



Victim First

Monthly Newsletter – July 2024

Overview

Welcome to our first Victim First monthly newsletter!

Victim First is an independent and confidential service supporting victims and witnesses of crime across Leicester, Leicestershire and Rutland. We are commissioned by the Office of Police and Crime Commissioner and the service has been delivered by Catch22 since 2015.

We're thrilled to share these updates with you and hope you find the contents of our newsletter both informative and engaging.

Thank you for your continued support, and we look forward to seeing you at our upcoming events!

Catch22 Spotlight

Check out the practitioner training available from our Catch22 colleagues.

- Gangs Awareness
- Substance Misuse Prevention

To find out more and to book your space visit - <https://www.catch-22.org.uk/events/>

Magic Moments



Our new leaflets and posters are now available to download visit victimfirst.org/marketing-material or to order physical copies email us at victimfirst@catch-22.org.uk



Our website has undergone a review and is now live, with updated information and navigation systems. <https://victimfirst.org/>

Key Statistics



We received **1,078** police referrals. *



We received **61** self-referrals



We received **238** third party referrals.



We have provided information, advice and guidance to **153** service users.



We have provided emotional support to **147** service users.

100%

of victims and witnesses are satisfied with the support from Victim First.

*Valid Referrals

Community Engagement

On July 13th, Jasmine and Daniel attended the **New Parks Summer Extravaganza** organised by Team Hub.

We had a great time **providing information on Victim First to people and partners in the local community** and getting involved with the activities.

Earlier in the month, our Specialist Domestic Abuse Caseworker, Charlotte, attended the **New Dawn New Day coffee morning**. Spending time networking with staff and talking to service users.



Student Officer Training



For the first time, we provided training to **student police officers**. The training focused on the role of Victim First and the support available to victims and witnesses of crime.

It was a great opportunity to speak to the new officers at such an early stage in their careers and to ensure that victims will be a focus of their work throughout their careers.



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Feedback

“Charlotte helped me through a very difficult time. She was understanding and very caring.”

“Gentleman was really empathetic, funny and tried everything to resolve our case, really good and understanding”

“I felt safe, listened too, validated, the staff were professional.”

Social Media

Feedback Friday

“Thank you to you and all your team for the ongoing support you offer to victims of crime in Leicester, Leicestershire and Rutland, not to mention the important support and assistance Victim First / Catch-22 provide to officers such as I.”



We recently started a 'Feedback Friday' series on all of our social media accounts.

Contact Us

Email us: victimfirst@catch-22.org.uk

Visit our website: www.victimfirst.org

Call us: 0800 953 95 95

Case Study

This service user had been the victim of a theft in which money had been taken from her purse. This left her feeling violated and had a big impact on her confidence. She felt 'stupid for feeling so sad over a small amount of money'.

Our caseworker provided her with two purse bells which the service user was able to attach to her bag and to her purse to alert her. They also listened to the service user's feelings and gave her the space to talk confidently about how she was feeling without fear of being judged.

By the end of our support, the service user felt heard and prioritised. She now felt that her feelings were valid and that she was in a better position to cope with the impact of the crime and to recover from it. She had since started to put herself first and was beginning to feel a sense of pride in herself.

Victim First Futures

Victim First Futures is a new branch of Victim First, dedicated to supporting children and young peoples under 18, who have been victims or witnesses of crime. Throughout July, we have provided enhanced support to 16 service users through Victim First Futures.

Our Victim First Futures utilises specific interventions, such as using “worry monsters” to support our service users. The “worry monster” allows children to write down their worries and “feed” them to the monster, the worries then disappears as the parent empties the worry monster. The child believes the worry monster has “eaten” the worries, which helps relieve their concern.



“I have enjoyed having this, I enjoy speaking to you and I find it very calming”
8-year-old service user

What's next for Victim First?

Recruitment

We have some exciting opportunities to join our team supporting victims and witnesses of crime. Check out the vacancies in Leicester, Leicestershire and Rutland here. [Current vacancies](#) | [Catch22 \(catch-22.org.uk\)](http://Catch22.org.uk)

Victim Advisory Board

We will be holding our second Victims Advisory Board in the coming months, in conjunction with the other Catch22 Victim Services, Hertfordshire Beacon Victim Care and Greater Manchester Victim Services. The focus of this topic will be Restorative Justice. If you would like to be invited to attend or contribute to this meeting please reach out to us at victimsadvisoryboard@catch22uk.onmicrosoft.com