



Service Update: March 2021

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catch
22

The Impact of COVID-19

- Changes to service delivery from March 2020 to present
- Home working – risk assessed at each change in guidance
- Extensive use of technology to connect
- Focus on staff wellbeing – morale has remained high
- Plans in place to return to office-base working

Referrals: January-December 2020

- 11153 total referrals into Victim CARE
- 290 of these were Self Referrals
- 5758 of these received support from a Caseworker
- 521 referrals for Hate Crime
- 1450 referrals were vulnerable victims



Support Provided – Enhanced Cases*

- 2245 instances of Advocacy provided
- 8829 emotional support sessions provided
- 456 target hardening items provided
- £28,600 of Criminal Injuries Compensation awarded for applications we supported

*From January-December 2020



Outcomes

Following our support, over the last year:

- 87% reported improved health and wellbeing
- 73% reported feeling better able to cope
- 74% reported feeling safer
- 99%* reported being very satisfied with the service

*out of 1845 respondents



Feedback— Enhanced Support

'I don't think I'd have been able to cope at all without your service, no one else was listening to me. I'm so glad that you are there for people when they need it most.'

Service User feedback via phone

'When I described how appreciative I am of *(name supplied)*'s services, she was so humble to say it was part of her job. But I don't believe anyone would give as much effort, care and all round support that *(name supplied)* has done for me, and my partner during this horrific time.'

Service User feedback via email

'I just want to say how grateful I am to you and your company for everything that's been done for me. I don't like to think what my mental health would be like if it wasn't for you – you don't know how much this has helped.'

Service User feedback via phone



Restorative Justice – January-December 2020

- 86 referrals to our Practitioners
- 67 were interested in pursuing RJ
- 8 Restorative Interventions (conference/letter/shuttle)
- 10 cases closed due to no offender caught
- 8 closed due to victim withdrawing
- 41 closed due to offender not engaging or unsuitable

Feedback- Restorative Justice

It's helped me so much. I'm no longer dwelling on the past anymore. I think it would help others; it helps you to move on. My son had been badly affected by the incident but now he seems to be doing so much better and this is because he sees me much happier and so he feels happier

Victim feedback from direct intervention

'From the very beginning I knew deep within me that I was going to have that conversation, some people close the door on. Restorative Justice supported me in finding out the answers I had been carrying for years. By doing just that, I have found a greater level of peace and I can only be thankful for that'

Victim feedback from direct intervention

They have helped me so much in everything and supporting me and talking things out. My only fault is I wished it didn't have to come to an end. Both (*name supplied*) and (*name supplied*) have been amazing.

Victim feedback from indirect intervention



Community Points – in 2020

- Improved and simplified application process
- 41 organizations signed up as Community Points
- 7 organizations currently applying
- 51 referrals over the past year
- 12 successful applications to this year's grant scheme – with combined awards totalling over £18,000



Community Points – plans for 2021

- Expand the grant scheme – more flexibility in projects and larger grants offered
- Improve representation, particularly from BAME communities among the points
- Host an event – likely remote
- Work towards building a self-sustaining network

