



Victim First

An integrated service for Victims & Witnesses
in Leicester, Leicestershire and Rutland

SERVICE UPDATE

Leicestershire Safer Communities Strategy Board

22nd March 2019

WHO ARE WE?

- Free, independent and confidential support service for any victims and witnesses of crime for residents of Leicester, Leicestershire and Rutland
- Support is free for everyone and there are no set time limits
- We are based all around LLR, but our main hub is based at FHQ.
- We are open from:
 - Monday – Saturday 9am – 6pm
 - Wednesday – 9am – 8pm



WHO ARE WE?

- Commissioned by the PCC
- Delivered by Catch22
- Professional team from a variety of backgrounds:
 - 8 x Caseworkers
 - 2 Specialist Caseworkers (CYP and RJ)
 - 2 x Senior Caseworkers
 - 1 x Administrative Data Analyst
 - 1 x Deputy Head of Service
 - 1 x Head of Service
 - Volunteer Support Workers
 - Mental Health Nurse



WHAT SUPPORT DO WE OFFER?

- We offer:
 - Emotional Support
 - Information, advice and advocacy
 - Crime prevention measures – Target Hardening
 - Access to Hardship Fund
 - Access to (and coordination of) Specialist support
 - Restorative Justice
 - Mental Health support



The Support Journey

Referral and Triage

Police or agency receive consent from victim / witness to refer to Victim First.

Alternatively, victims can self-refer by calling or emailing in.

The case then gets allocated the following day.

Assessment and Plan

Allocated Case Worker contacts victim by phone to offer support within 48 hours of receiving referral.

Case Worker undertakes a detailed Needs Assessment with the victim.

Support plan is jointly agreed based on the victim's needs and wishes

Provide Support

Support may include:

Any of the areas previously explained including Emotional, or practical support

Summarise the support and any agreed tasks (such as booking a GP appointment, speaking to an OIC etc.) look to schedule follow up call/meeting .

Review

All support plans are reviewed by the caseworker and the service user after one month (or sooner if the needs of the service user change before this date).

Once the victim feels that all the actions in the support plan have been achieved, we will agree to close the case.

A final review of the support plan will take place at this stage, including an evaluation of the effectiveness of the support provided.

Post Support

Victims can self-refer, or be referred back to us by other agencies after their case has been closed if they feel they need further support in the future.

STATISTICS AND FEEDBACK

Between October – December 2018:

- We offered support to **4,186** new referrals
- We provided enhanced support to **512** victims
- We provided emotional support via phone to **405** victims
- We provided advocacy to **65** victims
- We also provided standard support to **2,666** including information via post, signposting to our website
- **92.9%** of victims were satisfied with their overall Victim First experience



“...If you need to talk to someone they are there for you and that is really good”

“They showed me empathy and had time for me to express my concerns and I didn't feel rushed”

“They actually are there for you not just over the phone but they actually are there for you. If you need to talk to someone they are there for you and that is really good”

SPECIALIST LEAD AREAS

- All Victim First staff have been assigned one or more specialist lead areas, with a brief to:
 - build partnerships
 - promote the work of Victim First within this area
 - increase their own awareness of the specialist area
 - through research
 - disseminate this learning throughout Victim First



HOW TO CONTACT US

- Give us a call on **0800 953 95 95** if you have any queries – we're always happy to help
- Alternatively, drop us an email to support@victimfirst.pnn.gov.uk
- Check out our website: www.victimfirst.org
-  Follow us on Twitter: **@Victim1st**
-  Like us on Facebook: **@Victim1st**
-  Follow us on Instagram: **@Victim1st**





ANY QUESTIONS?

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