

# Victim First

Partnership and  
Engagement report.

Q1 April – June 2024

# Summary



**Victim First**

Leicester, Leicestershire & Rutland

## Introduction

Catch22 has been delivering the Leicester, Leicestershire and Rutland victim service, Victim First since 2015. In early 2024, Catch22 was successful in their bid to continue to deliver the service until at least 2027.

With this, a new role of Partnership Manager was created at Victim First, focusing leveraging existing relationships with statutory and community organisations across Leicester, Leicestershire and Rutland.

Since starting this role in April 2024, we have engaged with numerous partners and communities. From attending multiple community events to building and developing new and existing partnerships, the role of Partnership Manager has enabled a greater reach and impact on the service and stakeholders.

"I could hear how much she cared, when I got confused, she explained all the information I needed to hear and reassured me of everything I felt worried about."

*Service User Feedback*



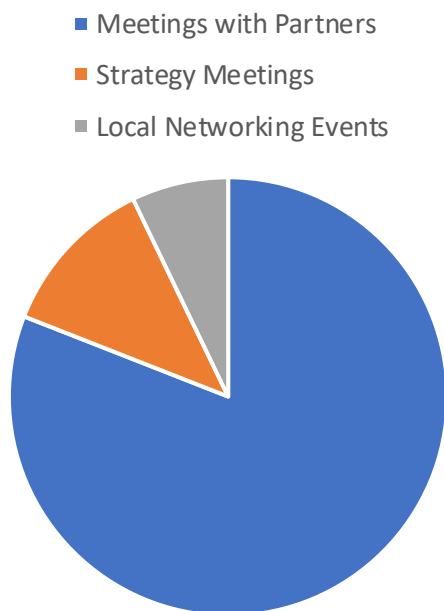
*Jasmine Wilkinson  
Partnership Manager*

# Partnerships

## Overview

Our main aim for the first quarter was to **review our stakeholder and partnerships** with other local services and provide an update on significant changes to the Victim First service.

As a result, we have **met with over 34 of our local partners** including; Jasmine House, FREEVA, Living without Abuse and TRADE Sexual health. We have also **attended 5 strategy meetings and 3 local networking events.**



## Highlights

- New Partnership with Mental Health Neighbourhood Leads across LLR, has enabled Victim First to be more embedded into local groups and services.
- Revisited partnership with the [VIP | Violence Intervention Project](#) working to equip young people with skills they require to lead successful lives. Victim First delivered input to team meeting.
- Increased partnership working with [TRADE Sexual Health](#), enabling streamlined processes for referring service users to each service.
- Agreements in place at University of Leicester, De Montford University and Loughborough University, for Victim First to continue to deliver face-to-face support on campus to students who have been impacted by crime, for the 2024-2025 academic year.

# Partnerships

## Victim First Briefings

Throughout the first quarter, I 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.

If your organisation would like a Victim First briefing session, please email [Jasmine.Wilkinson@catch-22.org.uk](mailto:Jasmine.Wilkinson@catch-22.org.uk).

We delivered this to **over 98 different professionals**, from many local organisations including:

- Hinckley and Bosworth Borough Council
- Neighbourhood Mental Health Leads
- Neighbourhood Mental Health Cafes
- Social Prescribers
- Alzheimer's UK

**100%**

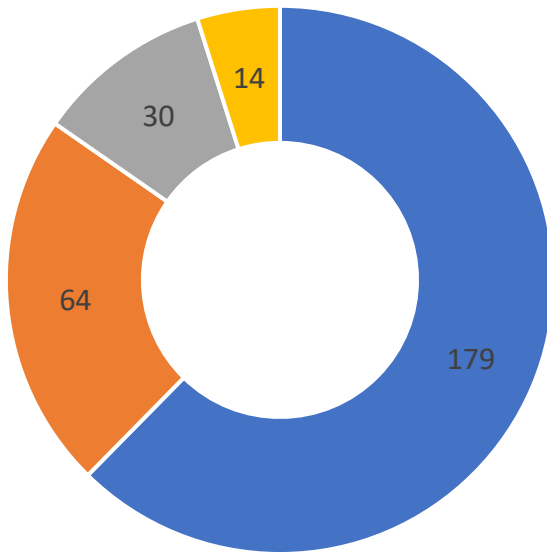
of participants were satisfied of the briefing delivered by Victim First.

**100%**

of participants felt that the briefing had increased their knowledge and understanding of Victim First.

**“Very informative training”**  
(Feedback from participant)

# Community Engagement



- Victim First Awareness - Community and Service Users
- Victim First Awareness - Professionals
- Networking with other services
- Support Given

## Overview

While difficult to measure in numbers alone, engagement is vital to the work Victim First carries out.

Throughout the period of April-June 2024, we have tracked how many people we have reached through our work in the community.

## Engagement Numbers

**Events attended – 15**

**Hours spent in community – 32.5**



# Community Engagement

## Connecting Communities

In April 2024, Chloe attended the **'Connecting Communities'** Event organised by Limehurst Academy, Public Health, People Zones and the Violence Reduction Network.

Aimed at providing parents and carers with the opportunity to meet local organisations for their children and young people.

At this event, Chloe was able to provide information about Victim First to many people in the community, **strengthening our profile** within this area. While also **networking with other organisations.**

## Criminology Sessions

During June 2024, we **delivered criminology sessions** at [De Lisle College](#) and [Brookvale and Groby Learning Campus](#), focusing on the role of Victim Services within the Criminal Justice System.

It was great to spend time with passionate young people, who were interested in careers within the criminal justice system. I hope that we have been able to inspire these young people to explore their options.

Please email [Jasmine.Wilkinson@catch-22.org.uk](mailto:Jasmine.Wilkinson@catch-22.org.uk) if you would like to book this lesson for your students.

**"The session was informative, engaging and both myself and the students really enjoyed Chloe talking about her job and the wider role within the justice system."**

Feedback from Brookvale Groby Learning Centre

# Community Response

## Overview

In May 2024, Victim First we **implemented a community response** following a [fatal stabbing in New Parks](#).

Within this we worked with the [People Zones](#) (due to existing presence in community) to spread awareness of the support that Victim First can provide the community, which involved working with key partners and organisations.

## Highlights

- Attended the [New Parks Neighbourhood Mental Health Café](#) for two consecutive weeks
- Attended [New Parks Adventure Playground](#), delivering a worry monster intervention
- Mobilised a Victim First information stall, at [Team Hub](#)
- Within the first two weeks, Victim First spent 8 hours within the community.

**'It was really useful having Isabella attend as I was not aware of what you could offer'**

Feedback from local partner.

We aim to continue our community presence across New Parks, with our team attending the Summer Extravaganza on July 12th, organised by Team Hub. During the school holidays we are delivering another intervention at the New Parks Adventure Playground.

# Communications

## Overview

Throughout our first quarter we have been reviewing and updating our marketing materials and communications, ensuring that they are cohesive and reflect the current service delivery.

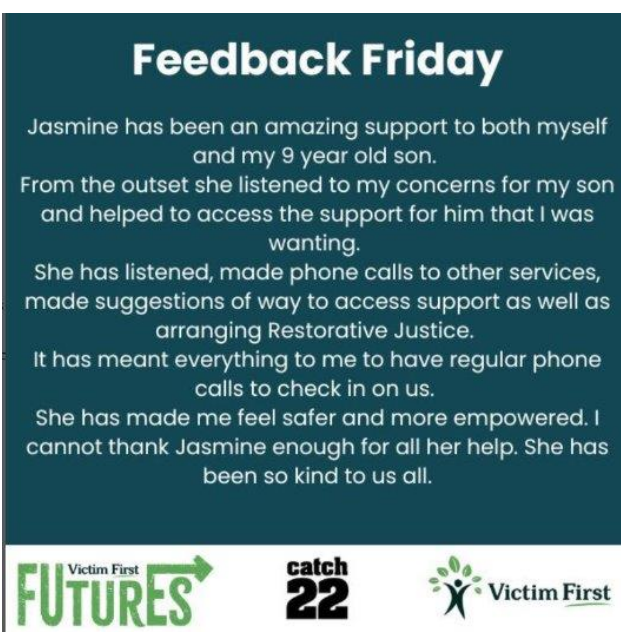
QR codes are now embedded into our marketing material, linking to our referral forms and relevant website pages.

New leaflets and posters are available [to download](#). For physical copies please email - [Victimfirst@catch-22.org.uk](mailto:Victimfirst@catch-22.org.uk)

[Our website](#) has also undergone a transformation. Ensuring it is easier to navigate and providing the most appropriate information.

As part of this project, we reviewed our content and materials, to ensure that they are updated and relevant to service users and professionals.

On our social media, we have highlighted the great work our caseworkers provide and the feedback that we have received from service users and professionals, with '**Feedback Friday**' posts. With our posts being shared by national organisations such as ASB Help.





# Moving Forward

## Co-location

Throughout Q1 we have been contacting local organisations to explore the possibility of co-location for our specialist caseworkers and wider team. We now have a range of locations that will increase our footprint across LLR and will be rolling this out in Q2.

## Community Engagement

We are going to be **utilising the data** from the [Violence Reduction Network](#) to inform our community engagement strategy, ensuring that we are focusing on communities that may most need our services.

## Feedback Panel

Looking into quarter 2, July-September 2024, we are holding our first feedback panel on the **5th September 2024 9:30-11:00**. Where key stakeholders and other organisations will meet to help shape Victim First service delivery. Our first meeting is focused on Victim First Futures, our service for under 18s. If you would like to attend, please get in touch.

## Key Dates

To be informed about where Victim First are going to be in the community near you, follow us on. [Facebook](#) / [Instagram](#) / [X](#)



# VICTIM SERVICES

HELPING PEOPLE IMPACTED  
BY DOMESTIC VIOLENCE AND ANTI-SOCIAL  
BEHAVIOUR



## CONTACT DETAILS

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