



Victim First

Leicester, Leicestershire & Rutland

Victim First FUTURES

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QUARTERLY NEWSLETTER

Reflections

As we enter a new year, its a great time to reflect on our progress and look ahead to what's coming next...

We've seen some positive staff changes - Chloe has stepped into the role of Partnership Manager and Lisa has taken on the position of RJ Lead! We're excited to se them grow into these roles and continue contributing to the team's success.

In February, our student placements visited the Violence Reduction Unit in HMP Pentonville. Leah and Joy found this visit very intimidating but extremely insightful!

With just two months left, we'd like to thank our placement students for their hard work and commitment. We are also pleased to share we've offered spaces to two new placement student starting in September.



HMP Pentonville Visit



Victim's Minister and Commisioner Visit

Key Statistics: October-December

We had
1980
positive vicitm contacts made



We had an **94.7%** overall satisfaction rate



287 individuals felt better equipped to cope and build resilience after engaging with Victim First



We delivered **7** positive Restorative Justice outcomes

Staff Spotlight

We are pleased to highlight the success of **Lisa**, our new Restorative Justice Lead!

"Stepping into the role of Restorative Justice Lead has been a big change, but one I'm really enjoying. After two years as a caseworker and having always been intrested in restortative justice, I'm excited to continue working alongside such a great team at Vicitm First. I'm really looking forward to supporting our service users to have their voices heard, find some closure and move forward" - Lisa.



Jas has supported me from day one and has allowed me to regain my confidence and take back control of my life.

Chloe has been a fantastic person to talk to during a difficult time. I felt like I'd known her forever, very easy to talk to and made me feel at ease. She's was a pleasure to talk to and I will miss talking to her.

Victim Voices



Community Engagement

On the 19th March, we had the honour of welcoming the Victims' Minister and Commissioner to gain a deeper understanding of victims' journeys through the Criminal Justice System, and to explore their experiences of how their rights under the Victims' Code of Practice (VCOP) were delivered in practice.

We were joined by seven individuals who had previously been supported by Victim First, who courageously shared their experiences. Their insights highlighted both the positive impact of support services and the challenges many still face when navigating the criminal justice system, particularly around feeling heard throughout the process.

It was an inspiring day and we are incredibly grateful to everyone who shared their stories. Their contributions will play an important role in shaping future improvements and strengthening the support available to victims.



Case Study

A service user was referred to Victim First following reports of ASB and harassment by a neighbour. She shared that the situation had significantly impacted her mental health - leaving her feel **exhausted, overwhelmed and unsafe** at home and the community, scared she would bump into her neighbour.

With support from her caseworker, she was given a **safe space to talk** and she was reassured that her feelings were valid. Together, they focused on **small, achievable steps to help rebuild her confidence** including gradually re-engaging with her community. She was also provided with a personal alarm to help her feel safe and encouraged to **celebrate her progress**.

As a result, she has **started going out again**, taking her son to play and reconnecting with neighbours. She described carrying the alarm as **"comforting"** and said that taking "baby steps" has made a real difference. She also shared that speaking with her caseworker helps her feel **"lighter" after each conversation**. Supported by Emily

Partner Focus - VF Conference

This quarter we aren't focusing on a specific agency as there has been too many to count! As we say a temporary goodbye to Sian, who has begun her maternity leave, we are delighted to welcome **Chloe** as our new Partnership Manager!

Chloe has already been making a strong impression - connecting with partners, building relationships within the community, and leading preparations for the upcoming Victim First Conference taking place next quarter! We are pleased to have multiple partners attending including **Falcon, Freeva, Project 360, Leicestershire Police Cyber Crime Unit**.

"I'm excited to step into this role, share my experience, and build on both new and existing partnerships by strengthening those connections. Please don't hesitate to get in touch if you'd like to learn more, or any events you'd like Victim First to be involved in" - Chloe.



Project 360

Contributing to the Evidence-Base on Policing Domestic Abuse



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Victim First