RJ



Victim First team at the Victim Services Staff Conference in October 2022.