



Victim First

Leicestershire Safer Communities Strategy Board

Friday 11th December 2020

Manjeeta Sunnar

Head of Service

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 to Saturday: 9am – 6pm
 - Wednesdays: 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 (Children & Young People and Restorative Justice)
 - 2 x Senior Caseworkers
 - 1 x Administrative Data Analyst
 - 1 x Deputy Head of Service
 - 1 x Head of Service
 - Volunteers
 - Mental Health Nurse



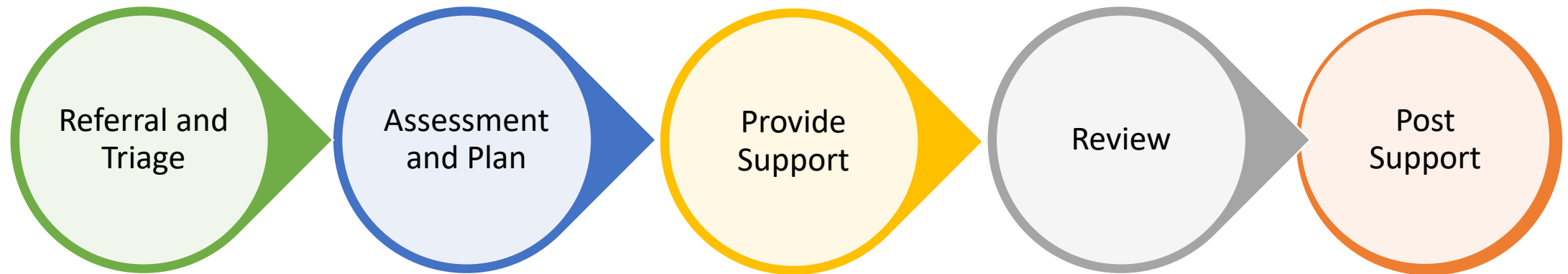
What support do we provide?

At Victim First, we offer:

- Emotional Support
- Information, advice and advocacy
- Crime prevention measures and advice
- Access to Hardship Fund
- Access to Specialist Support
- Restorative Justice
- Mental Health Support



The Support Journey



Statistics and Feedback

Between July and September 2020:

- We offered support to **3,799** new referrals
- We provided enhanced support to **660** victims
- We provided emotional support via phone to **461** victims
- We provided advocacy to **103** victims
- We also provided standard support to **1,933** including information via post, signposting to our website
- **85%** 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”

Special 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



- This project launched on 15th June 2020.
- This highlights statutory and voluntary sector partners providing Restorative Justice across Leicester, Leicestershire and Rutland and surrounding areas to enable the development of a high quality, coordinated RJ service for people affected by crime.
- It offers an opportunity to meet and greet other service providers and care services, and provides a platform to share information, to develop new ideas for the service, and to obtain support for more complex cases. The Forum also offers an opportunity to share the knowledge and the experience required to provide the best possible support for people affected by crime.



Victim First
Leicester, Leicestershire & Rutland



WHEN
YOU'RE READY,
RESTORATIVE
JUSTICE CAN
HELP.

Restorative Justice is voluntary process which offers you the opportunity to potentially communicate with the person who committed the crime or caused the harm. 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.

CONTACT US

Call us on our free helpline
0800 953 95 95

Visit our website
www.victimfirst.org

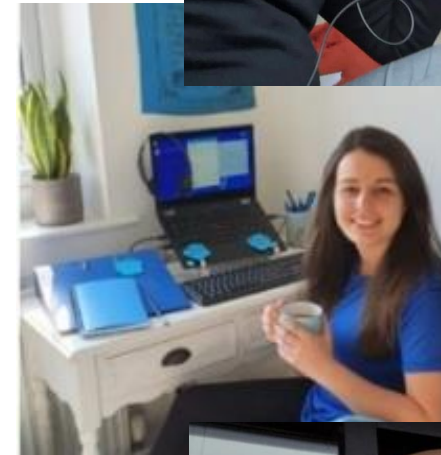
Email us
support@victimfirst.pnn.gov.uk

Challenges of COVID19

- Working from home
- Not being able to support victims face to face
- Suspend community engagement events
- Suspend Restorative Justice visits

Solutions

- Virtual Community Engagement Plan
- WhatsApp & Microsoft Teams
- Detailed Risks Assessments a
- PPE



Xenzone

- Ministry of justice Extraordinary Grant Fund for domestic and sexual abuse victims
- We used the fund to offer digital counselling support
- There is a huge gap in counselling services.



Qwell

Community support means everything to us

Explore our supportive and anonymous mental wellbeing community for adults.

- Chat online to qualified counsellors
- Read and write articles
- Get online support from the Qwell community
- Set personal goals and record how you feel

qwell.io



kooth

For ages: 10-18

Kooth is an online **mental wellbeing** community for young people

Here are some of the features young people can access on Kooth:

- Magazine**
The Kooth magazine shares personal experiences and tips from young people and our Kooth team
- Discussion Boards**
Young people can start or join a conversation with our friendly Kooth community, with lots of topics to choose from
- Chat**
Young people can chat with our helpful team about anything that's on their mind
- Daily Journal**
Young people can view their daily journal to track feelings or emotions and reflect on how they're doing

Sign up for free at [Kooth.com](https://www.kooth.com)

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**



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