



Victim First
Leicester, Leicestershire & Rutland

Victim First
FUTURES

catch
22

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QUARTERLY NEWSLETTER

Reflections

October marked a major milestone for Victim First, as we proudly celebrated 10 years of supporting victims across Leicester, Leicestershire and Rutland

For the past decade, Catch22 has been commissioned to deliver Victim First, acting as the primary point of contact for victims and ensuring consistent, high-quality support throughout this time.

Over these 10 years, thousands of victims have been empowered to cope and recover, access their rights, and rebuild their confidence following crime. The service has continually evolved to meet changing needs, helping victims feel heard, supported and safer, and making a lasting, positive difference to individuals and communities across the region. prevention.



White Ribbon Event



VF 10th Birthday



BBC Radio 3 Broadcast



Community Engagement



On November 28th, Daniel and Leah attended the BBC Radio 3 Fraud and Scams Broadcast, aimed to raise awareness of fraud and online scams, providing practical advice on how to recognise and avoid them. The broadcast took place at High Cross to engage with members of the public, giving people the opportunity to share their personal experiences and spread awareness to others.

Several partner organisations were also present including Victim First, who provided on the spot support, guidance and advice to those affected. Daniel, our Restorative Justice Lead, spoke about the significant impact fraud can have on victims and how RJ in some cases can be used as a supportive approach for closure.

BBC RADIO
Leicester



Key Statistics: October-December

We had

1833

positive victim
contacts made



We had an **95%** overall
satisfaction rate



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



We delivered **10** positive
Restorative Justice outcomes

Emily was so kind,
empathetic and respectful.
She made me feel heard
and it made me feel so
much better.

I felt like I'd known Debby all
my life and I really struggle
with people on phone. She
made me feel heard,
understood and safe in my
own home.

Victim Voices



Case Study – Simone

In November, the Victim First team attended the annual Catch22 Victim Staff Conference. During the conference we heard a powerful insight from a victim – Simone who has been supported by our caseworker Jas at Victim First.

Simone courageously shared her personal experience of on going hate crime. She spoke openly about the emotional impact of what she had been through, along with her wife and highlighted the vital role that Victim First and Jas played throughout her journey to get to where she is today.

Her account demonstrated how tailored, trauma-informed support can help victims regain confidence, feel less isolated and begin to move forward after experiencing a hate crime, like Simone. As Simone said it herself “If it wasn’t for Victim First support, I don’t think I’d be here today.”



Stakeholder Survey Highlights

A big thank you to everyone who completed our recent stakeholder survey. We’re pleased to see that partners found our referral processes easy to use and our team supportive and effective, while also highlighting some key areas to focus on.

The feedback will help us strengthen partnerships and continue improving support for victims across Leicester, Leicestershire and Rutland.

“The team are all extremely knowledgeable, friendly and provide fantastic support. The team are professional and great at communicating.”



I have always found Victim First engaging, friendly and enthusiastic – a pleasure to work with,



victim1st



Victim First



Partner Focus: Saffires Charity

Victim First recently built a new link with local charity – Saffires, who support women and girls who sell sex across Leicester, Leicestershire and Rutland.

Our Partnerships Manager, met with Charity director Becky to learn more about each other’s services and explore ways to work together.

Becky also attended a team meeting, delivering an insightful session that helped our team provide even more sensitive, understanding, and effective support to women who sell sex.

We look forward to continuing to collaborate, learning from each other, and ensuring women and girls get the support they need.



For more information on the incredible work they do, visit their website <https://www.saffires.org.uk/>

Scan the QR code to visit our website

