



Victim First

Leicester, Leicestershire & Rutland

Quarterly Performance Report

April-June 2020

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Head of Service – Victim First

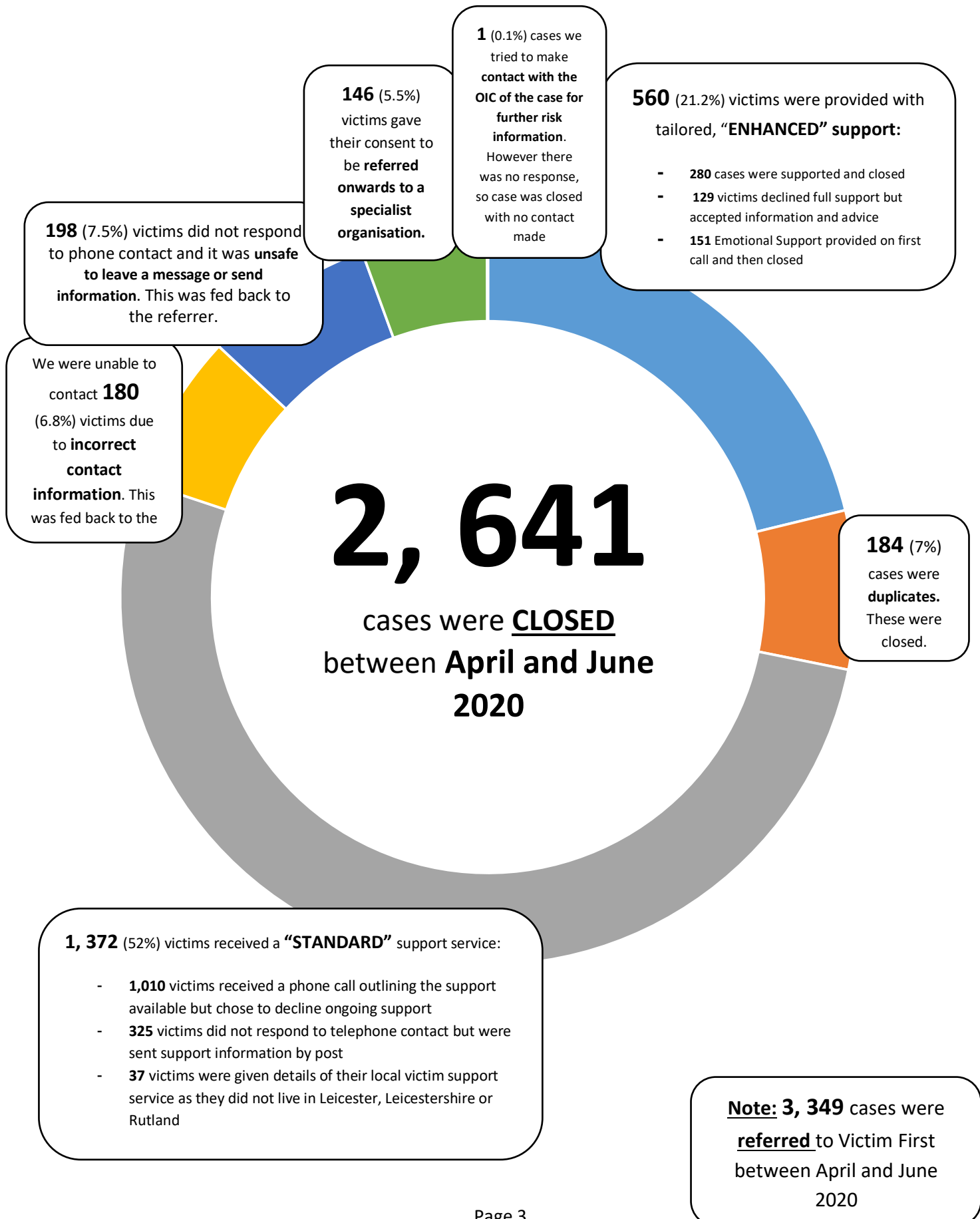
August 2020

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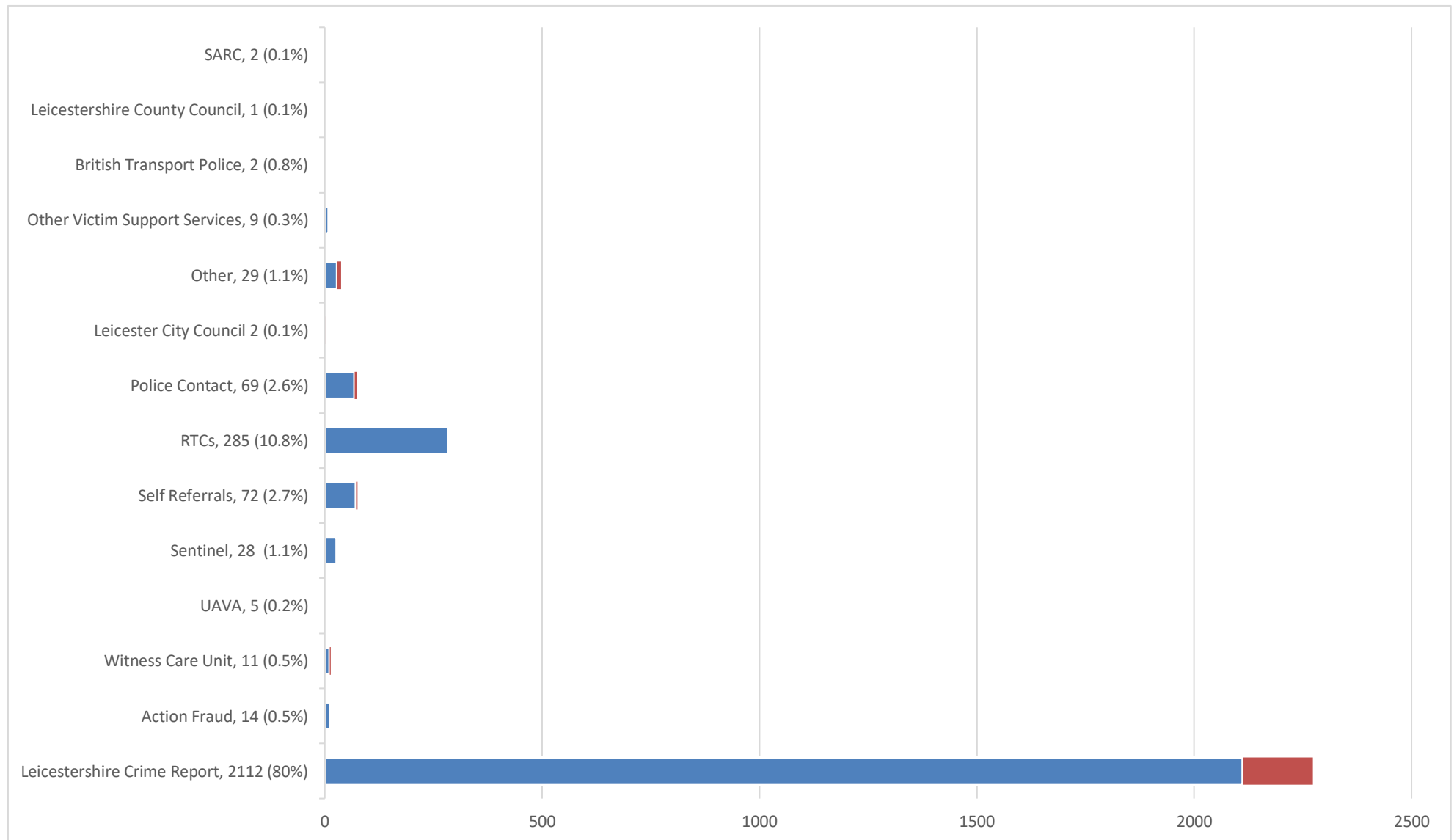
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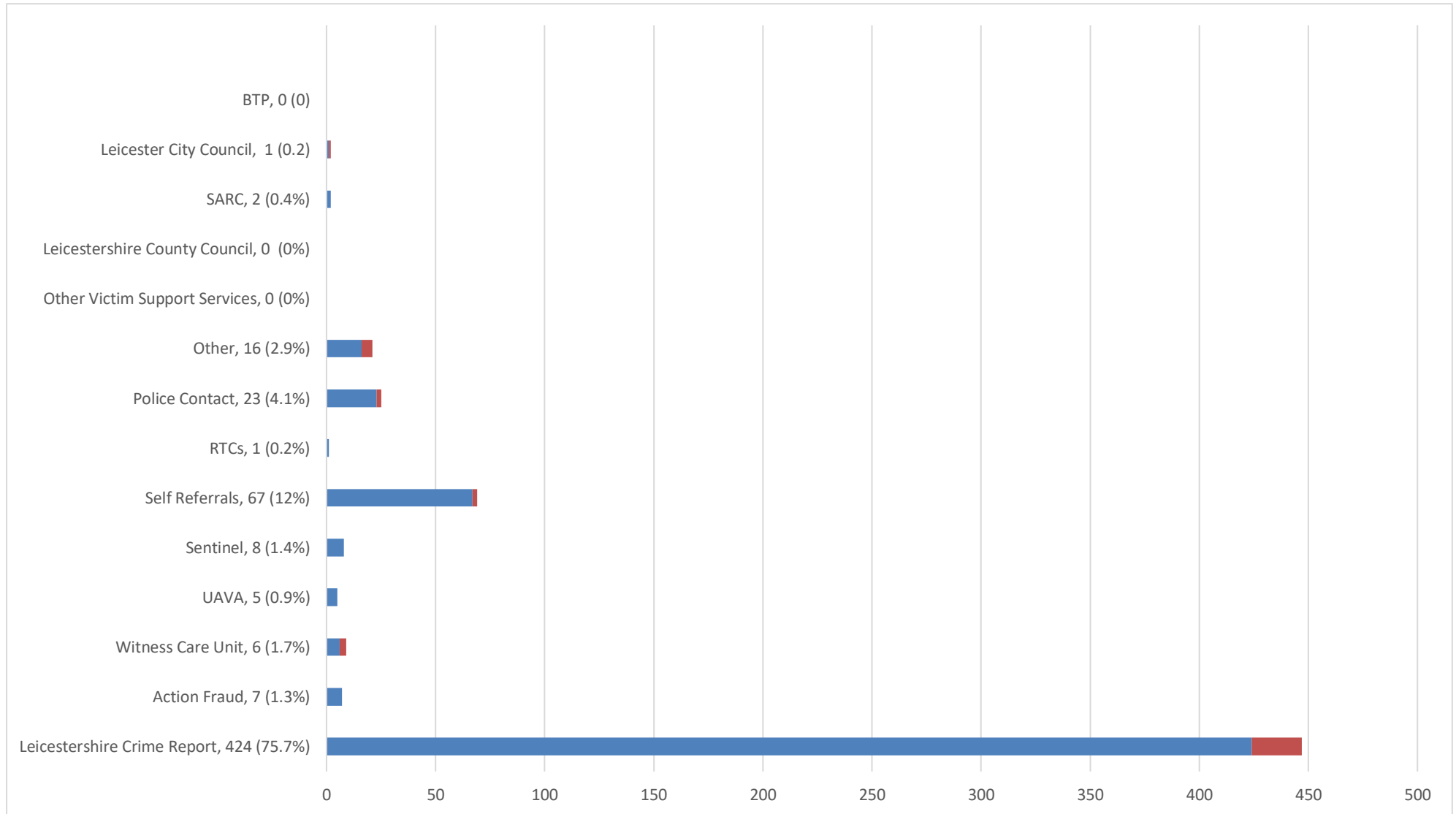
1. Performance Headlines



Referral Source – Closed Cases



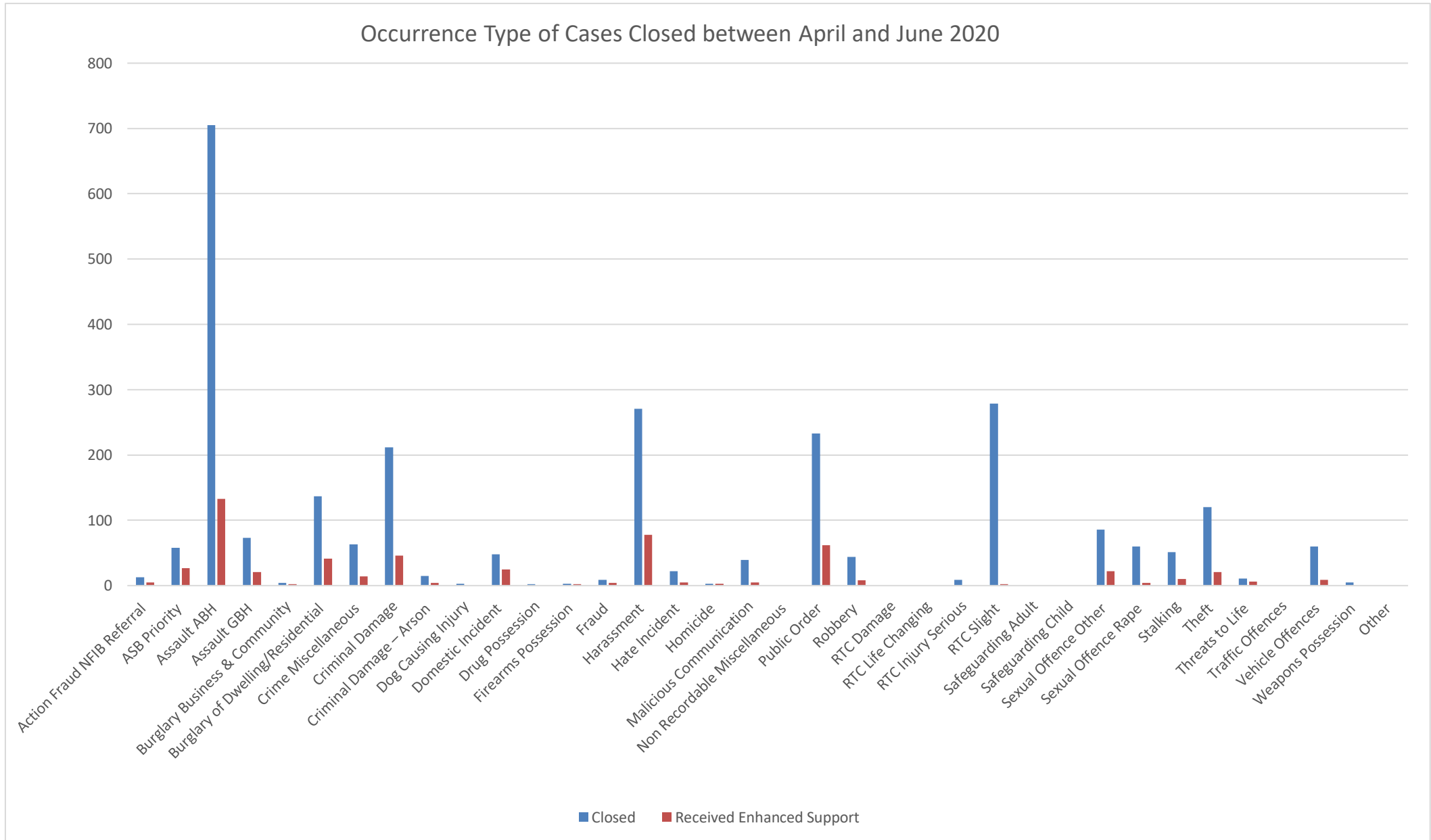
2. Referral Sources – Enhanced Support



3. Crime Types

This table shows a breakdown of the cases Victim First closed between April and June 2020, and how many of these cases received enhanced support, classified by 'Occurrence Type'

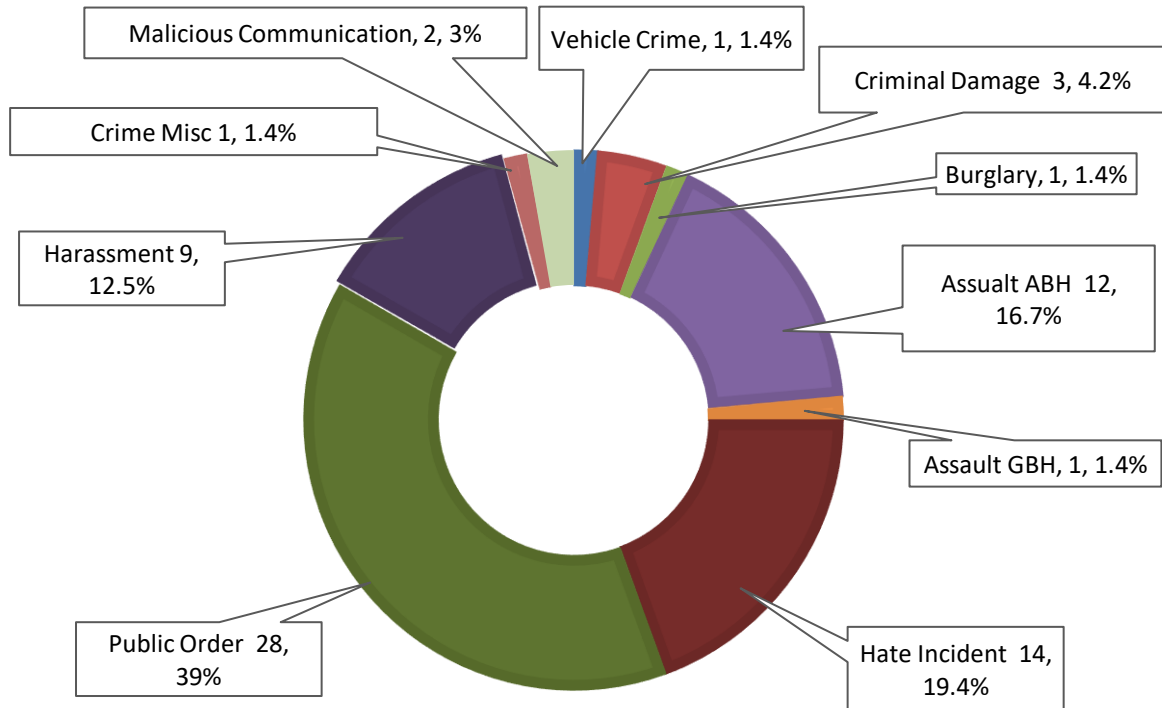
Occurrence Type	Closed	Received Enhanced Support	CYP Closed	CYP Received Enhanced Support
Action Fraud NFIB Referral	13	5	0	0
ASB Priority	58	27	5	3
Assault ABH	705	133	58	9
Assault GBH	73	21	8	1
Burglary Business & Community	4	2	0	0
Burglary of Dwelling/Residential	137	41	3	2
Crime Miscellaneous	63	14	10	1
Criminal Damage	212	46	2	0
Criminal Damage – Arson	15	4	0	0
Dog Causing Injury	3	1	0	0
Domestic Incident	48	25	5	4
Drug Possession	2	0	0	0
Firearms Possession	3	2	1	1
Fraud	9	4	0	0
Harassment	271	78	11	1
Hate Incident	22	5	0	0
Homicide	3	3	2	2
Malicious Communication	39	5	5	0
Non Recordable Miscellaneous	1	0	0	0
Public Order	233	62	10	3
Robbery	44	8	7	1
RTC Damage	0	0	0	0
RTC Life Changing	0	0	0	0
RTC Injury Serious	9	0	0	0
RTC Slight	279	2	0	0
Safeguarding Adult	1	0	0	0
Safeguarding Child	0	0	0	0
Sexual Offence Other	86	22	36	7
Sexual Offence Rape	60	4	9	0
Stalking	51	10	1	0
Theft	120	21	5	1
Threats to Life	11	6	2	0
Traffic Offences	1	0	0	0
Vehicle Offences	60	9	0	0
Weapons Possession	5	0	0	0
Other	0	0	0	0



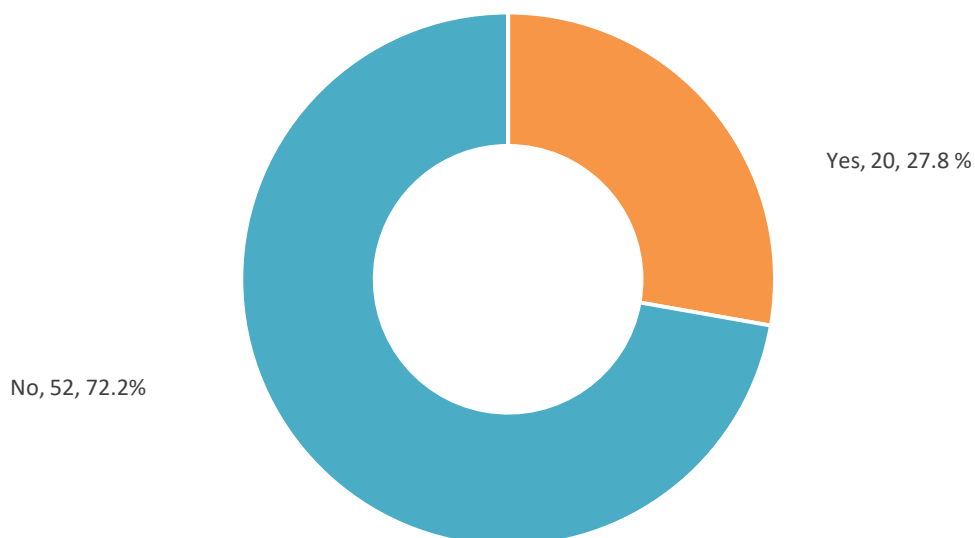
4. Hate Crime / Incidents

Filtering out Hate Crime as an 'Occurrence Type' on our database, our records showed that we received 22 Hate Crimes between April and June 2020. However, when we delved further, it emerged that we have actually supported 72 service users in relation to hate.

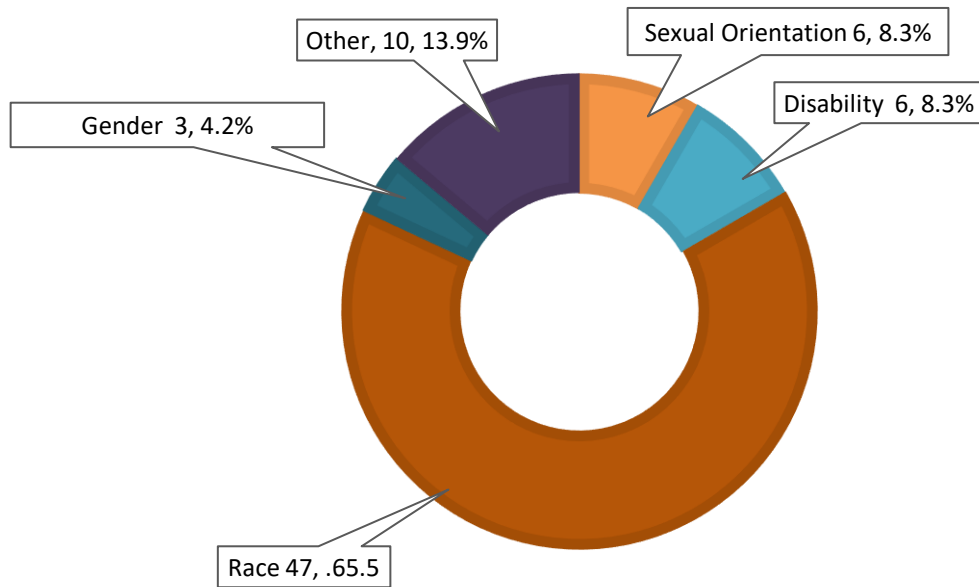
These had been recorded by the police as:



We also checked whether the offences were marked as 'Hate' within the enhanced entitlements drop-down on the VCOP.



Further investigation by our Senior Caseworkers and Caseworkers found information in the offence summary to indicate that the offences were hate related. The nature of the different Hate Crimes were recorded by our Caseworkers as:

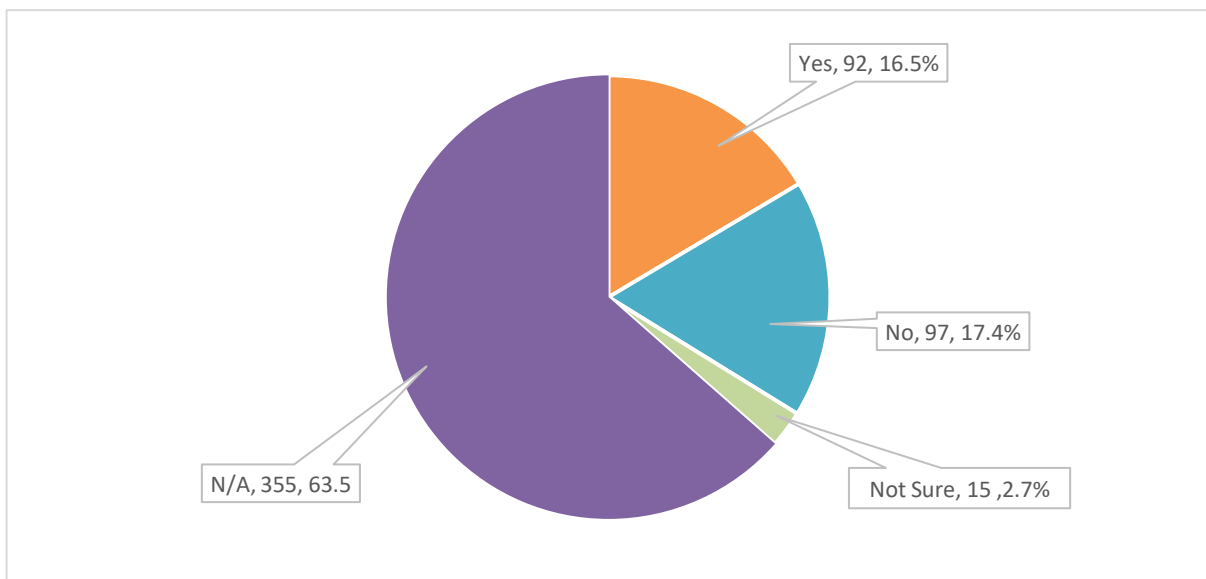


5. Victim Personal Statements

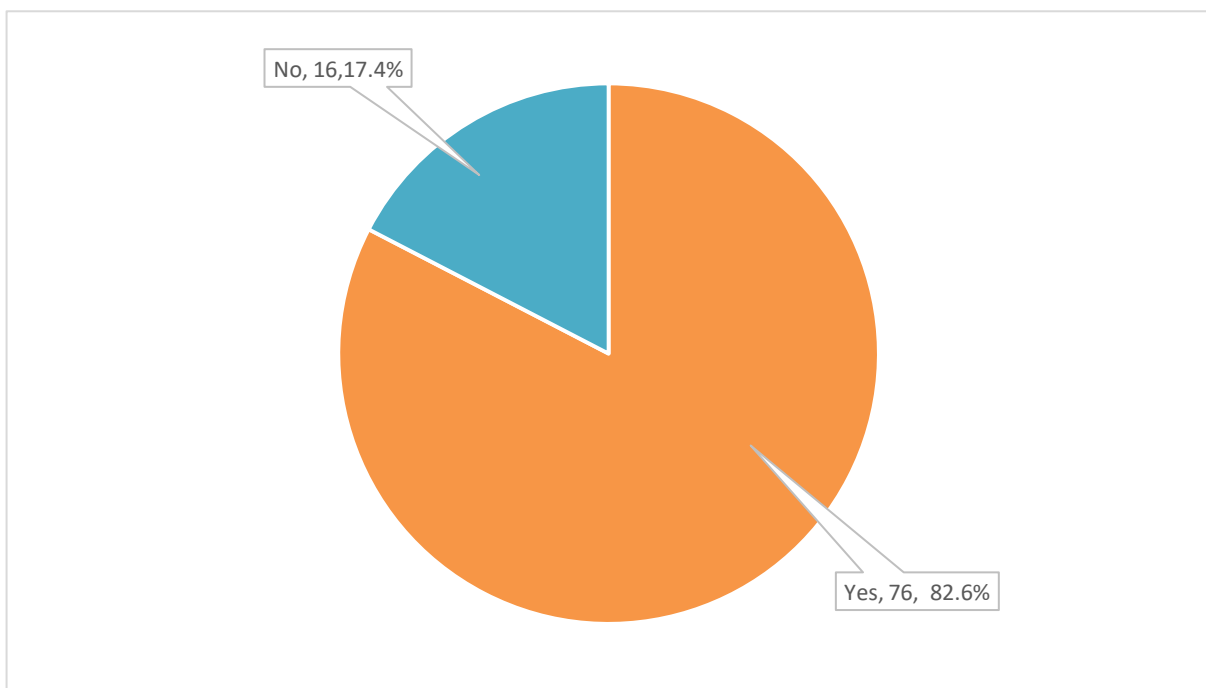
From July 2017, as a result of our joint work with Leicestershire Police through the Victim Code of Practice Group, we introduced an addition to our Needs Assessment and Support process to enable us to explore and offer support to victims relating to the Victim Personal Statement.

Our data indicated that there was a total of 559 service users who were eligible to be asked about the VPS. These were service users who accepted enhanced support. The following charts illustrate answers to four of our VPS questions:

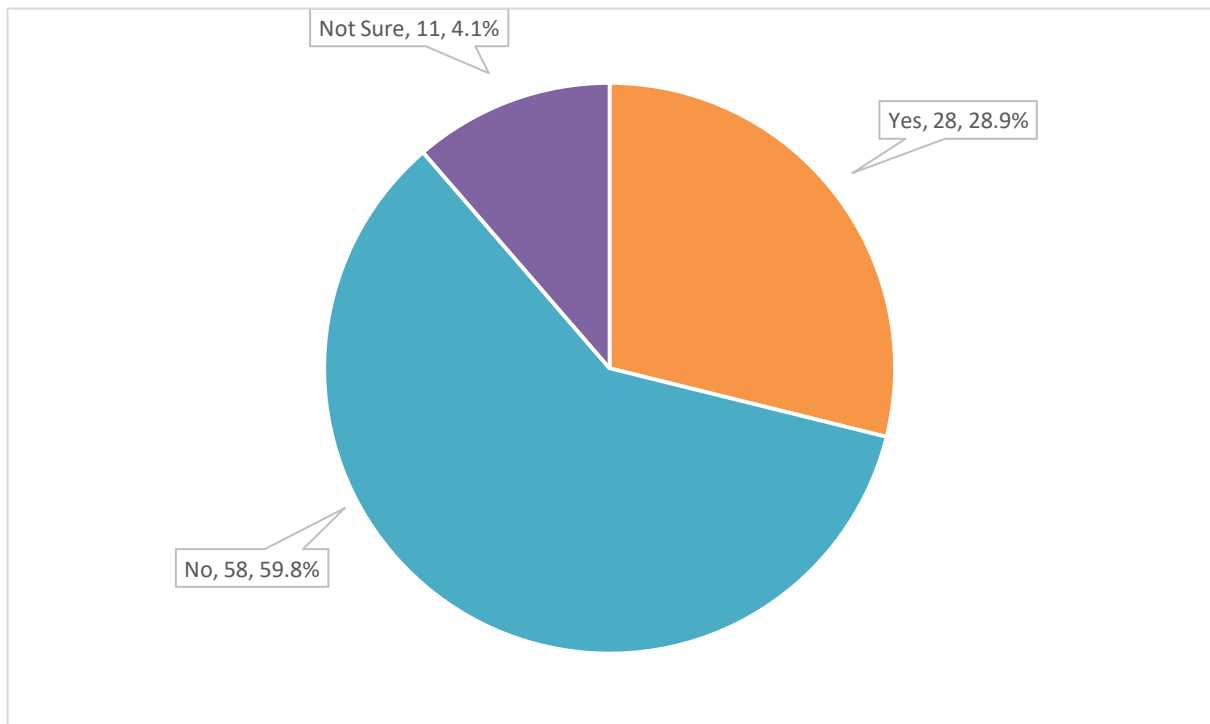
1. Were you offered the opportunity to complete a VPS?



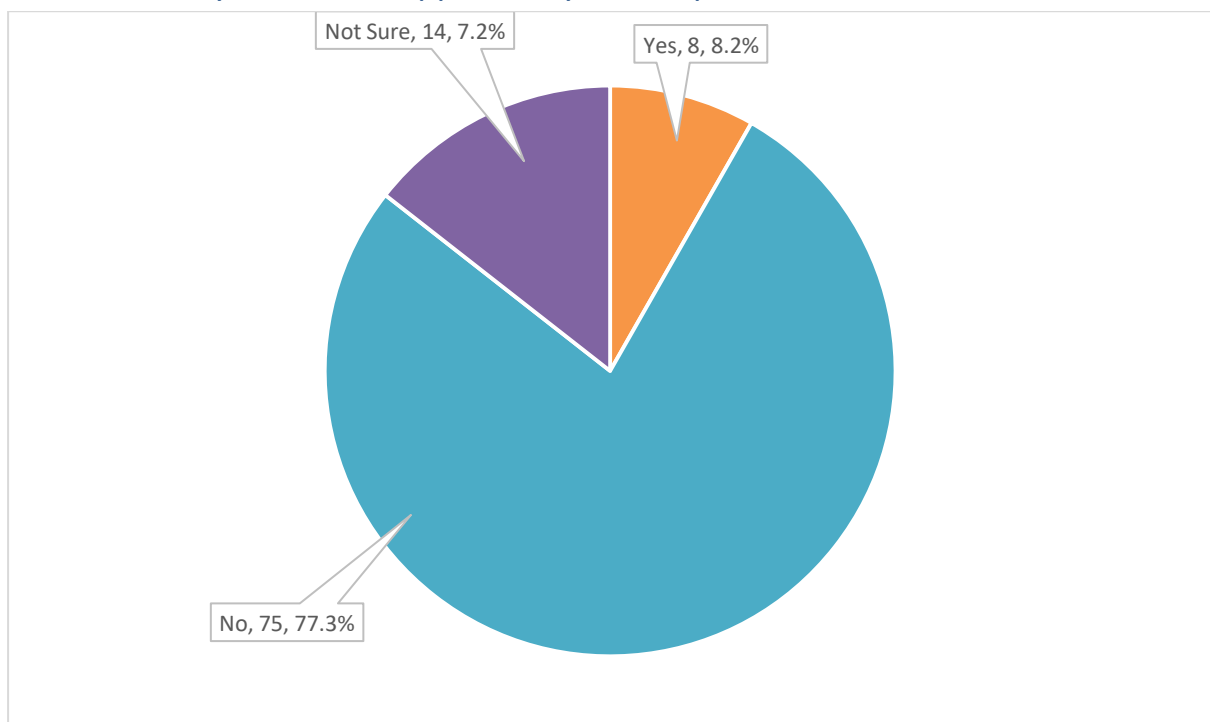
2. If so, did you choose to complete a VPS?



3. If not, do you understand what a VPS is?



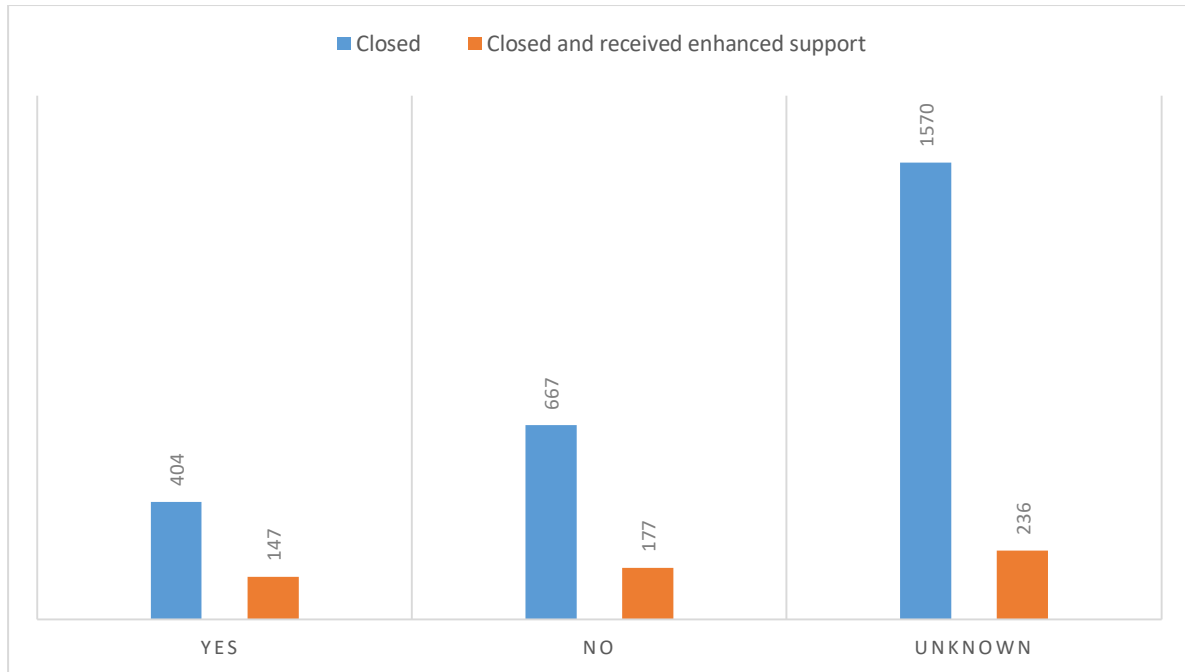
4. Would you like the opportunity to complete a VPS?



Note: We helped to facilitate the completion of Victim Personal Statements for 8 service users by advocating with the police officer in the case.

6. Repeat Victims

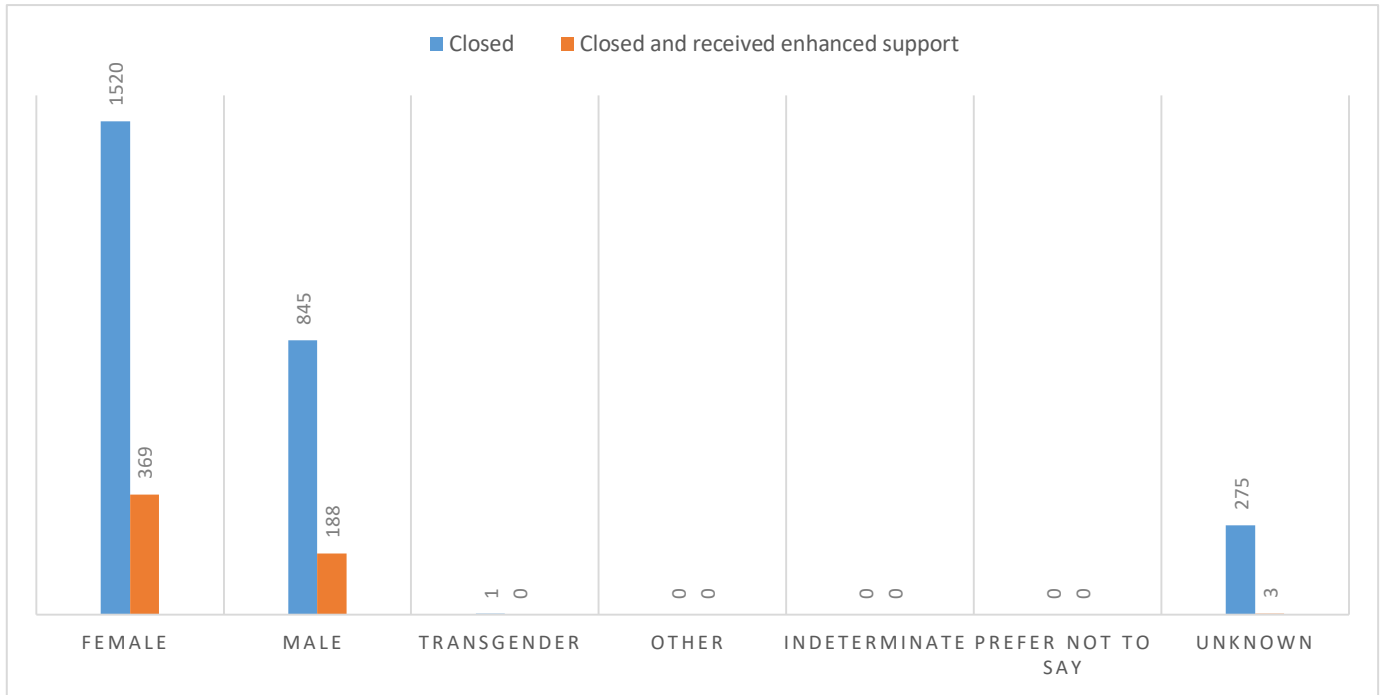
This chart shows the number of victims, from the cases Victim First closed between April and June 2020, who were repeat victims of any other or the same crime.



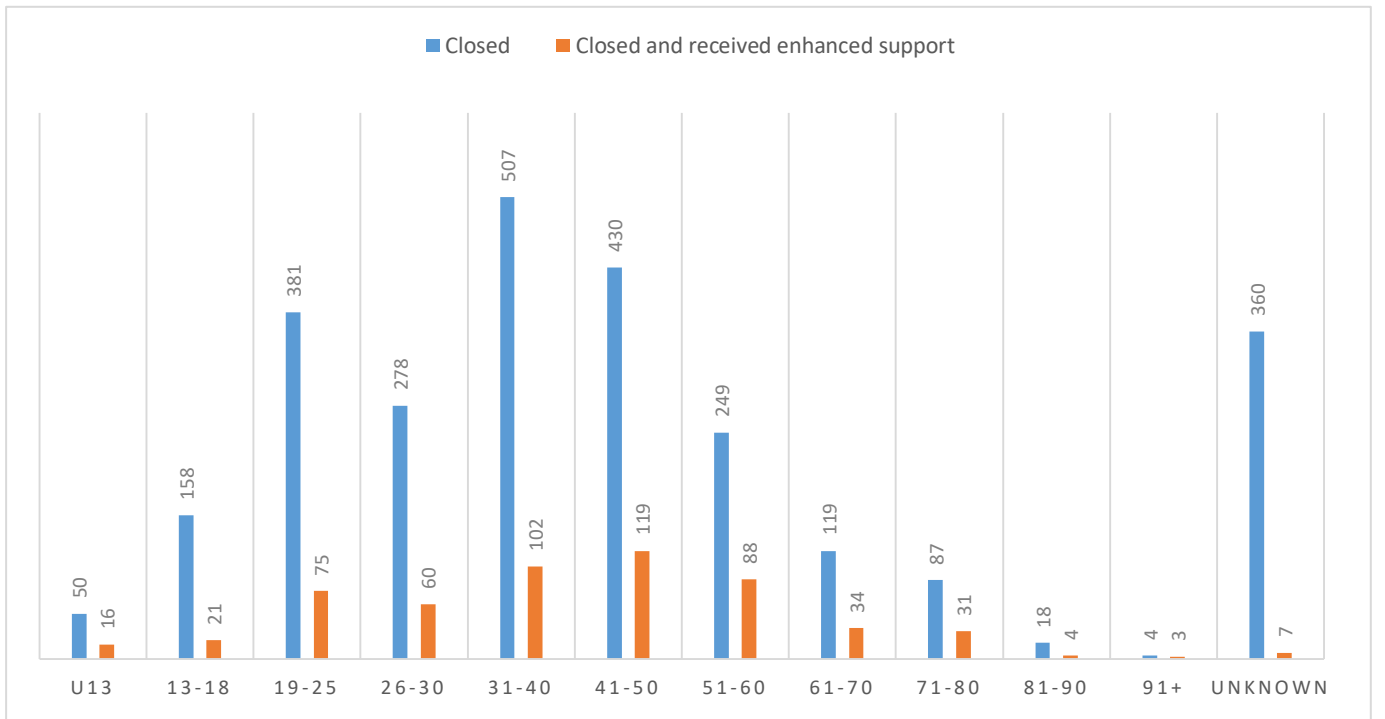
7. Demographics

The following charts break down the demographic spread of cases closed by Victim First between April and June 2020.

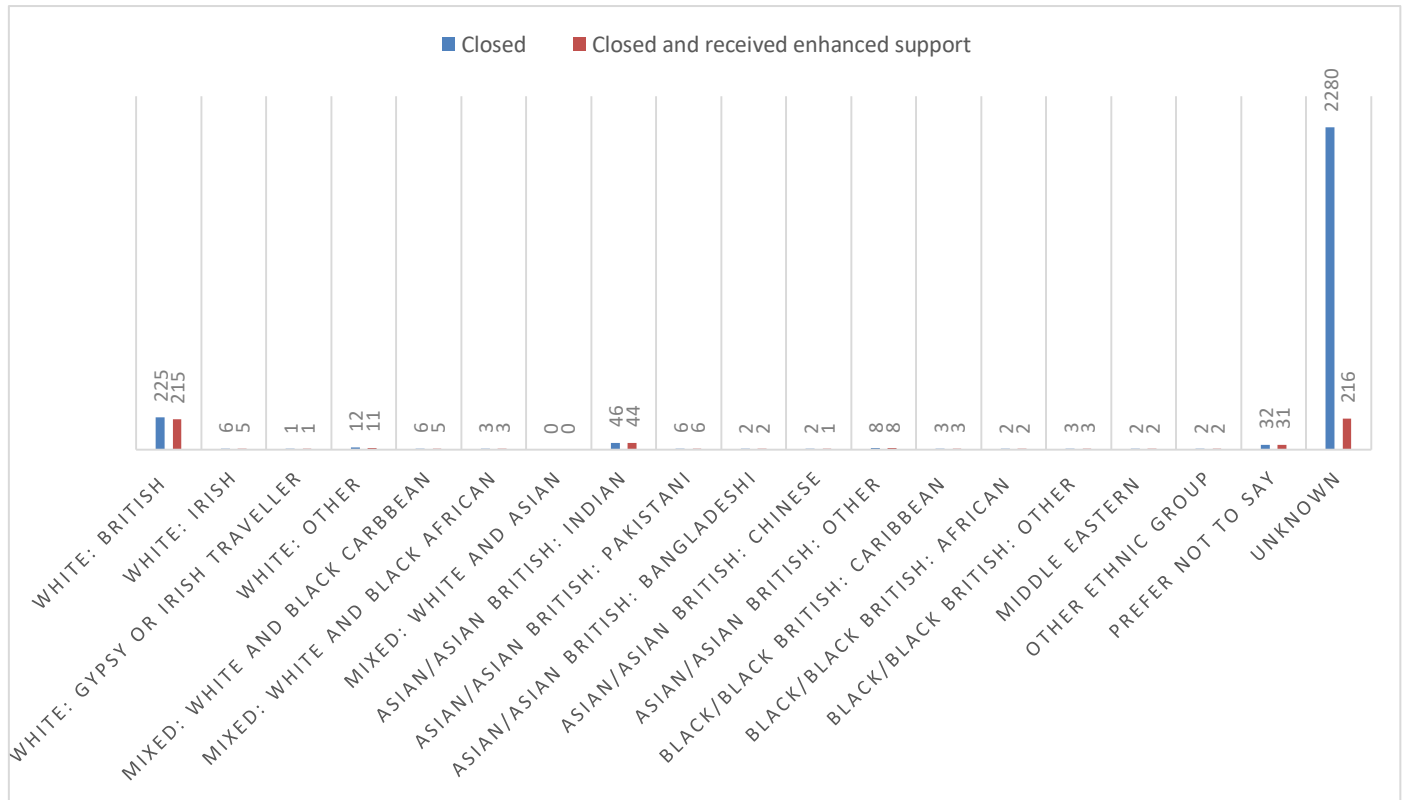
Gender



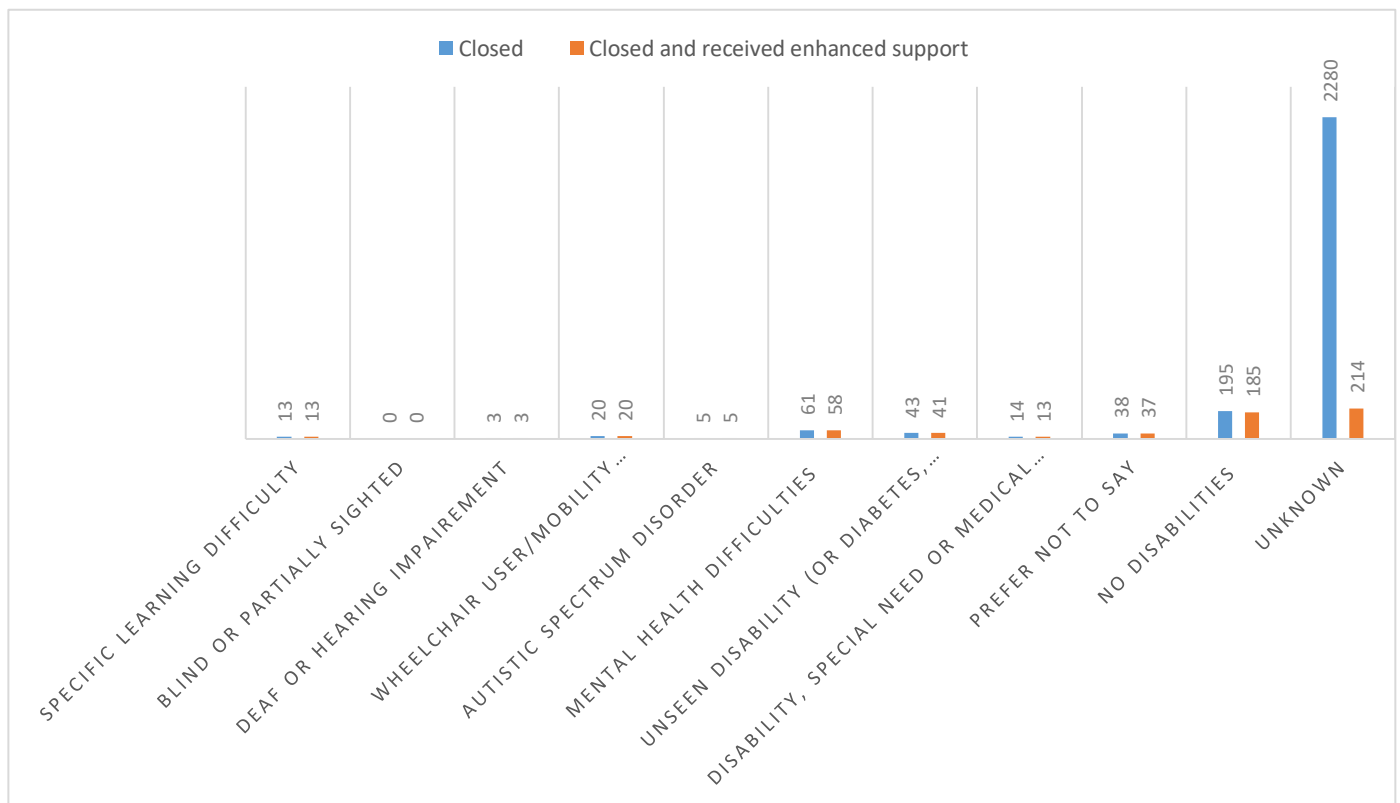
Age



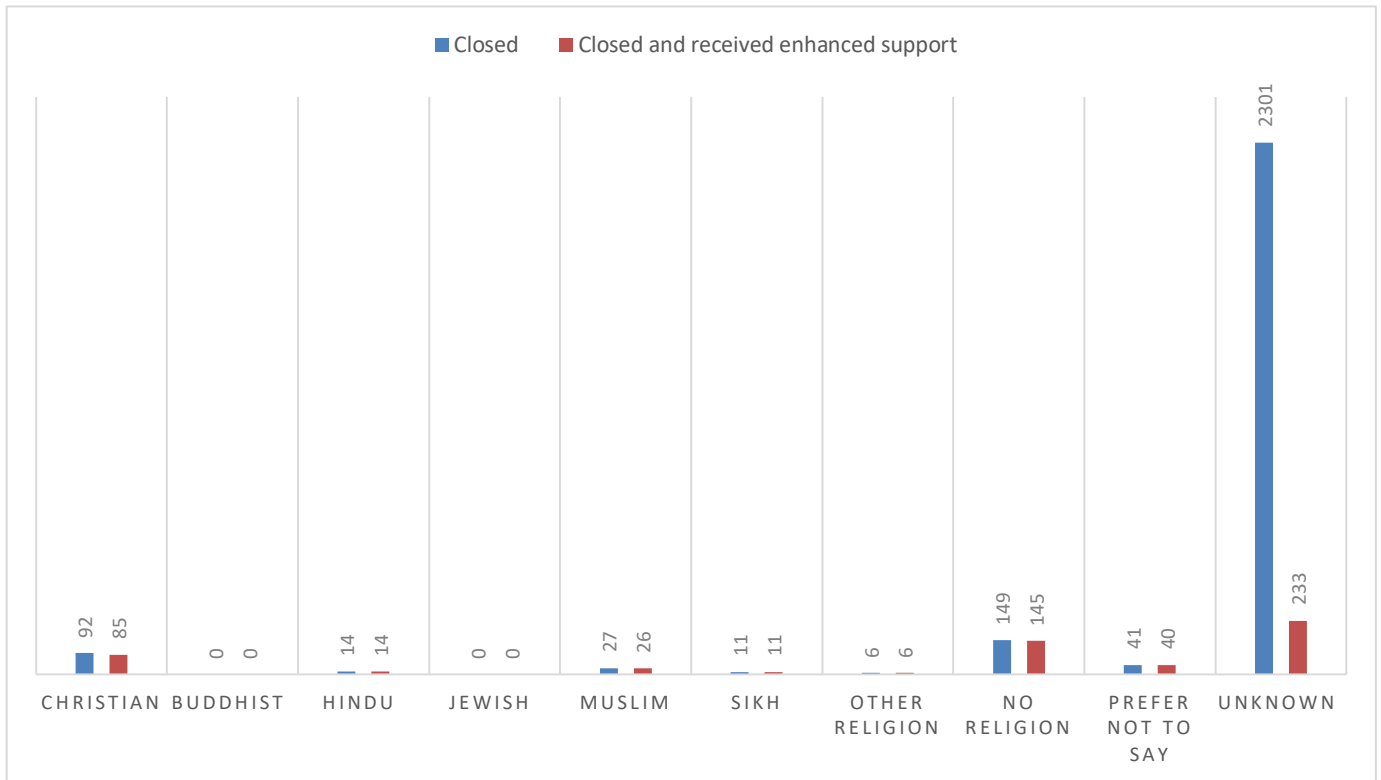
Ethnicity



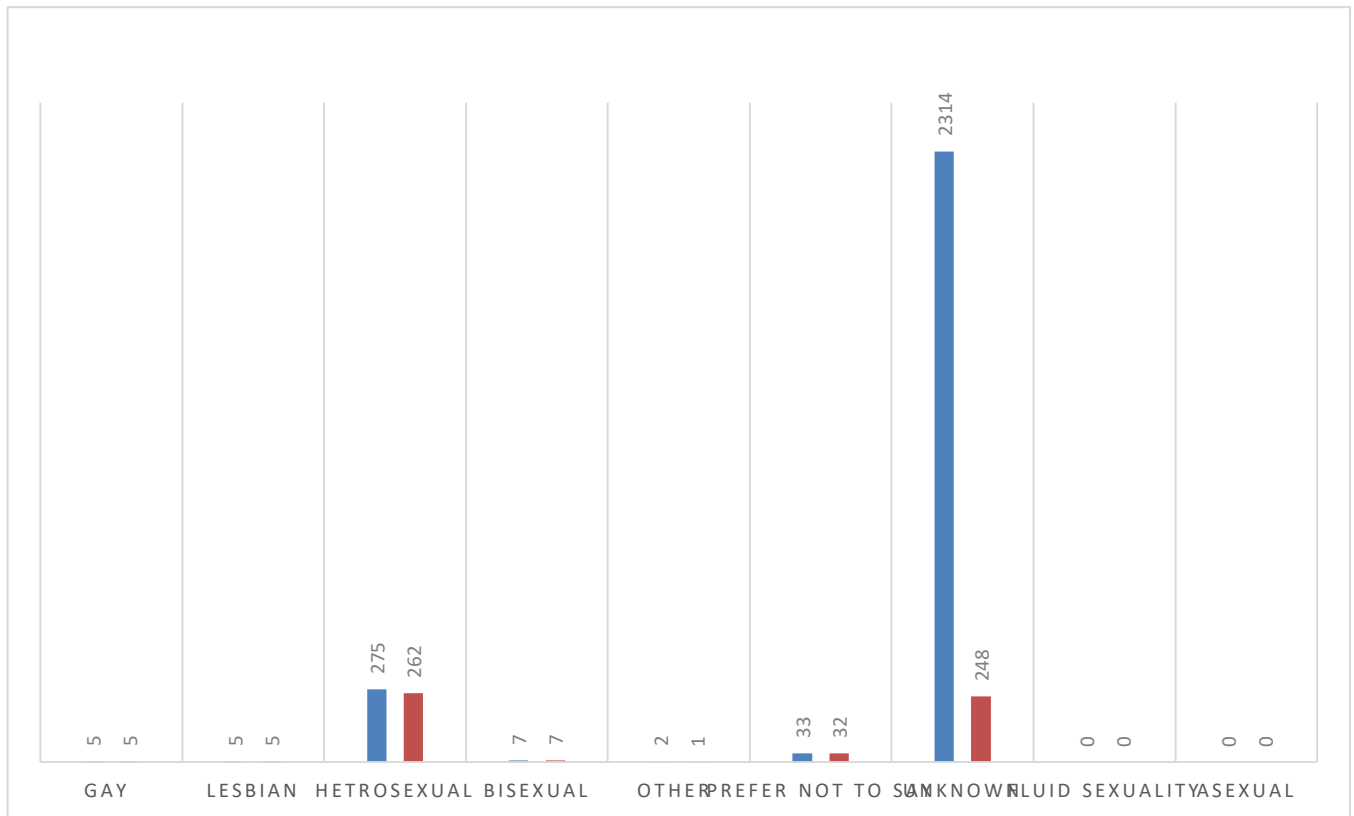
Disabilities



Religion



Sexual Orientation



Communication Needs



8. Geographic Areas

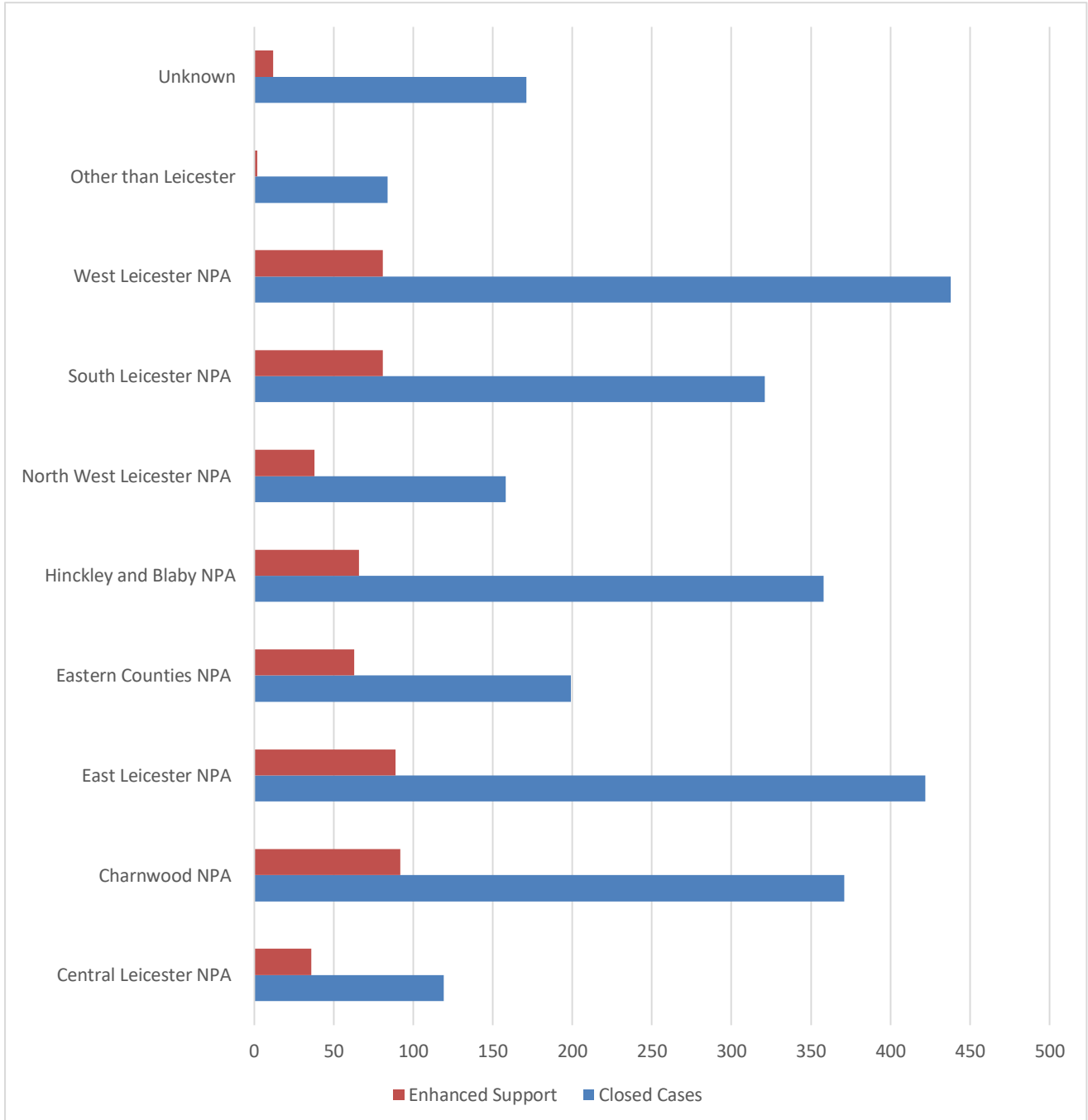
Area	Closed Cases	Closed and received enhanced support
Central Leicester (Castle)	50	13
Central Leicester (City Centre)	28	9
Central Leicester (Clarendon)	3	1
Central Leicester (Cultural Quarter)	3	3
Central Leicester (DMU)	1	0
Central Leicester (Riverside)	10	3
Central Leicester (University of Leicester)	0	0
Central Leicester (Other)	24	7
Charnwood (Charnwood East)	57	22
Charnwood (Anstey)	11	1
Charnwood (Birstall)	18	6
Charnwood (Charnwood North)	24	6
Charnwood (West)	5	0
Charnwood (Loughborough Central)	22	6
Charnwood (Loughborough East)	36	11
Charnwood (Loughborough South)	22	5
Charnwood (Loughborough University)	0	0
Charnwood (Mountsorrel)	16	5
Charnwood (Shepshed Loughborough West)	25	4
Charnwood (Other)	135	26
East Leicester (Belgrave North)	37	3
East Leicester (Belgrave South)	15	7
East Leicester (Coleman)	27	7
East Leicester (Evington)	72	15
East Leicester (Humberstone)	78	19
East Leicester (Northfields, Tailby, Morton)	19	5
East Leicester (Rushey Mead)	40	8
East Leicester (Spinney Hills)	41	9
East Leicester (Stoneygate)	51	10
East Leicester (Thurncourt)	30	4
East Leicester (Other)	12	2
Eastern Counties (Broughton Astley & Walton)	6	1
Eastern Counties (Harborough & Bowdens)	10	4
Eastern Counties (Harborough North)	56	18
Eastern Counties (Lutterworth)	19	5
Eastern Counties (Melton Rural North)	7	1
Eastern Counties (Melton Rural South)	2	1
Eastern Counties (Melton Town Centre)	7	3
Eastern Counties (Melton Town North)	53	19
Eastern Counties (Melton Town South)	0	0
Eastern Counties (Oakham Town & Barleythorpe)	6	1
Eastern Counties Rutland North	8	4
Eastern Counties Rutland South	2	0

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Eastern Counties (Uppingham)	1	1
Eastern Counties (Other)	22	5
Hinckley and Blaby (Blaby, Whetstone, Glen Parva & Cosby)	112	21
Hinckley & Blaby (Bosworth, Ratby, Groby, Markfield & Stanton)	31	4
Hinckley & Blaby Burbage	7	3
Hinckley & Blaby (Countesthorpe, Foston & Kilby)	7	1
Hinckley & Blaby (Earl Shilton & Barwell)	36	6
Hinckley & Blaby (Enderby, Narborough, Littlethorpe & Fosse Park)	30	5
Hinckley & Blaby (Fosse Villages)	3	0
Hinckley & Blaby (Greater Hinckley)	53	8
Hinckley & Blaby (Hinckley Town Centre)	7	0
Hinckley & Blaby (Leicester Forest East, Kirby Muxloe & Glenfield)	8	2
Hinckley & Blaby (Thorpe Astley & Braunstone Town)	9	4
Hinckley & Blaby (Other)	55	12
Hinckley & Bosworth	0	0
North West (Ashby)	14	4
North West (Bardon Hill)	24	3
North West (Coalville Town)	38	8
North West (East Midlands Airport)	0	0
North West (Forest)	11	4
North West (Valley)	15	5
North West (Other)	56	14
South Leicester (Other)	10	3
South Leicester (Aylestone)	45	11
South Leicester (Eyres Monsell)	50	10
South Leicester (Freeman)	43	6
South Leicester (Knighton)	45	15
South Leicester (Oadby)	52	18
South Leicester (South Wigston)	11	4
South Leicester (Wigston)	65	14
West Leicester NPA (Abbey)	64	13
West Leicester NPA (Beaumont Leys)	70	15
West Leicester NPA (Braunstone Park & Rowley Fields)	80	16
West Leicester NPA (Fosse)	57	9
West Leicester NPA (New Parks)	88	17
West Leicester NPA (Westcotes)	60	9
West Leicester NPA (Other)	19	2
Other than Leicester	84	2
Unknown	171	12
Central Leicester NPA	119	36
Charnwood NPA	371	92
East Leicester NPA	422	89
Eastern Counties NPA	199	63
Hinckley and Blaby NPA	358	66
North West Leicester NPA	158	38

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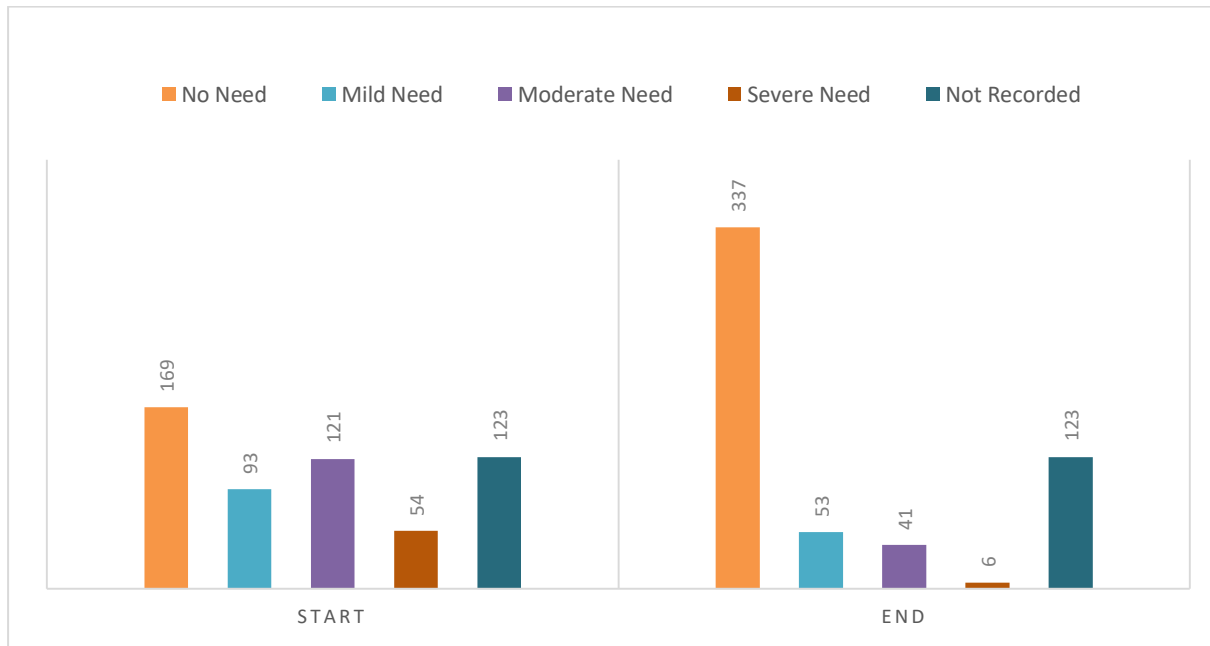
South Leicester NPA	321	81
West Leicester NPA	438	81
LEICESTER CITY	1300	287
LEICESTERSHIRE	1086	259
OTHER THAN LEICESTER	84	2
UNKNOWN	171	12



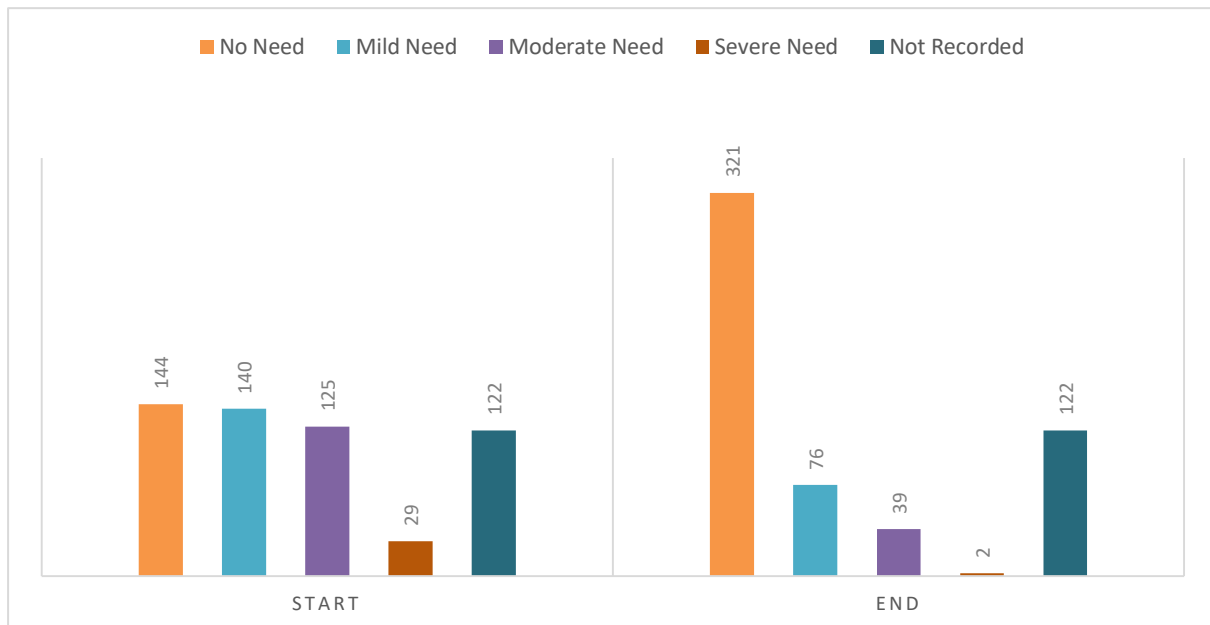
9. Identified Needs

The following charts show the need levels identified at the start, review and end stage of support, in relation to each of the areas of the Needs Assessment. These charts reflect cases that had been closed between April and June 2020.

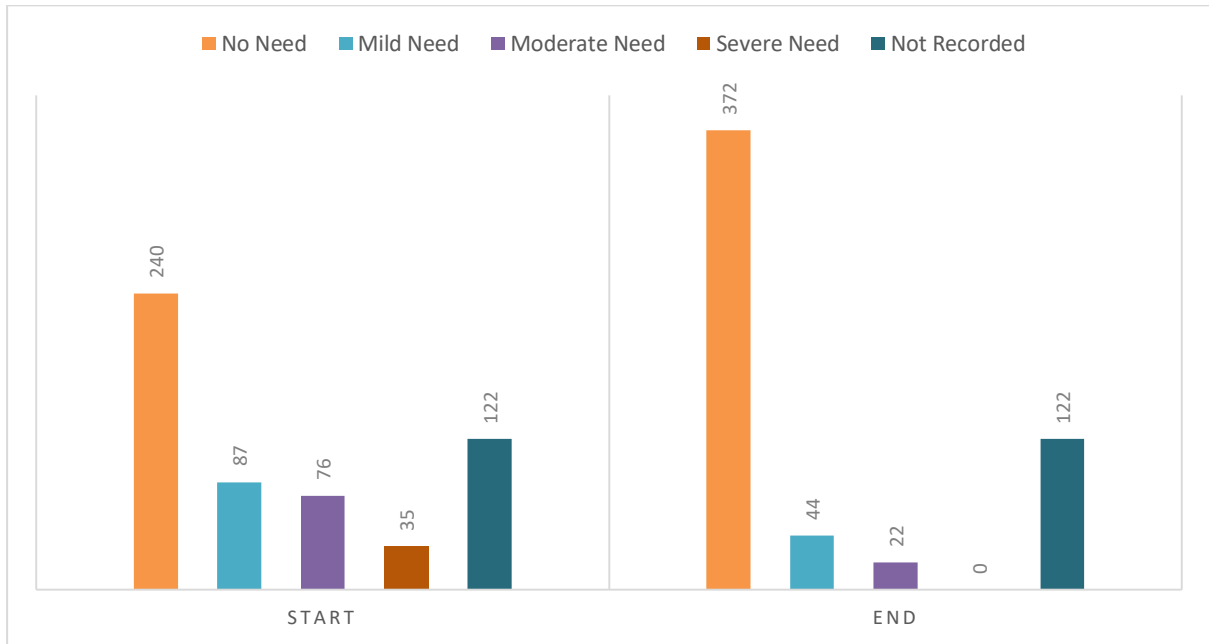
Personal Safety



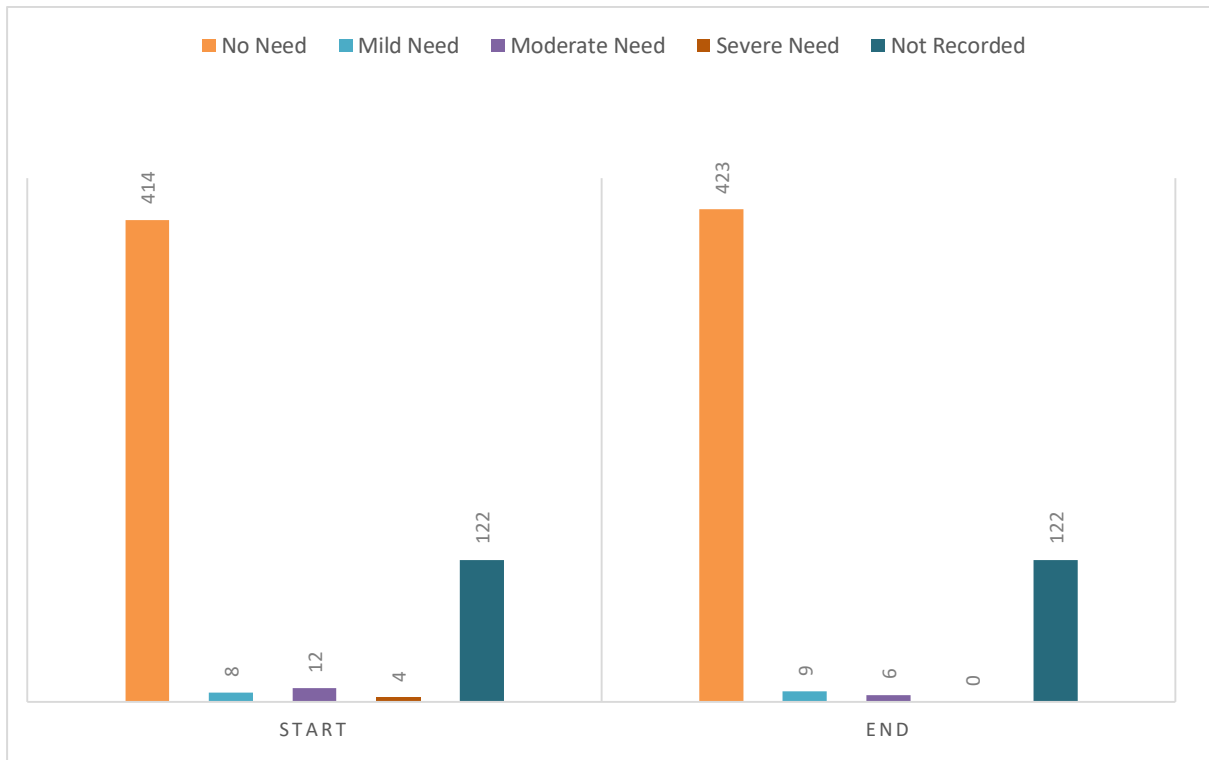
Mental and Physical Health



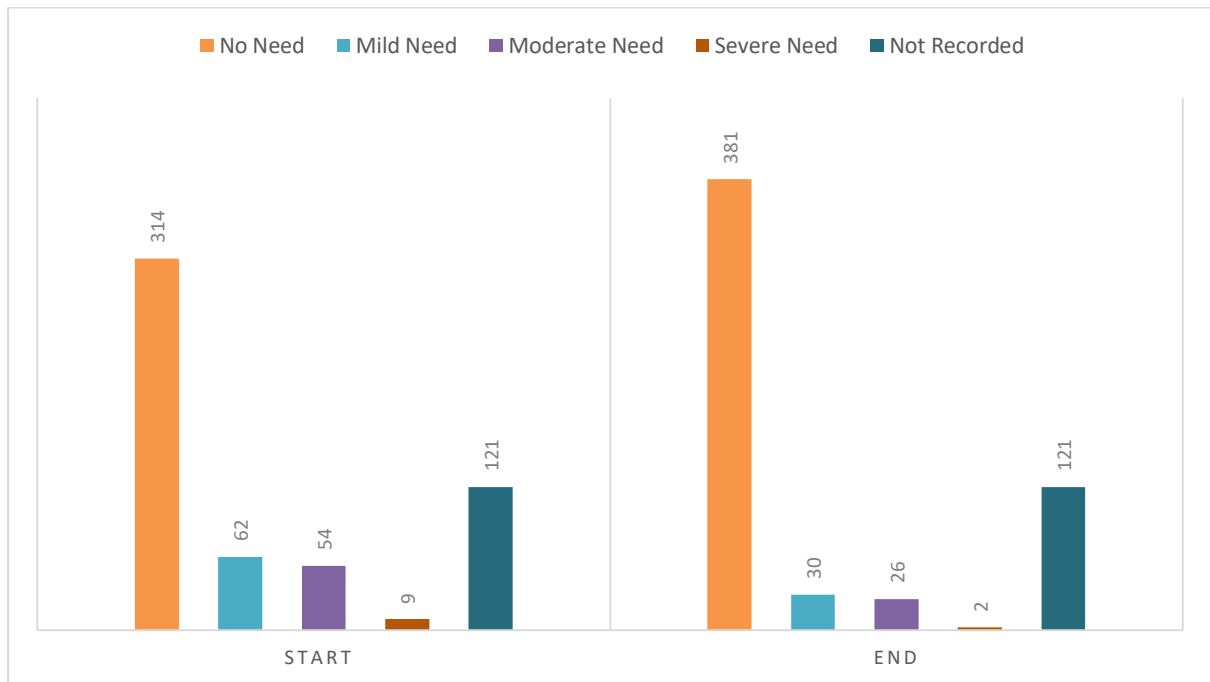
Shelter and Accommodation



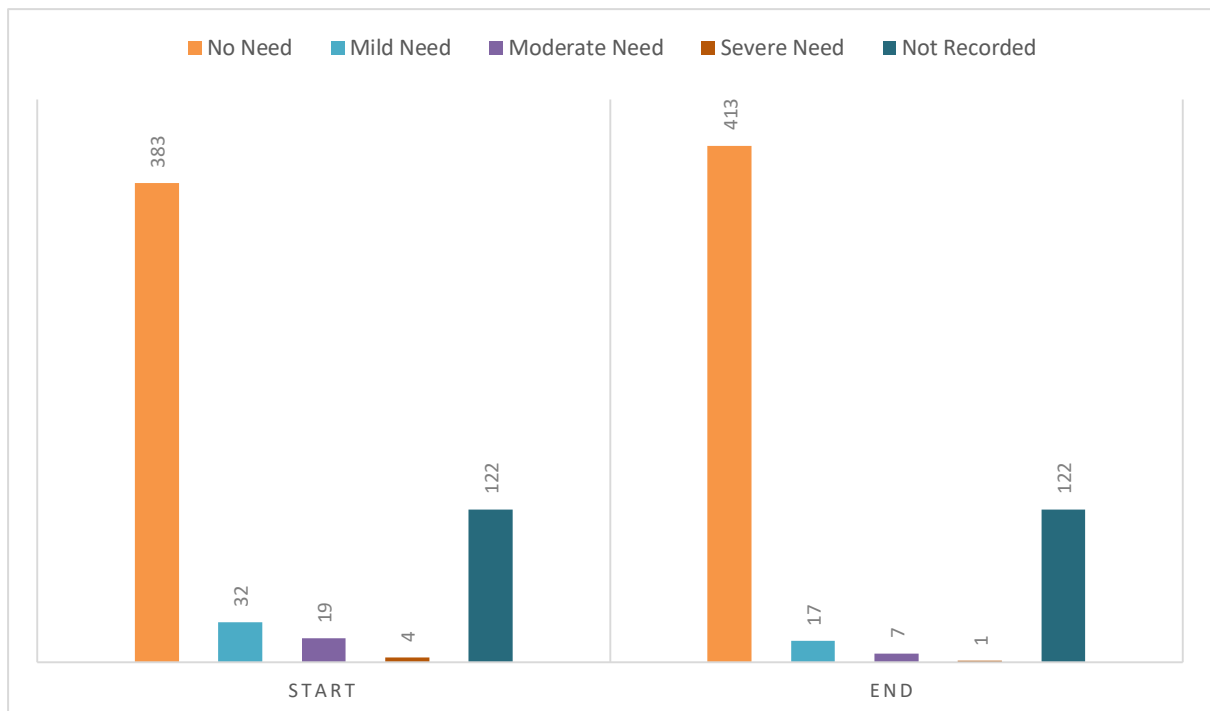
Drugs, Alcohol and Other Harmful Behaviours



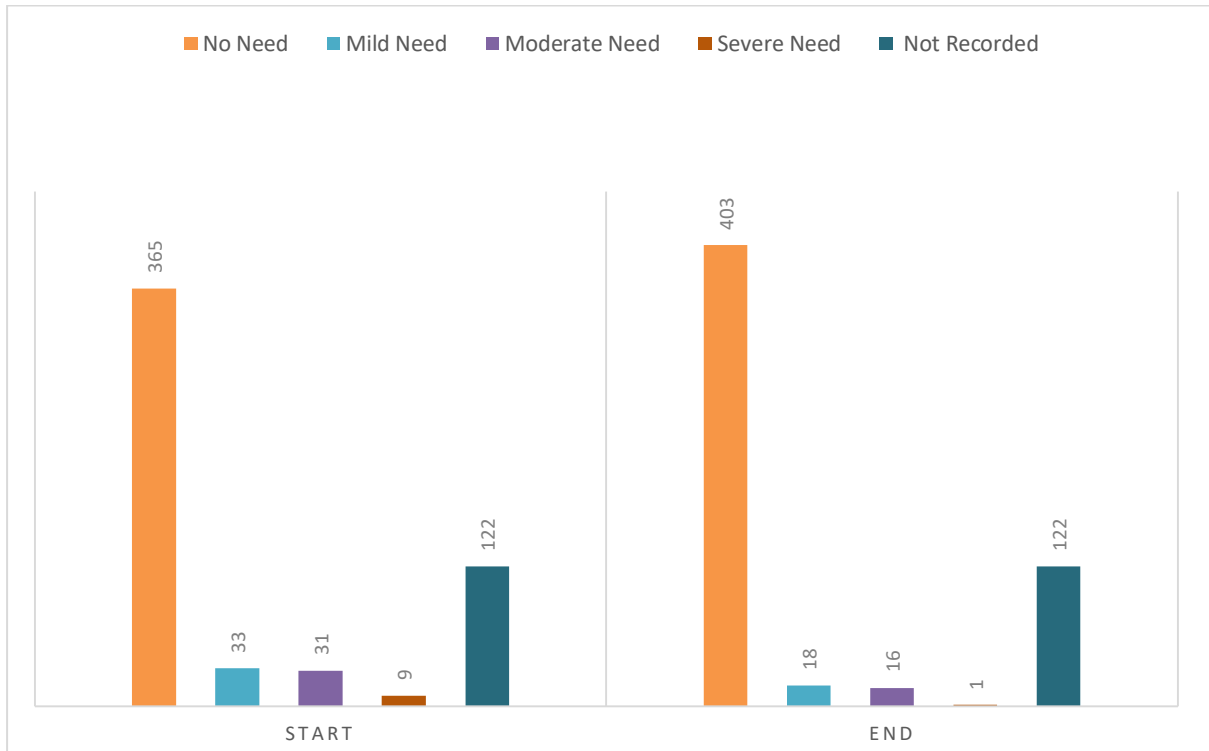
Family



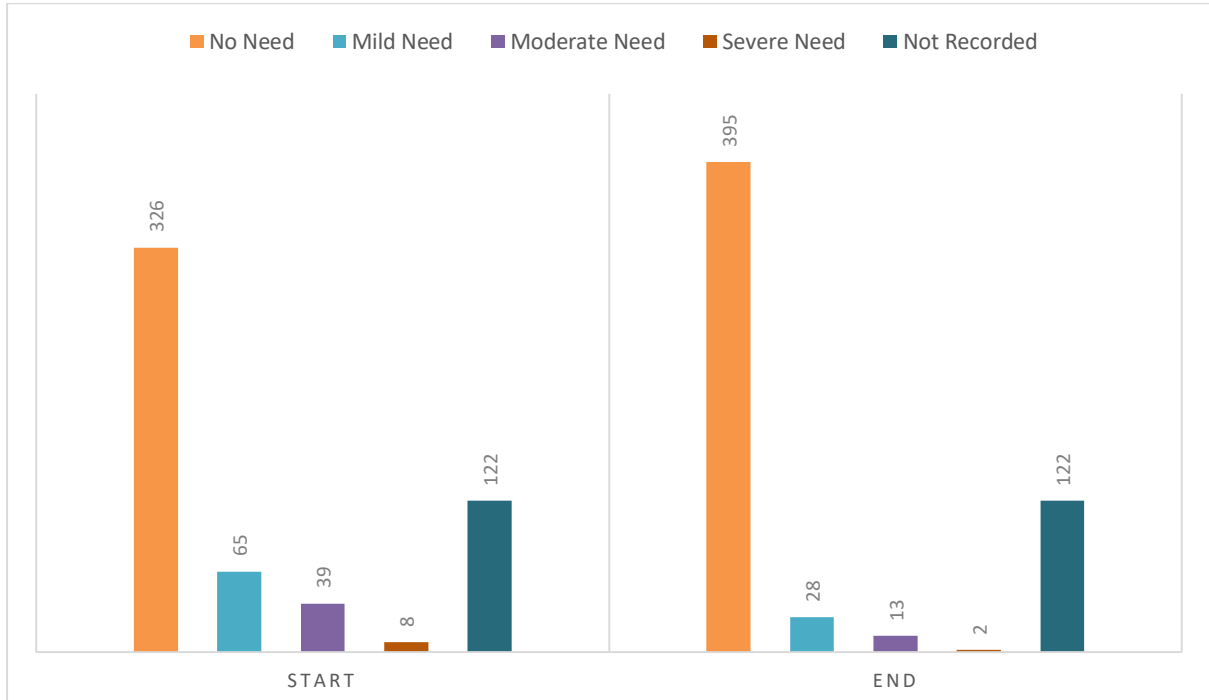
Education and Employment



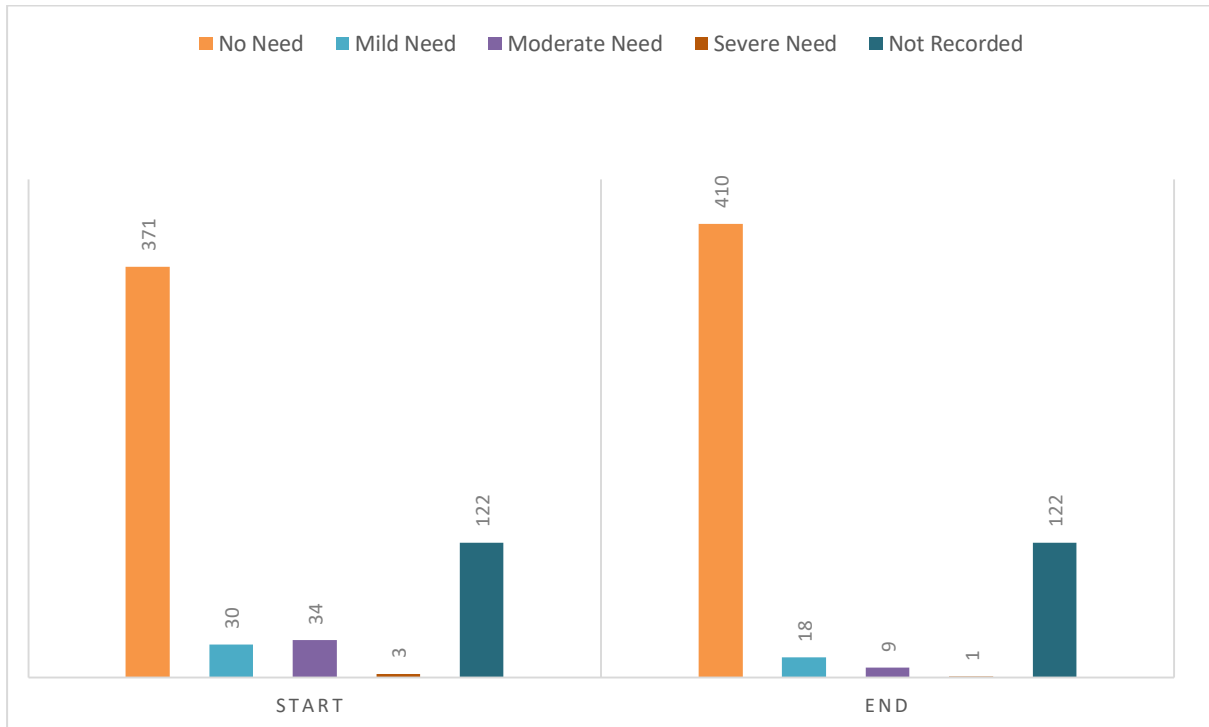
Finance and Benefits



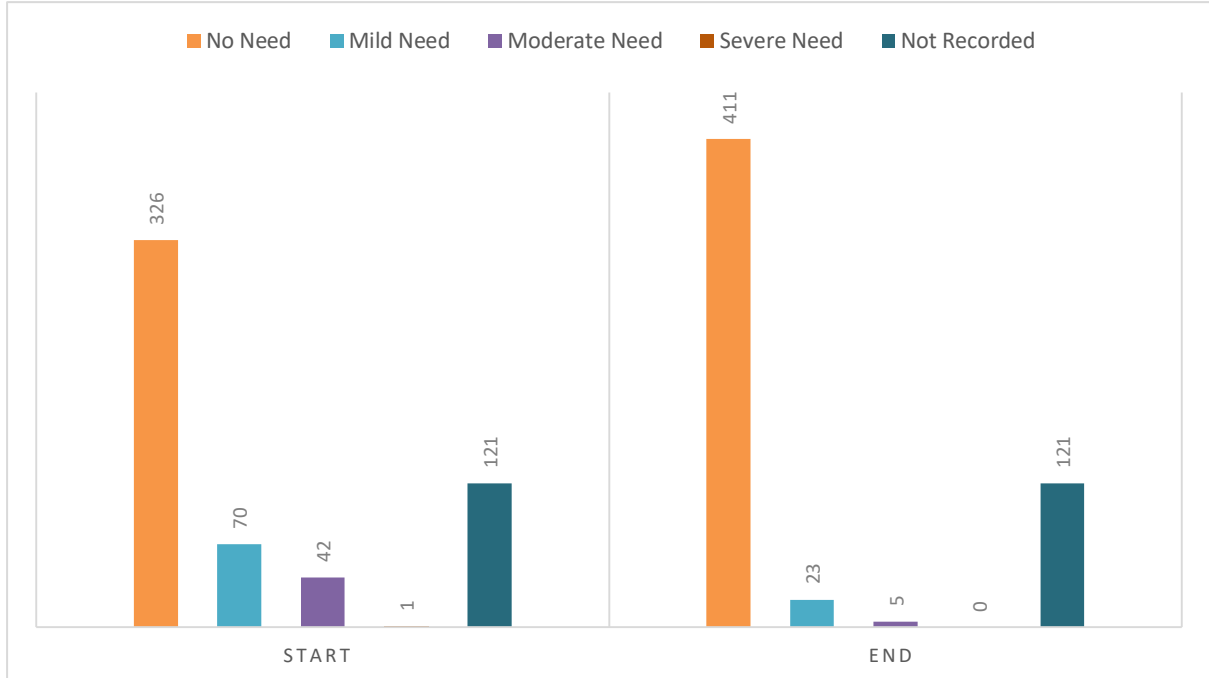
Outlook Attitudes and Beliefs



Social Interactions

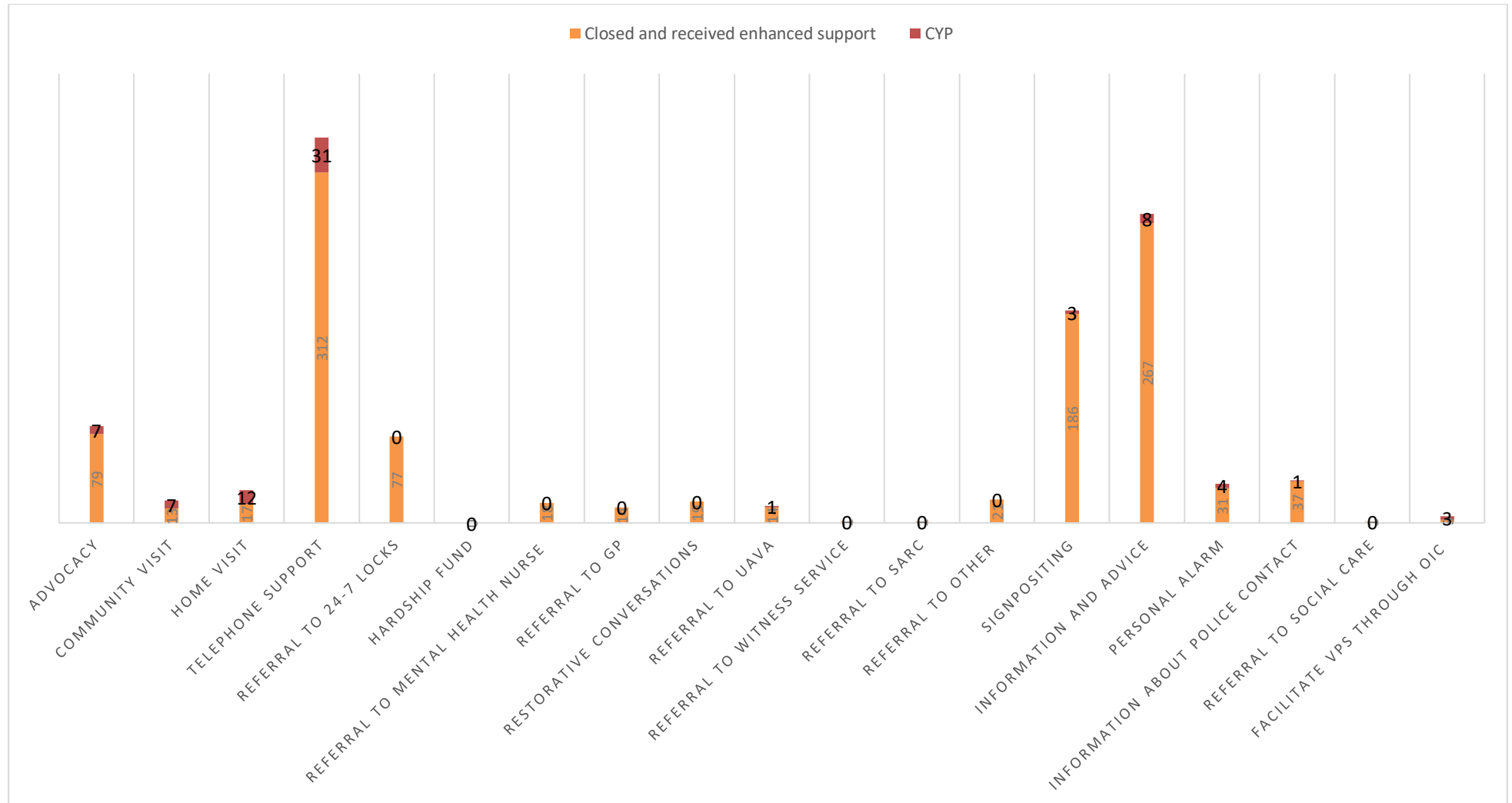


Any Other Issues



10. Support provided for closed cases that received enhanced support

The following charts illustrates the specific action taken by caseworkers by caseworkers to address the needs.

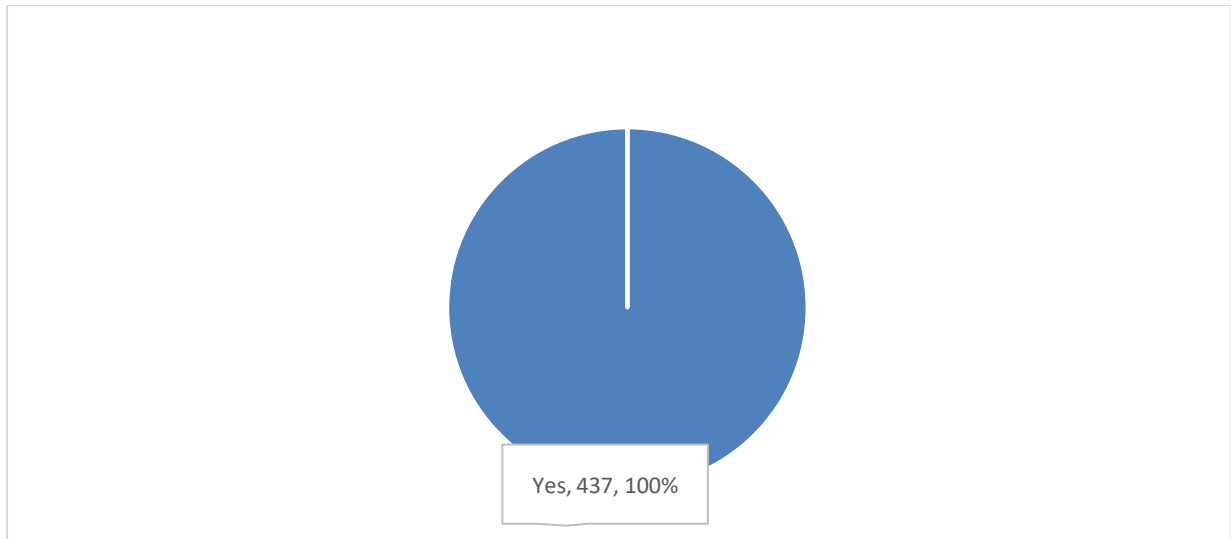


11. End of Case Review

For cases that were supported and closed, we asked service users to provide us with some feedback on four areas, in line with the MoJ outcome requirement.

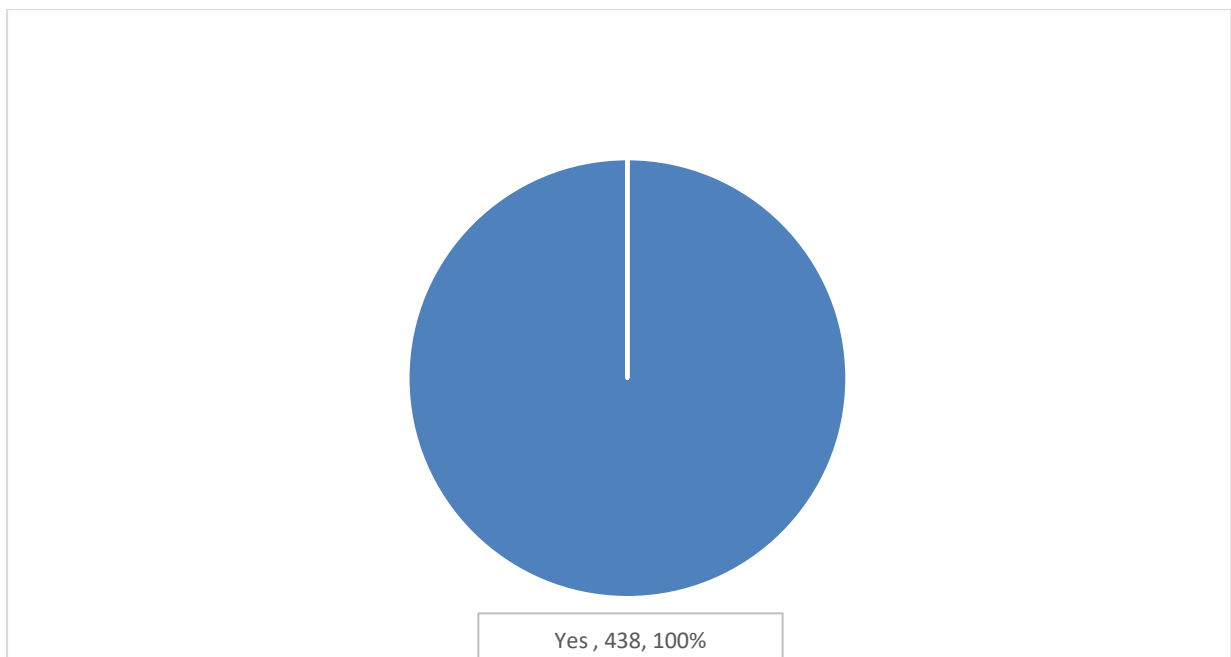
1. Has the support you received from Victim First improved your health and wellbeing?

A total of 437 service users responded to this question.



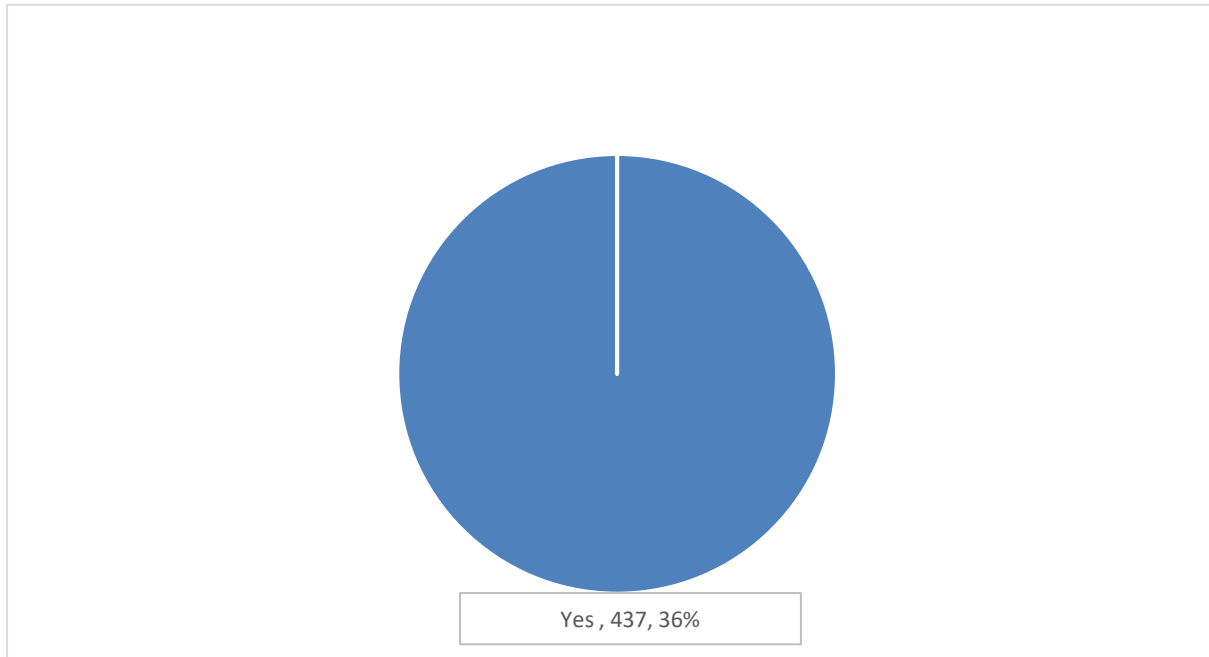
2. Has the support you received from Victim First helped you to better cope with the situation and move forward in life?

A total of 438 service users responded to this question.



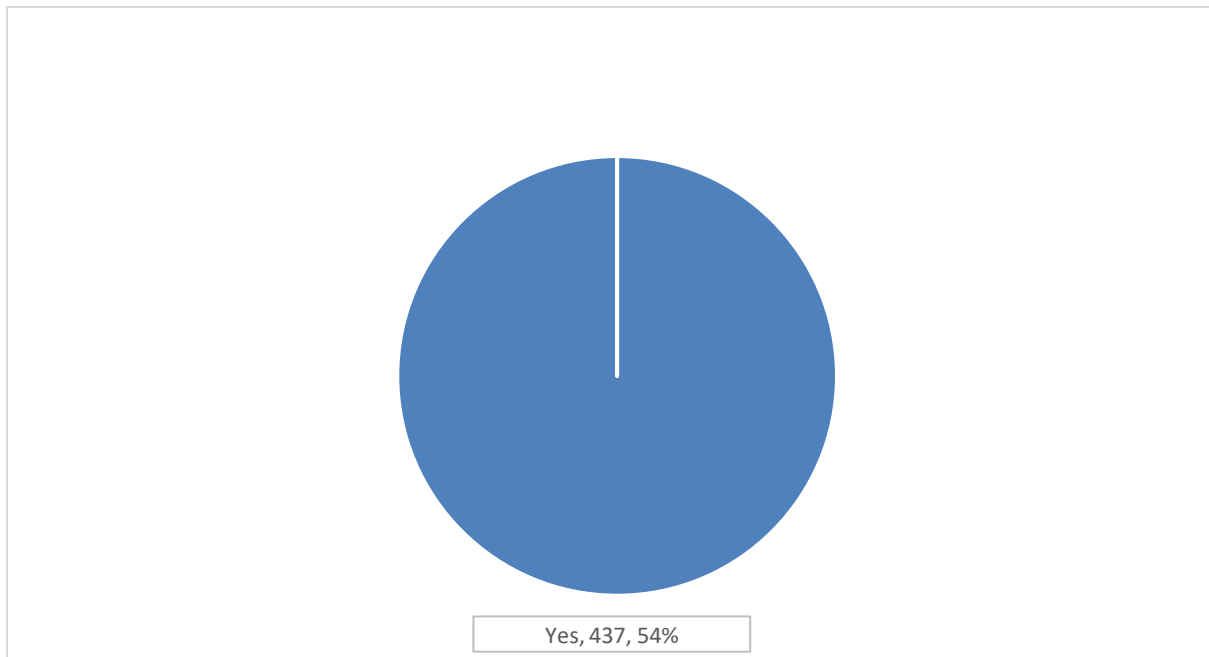
3. Has the support you've received from Victim First increased your feelings of safety?

A total of 437 service users responded to this question.



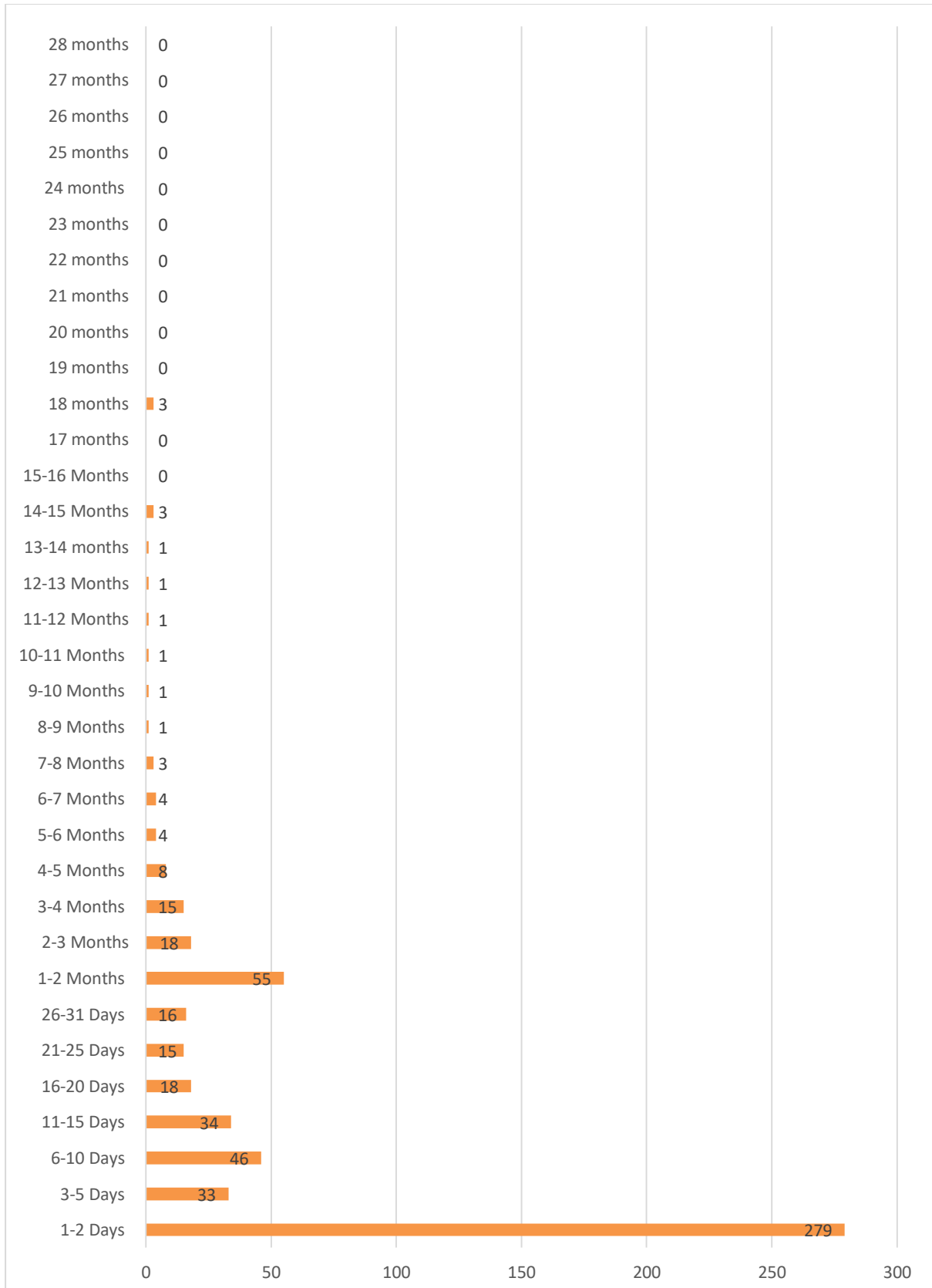
4. Have you been well informed about the criminal justice system and its processes and has this helped you feel empowered?

A total of 437 service users responded to this question.



12. Length of Support

This chart illustrates the length of support provided to service users who received enhanced support, and whose cases were then closed between April and June 2020.



13. Summary / Analysis of Performance

When comparing the data from January – March 2020 with that of April – June 2020, the following headlines emerge:

13.1. Overall Headlines:

- There has been an increase in cases referred to Victim First: (3,349 vs 3,282)
- There has been a decrease in cases closed: (2,641 vs 3,116)
- There has been a decrease in the number of victims accepting Enhanced Support (560 vs 637), however there has been an increase in the percentage of service users accepting Enhanced Support (21.2% vs 20%)

13.2. Referral Source

Closed Cases

- The referral sources for closed cases remained similar to last quarter with by far our highest number of referrals still coming through Leicestershire Police for reported crime: 2,112 (80%) vs 2,617 (84%)
- There was a decrease in self-referrals (72 vs 85) this quarter.
- The significant dip in cases being referred by Leicestershire Police may be due to the COVID-19 pandemic in which emergency responses were being prioritised from mid-March. We have since seen a steady increase in referrals from Leicestershire Police.

New Cases

- There had been an increase in new referrals this quarter compared to last quarter: (3,349 vs 3,282)
- There has been a decrease in referrals from Leicestershire Police: 2,303 (68.7%) vs 2,629 (78.1%)
- There has been an increase in self-referrals: (83 vs 72)
- There has been a significant increase in third party referrals: (964 vs 581). 553 of the 964 third-party referrals were Action Fraud referrals.

13.3. Crime Types

- The picture for the types of crime our victims have experienced has slightly changed:
 - o The most common occurrence type of cases we closed this quarter was Assault ABH / Common similar to previous quarters.
 - o However, this quarter, Assault ABH was followed by RTC Slight, Harassment and Public Order Offences.

13.4. Hate Crime

- The following themes have emerged:
 - o The number of service users we supported who had been a victim of hate crime increased (72 vs 66).
 - o Similar to last quarter, the majority of Hate Crimes which were recorded were recorded by Leicestershire Police as Public Order occurrences

- The percentage of occurrences that were flagged by Police Officers as 'Hate' within the relevant section on the Niche VCOP page increased (27.8% vs 25.8%). This reflects the positive work our Hate Crime lead has done with Leicestershire Police's Hate Crime Officer to improve practices across Leicestershire Police; providing statistics on cases we have identified as hate crime but was not flagged on the VCOP page by the officer.
- Similar to last quarter, we found that large majority of these Hate Crimes were linked to Race (65.5% vs 74%).

13.5. Victim Personal Statement

- Compared to last quarter we noted the following themes:
 - There has been a slight increase in the percentage of victims who recalled being offered the opportunity to complete a VPS (16.5% vs 15.3%). The percentage of those who were not offered the opportunity decreased (17.4% vs 18.2%) and the percentage of those who were not sure decreased (66.2% vs 66.5%).
 - Following an explanation from our Caseworker as to what the VPS is and offer to help facilitate completion of this, 8 victims asked for our support with this, compared to 1 last quarter
 - NOTE: we helped facilitate the completion of Victim Personal Statements for 8 service users by advocating with the officer in the case.

13.6. Repeat Victims

- 404 of the 2,641 cases we closed in this quarter were repeat victims of crime (15.3%). This has decreased compared to last quarter (404, 15.3%). 147 of these victims accepted Enhanced Support compared to last quarter's 120.

13.7. Demographics

- There are no particular deviations from last quarter's records in relation to gender, sexual orientation, ethnicity or religion.
- In relation to age groups, there has been an increase in referrals for victims aged between 41-50 (119 vs 105) and there has been a decrease in referrals for victims aged between 31-40 (102 vs 136).
- There has been a significant increase in service users who have been supported that have an unseen disability (41 vs 22).

13.8. Identified Needs and Support Provided

- The pattern is broadly similar to last quarter.
 - The highest level of presenting need was across the categories of Personal Safety, Mental and Physical Health, and Shelter and Accommodation. However, there has also been a slight increase in the categories of Family, and Outlook Attitudes and Beliefs. This may be due to the lockdown that has been in place owing to COVID-19 pandemic.

- Telephone support remains the most popular support on offer, followed by the provision of information and advice and then signposting.

Demonstrable Impact: Reduction in Need

As a result of the support provided by Victim First, 97% of victims had their level of need reduced.

We selected a random sample of 100 cases which were closed between April and June 2020 and compared their total need score at the start of the support we provided with their total need score at the end of our support:

Need Level Direction of Travel	Number	Percentage
Reduced	97	97%
Stayed the same	3	3%
Increased	0	0%

For the 3 cases which stayed the same:

- We were unable to make further contact with 2 service users.
- 1 service user said that they felt the same as before receiving support

14. Victim Satisfaction

- 14.1. Unfortunately, due to COVID-19, the Leicestershire Police Service Improvement Unit have suspended any further surveys until volunteers are able to come back into the office.

15. Community / Stakeholder Engagement and Service Development

The team have continued to raise awareness of Victim First across the community as well as with stakeholders and other organisations. We have also ensured that service delivery has continued to develop and evolve with a number of new initiatives. This is evidenced by the list of activities below:

Activity	Date
Supported Trans Day of Visibility by raising awareness on our social media platforms: <ul style="list-style-type: none"> Posted statistics and messages on our social media accounts Retweeted partner posts across LLR 	31/03/2020
Supported World Autism Awareness Day by raising awareness on our social media platforms: <ul style="list-style-type: none"> Posted statistics and messages on our social media accounts 	02/04/2020
One of our Caseworkers wrote a blog, which then was published on the website, about changes to the Victim First services due to COVID-19 and tips for service users to keep themselves safe.	02/04/2020
Supported #YouAreNotAlone Domestic Abuse Campaign by raising awareness on our social media platforms: <ul style="list-style-type: none"> Posted statistics and messages on our social media accounts Retweeted partner posts across LLR 	15/04/2020
One of our new starters wrote a blog, that then was published on the website, about starting a new job during the COVID-19 pandemic	17/04/2020
We created and published a number of different easy read documents and activities for victims with learning difficulties – these are available on our website	24/04/2020
Released a webchat guide for service users via social media and website	24/04/2020
Published an article about fraud during COVID-19 on our website	29/04/2020
Supported Deaf Awareness Week by raising awareness on our social media platforms: <ul style="list-style-type: none"> Posted statistics and messages on our social media accounts Retweeted partner posts across LLR 	04/05/2020 – 10/05/2020
Supported Mental Health Awareness Week by raising awareness on our social media platforms: <ul style="list-style-type: none"> Posted statistics and messages on our social media accounts Retweeted partner posts across LLR 	18/05/2020 – 24/04/2020
Supported IDAHOBIT Day by raising awareness on our social media platforms: <ul style="list-style-type: none"> Posted statistics and messages on our social media accounts Retweeted partner posts across LLR 	15/05/2020
Published an article about 'Changing Jobs in the Virtual World' written by one of our new Caseworkers	15/05/2020

Supported UKSAYSNOMORE's campaign by raising awareness on our social media platforms: <ul style="list-style-type: none"> • Posted statistics and messages on our social media accounts • Retweeted partner posts across LLR 	25/05/2020 – 31/05/2020
Supported Volunteers Week <ul style="list-style-type: none"> • We posted a quote from one of our volunteers which discussed the benefits of volunteering. • Posted a blog from one of Victim First's volunteers talking about their experience. • A post celebrating our volunteers. 	01/06/2020 – 07/06/2020
Supported Pride month by raising awareness on our social media platforms: <ul style="list-style-type: none"> • Posted the about when we won a LLR LGBT+ inclusion award earlier in the year. • Supported Autistic Pride Day (18/06/2020) on social media platforms. • Retweeted partner posts across LLR 	01/06/2020 – 30/06/2020
East Midlands Restorative Justice forum launch <ul style="list-style-type: none"> • Posted about the EMRJ and the professional network in which the directory promotes • Continued to share and retweet about the EMRJ and tweet our partners at DMU 	15/06/2020
Test and Trace blog - Uploaded a blog about scams linked with Covid-19. This blog focuses on NHS Test and Trace.	22/06/2020

Continued Presence on Boards

Our presence on strategic and operational boards continues. This enables us to promote the work of Victim First and to ensure we play an active role in local strategies to support victims and witnesses.

- LLR ASB Delivery Group
- LLR Hate and Prevent Delivery Group
- DVSA Ops Group
- Response to Sexual Violence Group
- Leics Police Hate Crime Strategy Board

16. Restorative Justice

- 17.1. There has been a decrease in RJ referrals received; 20 received between April and June 2020 compared to 38 received between January and March 2020.
- 17.2. We have signed a new contract with new RJ Expert; Restorative Engagement Forum. This means there will be; increased supervision and mentoring for our Specialist RJ Caseworker, additional training for the whole team and also support for our Specialist RJ Caseworker to gain an accredited qualification.

Total number of referrals received by RJ team this quarter		20	April: 4 May: 8 June: 8
Total number of RJ cases closed this quarter		16	April: 6 May: 3 June: 7
RJ closed cases breakdown	Direct - face to face RJ conference	0	
	Indirect - shuttle RJ (with outcome agreement)	0	
	Indirect - shuttle RJ (exchange of letters)	0	
	Indirect - restorative conversation undertaken with victim	10	10 – changed minds / no longer interested <ul style="list-style-type: none"> - 1 x Changed mind: IP not interested in RJ. IP may consider it in the future following on from RJ Conversation - 1 x Changed mind: Has written a letter in the past to perp which was not received well. IP has thought about RJ approaches but doesn't want to communicate with them. Police still investigating more complaints coming from other neighbours too. - 1 x Changed mind: No longer wants to talk to perp and is not happy with how police handled the case. - 1 x Changed mind: IP no longer wants to talk to perp and believes that it is a waste of his time. - 1 - Changed mind. IP does not want to proceed due to wanting her partner back in her life. - 3 no longer interested in RJ
	Indirect - victim requested RJ but not possible to proceed	6	3 – Unable to Contact 3 – No perpetrator identified
	Perpetrator Initiated but victim not interested	0	

17. Complaints

- 17.1. We did not receive any complaints from April to June 2020.

18. Success Stories

- 19.1. We supported a victim of an armed robbery which took place at that the victim's place of work – two males had entered wearing masks and threatened the victim and other members of staff repeatedly with a knife and hammer. The victim was left feeling scared, upset, violated and overwhelmed with what had happened and the incident impacted on the service user's personal safety, mental and physical health, employment, confidence and their general attitudes and beliefs. The service user was also experiencing suicidal thoughts and was using self-harm to manage emotions.

The support plan for the service user focused on consistent emotional support through community visits and telephone calls. We also provided the service user with a supporting letter that could be sent to their manager on recommendations of coming back to work, we made a referral to our mental health nurse and we advocated with the OIC and also worked with the service user to develop a safety plan. We supported the service user for 6 months.

The service user is now able to cope with their emotions around the incident a lot better and is able to move forward. The service user has since received specialist support from their employers. The service user is no longer experiencing suicidal thoughts and is able to look forward towards university.

- 19.2. When this service user referred themselves into the service, they were feeling really fed up, tired and were really struggling with their anxiety. For 5 months this service user has been subject to threats and antisocial behaviour from their neighbour, and was petrified to make calls whilst at home, out of fear of repercussions.

The service user had not had much communication with the police or their housing provider and was dissatisfied with their response to their reports. Through email support, it was established that the Victim First caseworker would contact the officer in charge and their housing provider.

The caseworker advocated on the service user's behalf and put forward their thoughts and wishes. Due to the caseworker making contact with the housing association and the OIC, this caused them both to make contact with the service user and now the service user feels as though their case is being taken more seriously.

The service user was signposted to their GP for support with their anxiety and now they feel a lot more confident in speaking to other agencies where he previously relied solely on email contact. The service user after Victim First' involvement and

advocacy is feeling a lot more positive for the future especially now as their housing provider are taking action to evict their neighbour.