



Victim First

Leicester, Leicestershire
& Rutland

Who are we?

We are a free, independent and confidential support service for any victims and witnesses of crime for residents of Leicester, Leicestershire and Rutland. Victims do not have had to reported to the police to be supported by us.

We are:

- Commissioned by the Police Crime Commissioner
- Independent from Police
- Delivered by Catch22



Victim First

Leicester, Leicestershire & Rutland

FUTURES Victim First



**catch
22**

Who are we?

Support is **free** for everyone.

There are **no set time limits**, from when crime happened and for time within the service.

We provide support via face to face, webchat, email or phone.

We provide support to children, young people and adults.

Our Children Young People Support Initiative is called '**Victim First Futures**'.

We also have a distinct and Innovative 18–25-year-old service.

We are open Monday to Saturday between 9am - 6pm.



Victim First

Leicester, Leicestershire & Rutland

Victim First
FUTURES 



**POLICE & CRIME
COMMISSIONER
for Leicestershire**
Your voice in Leicester,
Leicestershire & Rutland

**catch
22**

**catch
22**

Our Team



What do we do?

- Emotional support
- Information and Advice
- Signposting and ongoing referrals
- Practical Support e.g. Personal Alarms
- Crime Prevention Advice
- Advocacy
- Access to Hardship Fund



Victim First Menu of Support

Emotional Support	Practical Support
 Solution focused	 Crime prevention
 Empowering	 Information & Advice
 Victim Led	 Restorative Justice
	 Signposting to specialist services

Restorative Justice



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Restorative processes bring those harmed by crime or conflict, and those responsible for the harm, into communication, enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward.

(Restorative Justice Council 2012)

RJ can be direct or indirect using;

- Shuttle Processes
- Letter Writing
- Face to Face conference
- Tailored Approach
- Conversation

Referral

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

Alternatively, clients can self-refer.

The case then gets allocated the following working day.

Triage

Client is contacted by a triage caseworker.

Support is offered, this is either one off support, where there are no further needs from the client.

If the client would benefit from ongoing support, they are referred to a specialist caseworker.

Assessment and Plan

Specialist Caseworker undertakes a detailed needs assessment with the victim.

Support plan is agreed based on the client's needs and wishes.

Support and Review

Support may include Emotional and Practical Support.

All support plans are reviewed by the caseworker and client throughout support.

Once the client feels that all actions in the support plan have been achieved, we will agree to close the case with a final review to take place.

Post Support

Clients can always self-refer or be referred by another agency, after their case has been closed. If they feel that they need support again.

CYP Case Study

Crime: Targeted attack on family member in the home

Impacts: Struggling to sleep, does not feel safe at home or in community, worries about family member.

Support: Face to Face, Safety Planning, Personal Alarm, Worry Monster, Hardship Fund

Outcome: All identified needs were reduced, thanked Victim First for support.



Case Study

Crime: Anti-social behaviour and theft

Impacts: Mental Health, Loneliness, Feeling unsafe at home.

Support: Housing support letter, provided safety advice and information, listening to client and emotional support.

Outcome: Damaged safety door was fixed, increased feelings of safety, felt listened to.



Community Engagement

Victim First also attend events across LLR, to raise awareness of the service and support people within the community.

To keep updated on Victim First work [subscribe and stay updated.](#)



How to make a referral?



Use our professional referral form
online

Make a professional referral -
Victim First



Call on **0800 953 9595** if you
have any queries.

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



Check out our website and
webchat: www.victimfirst.org

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