

NEWS – coming to you from across the City and County

Nottinghamshire OPCC funded project delivered by Catch22

Katherine Cant – Head of Service Update

The past few months have really flown by and have seen lots of exciting developments for Victim CARE. Six of our Community Points who applied to our grant scheme at the beginning of the year have been awarded funding to undertake innovative projects in their communities – we'll hopefully be hearing all about their great work in subsequent newsletters. We have also moved offices, and are now based on Poplar Street, co-located with other Nottingham Catch22 services, which will give us great opportunities to share learning and practice across our teams.

Referral source – January to March

Nottinghamshire Police British Transport Police	1938
Action Fraud	110
Self-referrals Community points	104
Agencies Witness Care Unit, Witness service, local authority, housing & other victim support services	237

Message board

We received a call from a concerned family member who wanted to refer their relative, a victim of a burglary. They had heard about our service as they “**work for Age UK and so had heard from service users that the service we provide is great**”.

How does Restorative Justice work?

By Maamun – RJ practitioner

As part of the Restorative Justice (RJ) team working, we receive a variety of referrals from different partner agencies. One of the referrals we received in October 2018 was from the Youth Justice Service in relation to a youth harassing, intimidating and physically attacking

Our service between January & March 2019

Provided a direct service to 1411 victims

503 victims accepted further support

Delivered 6 Restorative Justice Activities

Sent 186 target hardening materials

118 victims were seen face to face

another. As with all our referrals, initial contact was made with the victim to discuss RJ interest and suitability. The victim and offender in this case had a pre-existing relationship through mutual friends. The victim and his family had questions regarding the incident to which they wanted answers. They wanted the offender to take accountability for his actions. Having discussed the RJ process, home visits were arranged alongside a youth justice caseworker to further discuss potential RJ interventions and address any concerns with both the victim and offender. As things stand, final preparations are now being made with both parties with a view of holding a face-to-face RJ conference in the near future, where the victim and offender will meet in a safe environment to discuss the incident and the effects it has on both of them. The purpose of this meeting will be to provide closure for everyone involved and potentially repair any relationships that were harmed as a result of the incident.



*#throwback
#NoPlaceForHate
campaign*

***Supporting John (not their real name),
victim of a phone phishing scam***

Written by caseworker Jane

We recently supported John, an elderly vulnerable and intimidated victim of a landline phone phishing scam. He was called by someone claiming to be a solicitor who would help him to reclaim £3375 in mis-sold PPI. The catch however was that in order to release these funds, he must purchase £375 of iTunes vouchers from his local Sainsbury's store and provide the serial numbers to the caller. The victim complied, providing £125 worth of vouchers on the day of the call. The caller made contact the following day and John then realised it was a scam.

John was upset that this happened to him and contacted Action Fraud and the Police.

When we first contacted him, we reassured him that this sort of scam can be hard to detect there and then and gave him tips on spotting these in the future. We also contacted Sainsbury's outlining the circumstances of this all too common phone fraud. As a result of our intervention he received a small compensation in vouchers from the supermarket.

We also suggested a Call Blocker unit (phone device that stops unwelcomed calls coming through) which we applied for and John had installed in his home. He has not received any more unsolicited calls since this intervention.

John felt reassured by our support and was no longer feeling ashamed for being scammed.

We also hope that our communication with Sainsbury's may lead to their staff being more vigilant when it comes to elderly people purchasing unusual items like iTunes vouchers in large quantities.

Caseworker Tony received this message from a female victim of racially aggravated harassment:

"I just got your voicemail, thanks so much for contacting me with regards to the housing and the police. Thanks for all your help already Tony, you really don't understand how much it means to me. "

North team update – written by Gina

I attended a BAME (Champions meeting at the International Development Foundation in Nottingham. This was their first meeting in Nottingham and I got to meet some very interesting people who were surmounting horrendous experiences. I have now signed up to be a BAME Champion. I recommend everyone to sign up too; this is a national campaign to get people talking about mental health issues.

I facilitated a training session at the Say No To Hate training at the Holocaust Centre in Laxton with Katherine Cant. We provided a case study for the training in cooperation with Nottingham Mencap.

Tim and I staffed a stand at Hawtonville Community Centre's day of action. There was a large turnout and Hawtonville is now shiny and clean.

Tara and Victoria gave a talk to 30 women in Newark's library on International Women's Day. This was well received. Tim attended a community trigger meeting.

Andy and I attended the Rainbow Heritage Awards where Centre Place (our first community point) finally received their award from last year. The day was in stark contrast to last year - it was 19 degrees this year while last year we were battling the Beast from the East. So, congratulations Centre Place you truly deserve all the recognition you get.

Our area continues to be very busy so a big shout out to my team Michelle, Tara, Tim and Victoria. Thank you for all your hard work I really do appreciate all you do. Thank you for your continued support.

City Team updates – written by Lorna

The Victim CARE City team continues to fight the good fight with regard to supporting victims of crime. Our statistics bear witness to this. The main areas where

support is offered relates to cyber-crime, anti-social behaviour (ASB), Hate crime in all its forms and street robberies.

We provide practical and emotional support to victims and part of our armoury is the use of the multi-agency approach in order to support all of the presenting needs of our clients. As part of our work we not only supported people by phone, but also supported them through community visits and home visits.

During the course of the past few months we have received presentations/seminars from Trading Standards, Illegal Money Lending team, Enforcement – civil remedies, Hate Crime Awareness seminar, all of which strengthen the service’s ability to support and signpost victims of crimes.

In addition staff attended a number of external meetings: Open Mosque Day (Five Ways Mosque), Tackling Female genital mutilation, National Bystander Awareness Day and outreach sessions at Emmanuel House.

The City team also attended and provided inputs to the following scrutiny panels: Nottingham Hate Incident Police panel, the Complex Persons Panel and the City-wide Hate crime awareness sub-group.



“Catch22 - Celebrating Our People awards 2018” winner in the volunteering category – our supporter Gail

assisting Local Stapleford partnership to deliver the Locality working plan, by delivering training session to Toton’s Tesco Community Champions team; as well as supporting Broxtowe’s Communities Officer to deliver ‘Community Safety Drop-ins’ at Eastwood Library and Stapleford Health Centre. We continue with our regular drop-ins at the Middle Street Resource centre in Beeston.

During this time we have been representing victims at local anti-social behaviour and vulnerable persons’ panels across our areas. We were proud to support memorial and celebratory events across the County – be it Holocaust memorial in Bramcote or LGBTQ History month reception at the Nottingham Council House.

In addition we were involved with delivering talks at the Nottinghamshire Police Training centre about our services for victims of hate crimes to police probationer officers.

Catch22 runs annual awards, celebrating achievements of all services across the country. We are proud to announce that our service had a winner in volunteering category - our supporter Gail. Massive congratulations again 😊

Andy – community points update

Following on from last autumn, the first three months of 2019 have been a busy time, packed with visits to community organisations and attending events. I thoroughly enjoy getting out into the county to see at first-hand all the good work being done in our inclusive support. It has also been a productive time with another six organisations being signed up to work in

Snapshot of major crime types referred to us in the last quarter	
Burglary, residential and other including theft	649
Assaults including robbery and knife crimes	805
Fraud and Cybercrime	142
Anti-Social Behaviour	34
Criminal damage	226
Stalking and harassment	204
Hate crimes and incidents	132

South Team updates – written by Eva

We have been busy across our areas of Broxtowe, Gedling and Rushcliffe and apart from direct work with victims and their families been



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**NOTTINGHAMSHIRE
COMMUNITIES
STAND
TOGETHER
AGAINST
PREJUDICE
AND
DISCRIMINATION
FIGHTING
FOR
BETTER
FUTURE**

partnership with us as community points. My thanks to the people that I have met at Newark and Sherwood District Council, the Bridges Community Trust, West Notts College, Nottingham Women’s Centre, Bassetlaw Children Centres and Healthy Family Teams, and the Citizens’ Advice Bureau at Newark & Sherwood. We look forward to mutually productive and beneficial working partnerships.

As for engagements I spent a morning at Loxley House at the Age Friendly seminar ‘Avoiding scams, doorstep crime and staying safe’, making the most of passing on information and advice, and networking with other groups. More recently I presented to the New Meadows Tenants and Residents group. I am also looking forward to the opportunity of presenting at the Bassetlaw CVS Health and Social Care forum in April. My thanks to all who invited or hosted me across the county

Hot off the press:

All frontline Notts Police officers and PCSOs now have access to a Victim CARE app on their work issue smartphones. The app was developed by T/Insp Phil Grimwade, with help from our senior caseworker Eva. Phil explained, “We found that many officers were unaware of Victim CARE and

the services available to support victims of crime alongside our investigations. By adding the app to officers’ phones, they can now access reference material from NVC wherever they are to offer victims help and support”.

In addition, Phil has been delivering training to Student Officers with help from our representatives. “We have been able to teach the next generation of officers about what NVC can offer victims, especially the most vulnerable.”

“Both the app and the training have been well-received, it has really strengthened the connection between our organisations and should mean we can deliver the best possible service to victims of crime.”



Celebrating LGBTQ history month – at the CPS organised event 😊