

**Quarterly Performance Report**

July-September 2020

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1. Performance Headlines

**194** (5.8%) victims gave their consent to be **referred onwards to a specialist organisation.**

**660** (19.7%) victims were provided with tailored, “**ENHANCED” support:**

* **350** cases were supported and closed
* **123** victims declined full support but accepted information and advice
* **187** Emotional Support provided on first call and then closed

**238** (7.1%) cases were **duplicates.** These were closed.

**285** (8.5%) 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.

We were unable to contact **40** (1.2%) victims due to **incorrect contact information**. This was fed back to the referrer.

**1, 933** (57.7%) victims received a **“STANDARD”** support service:

* **1,238** victims received a phone call outlining the support available but chose to decline ongoing support
* **626** victims did not respond to telephone contact but were sent support information by post
* **69** victims were given details of their local victim support service as they did not live in Leicester, Leicestershire or Rutland

**3, 350**

cases were **CLOSED** between **July and September 2020**

**Note:** **3, 799** cases were **referred** to Victim First between July and September 2020

2. Referral Source – Closed Cases

3. Referral Sources – Enhanced Support

4. Crime Types

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Occurrence Type | Closed | Received Enhanced Support | CYP Closed | CYP Received Enhanced Support |
| Action Fraud NFIB Referral | 25 | 11 | 1 | 1 |
| Action Fraud Officer Generated | 3 | 3 | 0 | 0 |
| ASB Priority | 53 | 27 | 3 | 1 |
| Assault ABH | 943 | 137 | 87 | 12 |
| Assault GBH | 128 | 26 | 9 | 3 |
| Burglary Business & Community | 6 | 3 | 0 | 0 |
| Burglary of Dwelling/Residential | 181 | 37 | 4 | 3 |
| Court Order | 1 | 0 | 0 | 0 |
| Crime Miscellaneous | 66 | 15 | 11 | 2 |
| Criminal Damage | 317 | 57 | 4 | 1 |
| Criminal Damage – Arson | 10 | 4 | 0 | 0 |
| Dog Causing Injury | 6 | 0 | 2 | 0 |
| Domestic Incident | 61 | 29 | 3 | 2 |
| Drug Possession | 0 | 0 | 0 | 0 |
| Firearms Possession | 6 | 4 | 3 | 0 |
| Fraud | 12 | 3 | 0 | 0 |
| Harassment | 383 | 94 | 18 | 4 |
| Hate Incident | 25 | 8 | 5 | 0 |
| HOCR Reported Incident | 3 | 0 | 0 | 0 |
| Homicide | 9 | 3 | 1 | 0 |
| Malicious Communication | 112 | 27 | 16 | 3 |
| Modern Slavery | 1 | 0 | 0 | 0 |
| Non Recordable Miscellaneous | 0 | 0 | 0 | 0 |
| Public Order | 332 | 58 | 26 | 2 |
| Robbery | 55 | 12 | 15 | 4 |
| RTC Damage | 0 | 0 | 0 | 0 |
| RTC Life Changing | 0 | 0 | 0 | 0 |
| RTC Injury Serious | 0 | 0 | 0 | 0 |
| RTC Slight | 12 | 1 | 0 | 0 |
| Safeguarding Adult | 0 | 0 | 0 | 0 |
| Safeguarding Child | 0 | 0 | 0 | 0 |
| Sexual Offence Other | 121 | 35 | 45 | 12 |
| Sexual Offence Rape | 106 | 1 | 10 | 0 |
| Stalking | 94 | 24 | 4 | 1 |
| Sudden Death | 1 | 1 | 0 | 1 |
| Theft | 180 | 22 | 6 | 1 |
| Threats to Life | 16 | 3 | 1 | 0 |
| Traffic Offences | 3 | 2 | 0 | 0 |
| Vehicle Offences | 68 | 10 | 0 | 0 |
| Weapons Possession | 9 | 3 | 0 | 0 |
| Other | 2 | 0 | 0 | 0 |

This table shows a breakdown of the cases Victim First closed between July and September 2020, and how many of these cases received enhanced support, classified by ‘Occurrence Type’

5. Hate Crime / Incidents

Filtering out Hate Crime as an ‘Occurrence Type’ on our database, our records showed that we received 25 Hate Crimes between July and September 2020. However, when we delved further, it emerged that we have actually supported 149 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:

6. 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 657 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 11 service users by advocating with the police officer in the case.

7. Repeat Victims

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

8. Demographics

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

Gender

Age

Ethnicity

Disabilities

Religion

Sexual Orientation

Communication Needs

9. Geographic Areas

|  |  |  |
| --- | --- | --- |
| **Area** | **Closed Cases** | **Closed and received enhanced support** |
| Central Leicester (Castle) | 56 | 3 |
| Central Leicester (City Centre) | 29 | 7 |
| Central Leicester (Clarendon) | 2 | 0 |
| Central Leicester (Cultural Quarter) | 19 | 5 |
| Central Leicester (DMU) | 1 | 1 |
| Central Leicester (Riverside) | 15 | 1 |
| Central Leicester (University of Leicester) | 1 | 0 |
| Central Leicester (Other) | 41 | 9 |
|  |  |  |
| Charnwood (Charnwood East) | 24 | 7 |
| Charnwood (Anstey) | 14 | 1 |
| Charnwood (Birstall) | 27 | 6 |
| Charnwood (Charnwood North) | 17 | 4 |
| Charnwood (West) | 9 | 2 |
| Charnwood (Loughborough Central) | 12 | 7 |
| Charnwood (Loughborough East) | 63 | 11 |
| Charnwood (Loughborough South) | 38 | 11 |
| Charnwood (Loughborough University) | 0 | 0 |
| Charnwood (Mountsorrel) | 37 | 4 |
| Charnwood (Shepshed Loughborough West) | 26 | 7 |
| Charnwood (Other) | 194 | 33 |
|  |  |  |
| East Leicester (Belgrave North) | 58 | 13 |
| East Leicester (Belgrave South) | 13 | 3 |
| East Leicester (Coleman) | 38 | 4 |
| East Leicester (Evington) | 85 | 21 |
| East Leicester (Humberstone) | 78 | 15 |
| East Leicester (Northfields, Tailby, Morton) | 23 | 6 |
| East Leicester (Rushey Mead) | 59 | 15 |
| East Leicester (Spinney Hills) | 63 | 18 |
| East Leicester (Stoneygate) | 62 | 7 |
| East Leicester (Thurncourt) | 27 | 10 |
| East Leicester (Other) | 16 | 1 |
|  |  |  |
| Eastern Counties (Broughton Astley & Walton) | 14 | 5 |
| Eastern Counties (Harborough & Bowdens) | 14 | 2 |
| Eastern Counties (Harborough North) | 61 | 14 |
| Eastern Counties (Lutterworth) | 32 | 4 |
| Eastern Counties (Melton Rural North) | 1 | 0 |
| Eastern Counties (Melton Rural South) | 3 | 0 |
| Eastern Counties (Melton Town Centre) | 1 | 0 |
| Eastern Counties (Melton Town North) | 38 | 16 |
| Easter Counties (Melton Town South) | 7 | 3 |
| Eastern Counties  (Oakham Town & Barleythorpe) | 13 | 4 |
| Eastern Counties Rutland North | 11 | 6 |
| Eastern Counties Rutland South | 1 | 0 |
| Eastern Counties (Uppingham) | 5 | 2 |
| Eastern Counties (Other) | 41 | 8 |
|  |  |  |
| Hinckley and Blaby  (Blaby, Whetstone, Glen Parva & Cosby) | 88 | 19 |
| Hinckley & Blaby (Bosworth, Ratby, Groby, Markfield & Stanton | 67 | 13 |
| Hinckley & Blaby Burbage | 14 | 7 |
| Hinckley & Blaby (Countesthorpe, Foston & Kilby) | 9 | 7 |
| Hinckley & Blaby (Earl Shilton & Barwell) | 39 | 12 |
| Hinckley & Blaby (Enderby, Narborough, Littlethorpe & Fosse Park | 46 | 12 |
| Hinckley & Blaby (Fosse Villages) | 5 | 1 |
| Hinckley & Blaby (Greater Hinckley) | 41 | 8 |
| Hinckley & Blaby (Hinckley Town Centre) | 6 | 2 |
| Hinckley & Blaby  (Leicester Forest East, Kirby Muxloe & Glenfield) | 11 | 0 |
| Hinckley & Blaby  (Thorpe Astley & Braunstone Town) | 14 | 3 |
| Hinckley & Blaby (Other) | 51 | 15 |
| Hinckley & Bosworth | 0 | 0 |
|  |  |  |
| North West (Ashby) | 34 | 8 |
| North West (Bardon Hill) | 72 | 30 |
| North West (Coalville Town) | 50 | 19 |
| North West (East Midlands Airport) | 0 | 0 |
| North West (Forest) | 17 | 5 |
| North West (Valley) | 21 | 9 |
| North West (Other) | 21 | 16 |
|  |  |  |
| South Leicester(Other) | 26 | 1 |
| South Leicester (Aylestone) | 61 | 12 |
| South Leicester (Eyres Monsell) | 79 | 14 |
| South Leicester (Freeman) | 46 | 9 |
| South Leicester (Knighton) | 47 | 7 |
| South Leicester (Oadby) | 29 | 5 |
| South Leicester (South Wigston) | 18 | 5 |
| South Leicester (Wigston) | 61 | 6 |
|  |  |  |
| West Leicester NPA (Abbey) | 124 | 22 |
| West Leicester NPA (Beaumont Leys) | 135 | 18 |
| West Leicester NPA  (Braunstone Park & Rowley Fields) | 131 | 26 |
| West Leicester NPA (Fosse) | 66 | 10 |
| West Leicester NPA (New Parks) | 129 | 24 |
| West Leicester NPA (Westcotes) | 70 | 11 |
| West Leicester NPA (Other) | 58 | 13 |
|  |  |  |
| Other than Leicester | 103 | 4 |
| Unknown | 143 | 8 |
|  |  |  |
| Central Leicester NPA | 164 | 26 |
| Charnwood NPA | 459 | 93 |
| East Leicester NPA | 522 | 113 |
| Eastern Counties NPA | 242 | 59 |
| Hinckley and Blaby NPA | 391 | 97 |
| North West Leicester NPA | 252 | 77 |
| South Leicester NPA | 362 | 59 |
| West Leicester NPA | 712 | 124 |
|  |  |  |
| **LEICESTER CITY** | **1760** | **322** |
| **LEICESTERSHIRE** | **1344** | **326** |
| **OTHER THAN LEICESTER** | **103** | **4** |
| **UNKOWN** | **143** | **8** |

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 between July and September 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

11. 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.

12. 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 526 service users responded to this question.

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

A total of 525 service users responded to this question.

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

A total of 525 service users responded to this question.

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

A total of 525 service users responded to this question.

13. 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 2020.

14. Summary / Analysis of Performance

When comparing the data from April – June 2020 with that of July - September, the following headlines emerge:

* 1. Overall Headlines:
* There has been an increase in cases referred to Victim First: (3,799 vs 3,349)
* There has been an increase in cases closed: (3,350 vs 2,641)
* There has been an increase in the number of victims accepting Enhanced Support (660 vs 560)
  1. 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: 2,982 (89%) vs 2,112 (80%)
* There was an increase in self-referrals (88 vs 72) this quarter.

*New Cases*

* There had been an increase in new referrals this quarter compared to last quarter: (3,799 vs 3,349)
* There has been an increase in referrals from Leicestershire Police: 2,979 (78.4%) vs 2,303 (68.7%)
* There has been a decrease in self-referrals: (65 vs 83)
* There has been a decrease in third party referrals: (755 vs 964).
  1. Crime Types
* The picture for the types of crime our victims have experienced has remains similar:
  + The most common occurrence type of cases we closed this quarter was Assault ABH / Common similar to previous quarters.
  + However, this quarter, Assault ABH was followed by Harassment, Public Order and Criminal Damage
  1. Hate Crime
* The following themes have emerged:
  + The number of service users we supported who had been a victim of hate crime increased (149 vs 72)
  + Similar to last quarter, the majority of Hate Crimes which 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 (28.2% vs 27.8%). 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 (70.5% vs 65.5%).
  1. Victim Personal Statement
* Compared to last quarter we noted the following themes:
  + There has been a decrease in the percentage of victims who recalled being offered the opportunity to complete a VPS (15.8% vs 16.5%). The percentage of those who were not offered the opportunity decreased (11.4% vs 17.4%) and the percentage of those who were not sure decreased (72.7% vs 66.2%).
  + Following an explanation from our Caseworker as to what the VPS is and offer to help facilitate completion of this, 11 victims asked for our support with this, compared to 8 last quarter
  + NOTE: we helped facilitate the completion of Victim Personal Statements for 11 service users by advocating with the officer in the case.
  1. Repeat Victims
* 618 of the 3,350 cases we closed in this quarter were repeat victims of crime (18.4%). This has decreased compared to last quarter (404, 15.3%). 167 of these victims accepted Enhanced Support compared to last quarter’s 147.
  1. Demographics
* There are no particular deviations from last quarter’s records in relation to gender, sexual orientation, ethnicity or religion.
* There has been a significant increase in service users who have been supported that have struggled with their mental health (104 vs 58).
  1. 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 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 July and September 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 3 service users. |

15. Victim Satisfaction

15.1. We sent a sample of 73 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 July and September 2020.

15.2. 19 victims responded to the survey.

15.3. 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, 85% of victims were ‘Completely Satisfied’, ‘Very Satisfied’ or ‘Fairly Satisfied’. * In relation to the needs assessment process, 90% of victims were ‘Completely Satisfied’, ‘Very Satisfied’ or ‘Fairly Satisfied’. * 100% of respondents said that they would use the Victim First service again. * 84% 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:   *“Because people care and they care and there service that was given through the phone was excellent and I couldn't fault it and people out there do care”*  *(Male, 40)*   * 79% said the support from Victim First made them feel that the chance of being a repeat victim in the future would be reduced. |

16. 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** |
| Our whole team have been on the Equality and Diversity refresher training | 02/07/2020 |
| Attended the virtual ‘6th Day of Memory – Remembering Victims of Honour Killings’ conference hosted by Karma Nirvana | 14/07/2020 |
| Some of our team have been on the virtual Mental Health First Aid training | 22/07/2020 |
| Xenzone Briefing | 28th July 2020 & 31st July 2020 |
| We launched the Kooth and Qwell platforms through Xenzone to offer counselling on a digital platform for victim of domestic abuse and sexual abuse | 1st August 2020 |
| CYP Training for all staff | 6th August 2020 & 20th August 2020 |
| Supported Youth Mental Health Day by raising awareness on our social media platforms:   * Posted statistics and messages on our social media accounts * Retweeted partner posts across LLR | 07.09.2020 |
| Cyber, Fraud and Scams Input with Sam Hancock | 08.09.2020 |
| PACE Child Exploitation Training for the team | 30.09.2020 |

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.

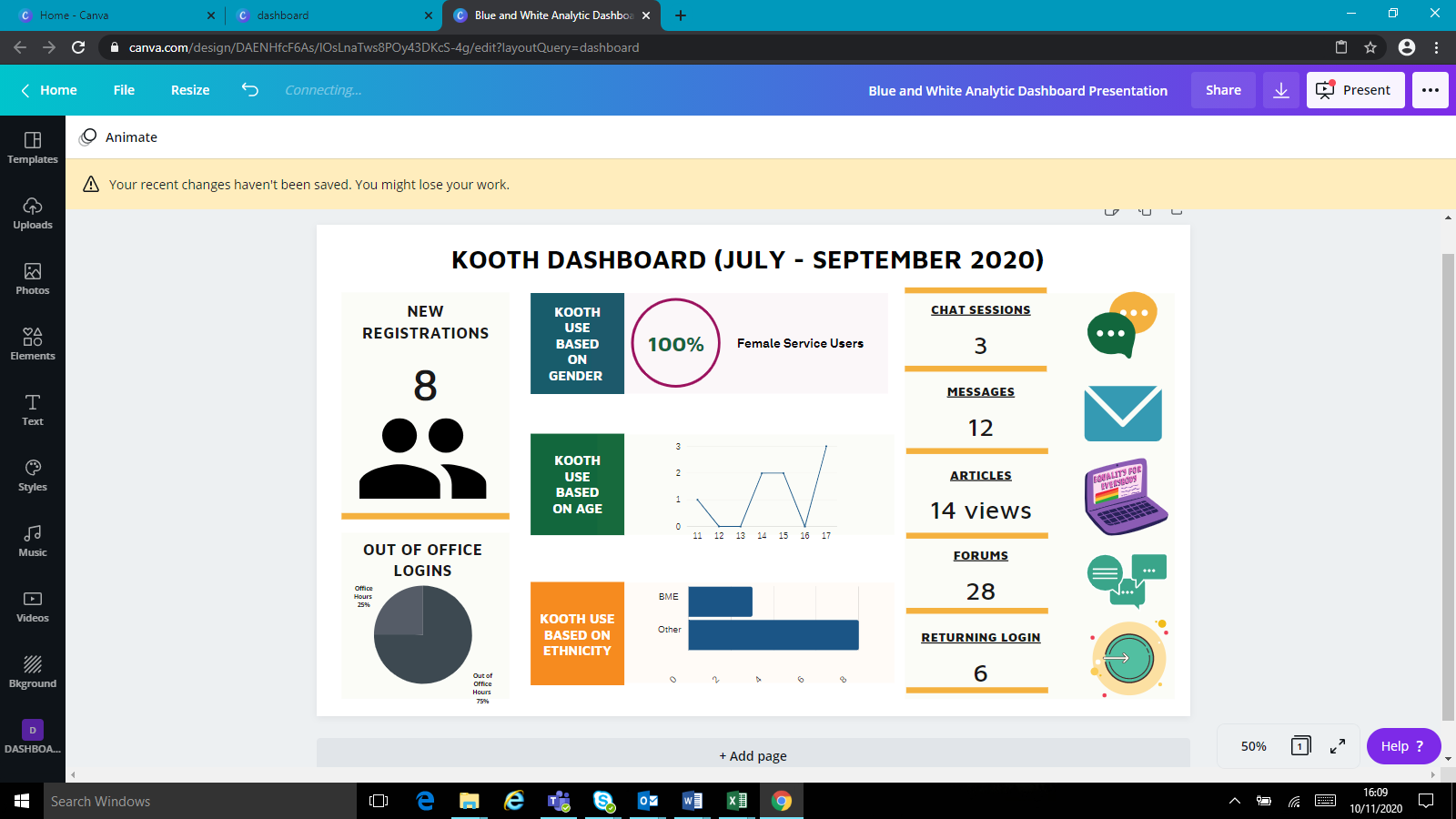
* LLR ASB Delivery Group
* LLR Hate and Prevent Delivery Group
* DVSA Ops Group
* Response to Sexual Violence Group
* Leics Police Hate Crime Strategy Board

17. Restorative Justice

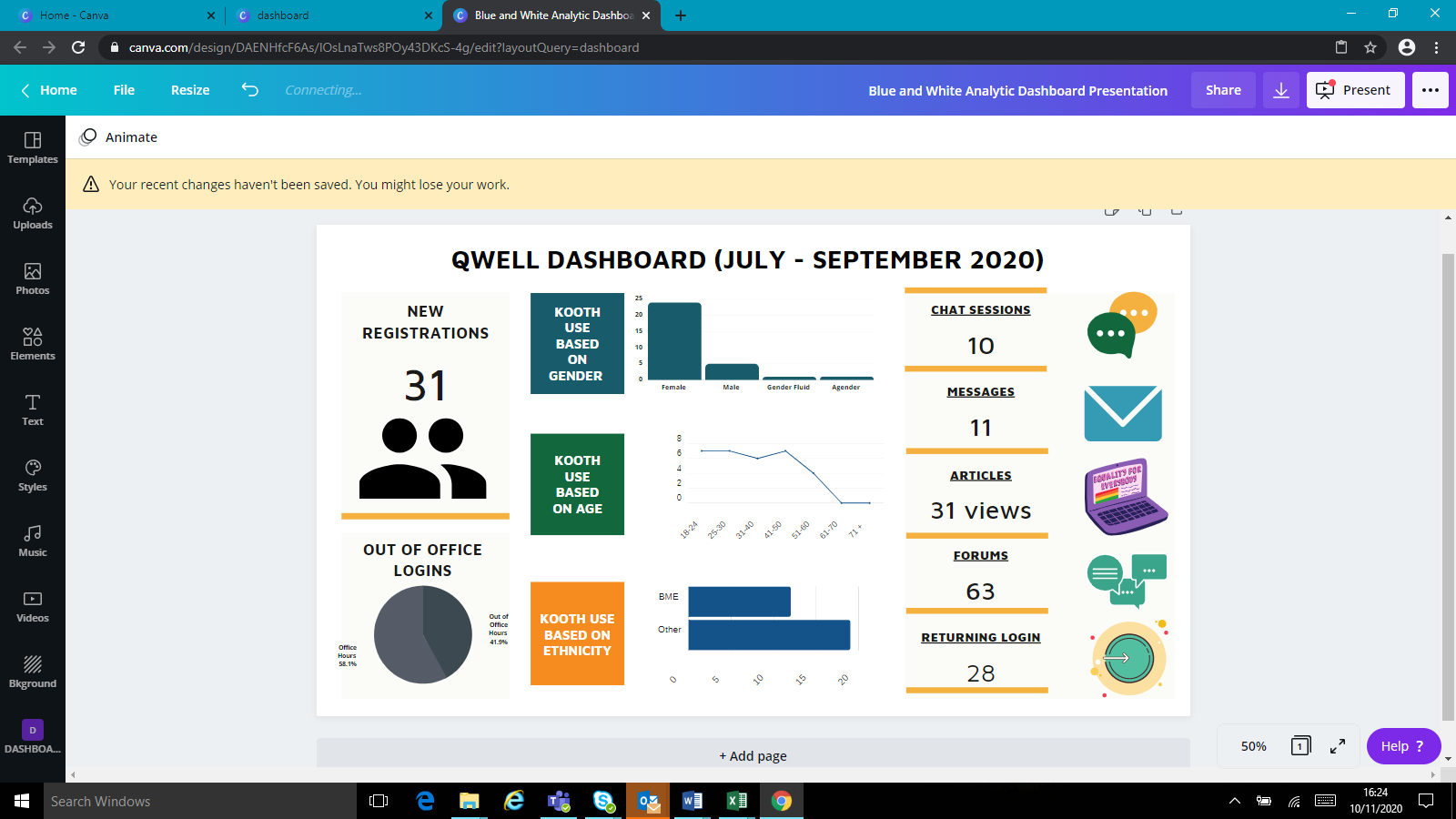
17.1. There has been an increase in RJ referrals received; 25 received between July and September 2020 compared to 20 received between April and June 2020

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** | | **25** | July: 7  August: 10  September: 8 |
| **Total number of RJ cases closed this quarter** | | **30** | July: 7  August: 9  September: 14 |
| **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** | **11** | 10 – Changed Mind  2 – Other Reasons |
| **Indirect - victim requested RJ but not possible to proceed** | **18** | 8 – Unable to Contact  2 – No perpetrator  1 – Perpetrator not interested in RJ  3 – Identified Risk  4 – Out of VF Remit |
| **Perpetrator Initiated but victim not interested** | **0** |  |

 18. Xenzone

18.1. We have secured additional funding through the Ministry of Justice extraordinary grant fund which will be used to offer digital counselling support for victims of domestic and sexual violence. We have been using Xenzone (now known as Kooth PLC) to deliver this service, which went live from 1st August. There are two platforms; Kooth (for children and young people) and Qwell (for adults).



19. Complaints

19.1. We did not receive any complaints from July and September 2020.

20. Success Stories

20.1. We received a referral from Leicestershire Police for a victim who had been a victim of burglary. On contacting this service user, they detailed how they had been burgled for the second time and this had made them feel constantly on edge, anxious and fearful for their safety. They believed that they were being targeted but had no means of increasing the security in their property. Furthermore, the service user stated that they had received no updates from the police.

Our caseworker advocated on behalf of the service user, with their consent to do so, and made contact with the officer in the case - requesting for an update. By passing the information that was gained by the officer to the service user, helped assure the service user that their case was not being dismissed.

With the consent from the service user and the council, our caseworker made a referral to 24/7 Locks, to enhance home security for the service user and they were also signposted to their GP to access support with their anxiety. As a result of the advocacy, referral and signposting, the service user expressed their gratitude to Victim First as they stated they felt a lot safer and held a positive outlook.

20.2. We supported two victims after they were burgled by their neighbour and purposely targeted due to their sexual orientation. Both of these victims were persistently targeted by the same neighbour and would be verbally abused, harassed and intimidated whenever they would see them. One of the victims would always try and video record the incidents and then report these to Leicestershire Police and their housing provider. Despite this, the victim was advised by the CPS that it was not in the public’s interest to take the issue to court. Due to this the housing provider were not able to evict the suspects nor move the tenants.

The service users were both afraid and frustrated and did not feel as though their case was being taken seriously. They requested the support of the Victim First caseworker to assist them with their issue by advocating to the police and their housing officer.

The caseworker advocated on the service user’s behalf to the housing provider and provided a supporting letter which stated that the Victim First caseworker supported their wishes with requesting a move. The service users were also advised about the Victim’s code and the right to review and also were advised to continue reporting incidents to the police as the harassment and abuse was still a daily occurrence. The service user’s eventually filed a formal complaint with the police as they were not happy with the way the incidents were dealt with. After this making this complaint, both service users were brought into the police station and 11 statements were taken. The police then advocated to the housing provider that they did not believe it was safe for the victims to reside in their current address.

Since Victim First’s involvement, both service services have engaged with their GP and gained the necessary support they needed for their mental and physical health. The service users have also since moved into a new property after been given an emergency move by their local authority. Both service user are now a lot happier in their new home and no longer feel in fear.

20.3. Three children had been referred to Victim First for support. Their home had been broken into whilst they were in the house. The children were particularly scared when their father was to leave the house due to the incident happening when he was not in the house. They were feeling very unsettled and has trouble sleeping through the night.

The children needed ways to understand their emotions and to take control of finding ways to make them feel safer. We worked quite closely with the parent of the children to look at ways to help the children to understand how they were feeling in relation to this incident. We used materials and games as a method for the children to open up. In particular, the activity of creating ‘worry boxes’ was quite impactful – this allowed the children to identify their emotions they experienced, put them in a box and then the parent would remove them at night so that the worries had gone visually. This helped the children realise that solutions to certain emotions can help. We discussed doing this at night to help them go to bed with all the things going around in their head to be put aside and wake up with a fresh mind the next day.

We also created an activity at night to calm the children before they sleep; the ‘dream catcher’ which allowed them to design something that was personal to them to help them feel better before sleeping. The children played a ‘safety snap game’ where there were pictures of things that kept them safe in the house such as; door locks, window locks and alarms and then when they would have a ‘snap’. The parent and children would explain why that safety measure kept them safe in their home. This helped the children feel that they were aware of how they were safe.

The parent expressed that she was also struggling with the idea of her children going to court and the impact it might have on her children. We discussed with the children using a superhero cartoon strip which the children had designed. They would then act as their superhero, which made them feel that they we playing a game rather than being in a serious surrounding such as court.

As a result of the support and the activities we put in place, the parent said that the children began to sleep through the night as they felt a lot calmer with knowing they were safe by identifying the safety measures and also checking that these were locked and working so they felt in control of the situation. The children were also more settled when their father went out as the children would put their worries away and put them behind them as they were not there when they woke up. The children started to ask more positive questions and their mind set changed to become more positive about the situation as they felt like were more in control of the situation.