

APPENDIX A

Case Study – Progress Report of the Nottinghamshire Victim CARE Service

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Summary

Victim CARE opened as a new service for victims of crime in Nottinghamshire in January 2017, commissioned by the OPCC and delivered by Catch22. The service was commissioned to provide support for victims of all ages for all crime apart from Domestic and Sexual Violence. The team also included provision for victim initiated Restorative Justice Interventions. From January 2017 to December 2018 the service received 16,707 referrals – the majority of which come from Nottinghamshire Police, referring a victim soon after the crime is reported.

The number of self-referrals to the service has steadily increased over the previous two years to around 449 as outreach across the county has improved. It is anticipated that self-referral rates will increase further in 2019 as a new website is launched, enabling the victim care services to be further publicised.

Support

Out of all referrals, support has been provided to 7,803 victims, with longer-term intensive support being undertaken with 2,566. Between January 2017 and December 2018, the service has undertaken:-

- 1,614 Instances of advocacy
- 5,148 Phone support calls
- 7,613 Emotional support sessions
- 175 Community visits
- 925 Target Hardening items
- 747 Home visits
- 1,222 instances of Information and Advice
- Supported 51 Criminal Injuries Compensation Authority (CICA) applications

Restorative Justice

The service has also received 497 referrals to their Restorative Justice (RJ) team during this period, of which 10 interventions have been delivered comprising 5 face to face conferences and 5 letters written. A further 31 cases were closed following a 'restorative conversation' – where the victim was interested in RJ but the intervention was not possible. A further 127 cases had to be closed due to the victim withdrawing from the process either directly, or through non-engagement, while a further 77 cases were closed due to a lack of information on the Offender.

In order to address lower than expected uptake for RJ interventions, the service has:-

- Worked more closely the Witness Care Unit (WCU) and as of October 2018, embedded a member of staff within the unit for 2 days a week to process more appropriate referrals
- Implemented a similar process with the local Youth Justice Service (YJS) in the city
- Developed an RJ engagement plan to link RJ with Community Points and community outreach
- Attended training sessions with the Police Prison Handling team in the city to increase direct Police RJ referrals
- Developed an app for all Police mobile devices with information on the Victim CARE service and how to refer.

As of January 2019, a further 7 RJ cases are being prepared for an intervention indicating that improvements in RJ outcomes are likely to be evidenced in 2019.

Outcomes

Since introducing a Victim Self-Assessment, to measure the new Ministry of Justice (MoJ) outcomes for victims, in April 2018, the service has reported in each successive quarter improvements in victim outcomes among over 95% of victims leaving the service. This includes improvements across health and wellbeing; ability to cope; increased feelings of safety, and better informed and empowered.

Similarly, from April 2017 to December 2018 out of all closed cases surveyed, 98% were completely satisfied with the service received; 97% would use the service again, and 98% would recommend the service to a friend.

Community Points

A significant element of the new service model involves work to develop the Community Point programme. This was intended to extend support for victims who might be 'hidden' from existing outreach, or find it difficult to access support through traditional routes, for example the Police or other statutory organisations. The Community Points are local organisations that have signed up to work with Victim CARE to support victims that they may come across in their own communities through the work they already do day to day. To date, Victim CARE has engaged with over 100 community organisations to expand their reach and develop the programme.

Establishing this project has been challenging, and taken longer than anticipated, however as of January 2019, the service has 29 Community Points established across Nottinghamshire (including 60 county libraries), with at least one point in every borough or district, city and county. The full list of current community points is shown below.

Victim CARE held their inaugural Community Point event in December 2018, attended by the Police and Crime Commissioner, which brought together many of our Community Points to discuss how the programme can be developed and to hear about funding opportunities the service is opening up for the Community Points.

The service continues to receive regular referrals from the Community Points, most notably RedThread – a youth violence intervention programme which has provided positive feedback on the partnership –

'You have been outstanding with your support to young people who have achieved some fantastic outcomes since working with our services. Furthermore you have helped us settle in as a new service and provided us with advice and support when needed. It has really been so refreshing as a new service not to face any hostility but to be greeted with thanks and support and it makes our team 100% confident in referring into your service knowing young people are not going to be let down.'

RedThread Project Manager

Victim Care Community Points as at January 2019

NOTTINGHAM	COUNTY WIDE	MANSFIELD	BROXTOWE
Emmanuel House Bulwell Healthy Living Centre Community Protection Nottingham City Homes Improving Lives University of Nottingham Notts Deaf Society The Vine Community Centre Nottingham Women's Centre	Inspire Libraries Nottingham Mencap RedThread	Portland College Mansfield Woodhouse Community Dev Group West Notts College	Middle Street Resource Centre Broxtowe Citizens Advice Bureau
	BASSETLAW	NEWARK & SHERWOOD	RUSHCLIFFE
	Centre Place Bassetlaw MIND Working Win	Newark & Sherwood Homes Newark and Sherwood Citizen's Advice Bureau Newark and Sherwood District Council	Rushcliffe Council Community Safety Rushcliffe Council Contact Points Bridges Community Trust
	GEDLING	ASHFIELD	
	The Ark	Our Centre Ashfield Citizens Advice B	