

**Quarterly Performance Report**

July-September 2018

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# 1. Performance Headlines

For 11 (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.

196 (4.9%) victims gave their consent to be referred onwards to a specialist organisation.

595 (14.9%) victims were provided with tailored, “**ENHANCED” support:**

* **447** cases were supported and closed
* **148** victims declined full support but accepted information and advice

2,565 (64%) victims received a **“STANDARD”** support service:

* **1787** victims received a phone call outlining the support available but chose to decline ongoing support
* **700** victims did not respond to telephone contact but were sent support information by post
* **78** victims were given details of their local victim support service as they did not live in Leicester, Leicestershire or Rutland

**Note: 4,072** caseswere **referred** to Victim First between July and September 2018

We were unable to contact 95 (2.4%) victims due to incorrect contact information. This was fed back to the referrer

170 (4.2%) cases were duplicates. These were closed.

**4,002**

**Cases were CLOSED between**

**July-September 2018**

370 (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.

# 2. Referral Source

Referral Sources for Closed Cases

Referral Source for Closed Cases that received Enhanced Support

# 3. Crime Types

This tables shows a breakdown of the cases Victim First closed between July and September 2018, and how many cases received enhanced support. This table shows cases in regards to the ‘Occurrence Type’.

|  |  |  |
| --- | --- | --- |
| Occurrence Type | Closed | Received Enhanced Support |
| Action Fraud-Officer Generated | 2 | 0 |
| Action Fraud NFIB Referral | 136 | 19 |
| ASB Priority | 28 | 10 |
| Assault ABH Common | 1227 | 178 |
| Assault GBH Serious | 129 | 19 |
| Burglary Non Dwelling | 14 | 1 |
| Burglary of Dwelling | 420 | 56 |
| Crime Miscellaneous | 48 | 9 |
| Criminal Damage | 381 | 47 |
| Criminal Damage – Arson | 13 | 2 |
| Disclosure | 1 | 1 |
| Domestic Incident | 73 | 37 |
| Drugs Possession | 2 | 0 |
| Firearms Possession | 1 | 1 |
| Fraud | 5 | 3 |
| Harassment | 404 | 89 |
| Hate Incident | 5 | 2 |
| Homicide | 3 | 3 |
| Non Recordable Miscellaneous | 4 | 1 |
| Public Order | 231 | 33 |
| Robbery | 83 | 8 |
| RTC Fatal | 2 | 0 |
| RTC Injury Serious | 2 | 0 |
| RTC Slight | 87 | 7 |
| Safeguarding Adult | 1 | 1 |
| Safeguarding Child | 1 | 1 |
| Sexual Offence Other | 137 | 22 |
| Sexual Offence Rape | 114 | 6 |
| Sudden Death | 1 | 0 |
| Theft | 279 | 33 |
| Threats to Life | 16 | 3 |
| Traffic Offences | 2 | 0 |
| Vehicle Crime | 140 | 2 |
| Weapons Possession | 4 | 0 |
| Other | 6 | 1 |

# 4. Hate Crime / Hate Incidents

We received 0 call from victims requesting support in relation to the Manchester Terror Attack. As illustrated in the above chart, filtering out Hate Crime as an ‘Occurrence Type’ on our database, our records showed that we received 5 hate crimes between July and September 2018. However, when we delved further, it emerged that we have actually supported 69 victims in relation to hate crimes between April and June 2018.

These had been recorded by the Police as:

Hate Incident 3, 4.3%

Sexual Offence 1, 1.4%

We also checked whether the offence 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:

Sexual Orientation 11, 16%

# 5. Victim Personal Statement (VPS)

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 586 service users who were eligible to be asked about the VPS. These were service users who accepted enhanced support. The following charts illustrate answer to four of our VPS questions:

Note: We helped to facilitate the completion of Victim Personal Statements for 19 service users by advocating with the Police Officer in the Case, of which 21 resulted in a VPS being completed by the police.

# 6. 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 April and June 2018 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 April and June 2018 who reported to the police as a result of the support received from Victim First.

# 7. Repeat Victims

This chart shows the number of victims, from the cases Victim First closed between April and June 2018, who were repeat victims of any other or the same crime.

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

This chart shows how many cases, of those which were closed between April and June 2018, had received previous support from Victim First.

# 9. Caseloads

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Caseworker** | **Number of cases allocated between July and September 2018** | **Cases Closed between July and September 2018** | **Number of cases closed and received enhanced Support** | **Open Cases (as of 31/10/18)** |
| **Rachael Atkinson-Millmoor** | 109 | 90 | 4 (4.4%) | 0 |
| **Inderjit Bhamra** | 453 | 457 | 36 (7.9%) | 55 |
| **Sian Wilson** | 470 | 468 | 92(19.7%) | 88 |
| **Rupal Meghani** | 447 | 413 | 57 (13.8%) | 83 |
| **Sarah Murdoch** | 70 | 49 | 4 (8.2%) | 56 |
| **Joe Raby** | 21 | 16 | 1 (6.3%) | 0 |
| **Pinky Rajput** | 89 | 83 | 2 (7.2%) | 0 |
| **Lia Husarciuc** | 206 | 219 | 41 (18.7%) | 30 |
| **Jas Purewal** | 248 | 281 | 33 (11.7%) | 12 |
| **Reena Granger** | 396 | 427 | 68 (15.9%) | 48 |
| **Heather Draper** | 124 | 111 | 28 (25.2%) | 22 |
| **Lauren Deacon** | 479 | 473 | 56 (11.8%) | 53 |
| **Chris Goodrich** | 501 | 482 | 94(19.5%) | 36 |
| **Shivani Patel** | 430 | 416 | 78 (18.8%) | 75 |
| **Manjeeta Sunnar** | 28 | 16 | 0 | 0 |
| **Senior Caseworkers** | 1 | 1 | 1 (100%) | 19 |
| **Volunteers** | - |  | (%) | 0 |
| **TOTAL** | 4072 | 4002 | 595 (14.9%) | 577 |

# 10. Demographics

The following charts break down the demographic spread of cases closed by Victim First between April to June 2018.

## Gender

## Age

## Ethnicity

## Disabilities

## Religion

## Sexual Orientation

## Communication Needs

# 11. Geographic Areas

|  |  |  |
| --- | --- | --- |
| Area | Closed Cases | Closed and received enhanced support |
| Abbey (City) | 106 | 21 |
| Aylestone (City) | 58 | 6 |
| Beaumont Leys (City) | 125 | 22 |
| Belgrave (City) | 76 | 15 |
| Blaby (County) | 194 | 25 |
| Braunstone (City) | 150 | 23 |
| Braunstone Town (County) | 6 | 1 |
| Braunstone West (County) | 1 | 0 |
| Castle (City) | 213 | 26 |
| Castle Hill (County) | 0 | 0 |
| Charnwood (County) | 670 | 118 |
| City Centre and St. Andrews | 4 | 1 |
| Clarendon Park (City) | 2 | 1 |
| Coleman (City) | 9 | 0 |
| Cottesmore | 1 | 0 |
| Evington (City) | 129 | 18 |
| Eyres Monsell (City) | 88 | 13 |
| Fosse (City) | 78 | 8 |
| Freeman (City) | 11 | 3 |
| Hamilton (City) | 7 | 2 |
| Harborough (County) | 165 | 27 |
| Hinckley and Bosworth (County) | 275 | 49 |
| Humberstone (City) | 83 | 16 |
| Knighton (City) | 59 | 5 |
| Latimer (City) | 1 | 0 |
| Market Bosworth (County) | 1 | 0 |
| Melton (City) | 125 | 18 |
| Newfoundpool (City) | 1 | 1 |
| New Parks (City) | 53 | 8 |
| New Parks West | 19 | 3 |
| Normanton (County) | 1 | 0 |
| North West Leicester (City) | 260 | 39 |
| Oadby and Wigston (County) | 166 | 23 |
| Oakham (Rutland) | 33 | 3 |
| Rowley Fields (City) | 28 | 4 |
| Rushey Fields | 1 | 0 |
| Rushey Mead (City) | 84 | 11 |
| Rutland | 27 | 1 |
| Saffron (City) | 80 | 10 |
| Spinney Hill (City) | 62 | 13 |
| Stoneygate (City) | 78 | 14 |
| Thurncourt (City) | 63 | 8 |
| Uppingham (County) | 0 | 0 |
| Westcotes (City) | 68 | 8 |
| Western Park (City) | 79 | 12 |
| Wycliffe (City) | 29 | 5 |
| LEICESTER CITY | **1844** | **277** |
| LEICESTERSHIRE | **1865** | **300** |
| RUTLAND | **60** | **4** |
| OTHER THAN LEICESTER | **114** | **10** |
| UNKNOWN | **119** | **4** |

# 12. 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 2018 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

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

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

# 14. 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 July and September 2018.

# 15. Summary / Analysis of Performance

15.1 When comparing the data from January – March 2018 with that of April - June 2018, the following headlines emerge:

15.2 Overall Headlines

* There has been an increase in cases referred to Victim First: 3598 vs 3313
* There has been an increase in cases closed: 3399 vs 3284
* There has an increase in the number of victims accepting Enhanced Support (524 vs 460) and the percentage has increased (15.4% vs 14.3%)
* We have seen a significant increase in the number of cases which had to close with no contact made due to no response from the Police Officer in the Case (OIC) to our request risk information (84 this quarter compared to 64 from January-March 2018 and 16 from October-December 2017)

15.3 Referral Source

* The referral sources remained similar to last quarter with by far our highest number of referrals still coming through Leicestershire Police for reported crime: 2985 (87.8%) vs 2904 (88.4%)
* There was a decrease in self-referrals (45 vs 58)
* Referrals from Action Fraud increased (137 vs 119)

15.4 Crime Types

* The picture for the types of crime our victims have experienced remains similar to previous quarters:
  + The most common occurrence type of cases we closed this quarter was Assault ABH / Common.
  + This is followed by Burglary of Dwelling, Criminal Damage, Harassment then Theft

15.5 Hate Crime

* The following themes have emerged:
  + There was a slight increase in the number of service users we supported who had been a victim of hate crime (69 vs 67)
  + Similar to last quarter, the majority of Hate Crimes which were recorded were recorded by Leicestershire Police as Public Order occurrences
  + Less than a half of these occurrences were flagged by Police Officers as ‘Hate’ within the relevant section on the Niche VCOP page (43.5% vs 49%)
  + Similar to last quarter, we found that large majority of these Hate Crimes were linked to Race or Religion (82.6% vs 59.7%)

15.6 Victim Personal Statement

* Compared to the last quarter we have noted the following themes:
  + There has been a decrease in the percentage of victims who recalled being offered the opportunity to complete a VPS (31.3% vs 37%). The percentage of those who were not offered that opportunity increased (26.7% vs 48%) and the percentage of those who were not sure decreased (8.3% vs 15%)
  + Following an explanation from our Caseworkers as to what the VPS is and offer to help facilitate completion of this, 22 victims asked for our support with this, compared to 42 last quarter

15.7 Repeat Victims and Previous Support

* 182 of the 3399 we closed in this quarter were repeat victims of crime (5.3% compared to last quarter’s 8.2%). 81 of these victims accepted Enhanced Support compared to last quarter’s 78.
* 56 (1.6%) of the cases we closed has previously been supported by Victim First (compared to 104 / 3.2% last quarter), with 23 of these accepting Enhanced support (compared to 20 last quarter).

15.8 Caseloads

* The snapshot of open cases at the end of this quarter shows that the number of cases open has increased compared to last quarter (580 vs 451)
* Last quarter this was spread over 8 Caseworkers whereas this quarter the number is spread over 10 Caseworkers.

15.9 Demographics

* There are no particular deviations from last quarter’s records in relation to gender, age, ethnicity, disability, religion or communication needs
* Number of referrals from the Leicestershire counties decreased 1275 vs 1495 and referrals for the city of Leicester increased 1842 vs 1553

15.10 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.
  + Telephone support remains the most popular support on offer, followed by the provision of Information and Advice and then sending a personal alarm
* The most frequent duration of support provided to a service user this quarter is 1-2 days, followed by 1-2 months.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Demonstrable Impact: Reduction in Need**  **As a result of the support provided by Victim First, 97.5% of victims had their level of need reduced.**  We selected a random sample of 200 cases which were closed between April and June 2018 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 | 195 | **97.5%** | | Stayed the same | 5 | **2.5%** | | Increased | 0 | **0%** |   For the 5 cases which stayed the same:   * We were unable to make further contact with 4 service users. * 1 service user stated that they felt the same even though they received regular emotional support.   We also selected a further smaller sample of 25, specifically for hate crime cases which were closed between April and June 2018. This helped us to better demonstrate the impact of our support in this area:  **As a result of the support provided by Victim First, 92% of Hate Crime victims had their level of need reduced.**   |  |  |  | | --- | --- | --- | | **Need Level Direction of Travel** | **Number** | **Percentage** | | Reduced | 23 | **92%** | | Stayed the same | 2 | **12%** | | Increased | 0 | **0%** |   For the 2 cases which stayed the same:   * We were unable to make further contact with 2 service users. |

# 16. Victim Satisfaction

16.1 As we have done in previous quarters, we sent a sample of 150 randomly selected cases to the Leicestershire Police Service Improvement Unit for them to survey, made up of victims who received an enhanced support service and whose cases were closed between April and June 2018.

16.2 25 victims responded to the survey. This has slightly decreased since last quester (25 vs 27).

16.3 We have produced a separate report detailing the full findings from this quarter, but the headlines can be found below:

|  |
| --- |
| **Demonstrable Impact:**   * When considering their overall Victim First experience, 92% of victims were ‘Completely Satisfied’, ‘Very Satisfied’ or ‘Fairly Satisfied’. * In relation to the needs assessment process, 88% of victims were ‘Completely Satisfied’, ‘Very Satisfied’ or ‘Fairly Satisfied’. * 92% of respondents said that they would use the Victim First service again. * 72% of respondents said that they felt “better” or “a bit better” about the incident after receiving support from Victim First. * When asked if Victim First did anything particularly well, one respondent stated:   *“I think the person on the phone was respectful and it wasn't a quick call they really wanted to help”*  **(Female, 40)**   * 76% said the support from Victim First made them feel that the chance of being a repeat victim in the future would be reduced. |

# 17. 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** |
| Attended the ‘Hate Crime and Mental Health: What can we do to address the harms of hate?’ Event organised by the Centre for Hate Studies, University of Leicester. | 01.05.2018 |
| We created our first ever log which detailed what Victim First has been up to in the last month and what was coming up | 02.05.2018 |
| Attended the CSE Coordinators and Practitioners Forum to gain better understanding of CSE and how we can use the learning to tailor our service | 02.05.2018 |
| Met with DCI Lucy Batchelor and Amy Linville Sibley from Witness Care Unit to streamline a process in which we could support domestic abuse victims who disengage with court proceedings. | 04.05.2018 |
| Attended the International Community Media EXPO organised by De Montfort University to better understand and also improve the way in which we communicate with the community on different platforms. | 09.05.2018 |
| Victim First were visited by the PCC Relationship Manager from the Ministry of Justice to get a better understanding of the victim services that are delivered in LLR. | 10.05.2018 |
| Two of our caseworker delivered a briefing to students on the Investigative Interview Course | 14.05.2018 |
| Attended the DVSV Ops Meeting. | 15.05.2018 |
| Held our second Community Café at the Oakley Grange Farm in Loughborough. | 15.05.2018 |
| Attended the Hate and Prevent Delivery Group meeting. From this meeting different Hate Leads across the different country districts have a better understanding of how to refer to Victim First via Sentinel. | 16.05.2018 |
| Fraud Thematic Inspectors from Her Majesty’s Inspectorate of Constabulary Fire and Rescue Services visited our Fraud Specialist Lead to discuss the challenges and barriers for victims of fraud. | 17.05.2018 |
| The Victim First Instagram Page went live | 16.05.2018 |
| Social Media Campaign for IDAHOBIT Day 2018   * Posted statistics and messages | 17.05.2018 |
| Delivered briefing to the Uppingham Neighbourhood Forum in Rutland | 17.05.2018 |
| Social Media Campaign for Mental Health Awareness Week   * Posted statistics and messages * Retweeted quotes from partners across LLR | 14.05.2018 -20.05.2018 |
| Social Media Campaign for Deaf Awareness Week   * Posted statistics and messages * Raised awareness that Victim First can support using BSL interpreters | 15.05.2018 – 21.05.2018 |
| Social Media Campaign for UK Says No More   * Posted statistics and messages * Retweeted quotes from partners across LLR * Created boomerang videos and live videos to spread awareness * Met with UAVA to streamline referral processes | 21.05.2018 – 27.05.2018 |
| Attended the Leicestershire Police ‘Let’s Talk Equality’ Procurement Event | 22.05.2018 |
| Attended the ‘Supporting Victims and Witnesses through the CJS’ Conference in London | 23.05.2018 |
| Attended the LLR Modern Slavery Partnership Conference | 24.06.2018 |

|  |  |
| --- | --- |
| Celebrated Volunteer’s Week   * Raised awareness on our social media accounts * Shared a volunteer blog on our social media accounts and with Catch22 | 01.06.2018 – 07.06.2018 |
| Social Media Campaign for LGBT Pride Month   * Retweeted quotes from partners in LLR * Posted statistics and messages | 01.06.2018 – 30.06.2018 |
| Attended the ‘Feel Good Café’ as part of the Wellbeing Matters mental health campaign. | 04.06.2018 |
| Met with University of Leicester to finalise future fortnightly Victim First surgeries for students and staff. These surgeries will start in September 2018 | 04.06.2018 |
| Attended event at Spinney Hill Primary School along with some officers from Spinney Hill to speak to parents about their concerns around crime. The event was especially designed for parents whose first language is not English. Two of our multilingual caseworkers attended this event. | 07.06.2018 |
| Attended the ‘Violence in Teenage Relationships’ Conference in Birmingham, hosted by Tender UK. | 05.06.2018 |
| Delivered a briefing at the CSE Hub for the CSE Social Care Team | 07.06.2018 |
| Attended the ‘What does service users involvement mean and how can it be implemented’ event at DeMontfort University. We delivered a presentation on the work we do and how we involve service users in our service delivery and design. | 15.06.2018 |
| Attended the Leicester Rape Crisis Stakeholder Event | 20.06.2018 |
| Attended Catch22 ‘inspirED event’ which brought together colleagues from different services across the country to share best practice. | 21.06.2018 |
| Attended the Emergency Services Family Fun Day. We used this opportunity to interact with families and designed activities to engage with children and young people. | 30.06.2018 |
| Delivered a briefing to the Citizen Advice Team | 05.07.2018 |
| We held our 4th Victim First Champions Meeting | 11.07.2018 |
| Social Media Campaign for Safer Summer Campaign   * Posted statistics and messages on our social media accounts * Retweeted quotes from partners across LLR (incl. Leicestershire Police) * Created boomerang videos and live videos to spread awareness | 01.07.2018 – 31.08.2018 |
| Social Media Campaign for Day of Memory (HBV victims)   * Posted statistics and messages about Honour Based Violence * Retweeted quotes from partners across LLR and Karma Nirvana * Created boomerang videos and live videos to spread awareness * Attended he annual ‘Day of Memory’ event organised by Zinthiya Trust to support the HBV campaign | 14.07.2018 – 16.07.2018 |
| We attended the Harborough Action Team (a group of vulnerable adults and young people with learning difficulties) meeting in Market Harborough. We were able to talk to the group about Victim First and took some learning on how we can support this group going forward. | 17.07.2018 |
| We attended a joint event with the Witness Care Unit, DAIU and Court IDVAs to showcase the work we each do. The purpose was to gain a better understanding of what each our services do so that we can provide our service users consistent advice and information | 18.07.2018 |
| We attended the ‘A Celebration of Activism – fighting SV and DV’ event at DMU. | 19.07.2018 |
| Continue to deliver Victim First briefings to police officers | 27.07.2018 |

Continued Presence on Boards

Our presence on strategic and operational boards continue. 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.

* **Victim and Witness Partnership Assurance Group**
* **LLR ASB Delivery Group**
* **LLR Hate Incident Reduction and Monitoring Delivery Group**
* **Hate Crime Scrutiny Panel**
* **Domestic Abuse Delivery Group**
* **Sexual Violence Delivery Group**
* **Local Reducing Reoffending Board**
* **Victim Code of Practice (VCOP) Group**
* **Leics Police Hate Crime Strategy Board**
* **Leics Police Knife Crime Delivery Group**
* **Leics Police Mental Health Delivery Group**

# 18. Restorative Justice

We have continued to work with our partners from Restorative Solutions to enhance the provision of Restorative Justice. There has been a significant decrease in RJ referrals received; 26 received between April and June 2018, compared to 79 between January and March 2018. This is a notable decrease, the reason being is we ceased sending referrals to the Restorative Solutions team on 11th June 2018 as part of the service transition plan.

|  |  |  |  |
| --- | --- | --- | --- |
| **Total number of referrals received by RJ team this quarter** | | **26** | April: 8  May: 13  June: 5 |
| **Total number of RJ cases closed this quarter** | | **54** | April: 18  May: 17  June: 19 |
| **RJ closed cases breakdown** | **Direct - face to face RJ conference** | **1** |  |
| **Indirect - shuttle RJ (with outcome agreement)** | **2** |  |
| **Indirect - shuttle RJ (exchange of letters)** | **0** |  |
| **Indirect - restorative conversation undertaken with victim** | **41** |  |
| **Indirect - victim requested RJ but not possible to proceed** | **21** | 15 – victim does not want RJ  6 – unable to contact victim |

# 19. Complaints

19.1 We did receive 1 complaint during this reporting period. This was resolved satisfactorily following the initial investigation into the complaint:

19.2 Learning: As a result of this complaint, as part of our team meeting, the team explored different ways to communicate with service users in difficult calls, including service users who raise their voice. We have since adapted our practice in response to this complaint to ensure that all caseworkers are familiar with procedures to deal with difficult calls.

# 20. Success Stories

20.1 We continue to actively gather and collate ‘Good News Stories’ which we can use to enable us to continue developing the service and also to promote the positive work we do, thereby encouraging other service users to access our support. To avoid duplication, just two such ‘stories’ are included below to provide a qualitative input which compliments the data in this report.

20.2. We supported a young woman who had been a victim of online grooming and fraud. The incident occurred 6 months previously. Her livelihood had been affected as well as her confidence. She felt suicidal and very overwhelmed with what had happened. Our Caseworker arranged regular community visits to provide the service user with emotional support and advocacy so that she can start to recover. The service user felt like there was ‘someone who was listening and hearing’ what she was saying and taking her seriously. After a few weeks of support, the service user felt more at ease at focusing on the issues she needed to.

20.3 We supported a male victim of historic rape. When the service user first came to Victim First, he was struggling with anxiety and anger issues. The service user suffered with really low confidence and was not doing the things he enjoyed anymore such as; bike riding and drawing.

The service user was originally reluctant to engage with other services and had a negative view of statutory organisations but with the support and encouragement from our Caseworker he was able to feel confident in speaking with our mental health nurse. This led to him accessing some counselling. The service user was also signposted to First Step but as he felt he had built up a good rapport with our Caseworker, support continued with Victim First. The Caseworker supported the service user with advocacy; contacting his probation worker to ensure adequate support was in place to address his anger issues. Emotional support and resilience building was the main bulk of the support, encouraging the service user to make small steps and helping the service user to recognise signs of his anger and focus on techniques to control this.

The service user recently phoned the Caseworker to say he had been able to go out on his bike all weekend and managed to sit on a park bench and talk to a stranger – which he would never have felt comfortable doing before. Despite the service user being very proactive himself, the service user thanked the Caseworker for her continuing support and said he felt like we were the only service who have been there for him during his dark times. The service user is now doing well and continuing with his counselling.