

Reporting a Crime

Call the Police on **101** to report less urgent crime or disorder, for general enquiries or to speak with a local officer. **101** is available 24 hours a day, 7 days a week

Remember, in an emergency **ALWAYS** call 999



"I would like to thank Victim First for helping me get my life back"

"Keep doing what you do, keep helping people. You've been amazing"



Contact Us

Call us on our free helpline
0800 953 95 95

Visit our website
www.victimfirst.org

Chat to us securely using our webchat facility during our opening hours
www.victimfirst.org

Email us
victimfirst@catch-22.org.uk

Opening Times
9am to 6pm Monday to Saturday



@Victim1st



Victim First is a free, independent and confidential service supporting victims and witnesses of crime; across Leicester, Leicestershire and Rutland. Our priority is to ensure you are given the support needed to help you cope and recover. We recognise everyone's needs are different and that is why our service is designed to be tailored to your requirements, with support that can be delivered face to face or over the phone.

Whether or not the crime has been reported, and regardless of when it happened, we have a team of experienced and professional caseworkers to help you in your journey of recovery.



Our Menu of Support

Our support menu is not limited to the services listed here. We are committed to going above and beyond to ensure your needs are met.

1. Emotional Support

Caseworkers are trained to listen, to empathise and to recognise the emotional impact that crime can have on a victim or witness. Someone to talk to face to face or over the phone.

2. Advocacy

We can communicate with other organisations and services on your behalf to help you access services and support. For example; seeking support from local housing authorities.

3. Crime Prevention Measures

We can provide crime prevention and safety measures for added support.

4. Restorative Justice

Restorative Justice is a voluntary process which offers you the opportunity to potentially communicate with the offender to address any harm caused. We have a dedicated Restorative Justice Caseworker as part of the team who can talk to you about restorative justice and explore if you would like the opportunity to communicate with the person who has caused you harm.

5. Information and Advice

We can provide you with information and advice around the incident or other organisations that may be able to help you.

7. Access to Specialist Support

We can either signpost you to an appropriate organisation or make a direct referral with your consent. We will always offer follow up support to ensure you do not feel you are being passed from person to person.

8. Support for children and young people

We also provide support to children and young people under the age of 18 through our Victim First Futures initiative. We also offer a distinctive service to young people aged between 18 and 25.

Our Commitments

We are committed to providing the right kind of support for you that is tailored to your needs. When you have accepted our support, we will ensure:

You receive the information, guidance and advice you require.

We assess your needs to ensure you receive a tailored support plan that meets your needs.

We provide you with a dedicated Caseworker to support you.

We recognise that everyone's needs are different. We will work with you to find the best means to communicate with you and give you the time you need to help you cope and recover.

We will help you to understand your rights. Every victim of crime in England and Wales is entitled to support from criminal justice agencies under the Victim's Code. You are entitled to help and support if you, or a close relative or friend has been a victim of crime and you have been affected as a result.

