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**Annual Report**

**Year 2: 1st October 2016 – 30th September 2017**

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Head of Service – Victim First

November 2017

**Contents**

[1. Introduction and Summary 3](#_Toc500170250)

[2. Performance Headlines 4](#_Toc500170251)

[3. Referral Source 5](#_Toc500170252)

[4. Crime Types 7](#_Toc500170253)

[5. How many victims reported to the police prior to, and following the support they received from Victim First? 9](#_Toc500170254)

[6. Repeat Victims 10](#_Toc500170255)

[7. How many victims have had prior support from Victim First? 10](#_Toc500170256)

[8. Demographics 11](#_Toc500170257)

[Gender 11](#_Toc500170258)

[Age 11](#_Toc500170259)

[Ethnicity 12](#_Toc500170260)

[Disabilities 12](#_Toc500170261)

[Religion 13](#_Toc500170262)

[Sexual Orientation 13](#_Toc500170263)

[Communication Needs 14](#_Toc500170264)

[9. Geographic Areas 15](#_Toc500170265)

[10. Identified Needs 17](#_Toc500170266)

[Personal Safety 17](#_Toc500170267)

[Mental and Physical Health 17](#_Toc500170268)

[Shelter and Accommodation 18](#_Toc500170269)

[Drugs, Alcohol and Other Harmful Behaviours 18](#_Toc500170270)

[Family 19](#_Toc500170271)

[Education and Employment 19](#_Toc500170272)

[Finance and Benefits 20](#_Toc500170273)

[Outlook Attitudes and Beliefs 20](#_Toc500170274)

[Social Interactions 21](#_Toc500170275)

[Any Other Issues 21](#_Toc500170276)

[11. Support Provided for Closed Cases that Received Enhanced Support 22](#_Toc500170277)

[12. Length of Support 23](#_Toc500170278)

[13. Line Graphs 24](#_Toc500170279)

[Referral Sources 28](#_Toc500170280)

[Crime Types 29](#_Toc500170281)

[Demographics for Closed Cases Accepting Enhanced Support: 30](#_Toc500170282)

[Geographical Areas 37](#_Toc500170283)

[Length of Support 38](#_Toc500170284)

# 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 second 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 two years in chart format to better illustrate similarities and differences.

Given the fact that we developed our reporting structure at the end of the last reporting year to enable us to more accurately reflect our performance, it was difficult to then compare some of the data with last year as this wouldn’t have been like for like. In particular, we agreed with the commissioners that we needed to record data from closed cases this year rather than open cases to ensure we provided a full picture of support from start to finish.

For referrals in and cases closed this year, we saw numbers start relatively high in October and November, before dropping off in December and remaining at that slightly lower level until May, when numbers picked back up and remained at a relatively constant level through until September.

Numbers of victims accepting Enhanced Support declined between October and January before steadily increasing (except for a dip in April and then July) through until the end of the reporting year.

Overall, we received significantly more referrals than last year (although it’s difficult to compare given the different reporting mechanisms and our lack of data from Oct-Dec 2015).

Reported crime and subsequent referrals by Leics Police still make up the vast majority of our referrals. Cases from Action Fraud increased considerably when compared with last year.

Whilst patterns for crime types and the demographics of our Service Users remained similar to last year, we did see a real improvement in the recording of demographic data for those cases accepting Enhanced support. Another headline that is evident from the charts is the significant increase in service users accessing support for longer periods of time, with the number of those accepting support for 1-2 months jumping considerably.

# 2. Performance Headlines

2,054 (16%) (victims were provided with tailored, “**ENHANCED” support:**

* **1,501** cases were supported and closed
* **553** victims declined full support but accepted information and advice

For 62 (0.5%) 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.

849 (6.6%) 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.

8,538 (66.6%) victims received a **“STANDARD”** support service:

* **4,600** victims received a phone call outlining the support available but chose to decline ongoing support
* **3,635** victims did not respond to telephone contact but were sent support information by post
* **303** victims were given details of their local victim support service as they did not live in Leicester, Leicestershire or Rutland

316 (2.5%) cases were duplicates. These were closed.

We were unable to contact 271 (2.1%) victims due to incorrect contact information. This was fed back to the referrer.

725 (5.7%) victims gave their consent to be referred onwards to a specialist organisation.

**12, 814**

cases were CLOSED between

**October 2016 and September 2017**

**Note: 13,331** caseswere **referred** to Victim First between October 2016 and September 2017

# 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 September 2016 and October 2017, 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  | Percentage |
| Action Fraud NFIB  | 505 | 81 | 16% |
| Action Fraud – Officer Staff Generated  | 5 | 2 | 40% |
| ASB Priority  | 175 | 55 | 31.4% |
| Assault ABH  | 3,642 | 513 | 14% |
| Assault GBH  | 323  | 69 | 21.3% |
| Breach of Police  | 3 | 1 | 33.3% |
| Burglary Non Dwelling  | 278 | 37 | 13.3% |
| Burglary of Dwelling  | 1,752 | 324 | 18.5% |
| Court Order  | 7 | 3 | 43% |
| Court Warrant  | 1 | 1 | 100% |
| Crime Miscellaneous  | 145 | 39 | 26.9% |
| Criminal Damage | 1,269 | 208 | 16.4% |
| Criminal Damage – Arson  | 54 | 7 | 13% |
| Custody Adverse Incident  | 1 | 0  | 0% |
| Domestic Incident | 153 | 56 | 36.6% |
| Drugs Supply and Production | 5 | 2 | 40% |
| First Harassment  | 4 | 1 | 25% |
| Firearms Possession | 3 | 0 | 0% |
| Fraud  | 24 | 4 | 16.6% |
| Harassment  | 896 | 201 | 22.4% |
| Hate Incident | 25 | 12 | 48% |
| Homicide  | 3 | 1 | 33.3% |
| Non Recordable Miscellaneous  | 8 | 5 | 62.5% |
| Public Order  | 398 | 60 | 15% |
| Robbery  | 288 | 39 | 13.5% |
| RTC Serious  | 5 | 1 | 20% |
| RTC Slight  | 154 | 6 | 3.9% |
| RTC Life Changing  | 2 | 0 | 0% |
| Safeguarding – Adult  | 3 | 0 | 0% |
| Safeguarding – Child  | 3 | 0 | 0% |
| Sexual Offence Other  | 430 | 92 | 21.4% |
| Sexual Offence – Rape  | 333 | 12 | 3.6% |
| Sudden Death – Adult  | 1 | 1 | 100% |
| Theft  | 942 | 120 | 12.7% |
| Threats to Life  | 68 | 16 | 23.5% |
| Traffic Offences  | 4 | 0 | 0% |
| Vehicle Crime  | 684 | 54 | 7.9% |
| Weapons Possession  | 27 | 6 | 22.2% |
| Unknown  | 191 | 21 | 10.1% |

# 5. How many victims reported to the police prior to, and following the support they received from Victim First?

This chart shows the number of victims from self-referrals that were closed between September 2016 and October 2017 who had reported to the police prior to receiving support from Victim First.

This chart shows the number of victims from self-referrals closed between September 2016 and October 2017 who reported to the police as a result of the support received from Victim First.

# 6. Repeat Victims

This chart shows the number of victims, from the cases Victim First closed between September 2016 and October 2017, who were repeat victims of any other or the same crime.

# 7. How many victims have had prior support from Victim First?

This chart shows how many cases, of those which were closed between September 2016 and October 2017, had received previous support from Victim First.

# 8. Demographics

The following charts break down the demographic spread of cases closed by Victim First in October 2017.

## Gender

## Age

## Ethnicity

## Disabilities

## Religion

## Sexual Orientation

## Communication Needs

# 9. Geographic Areas

|  |  |  |
| --- | --- | --- |
| Area  | Closed Cases  | Closed and received enhanced support  |
| Abbey (City) | 379 | 64 |
| Aylestone (City)  | 177 | 29 |
| Aylestone Park (City) | 1 | 0 |
| Beaumont Leys (City) | 287 | 42 |
| Belgrave (City) | 250 | 37 |
| Blaby (County)  | 617 | 95 |
| Braunstone (City) | 458 | 93 |
| Braunstone East (City) | 1 | 0 |
| Braunstone Town (County) | 135 | 28 |
| Castle (City) | 615 | 86 |
| Castle Hill (City) | 177 | 25 |
| Charnwood (County) | 1,422 | 237 |
| City Centre and St Andrews (City) | 501 | 67 |
| Clarendon (City) | 14 | 1 |
| Coleman (City) | 143 | 21 |
| Cottesmore (Rutland) | 1 | 0 |
| Crown Hills (City) | 1 | 0 |
| Evington (City) | 285 | 76 |
| Eyres Monsell (City) | 238 | 51 |
| Fosse (City) | 252 | 41 |
| Freeman (City) | 157 | 22 |
| Greetham (Rutland) | 2 | 0 |
| Hamilton (City) | 41 | 10 |
| Harborough (County) | 615 | 103 |
| Hinckley and Bosworth (County) | 809 | 129 |
| Humberstone (City) | 217 | 34 |
| Ketton (County) | 1 | 1 |
| Knighton (City) | 161 | 22 |
| Latimer (City) | 98 | 20 |
| Langham (City) | 1 | 0 |
| Market Bosworth (County) | 32 | 9 |
| Martinsthorpe (Rutland) | 3 | 0 |
| Melton (County) | 457 | 31 |
| New Parks (City) | 351 | 46 |
| New Parks West (City) | 6 | 0 |
| Northfields (City) | 11 | 1 |
| North West Leicester (County) | 654 | 111 |
| Oadby and Wigston (County)  | 497 | 76 |
| Oakham (Rutland) | 24 | 6 |
| Ryhall and Casterton (City) | 2 | 0 |
| Rowley Fields (City) | 70 | 19 |
| Rushey Fields (City) | 1 | 0 |
| Rushey Mead (City) | 280 | 44 |
| Rutland | 122 | 19 |
| Saffron (City) | 89 | 15 |
| Spinney Hill (City) | 198 | 31 |
| South Knighton (City) | 2 | 0 |
| Stoneygate (City) | 177 | 18 |
| Thurncote (City) | 149 | 36 |
| Uppingham (Rutland) | 4 | 3 |
| West End (City) | 3 | 1 |
| Westcotes (City) | 183 | 95 |
| Western Park (City)  | 233 | 48 |
| Wycliffe (City)  | 48 | 17 |
| LEICESTER CITY  | **6,549** | **1,193** |
| LEICESTERSHIRE  | **5,081** | **758** |
| RUTLAND | **216** | **40** |
| OTHER THAN LEICESTER | **398** | **10** |
| UNKNOWN | **570** | **53** |

# 10. 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 September 2016 and October 2017 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

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

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

# 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 September and October 2017

# 13. Line Graphs

## Referral Sources

## Crime Types

## Demographics for Closed Cases Accepting Enhanced Support:

## Geographical Areas

## Length of Support