

NEWS – coming to you from across the City and County

A Nottinghamshire Office of the Police Crime Commissioner funded project delivered by Catch22

Head of Service update

Katherine Cant

As we move into our third year as a service I am proud that we are delivering a great service to victims of crime in Nottinghamshire. It is gratifying to hear that 100% of those surveyed after their case was closed say they are very satisfied with the support received – but even more so when we receive feedback like the one we have shared below. A few weeks ago I also received an email praising the support of one of our Caseworkers – *‘If everyone who works within a supportive capacity could have the same qualities and nature as Jane then a lot of people’s lives would change for the better...When the world seems a horrible and cruel place it only takes one person to make a difference - and for me that person has been Jane.’*

So here’s to hoping that in 2019 we empower even more victims to recover from crime, and remind them that there are people out there who will listen and care.

Our service in numbers

Total number of referrals in the last quarter was 2580 – our largest referral points were:

Nottinghamshire Police	2100
British Transport Police	33
Action Fraud	317
Self-referrals & Community points	67
Other (i.e. housing, councils, witness service, other victim services)	70



Message from our service user

Written by a victim of Anti-Social behaviour

“Just to say thank you for all your help and support over the last 6 months...I know you believed me when nobody else did....without you I would of gone mad...you have let me cry shout all sorts at you.....thank you Viv from the bottom of my heart
♥”

Out of all the victims we spoke to, 83% accepted further support

1983 victims received over the phone support

142 victims were seen face to face

We sent over 150 target hardening materials

We delivered 436 instances of advocacy

Received 54 referrals for restorative justice, this lead to 16 activities

Notts TV appearance – Ay Up Me Duck!

Written by our caseworker Tony

The Notts South team have been participating in events in the Broxtowe area to support elderly people who live independently. During these events, we explained our service and supplied people with personal alarms, window alarms and purse bells. At the event in Beeston, I was

Free Phone 0800 304 7575

www.nottsvictimcare.org.uk

Email admin@nottsvictimcare.org.uk

Twitter . Facebook . Instagram @NottsVictimCARE

interviewed by Notts TV. The item, which aired on 29 November 2018 showed me explaining how Victim CARE supports victims on a daily basis and more specifically, how elderly victims can take steps to prevent themselves from becoming victims of crimes. Those attending the event were very impressed with the support that victims can receive. In fact, a group of elderly ladies approached our stall to say that they would like access to Victim CARE's services immediately.

https://twitter.com/Notts_TV/status/1072885476263104513

Our service on the ground

By Johnna – City team Caseworker

An elderly victim, aged 71 years, was out shopping on the high street when her purse was stolen by unknown means from her handbag; the perpetrators then used her bank card to make purchases. She was contacted by myself within 24 hours of the crime being reported. The victim was clearly shaken up by the crime and she explained that it was "on her mind all the while". She could not understand how quickly the crime had happened and how the perpetrators had spent so much money in such a short space of time after stealing her purse.

The victim was feeling vulnerable, we provided her with a set of purse bells and a purse alarm - she told us that they improved her personal safety and security. Fortunately her bank refunded the money that had been taken. Although the victim was thankful for this she said that she was more upset about the loss of the sentimental items in her purse (family photos) that she never got back.

During a follow-up call the victim explained that she still felt "like a bag of nerves" but was thankful to have "such lovely people around

her" to support her during a difficult time, with our support she started to feel much better.

The victim was appreciative of the support provided and thanked me for my "kindness and advice". She stated "*the lady was wonderful – just marvellous. It's knocked me for six but she was lovely.*"



On the #RobinHoodTrail during our team building exercise – exploring Nottingham City heritage

City, South and North teams update

Written by our senior caseworker Lorna

This year we have provided support in a new and growing crime type: Cyber-crime. This criminality crosses national and international borders and is therefore difficult to deal with due to issues of jurisdiction. Our approach has been one of prevention rather than cure and we advise those caught up in its web to be security aware when shopping on-line. As a fail-safe we are advising people to adopt face-to-face shopping methods: checking and trying before you part with hard earned monies and always using approved and



secure methods of payments, i.e. PayPal. Whilst most of our support is delivered by telephone, we also make face-to-face and community visits to see clients. In addition to this we have a number of community hubs in the City where clients can report crime if they are unable to attend a Police station.

This year our service delivery has been enhanced by informative talks from RED Thread, CPS, Chameleon and Victim Support Homicide, all of which provided a fresh perspective on the victims' journey through voluntary agency support services and the criminal justice system.

Snapshot of major crime types referred to us across Nottinghamshire in the last quarter	
Burglary, residential and other including theft	857
Assaults including robbery and knife crimes	843
Fraud and Cybercrime	317
Anti-Social Behaviour	262
Criminal damage	206
Stalking and harassment	176
Hate crimes and incidents	122

Community Points update

Andy Goodall

Engagement Officer

andrew.goodall@nottsvictimcare.org.uk

The first week in December saw our inaugural Community Point conference, held at Mansfield Civic Centre. It was an opportunity to bring our community points and those organisations working towards becoming points together to look at how we might develop our working collaboration, as well as offer details with regard to future funding opportunities, learn more about restorative justice and hear

about the work of one of our community points, Emmanuel House. We were joined by the Police and Crime Commissioner, Paddy Tipping, who focussed on the benefits of working together to support victims across the county. It also enabled colleagues from partner organisations to network and explore how we might provide mutual support in the future. The day proved to be a success with existing working relationships being reinforced, and new ones forged.

Autumn was a busy time for community engagement. We continued with our ongoing programme of training sessions to community points, and presentations to groups across the county. We met with potential new community points with regard to benefits that this can bring to the communities that they support. Amongst other events we attended the Disability Nottinghamshire AGM in Mansfield and the Bassetlaw Community and Voluntary Service AGM in Worksop. We presented at the Nottingham Mental Capacity Act Forum, offering the ability to reach out to health care professionals from the public and private sector. We joined partners at an event organised by Notts Watch at Bilborough College to talk to public service students about the collaborative approach to preventing crime and supporting victims. In Broxtowe we were involved in the 'Celebrating Older People' events and the White Ribbon campaign. My thanks to all who invited and hosted us.



Free Phone 0800 304 7575

www.nottsvictimcare.org.uk

Email admin@nottsvictimcare.org.uk

Twitter . Facebook . Instagram @NottsVictimCARE

Upcoming events

We will be joining Communities Officer Joy from Broxtowe Council at Community Safety drop-ins at Eastwood Library - 10am to 11am

24th January 2019
7th February 2019
21st March 2019



We will be joining Communities Officer Joy from Broxtowe Council at Community Safety drop-ins at Stapleford Health Centre – 10am to 11am

14th February 2019
28th February 2019
28th March 2019



We are running drop-ins at Middle Street Centre, Beeston from 1pm to 2pm

9th January 2019
30th January 2019
20th February 2019
13th March 2019



Our word search was inspired by a CPS training session delivered by Grace Moronfulu, MBE twitter.com/gmoronfolu

We are running drop-ins at the Emmanuel House, Nottingham from 10am to 12pm

10th January 2019
31st January 2019
21st February 2019
14th March 2019



Come and say hello to us at the stall during the Nottinghamshire's Rainbow Heritage Celebration and Awards evening on 27th February 2019 from 7pm to 9pm at the Nottingham Council House.

Competition: "Guess which event" we attended!
First three correct entries will win a purse bell ☺



Y N T D D T R Z Y C C A J R F B X B O F	DEFENDANT
R C A O W M B M D H Z X E D X L I B E P	PROSECUTOR
U X U C J T P A R T I E M L D F E J M G	WITNESS
J T J G A P P J S R Y S P A P Z W Q C I	VICTIM
D V N L I M V M X T O S O C Y U W X S M	PLEA
T B O A Q T E I H O W T N W O P Q P O U	NOT
H P W G D V W R C N S X U I H M M P K L	GUILTY
V I D Y V N R X A T K C P C N D H G G D	ADJOURNED
H I J A X K E Y T L I U G I E F F K L L	TRIAL
X D O A Z F S F C Y A M I N I S F R G H	HEARING
J D L L Q K D H E U Z T R B R B O F K T	JUDGE
Q A O N O K S T S D X U N R P M F R Z R	ex PARTIE
Y M Y C B K L S G Y O Y R E G D E R P B	in CAMERA
Q G B E T I R E M J D H H T A L G E Z U	BARRISTER
J R B W R F S S D C Y S D S C J I G Z M	CLERK
F Z Z K I P V A V G C Q O I T H R D N M	JURY
O B P D A F N M E Y H E A R I N G U L B	
A N A Y L M M M H E N Q P R N Z E J I A	
D X W I T N E S S R G W F A R U P C K N	
S C V W A P P Z J C D X X B V H T A M B	



Free Phone 0800 304 7575

www.nottsvictimcare.org.uk

Email admin@nottsvictimcare.org.uk

Twitter . Facebook . Instagram @NottsVictimCARE