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**Annual Report**

**Year 5: 1st October 2019 – 30th September 2020**

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Head of Service – Victim First

December 2020

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# 1. Introduction and Summary

This annual report is split into two main sections: the first section provides a breakdown of the referrals we received throughout this fifth year of service delivery. Then, rather than providing a narrative, it was considered more useful to use the second part of the report to compare like for like between the five years in chart format to better illustrate similarities and differences.

## Breakdown of the referrals we have received this year:

* Overall, we received 1,175 fewer referrals this year compared to last year (14, 102 vs15, 277).
* Reported crime and subsequent referrals by Leicestershire Police still make up the vast majority of our referrals, even though the number of referrals have dropped (10, 839 vs 12,309).
* Self- Referrals have increased by 15 compared to last year (328 vs 313).
* Third party referrals have dropped slightly compared to last year (2,879 vs 2,655). 1, 752 of these referrals were referred from Action Fraud.
* Similar to last year, for referrals in, we saw numbers start relatively high in October, before dropping off in November. However, in comparison to last year, the referrals started to increase from January (last year it wasn’t until March that number of referrals increased).
* Number of referrals dropped in March this year due to the COVID19 pandemic.
* From May, numbers picked back up and continued to increase until July when numbers dropped and remained at a relatively constant level through until September.
* Similar to last year, numbers of victims accepting Enhanced Support decreased in November and then increased in December, for numbers to then decline slightly in February. In March the numbers of victims accepting enhanced support increased again and then declined between April and June before steadily increasing from May until July. The numbers then slightly decreased from August to September.
* Whilst patterns for crime types and the demographics of our service users remained similar to last year, we did see an increase in Harassment, Public Orders and Road Traffic Collisions – Slight Injury. We also saw an increase in victims under the age of 13. We supported 92 children under the age of 13, compared to 60 last year. There was an increase in both male (764 vs 563) and female service users (1, 606 vs 1, 134) we supported. We also saw an increase in victims we supported who identified as British Asian / Asian Indian (219 vs 188). There was also an increase in service users we supported who identified as to struggling with their mental health (285 vs 194) and had a specific learning disability (56 vs 30).
* Although it is evident from the charts that there has been an increase in service users accessing support for longer periods of time, we have also seen an increase in a lot more service users being support between 1-2 days, 3-5 days, 6-10 days and 11-15 days compared to last year.

## Action Plan (2019 - 2020)

Picking up on the themes that had emerged throughout our fourth year of service delivery, the following action areas were set as priorities for Victim First over the last year:

* **Continue to explore methods for increasing service user take up of Restorative Justice**

We have seen an increase in RJ referrals compared to last year (90 vs 53). To help increase numbers of RJ referrals made to our Specialist Restorative Justice Caseworker, we have set a target for each Caseworker to make 2 referrals per month as of August 2019. We will be looking to keep increasing RJ referrals which result in outcomes in the forthcoming year. As of September 2020, we have also signed a new contract with a new RJ Expert; Restorative Engagement Forum. This means that there will be increased supervision and mentoring for our Specialist RJ Caseworker and additional training for the whole team.

* **Continue to develop our CYP provision**

Our Specialist Children and Young People Caseworker and our Caseworker in the interim role (due to Specialist CYP Caseworker leaving her role in August 2020) have developed a number of interactive materials and tools to engage with young service users. Compared to last year, we have supported more children and young people (200 vs 135). The biggest difference we have seen is in the number of service users under the age of 13 who have accessed the Victim First service (92 vs 60). We have been able to hold 2 group sessions for children and young people this year, however due to the COVID19 pandemic this has been put on hold. For the next year, we will continue to develop our CYP provision with the new Specialist Children and Young People Caseworker, especially looking into how we can develop and hold interactive group sessions online.

* **Continue to increase Community Engagement, with more focus on local events to engage demographic groups that we might not be reaching out too**

We have had regular scheduled community surgeries in Eyres Monsell, at Loughborough University and the University of Leicester. Due to the COVID19 pandemic, we have had to put these community surgeries on hold. Instead, we created a virtual community engagement plan which helped us stay organised on how to interact with our stakeholders, service users and the LLR community via social media platforms and our website. Some of the blogs we have published have been created by the team and are based on themes including; fraud during COVID19, how to look after your wellbeing during COVID19, celebrating volunteer week and starting a new job during COVID19.

* **Build on our service user participation and ensure that it is meaningful through the re-development of our Service User Development Group as well as looking at different ways to collate feedback**

Due to the COVID19 pandemic, we haven’t been able to achieve as much as we planned and hoped for. However, in the forthcoming year we aim to:

* + Launch our new Admin Volunteers who will assist in completing customer satisfaction surveys
	+ We have had to put our Community Cafés on hold due to the pandemic. We hope to resume these and our CYP Group Sessions virtually in the New Year.
* **Ensure we maintain a presence in local community organisations and police stations to do some joint up work**

We are still part of many different boards and delivery groups, including:

* LLR ASB Delivery Group
* LLR Hate and Prevent Delivery Group
* Response to Domestic Abuse Group
* Response to Sexual Violence Group
* Leics Police Hate Crime Strategy Board

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## Key Achievements:

* We were awarded the Supporting Justice Victim’s Choice Quality Mark (February 2020)
* We were awarded the LGBT + Inclusivity Award (February 2020)
* Put in place the virtual community engagement plan to engage with stakeholders and our service users during the COVID19 pandemic
* We launched the East Midlands Restorative Justice Forum alongside De Montfort University (June 2020)
* We secured additional funding through the Ministry of Justice Extraordinary Grant fund for domestic and sexual abuse victims. This funding is being used to offer counselling support for victims of domestic and sexual violence. This provision went live on 1st August 2020.

## Action Plan (2020 - 2021)

Picking up on the themes that had emerged throughout our fifth year of service delivery, we are setting the following action areas as priorities for Victim First over the forthcoming year:

* Build our volunteer workforce
* Continue to explore methods for increasing service user take up of Restorative Justice
* Continue to develop our CYP provision
* Build on our service user participation and ensure that it is meaningful through the re-development of our Service User Development Group and our Customer Satisfaction Survey

# 2. Performance Headlines

2,389 (19.4%) (victims were provided with tailored, “**ENHANCED” support:**

* **1,350** cases were supported and closed
* **522** victims declined full support but accepted information and advice
* **517** Emotional Support provided on first call and then closed

For 1 (0.1%) cases we tried to make contact with the OIC of the case for further risk information. However there was no response, so case was closed with no contact made.

1134 (9.2%) victims did not respond to phone contact and it was unsafe to leave a message or send information. This was fed back to the referrer.

7, 015 (57%) victims received a **“STANDARD”** support service:

* **4, 508** victims received a phone call outlining the support available but chose to decline ongoing support
* **2,272**victims did not respond to telephone contact but were sent support information by post
* **235** victims were given details of their local victim support service as they did not live in Leicester, Leicestershire or Rutland

**12,294**

cases were CLOSED between

**October 2019 and September 2020**

680 (5.5%) cases were duplicates. These were closed.

717 (5.8%) victims gave their consent to be referred onwards to a specialist organisation.

We were unable to contact 358 (2.9%) victims due to incorrect contact information. This was fed back to the referrer.

**Note: 14, 102** caseswere **referred** to Victim First between October 2019 and September 2020

# 3. Referral Source

Referral Sources for Closed Cases

Referral Source for Closed Cases that received Enhanced Support

# 4. Crime Types

This table shows a breakdown of the cases Victim First closed between October 2019 and September 2020, and how many of these cases received enhanced support, classified by ‘Occurrence Type’. This table does not illustrate which occurrence types are included in each crime type. Please see monthly reports for this information.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Occurrence Type  | Closed  | Received Enhanced Support  | CYP Closed | CYP Enhanced |
| Action Fraud NFIB  | 65 | 27 | 1 | 1 |
| Action Fraud – Officer Staff Generated  | 8 | 6 | 0 | 0 |
| ASB Priority  | 169 | 83 | 10 | 4 |
| Assault ABH  | 3501 | 537 | 331 | 45 |
| Assault GBH  | 420 | 97 | 35 | 5 |
| Breach of Police | 1 | 0 | 0 | 0 |
| Burglary Non Dwelling  | 24 | 5 | 0 | 0 |
| Burglary of Dwelling  | 955 | 201 | 21 | 16 |
| Court Order  | 4 | 0 | 0 | 0 |
| Crime Miscellaneous  | 256 | 53 | 40 | 4 |
| Criminal Damage | 1063 | 191 | 19 | 8 |
| Criminal Damage – Arson  | 40 | 10 | 0 | 0 |
| Dog Causing Injury | 9 | 1 | 2 | 0 |
| Domestic Incident | 233 | 113 | 21 | 12 |
| Drug Possession | 3 | 0 | 1 | 0 |
| Drugs Supply and Production | 1 | 0 | 0 | 0 |
| First Harassment  | 0 | 0 | 0 | 0 |
| Firearms Possession | 17 | 11 | 7 | 3 |
| Fraud  | 53 | 17 | 0 | 0 |
| Harassment  | 1404 | 366 | 83 | 19 |
| Hate Incident | 72 | 25 | 9 | 2 |
| HOCR Reported Incident | 3 | 0 | 0 | 0 |
| Homicide  | 23 | 11 | 4 | 2 |
| Malicious Communications | 151 | 32 | 23 | 4 |
| Modern Slavery | 1 | 0 | 0 | 0 |
| Non Recordable Miscellaneous  | 4 | 1 | 0 | 0 |
| Property Lost | 0 | 0 | 0 | 0 |
| Public Order  | 1005 | 211 | 85 | 14 |
| Robbery  | 232 | 34 | 65 | 10 |
| RTC Damage | 1 | 0 | 0 | 0 |
| RTC Fatal | 0 | 0 | 0 | 0 |
| RTC Serious  | 9 | 0 | 0 | 0 |
| RTC Life Changing | 1 | 0 | 0 | 0 |
| RTC Slight  | 559 | 11 | 2 | 0 |
| Safeguarding – Adult  | 3 | 0 | 0 | 0 |
| Safeguarding – Child  | 3 | 2 | 2 | 1 |
| Sexual Offence Other  | 431 | 123 | 134 | 42 |
| Sexual Offence – Rape  | 336 | 17 | 47 | 2 |
| Stalking | 98 | 24 | 4 | 1 |
| Sudden Death | 1 | 1 | 1 | 0 |
| Theft  | 684 | 91 | 31 | 4 |
| Threats to Life  | 47 | 17 | 6 | 0 |
| Traffic Offences  | 6 | 2 | 0 | 0 |
| Vehicle Crime  | 345 | 53 | 5 | 1 |
| Weapons Possession  | 24 | 4 | 2 | 0 |
| Unknown  | 29 | 12 | 0 | 0 |

# 5. Repeat Victims

This chart shows the number of victims, from the cases Victim First closed between October 2019 and September 2020, who were repeat victims of any other or the same crime.

# 6. Demographics

The following charts break down the demographic spread of cases closed by Victim First between October 2019 and September 2020.

## Gender

## Age

## Ethnicity

## Disabilities

## Religion

## Sexual Orientation

## Communication Needs

# 7. Geographic Areas

|  |  |  |
| --- | --- | --- |
| **Area** | **Closed Cases** | **Closed and received enhanced support** |
| Central Leicester (Castle) | 246 | 38 |
| Central Leicester (City Centre) | 154 | 31 |
| Central Leicester (Clarendon) | 46 | 2 |
| Central Leicester (Cultural Quarter) | 43 | 9 |
| Central Leicester (DMU) | 6 | 2 |
| Central Leicester (Riverside) | 66 | 6 |
| Central Leicester (University of Leicester) | 1 | 0 |
| Central Leicester (Other) | 202 | 54 |
|  |  |  |
| Charnwood (Charnwood East) | 144 | 41 |
| Charnwood (Anstey) | 57 | 6 |
| Charnwood (Birstall) | 92 | 20 |
| Charnwood (Charnwood North) | 81 | 19 |
| Charnwood (West) | 30 | 8 |
| Charnwood (Loughborough Central) | 172 | 53 |
| Charnwood (Loughborough East) | 128 | 34 |
| Charnwood (Loughborough South) | 88 | 22 |
| Charnwood (Loughborough University) | 12 | 1 |
| Charnwood (Mountsorrel) | 102 | 25 |
| Charnwood (Shepshed Loughborough West) | 100 | 16 |
| Charnwood (Other) | 707 | 134 |
|  |  |  |
| East Leicester (Belgrave North) | 187 | 33 |
| East Leicester (Belgrave South) | 66 | 20 |
| East Leicester (Coleman) | 117 | 20 |
| East Leicester (Evington) | 302 | 62 |
| East Leicester (Humberstone) | 312 | 65 |
| East Leicester (Northfields, Tailby, Morton) | 68 | 20 |
| East Leicester (Rushey Mead) | 208 | 42 |
| East Leicester (Spinney Hills) | 210 | 49 |
| East Leicester (Stoneygate) | 271 | 36 |
| East Leicester (Thurncourt) | 142 | 28 |
| East Leicester (Other) | 57 | 15 |
|  |  |  |
| Eastern Counties (Broughton Astley & Walton) | 44 | 15 |
| Eastern Counties (Harborough & Bowdens) | 55 | 16 |
| Eastern Counties (Harborough North) | 251 | 60 |
| Eastern Counties (Lutterworth) | 95 | 16 |
| Eastern Counties (Melton Rural North) | 18 | 3 |
| Eastern Counties (Melton Rural South) | 15 | 3 |
| Eastern Counties (Melton Town Centre) | 27 | 7 |
| Eastern Counties (Melton Town North) | 181 | 55 |
| Easter Counties (Melton Town South) | 36 | 6 |
| Eastern Counties(Oakham Town & Barleythorpe) | 44 | 13 |
| Eastern Counties Rutland North | 46 | 19 |
| Eastern Counties Rutland South | 11 | 1 |
| Eastern Counties (Uppingham) | 20 | 6 |
| Eastern Counties (Other) | 125 | 29 |
|  |  |  |
| Hinckley and Blaby (Blaby, Whetstone, Glen Parva & Cosby) | 467 | 87 |
| Hinckley & Blaby (Bosworth, Ratby, Groby, Markfield & Stanton | 176 | 37 |
| Hinckley & Blaby Burbage | 52 | 23 |
| Hinckley & Blaby (Countesthorpe, Foston & Kilby) | 28 | 9 |
| Hinckley & Blaby (Earl Shilton & Barwell) | 161 | 33 |
| Hinckley & Blaby (Enderby, Narborough, Littlethorpe & Fosse Park | 128 | 23 |
| Hinckley & Blaby (Fosse Villages) | 24 | 5 |
|  Hinckley & Blaby (Greater Hinckley) | 182 | 39 |
| Hinckley & Blaby (Hinckley Town Centre) | 39 | 5 |
| Hinckley & Blaby (Leicester Forest East, Kirby Muxloe & Glenfield) | 40 | 4 |
| Hinckley & Blaby (Thorpe Astley & Braunstone Town) | 72 | 16 |
| Hinckley & Blaby (Other) | 196 | 51 |
| Hinckley & Bosworth | 0 | 0 |
|  |  |  |
| North West (Ashby) | 87 | 21 |
| North West (Bardon Hill) | 123 | 8 |
| North West (Coalville Town) | 180 | 50 |
| North West (East Midlands Airport) | 1 | 0 |
| North West (Forest) | 31 | 9 |
| North West (Valley) | 46 | 15 |
| North West (Other) | 296 | 78 |
|  |  |  |
| South Leicester(Other)  | 57 | 8 |
| South Leicester (Aylestone) | 176 | 41 |
| South Leicester (Eyres Monsell) | 233 | 42 |
| South Leicester (Freeman) | 175 | 31 |
| South Leicester (Knighton) | 168 | 33 |
| South Leicester (Oadby) | 176 | 47 |
| South Leicester (South Wigston) | 51 | 12 |
| South Leicester (Wigston) | 287 | 52 |
|  |  |  |
| West Leicester NPA (Abbey) | 360 | 62 |
| West Leicester NPA (Beaumont Leys) | 391 | 62 |
| West Leicester NPA (Braunstone Park & Rowley Fields) | 407 | 81 |
| West Leicester NPA (Fosse) | 251 | 45 |
| West Leicester NPA (New Parks) | 424 | 88 |
| West Leicester NPA (Westcotes) | 256 | 33 |
| West Leicester NPA (Other) | 89 | 20 |
|  |  |  |
| Other than Leicester | 412 | 14 |
| Unknown | 667 | 45 |
|  |  |  |
| Central Leicester NPA  | 739 | 142 |
| Charnwood NPA  | 1711 | 372 |
| East Leicester NPA  | 1940 | 390 |
| Eastern Counties NPA  | 968 | 241 |
| Hinckley and Blaby NPA | 1561 | 330 |
| North West Leicester NPA  | 801 | 198 |
| South Leicester NPA  | 1318 | 266 |
| West Leicester NPA  | 2177 | 391 |
|  |  |  |
| **LEICESTER CITY**  | **5956** | **1145** |
| **LEICESTERSHIRE**  | **5261** | **1185** |
| **OTHER THAN LEICESTER** | **412** | **24** |
| **UNKOWN** | **665** | **35** |

# 8. 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 October 2019 and September 2020 and received enhanced support.

## 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

# 9. Support Provided for Closed Cases that Received Enhanced Support

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

# 10. 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 October 2019 and September 2020

# 11. Trends