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**Annual Report**

**Year 4: 1st October 2018 – 30th September 2019**

Manjeeta Sunnar

Head of Service – Victim First

December 2019

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# 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 fourth 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 four years in chart format to better illustrate similarities and differences.

Overall, we received 870 more referrals this year compared to last year (15,277 vs 14,407). Reported crime and subsequent referrals by Leicestershire Police still make up the vast majority of our referrals, even though the number of referrals have slightly dropped (12309 vs 12,842). Self- Referrals have increased by 69 compared to last year (313 vs 244). Third party referrals more than doubled compared to last year (2,655 vs 1,321).

Similar to last year, for referrals in, we saw numbers start relatively high in October and November, before dropping off in December. However, in comparison to last year, the number of referrals remain at the lower level until March (last year it wasn’t until May that number of referrals increased). From March, numbers picked back up and continued to continue until June when numbers dropped and remained at a relatively constant level through until September.

Numbers of victims accepting Enhanced Support declined in November and then increased slightly in December, for numbers to then decline between January and February. In March the numbers of victims accepting enhanced support increased again in March and then declined between April and May 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 Criminal Damage, Harassment and Public Orders. We also saw an increase in victims under the age of 13. We supported 60 children under the age of 13, compared to 9 last year. We also saw a reduction in service users who identify as gay (5 vs 20). 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 compared to last year.

**Action Plan (2018 - 2019)**

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

* **Further strengthen our relationship with Police within different localities and increase their awareness of Victim First and the referral process.** We have based ourselves within different police stations across LLR. We have continued to deliver briefings with a number of new and existing officers. We have held 7 open day sessions at majority of the police stations across LLR to raise awareness of Victim First, encourage VCOP compliance and increase the number of referrals.
* **Build on our service user participation and ensure that it is meaningful through the re-development of our Customer Satisfaction Survey and our Service User Development Group.** With support from our service users, we have re-designed our customer satisfaction survey by reducing the number of questions and asking more quality questions around the service provided by Victim First. This has helped increase the number of responses for the survey. We continue to hold our Service User Development Groups through the form of Community Café or Workshops (for the website and our Children and Young People Sessions). Our aim is to hold each of these at least once a quarter for the next year.
* **Continue to increase Community Engagement, with more focus on local events to engage demographic groups that we might not be reaching out to as much.** This is our first year scattered across LLR to ensure we have a visual presence across our community and we increase community engagement. We have done this through attending local events such as; attending various workshops to strengthen our knowledge in lead areas, attending events such as coffee mornings alongside police colleagues to reach out to certain demographic groups, we have delivered numerous briefings to partner organisations and police colleagues, we have established and held surgeries at the University of Leicester, Loughborough University, the Loughborough Wellbeing Café and other one-off surgeries at different services. On top of this, we share updates on Victim First through quarterly newsletters to ensure we are engaging with stakeholders, and have a heavy presence on social media and our website.
* **Build our volunteer workforce.** We have built our volunteer workforce by welcoming three support volunteers to provide step-down support to service users. We also worked closely with the Police SPOC within the OPCC to work with Police Volunteers to communicate with police officers who failed to respond to Victim First emails around certain cases. We will continue to build on our volunteer workforce by recruiting new support volunteers in the New Year.
* **Continue to explore methods for increasing service user take up of RJ.** We have seen a decline in RJ referrals compared to last year (53 vs 153). To help increase numbers of RJ referrals made to our Specialist Restorative Justice Case, we have set a target for each Caseworker to make 2 referral per month as of August 2019. The Specialist RJ Caseworker and Deputy Head of Service have worked closely with SPOCs within Leicestershire Police, CRC and Witness Care Unit to establish referral pathways.
* **Develop our CYP provision.** Our Specialist Children and Young People Caseworker has 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 (135 vs 112). 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 (60 vs 9).
* **Re-design and improve the Victim First website.** In May 2019, we launched our new website which also includes a webchat function. Alongside this, we also introduced our new logo too. We worked with colleagues across Victim First, Catch22, the OPCC and our various partners in our Victim First Champion’s Meeting, as well as consulting with service users in the Victim First Community Café and interactive workshops.

**Action Plan (2019 – 2020)**

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

* Continue to explore methods for increasing service user take up of RJ
* Continue to develop our CYP provision
* Continue to increase Community Engagement, with more focus on local events to engage demographic groups that we might not be reaching out too
* 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
* Ensure we maintain a presence in local community organisations and police stations to do some joint up work

# Performance Headlines

1,710 (12.6%) (victims were provided with tailored, “**ENHANCED” support:**

* **1,187** cases were supported and closed
* **387** victims declined full support but accepted information and advice
* **136** Emotional Support provided on first call and then closed

For 40 (0.3%) 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.

1352 (9.9%) 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.

8,985 (66%) victims received a **“STANDARD”** support service:

* **5, 841** victims received a phone call outlining the support available but chose to decline ongoing support
* **2,878** victims did not respond to telephone contact but were sent support information by post
* **266** victims were given details of their local victim support service as they did not live in Leicester, Leicestershire or Rutland

**13,588**

cases were CLOSED between

**October 2018 and September 2019**

720 (5.3%) victims gave their consent to be referred onwards to a specialist organisation.

500 (3.7%) cases were duplicates. These were closed.

We were unable to contact 281 (2%) victims due to incorrect contact information. This was fed back to the referrer.

**Note: 15, 277** caseswere **referred** to Victim First between October 2018 and September 2019

# 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 2018 and September 2019, 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 | 202 | 28 | 1 | 1 |
| Action Fraud – Officer Staff Generated | 9 | 3 | 1 | 0 |
| ASB Priority | 122 | 39 | 2 | 0 |
| Assault ABH | 3857 | 401 | 412 | 27 |
| Assault GBH | 440 | 68 | 35 | 6 |
| Burglary Non Dwelling | 62 | 15 | 2 | 1 |
| Burglary of Dwelling | 1549 | 212 | 20 | 9 |
| Court Order | 2 | 1 | 0 | 0 |
| Crime Miscellaneous | 204 | 25 | 24 | 4 |
| Criminal Damage | 1332 | 157 | 17 | 8 |
| Criminal Damage – Arson | 42 | 5 | 1 | 0 |
| Domestic Incident | 189 | 92 | 8 | 5 |
| Drug Possession | 1 | 1 | 0 | 0 |
| Drugs Supply and Production | 6 | 0 | 1 | 0 |
| First Harassment | 2 | 0 | 0 | 0 |
| Firearms Possession | 7 | 1 | 0 | 0 |
| Fraud | 32 | 10 | 0 | 0 |
| Harassment | 1421 | 236 | 84 | 7 |
| Hate Incident | 24 | 7 | 1 | 0 |
| Homicide | 7 | 3 | 1 | 0 |
| Non Recordable Miscellaneous | 5 | 3 | 0 | 0 |
| Property Lost | 1 | 0 | 0 | 0 |
| Public Order | 872 | 101 | 63 | 13 |
| Robbery | 344 | 35 | 101 | 6 |
| RTC Fatal | 1 | 1 | 0 | 0 |
| RTC Serious | 4 | 0 | 1 | 0 |
| RTC Life Changing | 1 | 0 | 0 | 0 |
| RTC Slight | 298 | 7 | 2 | 0 |
| Safeguarding – Adult | 5 | 0 | 0 | 0 |
| Safeguarding – Child | 2 | 0 | 2 | 0 |
| Sexual Offence Other | 456 | 94 | 145 | 18 |
| Sexual Offence – Rape | 427 | 19 | 61 | 5 |
| Theft | 931 | 87 | 54 | 3 |
| Threats to Life | 60 | 13 | 2 | 1 |
| Traffic Offences | 5 | 0 | 1 | 0 |
| Vehicle Crime | 621 | 40 | 4 | 2 |
| Weapons Possession | 19 | 1 | 3 | 0 |
| Unknown | 26 | 5 | 0 | 0 |

# 5. Repeat Victims

This chart shows the number of victims, from the cases Victim First closed between October 2018 and September 2019, 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 2018 and September 2019.

## Gender

## Age

## Ethnicity

## Disabilities

## Religion

## Sexual Orientation

## Communication Needs

Gender Reassignment

Marriage

Civil Partnership

# 7. Geographic Areas

|  |  |  |
| --- | --- | --- |
| **Area** | **Closed Cases** | **Closed and received enhanced support** |
| Central Leicester (Castle) | 499 | 47 |
| Central Leicester (City Centre) | 191 | 34 |
| Central Leicester (Clarendon) | 35 | 3 |
| Central Leicester (Cultural Quarter) | 32 | 2 |
| Central Leicester (DMU) | 11 | 4 |
| Central Leicester (Riverside) | 62 | 2 |
| Central Leicester (University of Leicester) | 4 | 0 |
| Central Leicester (Other) | 109 | 23 |
|  |  |  |
| Charnwood (Charnwood East) | 131 | 19 |
| Charnwood (Anstey) | 61 | 11 |
| Charnwood (Birstall) | 76 | 14 |
| Charnwood (Charnwood North) | 137 | 18 |
| Charnwood (West) | 32 | 6 |
| Charnwood (Loughborough Central) | 246 | 25 |
| Charnwood (Loughborough East) | 65 | 7 |
| Charnwood (Loughborough South) | 149 | 28 |
| Charnwood (Loughborough University) | 7 | 1 |
| Charnwood (Mountsorrel) | 83 | 11 |
| Charnwood (Shepshed Loughborough West) | 130 | 22 |
| Charnwood (Other) | 969 | 127 |
|  |  |  |
| East Leicester (Belgrave North) | 227 | 29 |
| East Leicester (Belgrave South) | 49 | 8 |
| East Leicester (Coleman) | 98 | 5 |
| East Leicester (Evington) | 342 | 40 |
| East Leicester (Humberstone) | 343 | 46 |
| East Leicester (Northfields, Tailby, Morton) | 25 | 6 |
| East Leicester (Rushey Mead) | 276 | 18 |
| East Leicester (Spinney Hills) | 237 | 28 |
| East Leicester (Stoneygate) | 278 | 35 |
| East Leicester (Thurncourt) | 172 | 18 |
| East Leicester (Other) | 31 | 9 |
|  |  |  |
| Eastern Counties (Broughton Astley & Walton) | 45 | 12 |
| Eastern Counties (Harborough & Bowdens) | 112 | 13 |
| Eastern Counties (Harborough North) | 281 | 43 |
| Eastern Counties (Lutterworth) | 119 | 21 |
| Eastern Counties (Melton Rural North) | 124 | 17 |
| Eastern Counties (Melton Rural South) | 32 | 3 |
| Eastern Counties (Melton Town Centre) | 47 | 12 |
| Eastern Counties (Melton Town North) | 91 | 15 |
| Easter Counties (Melton Town South) | 45 | 4 |
| Eastern Counties  (Oakham Town & Barleythorpe) | 102 | 20 |
| Eastern Counties Rutland North | 36 | 9 |
| Eastern Counties Rutland South | 11 | 1 |
| Eastern Counties (Uppingham) | 105 | 1 |
| Eastern Counties (Other) | 84 | 18 |
|  |  |  |
| Hinckley and Blaby  (Blaby, Whetstone, Glen Parva & Cosby) | 393 | 37 |
| Hinckley & Blaby (Bosworth, Ratby, Groby, Markfield & Stanton | 181 | 29 |
| Hinckley & Blaby Burbage | 85 | 9 |
| Hinckley & Blaby (Countesthorpe, Foston & Kilby) | 29 | 3 |
| Hinckley & Blaby (Earl Shilton & Barwell) | 163 | 15 |
| Hinckley & Blaby (Enderby, Narborough, Littlethorpe & Fosse Park | 67 | 11 |
| Hinckley & Blaby (Fosse Villages) | 16 | 3 |
| Hinckley & Blaby (Greater Hinckley) | 187 | 17 |
| Hinckley & Blaby (Hinckley Town Centre) | 48 | 5 |
| Hinckley & Blaby  (Leicester Forest East, Kirby Muxloe & Glenfield) | 31 | 1 |
| Hinckley & Blaby  (Thorpe Astley & Braunstone Town) | 33 | 8 |
| Hinckley & Blaby (Other) | 256 | 36 |
| Hinckley & Bosworth | 221 | 31 |
|  |  |  |
| North West (Ashby) | 93 | 6 |
| North West (Bardon Hill) | 30 | 3 |
| North West (Coalville Town) | 236 | 33 |
| North West (East Midlands Airport) | 2 | 0 |
| North West (Forest) | 3 | 0 |
| North West (Valley) | 38 | 4 |
| North West (Other) | 522 | 58 |
|  |  |  |
| South Leicester(Other) | 80 | 10 |
| South Leicester (Aylestone) | 205 | 42 |
| South Leicester (Eyres Monsell) | 308 | 42 |
| South Leicester (Freeman) | 177 | 18 |
| South Leicester (Knighton) | 166 | 31 |
| South Leicester (Oadby) | 311 | 60 |
| South Leicester (South Wigston) | 107 | 19 |
| South Leicester (Wigston) | 184 | 22 |
|  |  |  |
| West Leicester NPA (Abbey) | 335 | 34 |
| West Leicester NPA (Beaumont Leys) | 360 | 54 |
| West Leicester NPA  (Braunstone Park & Rowley Fields) | 380 | 45 |
| West Leicester NPA (Fosse) | 281 | 29 |
| West Leicester NPA (New Parks) | 381 | 43 |
| West Leicester NPA (Westcotes) | 32 | 32 |
| West Leicester NPA (Other) | 114 | 22 |
|  |  |  |
| Other than Leicester | 350 | 26 |
| Unknown | 842 | 37 |
|  |  |  |
| Central Leicester NPA | 943 | 116 |
| Charnwood NPA | 2086 | 299 |
| East Leicester NPA | 2098 | 242 |
| Eastern Counties NPA | 1153 | 188 |
| Hinckley and Blaby NPA | 1710 | 195 |
| North West Leicester NPA | 924 | 104 |
| South Leicester NPA | 1538 | 244 |
| West Leicester NPA | 1944 | 259 |
|  |  |  |
| **LEICESTER CITY** | **5820** | **732** |
| **LEICESTERSHIRE** | **6576** | **915** |
| **OTHER THAN LEICESTER** | **350** | **26** |
| **UNKOWN** | **842** | **37** |

# 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 2018 and September 2019 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 2018 and September 2019

# 11. Line Graphs – Trends