



Victim First NEWSLETTER

Welcome.... to our new and revised newsletter.

It's been a busy and productive quarter for us. We have been raising awareness for a number of campaigns and we have been settling into our new model, which means an increased presence across Leicestershire and Rutland.

We were delighted to welcome Baroness Newlove, the Victims' Commissioner, who was super keen to hear from one of our service users. On top of that, we won a few awards at the Catch22 'Celebrating our People' event; including 'Team of the Year' award.

I do hope you enjoy flicking through our new newsletter. We've shared some of the highlights from our community engagement and awareness raising events.

As always, thank you to everyone who works alongside us to provide the best possible support for victims. Please don't hesitate to give us a call if you'd like to find out more about Victim First.

Manjeeta Sunnar
Head of Service, Victim First



Our Service in Numbers

Between October - December 2018:

We offered support to **4,186** new referrals

We provided enhanced support to **512** victims.

We provided emotional support via phone to
405 victims

We provided advocacy to **65** victims

We also provided standard support to **2,666**,
including information via post, signposting to our
website.

Service User Feedback

"...If you need to talk to someone they are there for you and that is really good"

"They showed me empathy and had time for me to express my concerns and I didn't feel rushed"

92.9%

of victims were satisfied
with their overall Victim
First experience

"They actually are there for you not just over the phone but they actually are there for you. If you need to talk to someone they are there for you and that is really good"

Victim First | 0800 953 95 95 | office@victimfirst.pnn.gov.uk | www.victimfirst.org | @Victim1st

What have we been up to?

Good News Story

One of our caseworkers has recently supported a woman who witnessed the homicide of her partner outside of her home. She was frightened to remain at the property and was also finding it emotionally traumatic to relive the incident every time she left the house. Regular face to face visits were offered for emotional support, and advocacy was provided with the Council and Police to help the service user move house. A few months later, the service user was finally offered a new home, however she could not afford a removal van in the time frame that the Council required and was going to have to decline the offer. With some multiagency working, the Victim First caseworker was able to liaise with local organisation 'Leicester Charity Link' who were able to help with removal van to enable the service user to move in time. She is now settled into her new property and is over the moon. **She says it has given her a fresh start and chance to move on.** The service user has also been referred to 'Cruse Bereavement' for ongoing counselling to help her cope and recover going forward.



Reena Ganger
Caseworker

I am a frontline Caseworker at Victim First, with an interest in forced marriage and honour based violence. I have put together a practitioner's guide for Catch22 to encourage a basic understanding of forced marriage. This guide in particular will help staff to understand why Forced Marriage happens, the statistics behind it and how to support somebody who may be a victim. Further to this I have also set up and delivered a training package on honour based violence to the team at Victim First to enable them to deliver an effective service to those who have been victims. The training covers; the motivations for forcing women and men to marry and how to identify practice issues, cultural sensitivity and community beliefs behind perpetrating honour based violence. I have also worked with service users at community cafes, events and worked on a community engagement approach across Leicester, Leicestershire and Rutland to improve the victim's journey and break down the myths and barriers surrounding taboo topics including female genital mutilation and male victims whilst improving the quality and performance of the service.



Jas Purewal
Specialist Restorative
Justice Caseworker

This month has seen a push to mainstream Restorative Justice (RJ) within our daily work practice of dealing with victims of crime. The emphasis has been on understanding that, as Case Workers, a lot of the questions and work we do with victims of crime is in its essence 'restorative'.

The questions we ask, in understanding how victims feel, how they have been affected and how they would like to move forward, are 'restorative' questions.

At the same time, I have been networking with colleagues from CRC, Probation and Family Liaison Officers to encourage enquiries coming from offenders but also to highlight the work Victim First do.

Currently, I am working on developing the RJ standard operating procedure so that we can demonstrate that RJ is being embedded into our policies and procedures, as part of working towards our quality mark. This is important as it sets out how we deal with victims in a restorative setting and the differences between this and every day casework. It is also a requirement of evidencing how we do RJ work.

.....And, I nearly forgot, I was, very kindly put forward, by my colleagues, for Celebrating Our People Awards for the Care and Compassion category, for which I actually won. A very humbling experience.

Community Events

We've been all over Leicestershire and Rutland during the past few months, raising awareness of the support Victim First provides. Here's just a taster of some of the places we've been to:



At PRIDE with Leicestershire Police in October 2018

Raising awareness for Hate Crime Week in October 2018



Attended, and held a stall at the Melton Senior's Event alongside Melton Borough Council in October 2018



Attended the PAVE event at De Montfort University in November 2018



We were at the launch of the People's Zones in New Parks in November

We raised awareness for #16DaysofDV & also teamed up with UK SAYS NO MORE to help raise awareness of Domestic Violence



NEED SUPPORT TO HELP YOU COPE AND RECOVER FROM BEING A VICTIM OF CRIME?

VISIT VICTIM FIRST

Alternate Fridays during term time, 12pm – 4pm
Advice Service, First Floor, Students' Union

Find out more at:
www.leicesterunion.com/advice



We have teamed up with the Leicester Student Union Advice Service at University of Leicester to provide support to students and staff members.



We delivered a lecture at the University of Leicester to Criminology students around the barriers and facilitator to engaging with victims of crime in November 2018

catch 22

UK SAYS NO MORE
TOGETHER WE CAN END DOMESTIC VIOLENCE & SEXUAL ASSAULT

February 2019



Prize Winners

We had a hugely successful night at the Catch22 'Celebrating our People' event. Victim First won the **'Team of the Year'** Award. On top of that, our caseworkers **Reena** and **Jas** won individual awards too!



What's coming up:

February 2019

4th – 10th February

#ItsNotOK Sexual Abuse Awareness Week

4th – 10th February

Children's Mental Health Awareness Week

12th February:

Victim First Champions Meeting (local stakeholders coming together)

28th February

Learning Disabilities Action Group Meeting in Coalville (open meeting for all who live in Coalville)

28th February

University of Leicester Student Surgery (pop-up surgery support for students and staff)

March 2019

8th March

International Women's Day

21st March (TBC)

Victim First Community Café

28th March

Guest Lecturers at Loughborough University

29th March

University of Leicester Student Surgery (pop-up surgery support for students and staff)

Keep on referring:

Anybody can self-refer by simply calling our Freephone number **0800 953 95 95** or emailing us at support@victimfirst.pnn.gov.uk

Police colleagues can refer to us via the **Victim and Witness Contact Management report page on Niche (VCOP)**

Other professionals can refer a service user to Victim First via the website or by contacting us directly on **0800 953 95 95** or emailing office@victimfirst.pnn.gov.uk

Watch out for our new website on 11th March

www.victimfirst.org

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