



# Victim First

Leicester, Leicestershire & Rutland

## Victim First Newsletter

### Welcome.... to our newsletter

It's been a busy quarter at Victim First. We held a number of open days across police stations in Leicester, Leicestershire and Rutland in the hope to raise awareness of the support Victim First provide.

I am delighted to share some exciting news: Victim First have been awarded the Victim's Choice Quality Mark. I am really proud of everyone at Victim First, for this huge achievement. The award will be presented to us on Friday 21<sup>st</sup> February.

I do hope you enjoy flicking through our 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 and December 2019:**

We offered support to **3,672** new referrals

We provided enhanced support to **532** victims.

We provided emotional support via phone to **366** victims

We provided advocacy to **79** victims

We also provided standard support to **1,967**, including information via post, signposting to our website.

### Service User Feedback

**81.7%** of  
victims were satisfied  
with their overall  
Victim First  
experience

"The person I spoke to was very good, came round to my house and helped me"

"It was of some help, she asked the right questions, it was nice to talk to someone openly"

"She was lovely and kept in touch to see how I was doing and advised me correctly"

Victim First | 0800 953 95 95 | [office@victimfirst.pnn.gov.uk](mailto:office@victimfirst.pnn.gov.uk) | [www.victimfirst.org](http://www.victimfirst.org) | @Victim1st

## What have we been up to?



**Joe Raby**  
Senior Caseworker

In November, I met with Lynette Williams, an Executive Officer for Student & Academic Services at De Montfort University (DMU), about an exciting new project to create a support mechanism for students who have been victims of harassment and hate crime. The idea of the project is for students and staff members to be able to access support from the University if they have been a victim of harassment or hate incidents. DMU wanted to involve Victim First as we had already created numerous links through other projects and with the academic staff at the university.

As a result of numerous discussion, I worked with fellow Senior Caseworker, Rachael Atkinson-Millmoor to develop a training packaged suitable for staff (First Responders) to understand harassment and hate crime and how to support someone who might be effected by it. After some back and forth with the Leicestershire Police Hate Crime Officer, we managed to create and deliver a training package which included definitions and examples of hate crime, hate incidents and harassment. We also discussed areas around resilience, empathy and secondary victimisation so that the new staff members could understand the importance of these areas when working with individuals who have experienced these types of victimisation.

The training day was really positive (after the inevitable IT issues!) and we received some good feedback from the participants. Since this, we have organised another training day and also the potential for our staff team to work within the harassment project officers to continue to build links with the university, local community and to reach a student populous of victims that might need out support!



**Rachael Atkinson-Millmoor**  
Senior Caseworker

Within Leicestershire our local LGBT Centre has set up a programme to create visible recognition of organisations across our region who display LGBT+ inclusive practices.

Victim First have been working hard over the last few months to put together our application including evidence of our work in our local area, wider organisation within Catch22 and also our work for partner organisations such UKSAYSNOMORE. We have now learnt that we have been given the LGBT+ inclusivity award and have been invited to a ceremony on February 25<sup>th</sup> which will be attended by Manjeeta and Kulsum. Thank you to the Leicester LGBT Centre for the honour of Victim First being recognised as an LGBT+ inclusive service and we hope to continue to grow in this area as we go forward.

February was LGBT History Month and for the whole month, across our social media we have been posting about various areas that affect our LGBT Communities from mental health to online safety.

Please feel free to check out our Twitter, Instagram and Facebook for more information around these posts and what we have been up to for the last month.



# What have we been up to?

## Open Days

During the last quarter, we hosted a number of 2-hour open days across the different police stations in Leicester, Leicestershire and Rutland. The aim of the open days was to encourage attendance from force staff and officers, and also different partner organisations, so that stakeholders had the opportunity to meet with the Victim First team, ask questions, see what we do and also encourage better partnership working.

We held stalls, competitions, a walk-through the support plan and the newly launched website and webchat facility so that partners and officers had a clear understanding of what the Victim First offer is to victims and witnesses of crime. Caseworkers hosted these sessions at their own areas so that officers at these particular areas could familiarise themselves with the Caseworker based at their NPA.

### So... Did they work?

**100% of attendees (who responded to our survey) 'Strongly Agreed' or 'Agreed' that the Open Day had improved their knowledge and understanding of Victim First.**

### What did you find most useful / beneficial from the session?

“VCOP hand out and officer card. Learning that Catch22 is not separate to Victim First.”

“Nice to meet the **real people** behind the service.”

“The **additional support** physically re. lock changing etc. / DV”

“**Understanding of links between services** not linked to witness care. **Better insight** to services.”

“**Reassured** I’m able to contact them with any further questions.”

“It’s good to have a **contact point** in Harborough station...”



Victim First | 0800 953 95 95 | [office@victimfirst.pnn.gov.uk](mailto:office@victimfirst.pnn.gov.uk) | [www.victimfirst.org](http://www.victimfirst.org) | @Victim1st

## Good News Story

We supported a repeat victim of ASB. The service user was a victim of racial verbal abuse, criminal damage caused to her car and noise nuisance. The incidents impacted on the service user's personal safety, mental health, family and general attitudes towards life. The incidents were escalating and the IP's mental wellbeing were impacted. The service user was unable to sleep due to the incidents and this had an impact on the service user's employment (she might have received a disciplinary).

The support plan for the service user included a lot of emotion support, advocacy with the police and the council to help strengthen relationships to help support the service user's situation, information around restorative justice, signposting, personal alarm being sent and information and advice.

As a result of the support our Caseworker put in place, the service user has now been informed that the neighbour, who was causing the harm, will be evicted. The service user is receiving mental health support from the PAVE team, they are also in regular communication with the police and council due to advocacy provided to help them rebuild relationships. The intervention from Victim First benefitted the service user as they stated they felt well supported and their situation has improved.



One of our Caseworkers, Sian, holding a stall at the Leicester Diwali Light Switch on event



As part of the Hate Crime Awareness Week, we were collecting positive messages from the people of Leicestershire to stand up against hate crime

## 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](mailto: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](mailto:office@victimfirst.pnn.gov.uk)

## What's coming up:

### February 2020

**21<sup>st</sup> Feb:** Victim First will be presented with the Victim's Choice Quality Mark

**25<sup>th</sup> Feb:** Victim First will be presented with the LGBT+ Inclusivity Award

Check out our [twitter page](#) and [website](#) for updates.