



Victim First

Victim First Newsletter

Welcome.... to our newsletter

It's been a busy few months for us and it has truly flown by. We have been working with different communities to help us develop our knowledge and understanding on Equality and Diversity. More about this on page 2. We also supported Leicestershire Pride at Victoria Park, along with Juniper Lodge, Trade and LGBT Centre. We held a stall and interacted with the community.

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 April – June 2019:

We offered support to **4,049** new referrals

We provided enhanced support to **390** victims.

We provided emotional support via phone to
247 victims

We provided advocacy to **60** victims

We also provided standard support to **2,418**
including information via post, signposting to our
website.

Service User Feedback

"It was someone to
talk to about it"

"From first point she
was lovely, did not
pressure me, timeframe
was absolutely great."

84.6%

of victims were satisfied
with their overall Victim
First experience

"They offered me all
the support that I
needed, which I didn't
even know was out
there"

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What have we been up to?



Sian Wilson
Caseworker

As part of the equality and diversity lead area group at Victim First, we are always striving to make our service more inclusive and reach out to more hidden groups within society. As part of this, I have taken a particular focus on working with people with learning disabilities – an incredibly marginalised and often overlooked group within our community. I have been visiting numerous disability action groups across the county to raise awareness of our service and work with the groups to help them recognise and understand hate/mate crime. Whilst working with these groups, I was also able to use their guidance and support to create our own easy read materials to use when working with people with learning disabilities. I have also been invited by the Learning disability partnership board to deliver a keep safe workshop alongside hate crime officer Isla Dixon at their learning disability promotion event in September. Isla and I have been working on an easy read workshop to help people with learning disabilities and professionals understand the risks of hate crime and how to keep themselves safe. Engaging with these groups has not only helped us to improve the accessibility of our service and develop appropriate materials to use when working with people with a disability but it has also encouraged people to come forward and access support from our service who previously may not have felt confident to do so.



Rachael Atkinson-Millmoor
Senior Caseworker

Recently I sat down with Life Links to discuss a peer support group set-up for Victim First service users who are dealing with mental health difficulties. The aim of the groups is to provide stress management, confidence building, and tools for resilience and peer support guided by the needs of those that attend the group. The first group ran on August 7th and the aim is to run a group the first Wednesday of every month.

I also delivered some Domestic Violence training to the Life Links team; this was an interactive session with lots of discussion to support the team to better support any service users that may go through Domestic Violence. The group were engaged and took part in lots of discussion about their own processes around disclosures and safeguarding. I have been invited back to deliver some LGBT training for their volunteer team; the session is in place to open up the discussion around supporting LGBT communities.

This is one of the first BSL videos that attempts to break down barriers to access victim services in the country for the deaf community.

What have we been up to?

Good News Story

We have been supporting a victim of an assault and anti-social behaviour. The victim was assaulted by their neighbour who had shone a laser pen in the eyes of the service user, which caused irritation and injury. The service user expressed concerns for their personal safety, the incident having an impact on their mental health, ability to cope with everyday life and the incident limited the support they provided for their son who was involved in a road traffic collision 9 years ago which resulted in life changing injuries. The Caseworker was able to work with the service user to create a support plan which included; providing advocacy with Leicester City Council and Leicestershire Police, being signposted to health service regarding stress management and regular emotional support. Over the last 16 months, the service user and her family went from reporting incidents daily with neighbours to now having no incidents with neighbours. The Caseworker worked with the officer in the case and housing officer to aid communication for the service user and her family and help find a solution.

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:



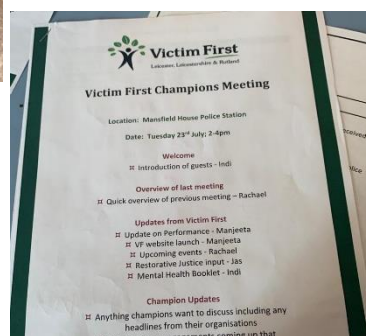
We attended the Family Court Domestic Abuse Service Launch



We supported Leicestershire Pride at Victoria Park, along with Juniper Lodge, Trade and LGBT Centre. We held a stall and interacted with the community to provide information about how Victim First can help.



Held a stall at the West End Neighborhood Centre for disability awareness café.



We held our quarterly Victim First Champions Meeting with local partner organisations.

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What's coming up:

Victim First will be hosting a number of open days across the different police stations in Leicester, Leicestershire and Rutland. The aim of the open days is to encourage attendance from force staff and officers, and also different partner organisations, to provide attendance with the opportunity to meet with the Victim First staff, ask questions, see what we do and also encourage better partnership working.

Victim First will be holding a number of 2-hour open sessions towards to the end of September and throughout October to ensure that most attendees have the opportunity to attend. The sessions which will include; stalls, competitions, a walk through the support plan and the newly launched website and webchat facility so that partners and officers have a clear understanding of what the Victim First offer is to victims and witnesses of crime. Caseworkers will be hosting these sessions at their own NPAs so it's a great opportunity for officers at these particular NPAs to familiarise themselves with the Caseworker that is based at their NPA.

It has been a year since the new Victim First model was launched, the main change being that the Victim First team are scattered across LLR to ensure that there is a strong visual presence of Victim First for Leicestershire Police, for partner organisations and also victims and witnesses. This open day will truly feed into this element. Please visit your nearest Victim First Team member at their stations:

Force Headquarters: 30/09/2019

Keyham Lane: 01/10/2019

Beaumont Leys: 07/10/2019

Braunstone: 08/10/2019

Loughborough: 17/10/2019

Wigston: 21/10/2019

Mansfield House: 23/10/2019

Market Harborough: 30/10/2019

Remember we have a live chat feature. Here you can chat anonymously without calling into our service!

Putting Victims First

A free, independent and confidential service supporting victims and witnesses of crime across **Leicester, Leicestershire and Rutland**

Live Chat

Hi Anonymous, welcome to Victim First WebChat.

Before we start, it is important to let you know that we are a confidential service and that anything you do say will be kept confidential unless we are concerned for your or anyone else's safety.

How may I help you?

Your message...

powered by Click4Assistance

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