



**Empowering victims
putting them at the heart
of everything we do**

Index

Foreword	p1	Meet the team	p8
Welcome from our Chief Executive	p 2-3	What we have achieved in 2018-19	p 9-13
Meet the board	p 4	Partnership Working	p 14-15
Our Vision and Values	p 5	We got involved like never before	p 16-17
What we do	p 6-7	Budget and Finance	

Foreword

1

I know from my conversations with victims that becoming a victim or witness of crime can be hugely impactful on the individual and families concerned, and therefore it is vital that victims and witnesses receive the right support in the best way that meets their individual needs.

I would like to congratulate Voice on a very successful year that has built on the foundations it set last year. The service is now well embedded in Northamptonshire and is now supporting more victims and witnesses than ever before.

Over the last year I have spent time with Voice staff and volunteers and I would like to thank them for their hardwork and their commitment to supporting victims and witnesses across Northamptonshire.



Stephen Mold - Northamptonshire Police Fire and Crime Commissioner

"I don't know where I would be today without you and my IDVA who helped me in Bedford, you constantly pointed things out to me and helped me to recognise DA. Both you and the IDVA in Bedford saved me and my son and I want to thank you for this."

"Thank you I don't know how I would of coped without you. You were always there when I needed you I don't know what I would of done without your support."

Welcome from our Chief Executive

2

Having spent a year and a half leading Voice for Victims and Witnesses Ltd, I am more enthusiastic than ever about the excellent levels of care we provide.

Voice is a free, confidential support service for anyone living in Northamptonshire who has been a victim or witness of crime. The crime does not have to have been reported to the Police and it doesn't matter when or where the crime was committed.

Our service offers support to those aged 6 years and above, who have been victims of crime, persistent anti-social behaviour and serious/life changing fire incidents. Voice also supports victims, witnesses and family members affected by serious/life changing road traffic collision's.

This is our first annual report and a full year of service and I hope this report will give you a flavour of the outstanding work that Voice do for the victims and witnesses of crime within Northamptonshire.

In 2018-19 our team of dedicated staff and volunteers received 11,090 referrals into our service. We set ambitious objectives at the beginning of the year focused on our strategic priorities and have made good progress

against those, I would like to highlight here some key developments and achievements.

Public confidence

We have developed a survey for clients who receive emotional support from our specialist caseworkers. This is showing positive results, for example in Q4 of 2018-19 94.24% of clients felt better able to cope with aspects of everyday life when exiting our service and 88.47% reported increased feelings of safety. By September 2019 we will have expanded this survey and developed a suite of measures to capture meaningful feedback from all clients who come into contact with all aspects of our service.

"I feel more aware of my options. I am very appreciative of voice."

Welcome from our Chief Executive

3

Support the success of our people

We have encouraged and supported our staff to develop, either in their current role or to progress to new roles. We have retrained all staff across all grades to ensure standard operating practices are understood and implemented, and key skills including leadership and management are in place.

In our first all staff survey which we held in Oct 2018, 95.83% had a good understanding of Voice for Victims and Witnesses, Vision & Objectives, and how they link to their own work objectives. 95.83% agreed that they are satisfied with the training and professional development that Voice offers.

Continuous improvement

This underpins all aspects of our work. We conduct a monthly analysis of performance data and hold case reviews with witness care officers on adverse cases. This enables a case discussion to review all actions undertaken and identifies any learning points to be implemented by the individual or shared with partner agencies. These reviews are now seeing a reduction of noncompliance against our witness care unit pledge standard and timescales which underpins good performance. Our witness attendance rate in Q4 2018-19 was 88.90% which is excellent performance.

Voice for Victims and Witnesses continues to receive support and funding from Stephen Mold the Northamptonshire Police Fire and Crime Commissioner, this has enabled Voice to provide the best possible care and advice to victims at their time of need.

Our staff are committed to delivering high quality casework to the victims and witnesses of crime, their professionalism, skills and commitment gives me confidence that we will continue to support and care for individuals through their personal journeys and continue to make excellent progress in the years ahead.



Fiona Campbell - Chief Executive

Meet the board

4



Stephen Mold

Stephen is the Chair of the Board and was elected as Northamptonshire's Police Fire and Crime Commissioner in May 2016.



Nick Adderley

Nick Adderley was appointed as Chief Constable for Northamptonshire Police in August 2018. Nick became a director of Voice in February 2019 to ensure the rights of victims are at the heart of everything we do.



Dawn Cummins

As Chief Executive of Voluntary Impact in Northampton, Dawn works with her colleagues to promote the work of the voluntary sector at a strategic level as well as supporting local organisations to grow. Voice was delighted that Dawn agreed to become a director of Voice in February 2019.



Suzanne Burke

Suzanne joined the civil service in 2000 and has worked for a number of departments, she has always wanted to help vulnerable groups and understands the importance of supporting victims of crime. Suzanne joined the board in November 2018.



Fiona Campbell CEO

Fiona joined Voice in August 2017 with 29 years' experience with the CPS, she has always been passionate about victim's rights and this post enables her to ensure we put victims at the heart of everything we do.

Our Vision and Values

5

Our vision is that Voice will deliver a range of personally tailored services that provide all the information, guidance, support and specialist help to victim's or witnesses when they need it. We will work with staff, specialist service, victims and agencies to ensure Victims are at the heart of everything we do.

Our values below enable us to keep us focused on preventing further victimisation and ensuring victims are provided with the support to cope in the aftermath of crime.

"I was grateful to receive info about Voice from the police, I wouldn't have known of your existence. I was involved in a traffic trauma 10 years ago and with no help, it took me 7 years to recover. This should show your service is invaluable as after your help I am fine and enjoying life."

"I was very negative at start of therapy but would highly recommend service. I was no longer alone and now feel more confident."

Respect

- Treat everyone with honesty, courtesy and sensitivity
- Show tolerance for viewpoints that differ from your own
- Resolve matters in a fair and respectful manner
- Act professionally and ethically
- Explain our decisions and are honest if we make a mistake

Empathy

- Show compassion and kindness
- Are responsive to people's feelings
- Aim to be friendly, considerate and approachable
- Care for the wellbeing of all those who use our service

Adult Service

At Voice for Victims and Witnesses we apply a broad range of measures and strategies in order to meet the diverse needs of victims and witnesses of crime, whether the support they need is practical, emotional or, as is often the case, both. We aim to make contact with all referrals to us within 48 hours. In Q4 of 2018-19 we achieved this in 99.96% of cases.

Practical Support

Voice offers practical support to victims of crime to improve their safety, security and self-confidence. Each case is considered on an individual basis. We can help with tasks such as filling out forms for example compensation claims, providing home security measures such as window shock alarms, door alarms and night lights for those victims who are vulnerable or persistently targeted. We can also provide personal attack alarms, in 2018-19 we spent £4660 on security products.

Emotional support

The emotional support that our support workers and specialist support workers provide can make a big difference to someone who has been a victim of crime.

All of our staff are trained to listen and help clients make sense of what they have been through and to help them feel like they are getting their life under control again. We can provide a safe, neutral place for clients to voice their fears, worries and emotions. We provide emotional support in both the short term and longer term depending on a client's needs.

Children and Young People Service

Our CYP service covers children aged 6 and over and up to the age of 18, or 25 if additional needs are identified. We provide specialist youth support workers and therapists who work one to one with children who have been victims of crime. In 2018-19 we received 629 referrals into our CYP service.

"It has helped me go outside more often like nearly every day now all this support has made me overcome the incident."

Witness Care Unit

Our witness care officers ensure all victims and witnesses are supported through the court process. They will contact victims prior to the first hearing to introduce the service. We will ensure they have the individual support they need through the life of the case, keeping in contact with them updating them of progress, hearing outcomes and trial dates and sentencing results. We can arrange pre-court visits, special measure applications, transport to court and child care were identified. We will arrange for victims to complete a victim personal statement which informs the court in those cases where the defendant has been found guilty of the impact that the crime has had on the victim.

Restorative Justice

Restorative justice (RJ) is not just about face to face meetings with victims and offenders. A high percentage of RJ interactions can be done by letter or a shuttle mediation between both parties.

RJ caseloads remain low in Voice. We recruited a new RJ co-ordinator in Dec 18. We have worked with Restorative Solutions, YOS and our RJ volunteers who have all assisted in supporting our service delivery. All staff have been trained on the 1 day RJ introduction course and the new co-ordinator and Specialist Caseworkers have completed the 3

day RJ practitioner course. This provides resilience across the team and awareness training across the Police teams and partner agencies is taking place. We will build upon our referrals in the year ahead.

Road Harm Service

Our Road Harm service helps people who have been affected by any kind of road incident regardless of where that took place. We give specialist support and advice to those who have been bereaved, injured or witnessed a road collision. This includes supporting friends and family of those who have either been killed or injured on the roads.

Our support options include emotional support, professional therapy and treatment, support through any court case and updates in legal proceedings and emotional and practical support during an inquest.

Meet the team



We have a dedicated team of Support Workers, Specialist Support Workers, Witness Care Officers and Volunteers who are all trained in supporting victims of crime providing a personally tailored service based on their individual needs. This can be practical support or emotional support for anyone that needs a listening ear to help them to cope, recover and thrive.

In October 2018 Voice celebrated our first Birthday and some of our team celebrated with cake!

What we have achieved in 2018-19

9

At the start of the year we put in place a new management structure moving resources to the front line to enable recruitment of Support Workers and Specialist Support Workers and additional Witness Care Officers. With the right level of staff in place we were able to conduct a comprehensive training programme providing a strong skills base for the future.

We invested in and up skilled our staff

Staff and volunteers who are skilled, knowledgeable and passionate about what they do, provide an excellent service to victims and witnesses of crime. This is why we have invested and up skilled our staff and volunteers, some of the training undertaken by our team is listed below,

- **Introduction to Counselling training skills**
- **Mental Health Awareness**
- **Managing anger and conflict**
- **Rights, Equality and Hate Crime**
- **Drug & Alcohol Awareness**
- **Supporting victims of domestic abuse, male and female,**
- **Dementia Awareness**
- **Sexual violence**
- **Restorative Justice Practitioner**

- **Universal credit training**
- **Safeguarding**
- **Telephone skills active listening**
- **Dementia training**

We develop our standard operating practices across all teams to ensure a consistent level of service is offered to all clients. Building upon this strong base has enabled us to promote Voice to partners over the year to increase the number of referrals into our service.

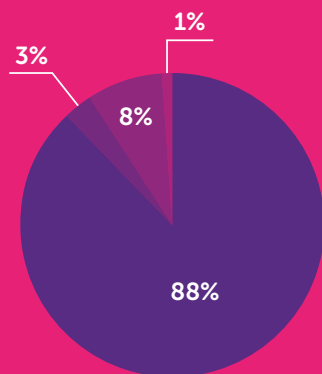
We trained Police teams to ensure they understood and promoted our service when coming into contact with victims, which increased our referrals over the period.

What we have achieved in 2018-19

10

In 2018-19 we received **11,090** referrals

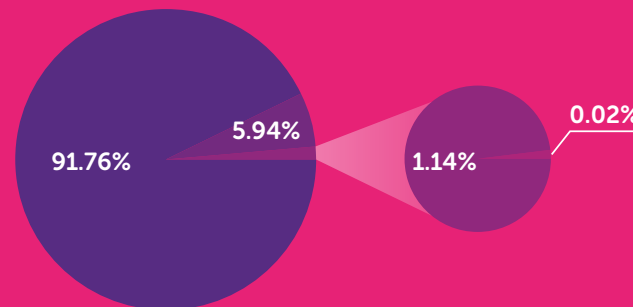
Referral source



+14.02%
referral increase
Q1 - Q4

- Police (9794)
- Self (264)
- Other Agency (918)
- Not recorded (112)

Initial Contact



+9.65%
compliance increase
Q1 - Q4

- Within 24 hours
- Within 48 hours
- Within 72 hours
- Over 72 hours

The 2018-19 SLA outlines the requirement for initial contact attempts to be made with service users within 48 hours of receipt of referral.

Over the year we achieved this in **97.6% of cases**

What we have achieved in 2018-19

11

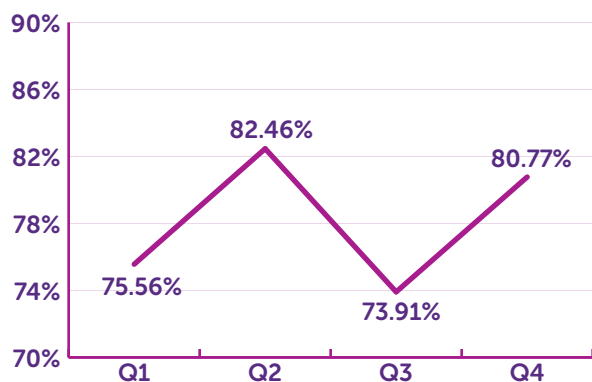
Referral conversion

Of those contacted 7.7% of service users received ongoing support in 2018-19.

Ongoing support outcomes and satisfaction

During this reporting period we developed a suite of measures to see how satisfied clients were with our service provision when they were receiving one to one support. During 2018-19 556 clients who received this support were asked to complete a closure outcome assessment. The take up rate was 26.79% in Q1 rising to 47.70% in Q4, and we are delighted with the increases seen across all aspects.

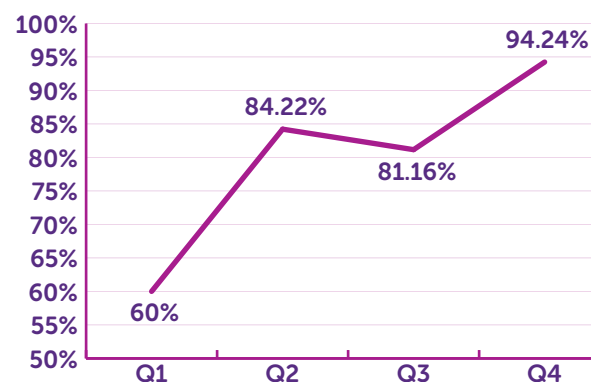
Improved health and wellbeing



↑
Inconsistent trend
- improving
performance

+5.21%
Q1 - Q4

Better able to cope



↑
Consistent trend
- improving
performance

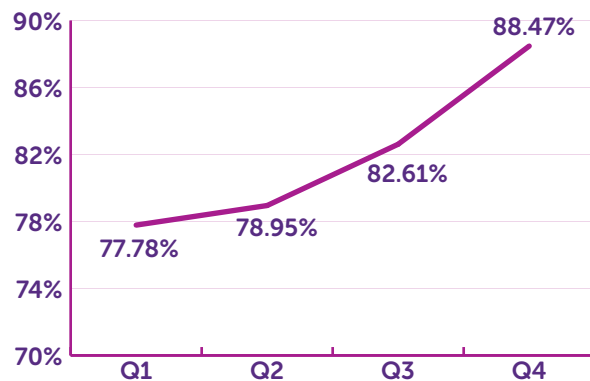
+5.21%
Q1 - Q4

"The Voice has helped me because I wouldn't go home because we got robbed. Now I am home in my own house."

What we have achieved in 2018-19

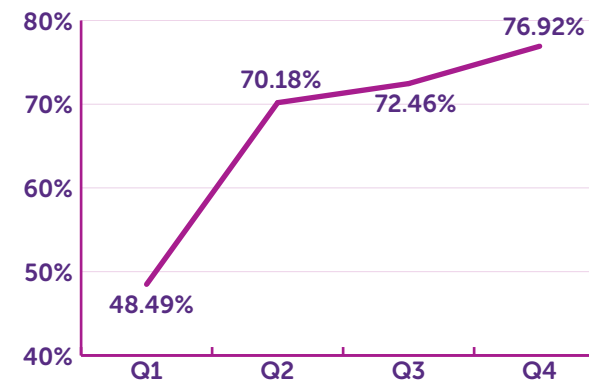
12

Increased feelings of safety



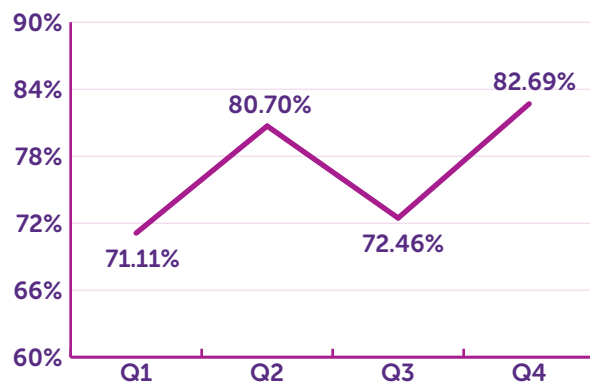
+10.69%
Q1 - Q4

Improved feelings of support



+28.43%
Q1 - Q4

Better informed/empowered to act



+11.58%
Q1 - Q4

"...There's hardly any reaction to cars anymore and she's crossed the road where it happened without us being there.....We are very grateful for your help in getting our daughter back"

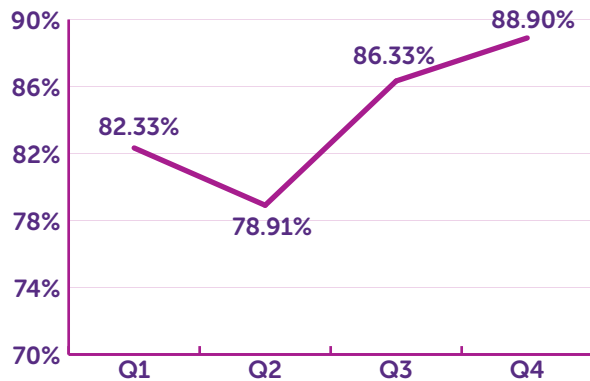
What we have achieved in 2018-19

13

Witness Care Team

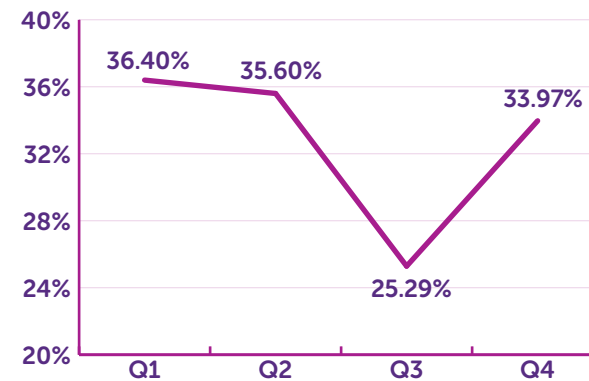
With the additional witness care officers recruited we have been able to reduce caseloads and increase victim and witness contact. Over the year the benefits of this approach can be seen in the below witness attendance increase rates for 2018-19 and the decrease in unsuccessful cases due to victim and witness issues;

Witness attendance rates



+6.57%
Q1 - Q4

Unsuccessful cases due to victim & witness issues



-2.43%
Q1 - Q4

"Voice has helped me because I have been able to express my feelings and talk about things that worry me. They have helped me to find difference on coping with my anxiety and how to try and get back to a healthy relationship with my Dad."

Partnership Working

14

Partnership working has never been more important and we have worked closely with partners over the year and will continue to build our relationships in the year ahead.

We have worked with the NHS to promote the Voice service, below is a copy of our press release from March 19.



Northampton General Hospital and Kettering General Hospital have agreed to join up with Voice, the free, confidential support service for anyone affected by crime in Northamptonshire.

The three organisations came together recently to sign an agreement that will see them working together to ensure patients and staff are able to access the specialist support provided by Voice.

We also have in place a SLA with East Midlands Ambulance service who can refer clients and staff to us whether they have reported the incident to the Police or not.

We trained a number of fire officers on our service provision so they can inform the public of our service if they are involved with serious/ life changing fire incidents.

We welcomed a number of partners to our official opening of Warwick House which took place in December 18 and the new Chief Constable Nick Adderley and Northamptonshire's Police, Fire and Crime Commissioner Stephen Mold cut the ribbon! It was a great event and we were able to inform our visitors of the excellent work.

"Feeling happier,
safe and able to deal
with life again"

Partnership Working

15



We delivered student drop in sessions at The University of Northampton supporting students who have been victims of crime.

Here our specialist Support Workers, Cerri and Darren attended The University of Northampton in support of Mental Health Awareness.



We provided drop in sessions at C2C in Northampton to support women who have been victims of crime.

We have worked with Northamptonshire Partnership Homes, Northamptonshire Family support network, The Lowdown, Northamptonshire against Domestic and Sexual Abuse forum to name but a few.

**"We're very grateful
for your help in getting our
daughter back to her usual
confident, loud self."**

voice
for victims & witnesses

We got Involved like never before

16

Staff picked two charities that they wished to support during this year, they were Macmillan Cancer support and Northamptonshire RSPCA. They set a target to raise £500 for each charity commencing July 2018 and finishing July 2019. A number of events were planned throughout the year:

- **Voice team members pledged for every pound gained at their weekly weigh in, they will kindly donate £1 into the Charity pot.**
- **A competition was held to see who can accurately guess the amount of sweets in a jar and who the staff baby pictures belong to.**
- **The World's Biggest Coffee Morning for Macmillan cancer care**

World Cup Sweepstake, desk lotto, Movie night, raffles, Pub Quiz, bake off and bring and buy sales, Sophie's costal walk for Macmillan to name a few!

"Thank you again for all your help and support, it's been invaluable in helping me get back on my feet and I'm making more progress than I've ever made so from the bottom of my heart, thank you."



In Sept 18 Cerri, Karla and Lincoln raised a total of £650 for Macmillan Cancer Care

We got Involved like never before

17

We collected goodies for the RSPCA Christmas shoe box appeal.



We are thrilled to report that the final amounts raised was £567 for the RSPCA and £1672 for McMillan, well done to all who gave most generously!

"Her support throughout has been amazing and I can honestly say I wouldn't be here today if it wasn't for her advice and her kindness. Recommend to anyone :)"

"My anxiety has improved loads because of you and you have helped me so much. I have never managed to speak to someone before even counsellors, yet you have helped me get to where I am today and you are a ball of knowledge."

"When I get off the phone from you I feel so much better."

Budget and Finance

18

Voice for Victims and Witnesses Ltd is fully funded by the Office of the Police Fire and Crime Commissioner for Northamptonshire.

The grant from OPFCC for 2018-19 was £855,000.

Staffing represents 86% of the budget. A delay in recruitment has resulted in £125k saving on staffing costs, making the overall in-year underspend amount of £134k.

	Budget	Actual	Variance
	£000	£000	£000
Salaries	761	636	-125
Other Office Costs	124	115	-9
Total	885	751	-134

One of the conditions of the grant agreement is for any in year underspend to be returned to OPFCC. Full £134k was returned and placed in Victims Reserve for future bidding.

For further breakdown of expenditure and to see full set of 2018-19 audited accounts follow the link below.

[Voice for Victims and Witnesses Limited 2019 \(NW Signed\)](#)

