



**voice**  
for **victims & witnesses**

# Annual Performance Summary

**2019-20**



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Data used for the purposes of this annual summary relates to data captured on the Voice case management system 'Invictus' between 1.04.2019 – 31.03.2020 and reported within Voice Ltd monthly and quarterly reporting packs.



# **Annual summary 2019 - 2020**

# Annual Referrals

Total Referrals Received  
(Combined Services)

40,383



35343



4709



307



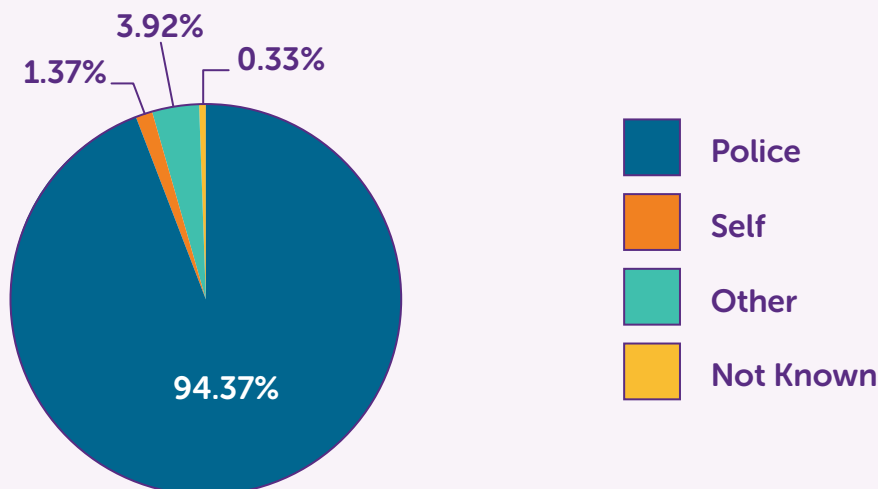
27

Adult Service Referral  
increase 2018/19 – 2019/20

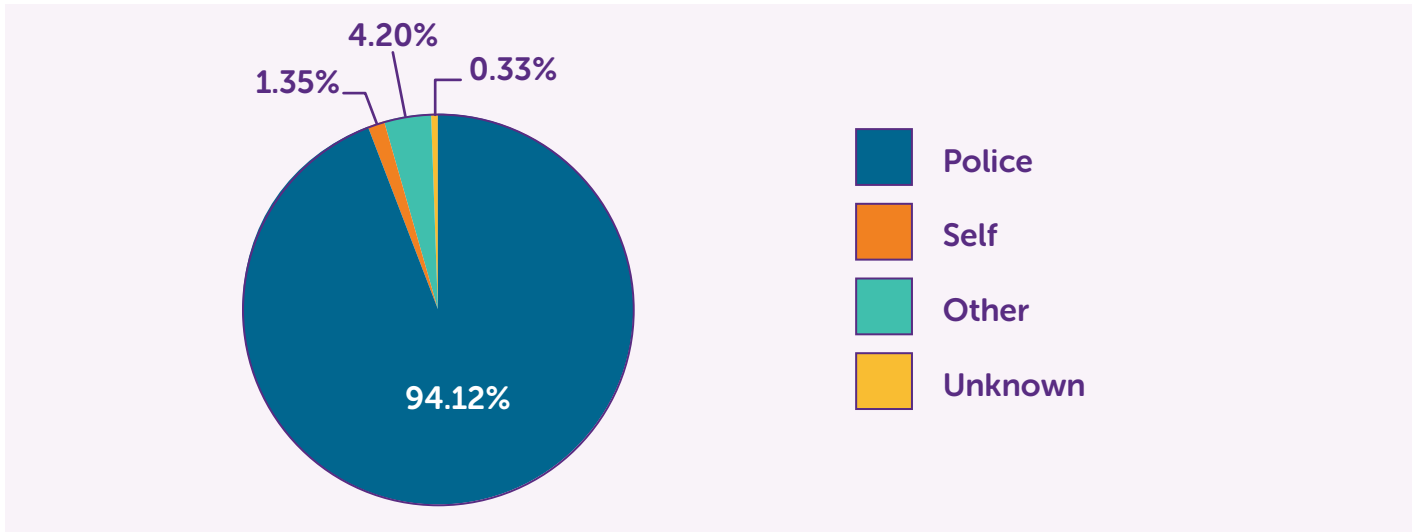
↑ 218.69%

\*The increase in referral volume into the adult service is not due to a dramatic increase in crime in the county, but to a change early in 2019/20 to allow Voice joint data control with Northamptonshire Police Service.

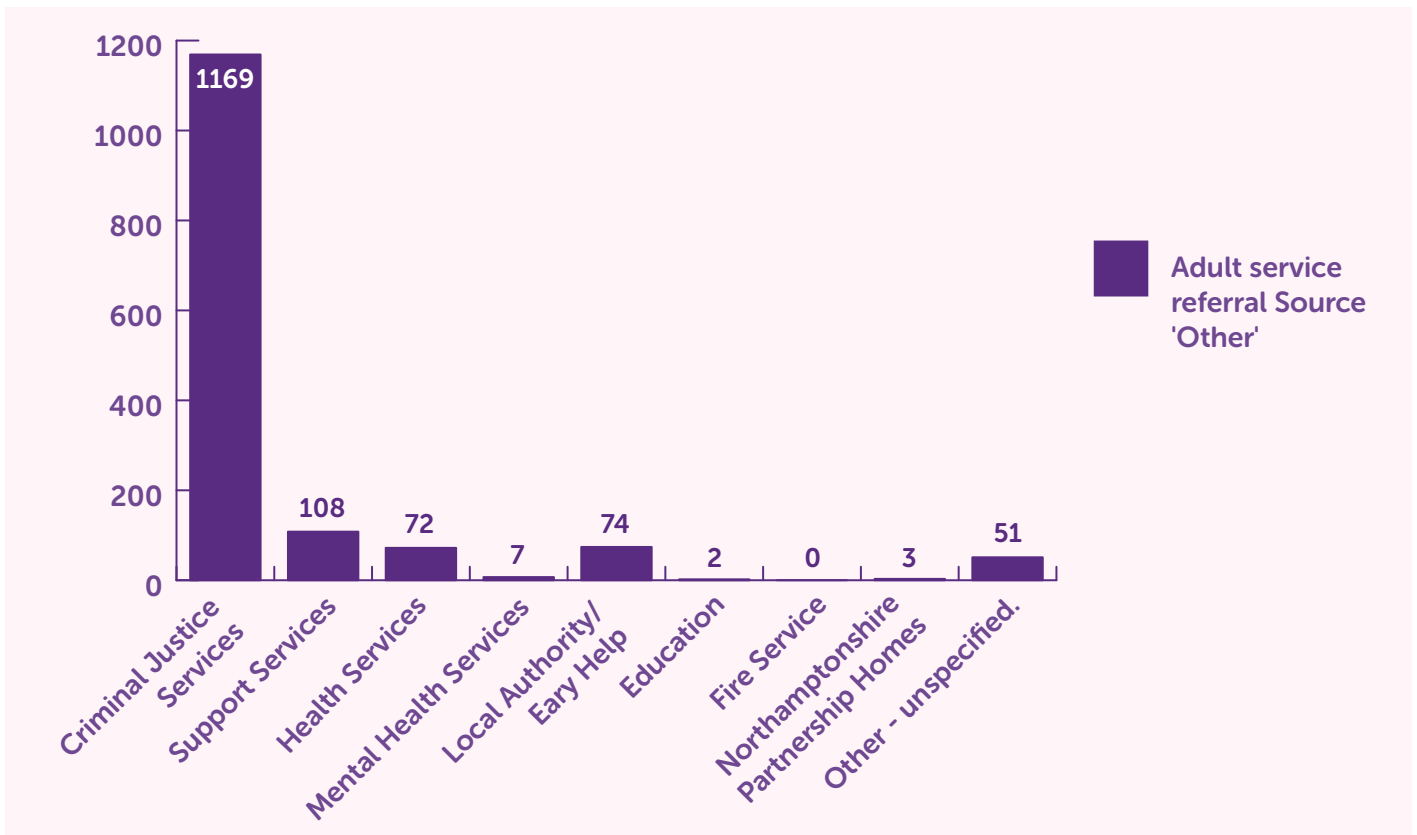
## Service referral Volume (Combined Services)



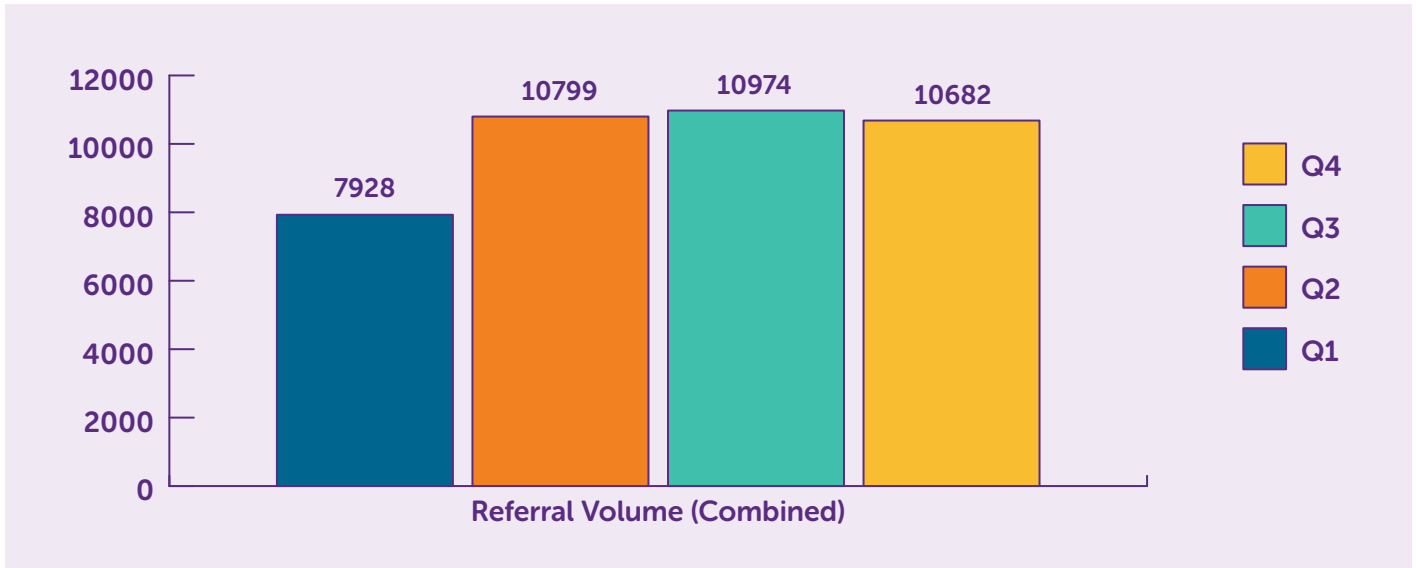
## Referrals by Source (Adult Service)



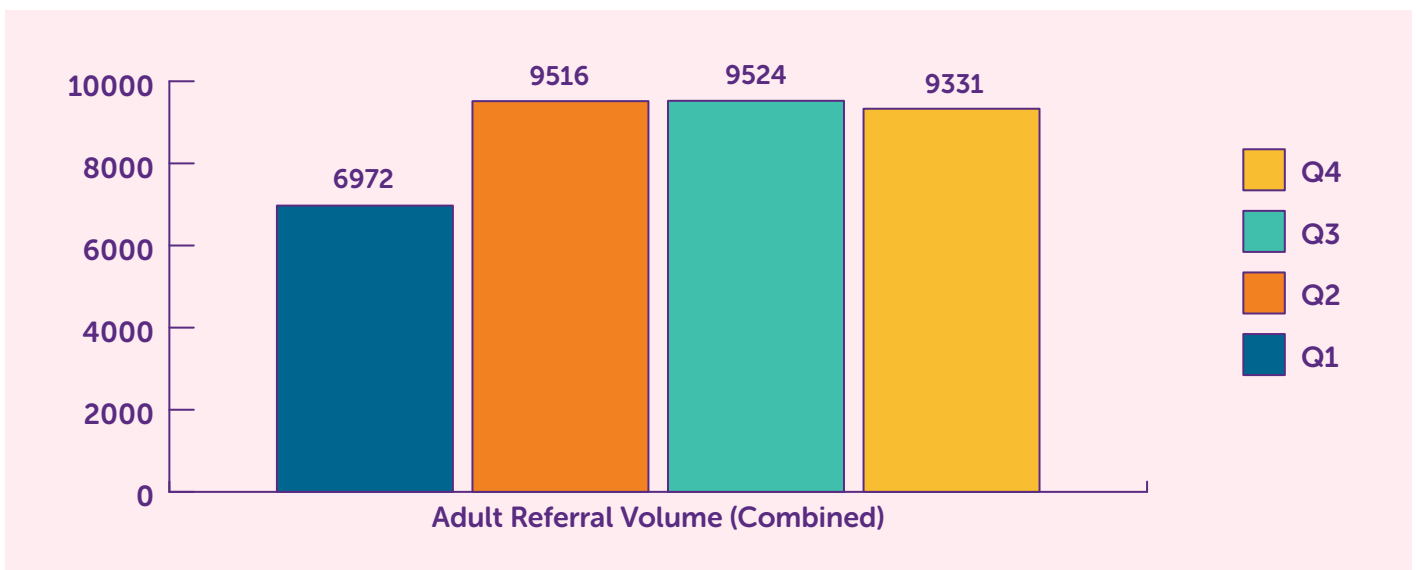
## Adult service referral Source 'Other'



## Service Referral increase (Combined Services)



## Adult Referral Volume



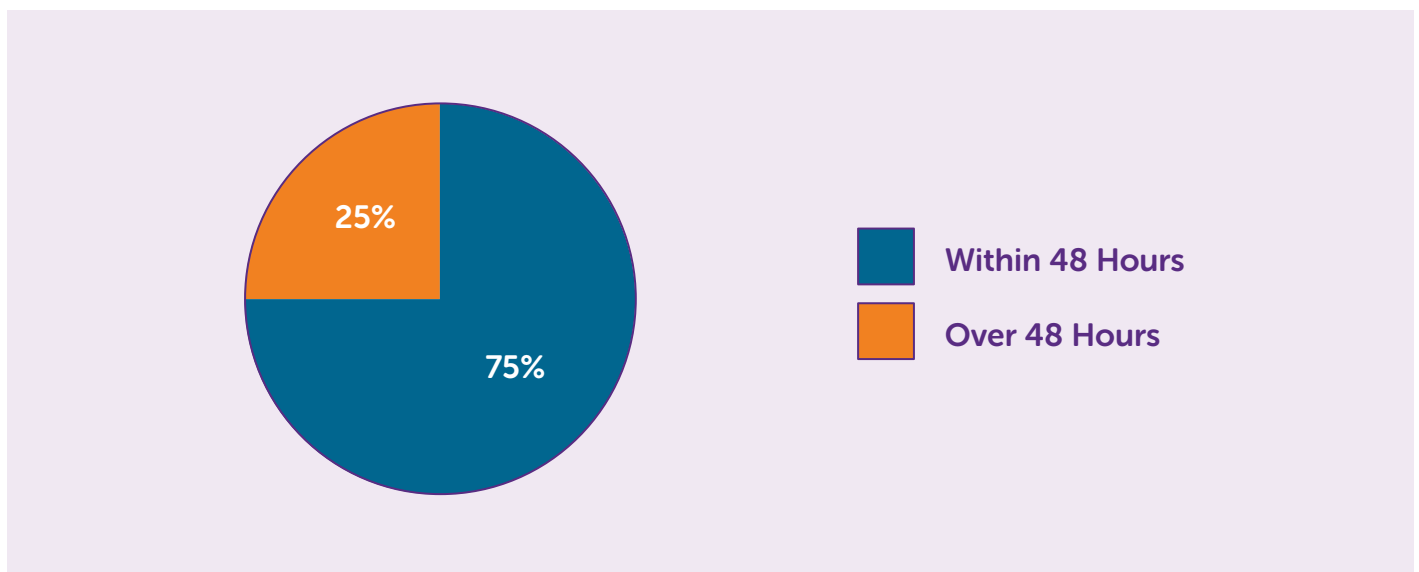
**“I feel more aware of my options.  
I am very appreciative of voice.”**

# SLA Initial Contact Compliance

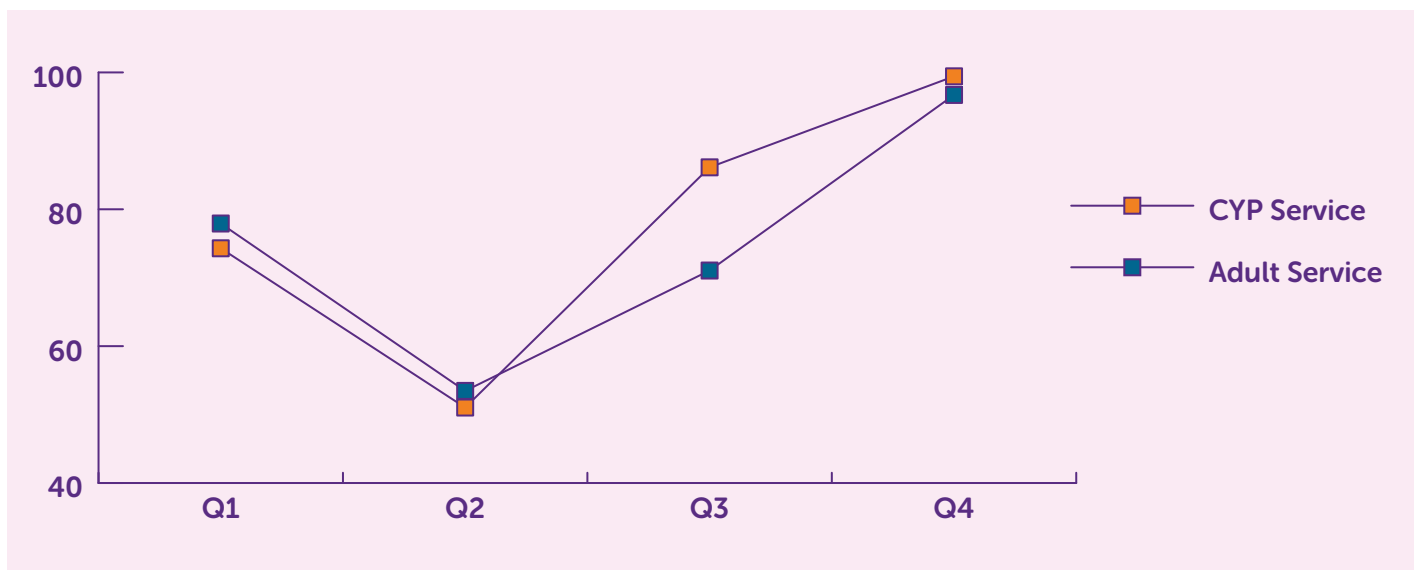
The 2019-20 SLA outlines requirement for initial contact attempts to be made with service users within 48 Hours of receipt of valid referral for Adult and CYP services. (Roadharm & RJ services excluded)

Based on  
**35,012**  
VALID referrals

## Initial contact (Combined Adult & CYP)



## Initial contact (Quarterly)



Initial contact compliance has increased 25.13% for CYP Service and 18.79% for Adult Service Q1-Q4

## Referral Conversion

**4.15% (1678)**

**service users contacted  
accepted support\* in 2019-20.**

(\*immediate only, practical only, immediate & practical, ongoing emotional support included)

**In 2019-20, our Introductions team sent**



**over 3880  
information emails**

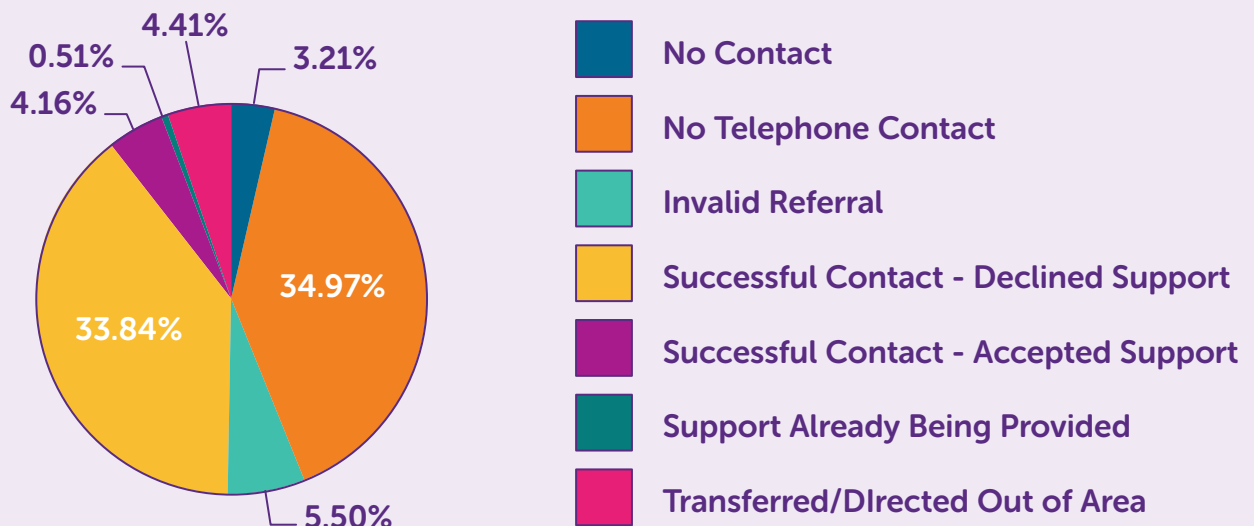


**10963 letters**



**9241 SMS**

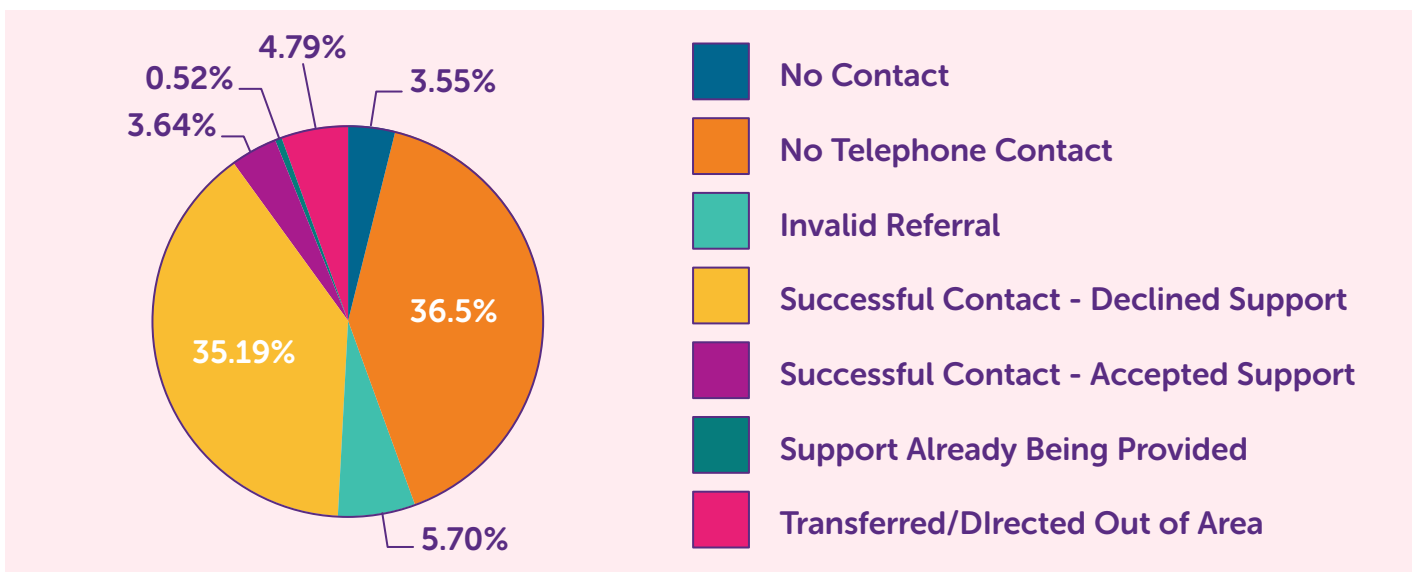
## Referral conversion (combined Adult, CYP and Roadharm)





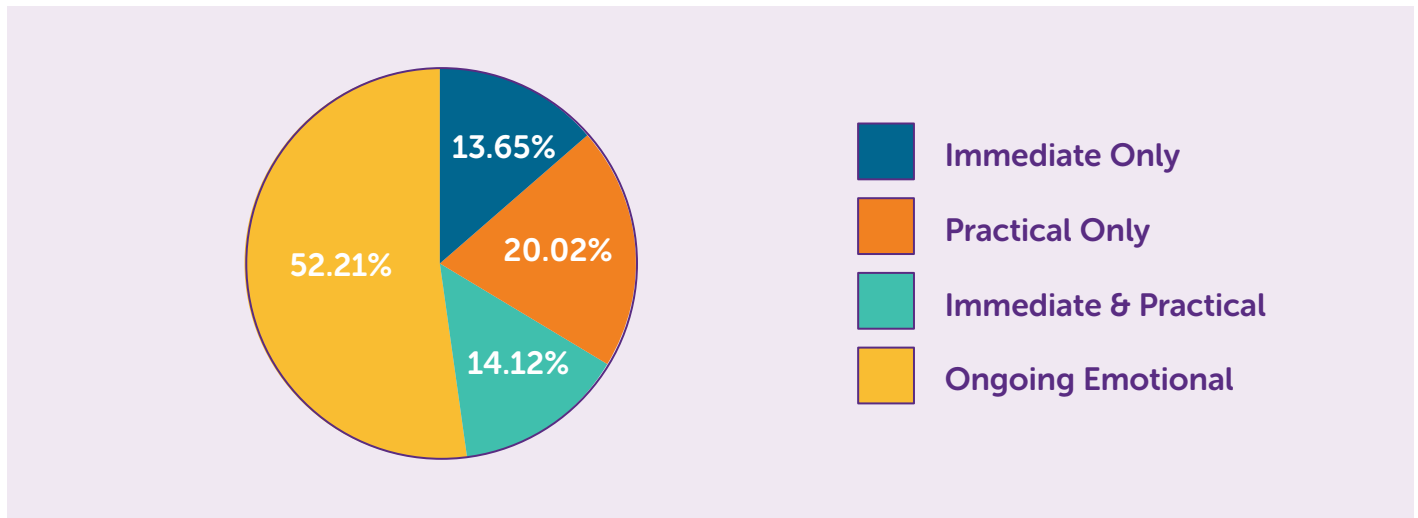
- No contact (includes cases with insufficient contact details provided /or unsuccessful contact by telephone where unsafe to send postal/SMS information)
- No Telephone contact (Includes cases contacted by preferred method, Post, SMS, Email or unsuccessful contact by telephone where postal/SMS information was sent)
- Invalid referral (includes institutionalised, risk identified, barred service user, referral users out of scope by crime type, age, Risk level)
- Successful contact – Declined Support (Includes service users contacted by telephone, informed of service and declined)
- Successful Contact – Accepted Support (Includes services users contacted by telephone and accepted immediate, practical or ongoing emotional support)
- Support already being provided ( includes referrals for service users already engaging with Voice support)
- Transferred/directed out of area ( Includes referrals received for crimes/Road traffic collisions reported in Northamptonshire where the Victim resides out of county)

## Referral Conversion (Adult Service)

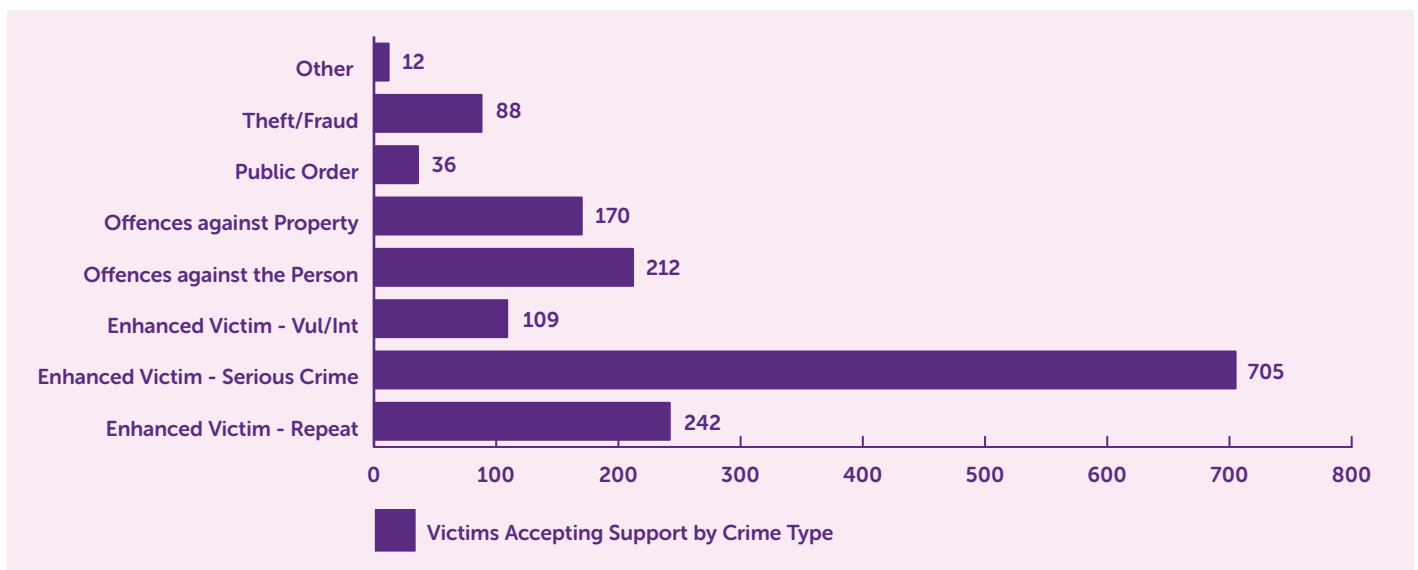


More than half of Service users accepting support with Voice opt for regular ongoing emotional support.

## Victims accepting support by support type (Combined services)



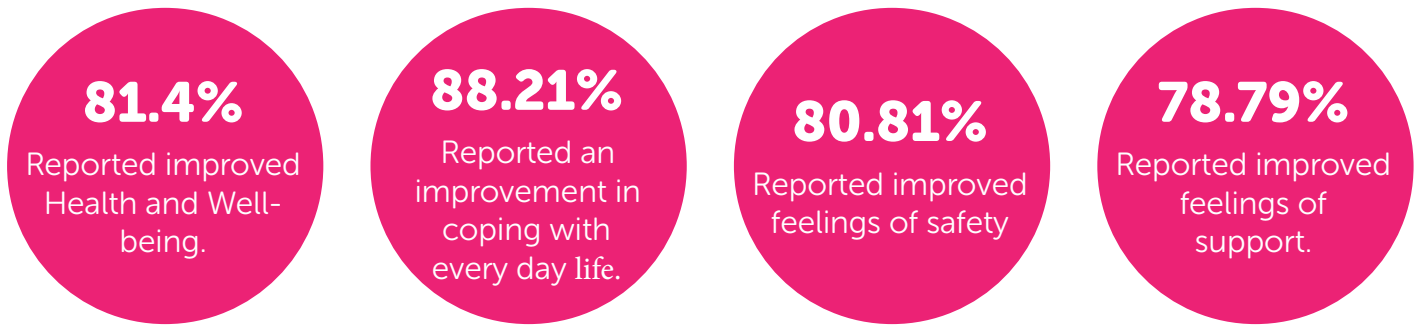
## Victims accepting support by Crime type (Adult & CYP services)



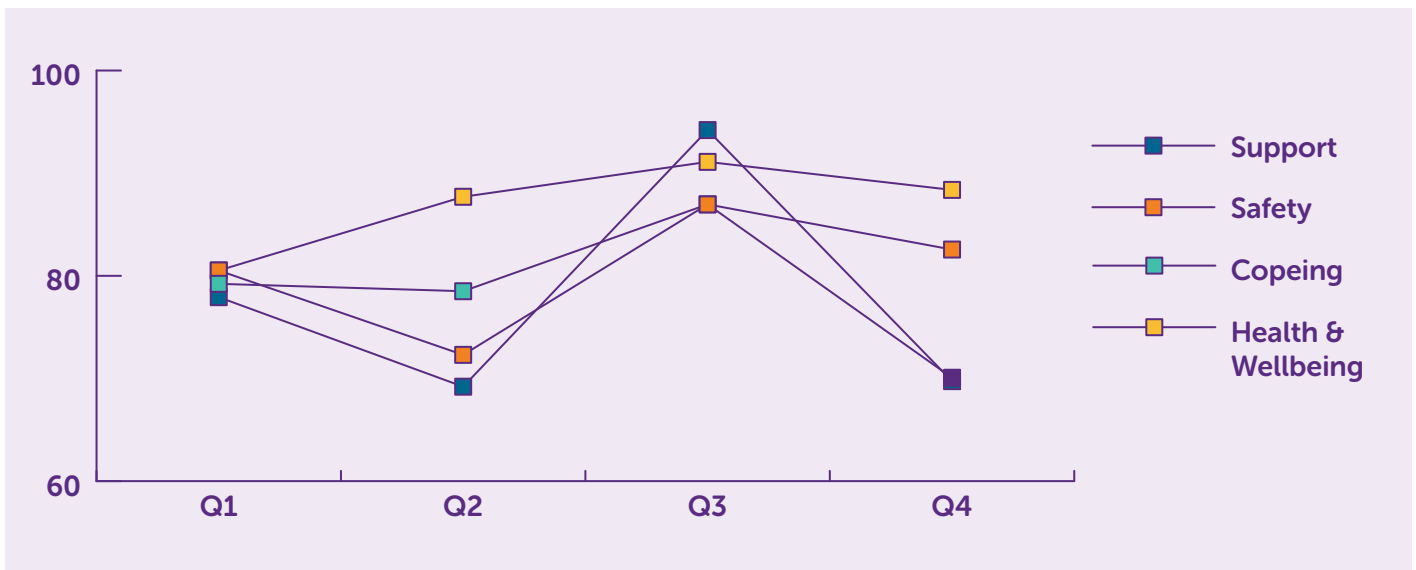
- Offences against the person include Violence, Harassment/Stalking, robbery, Sexual offences.
- Offences against property include Arson, Burglary, and Criminal damage.
- Enhanced Victim – Vulnerable/Intimidated includes victims vulnerable by way of age, illness, frailty or other vulnerability
- Enhanced Victim – Serious Crime includes, Domestic abuse, Sexual abuse, Trafficking, Attempt Murder, Wounding GBH, Hate crimes, Kidnap, Terrorism and arson with intent.
- Enhanced victim – Repeat includes victims who have been subject of crime(s) more than once in 12 months.

## Ongoing support outcomes (Adult Service only)

49.10% of services users accepting ongoing emotional support completed a final outcome assessment.



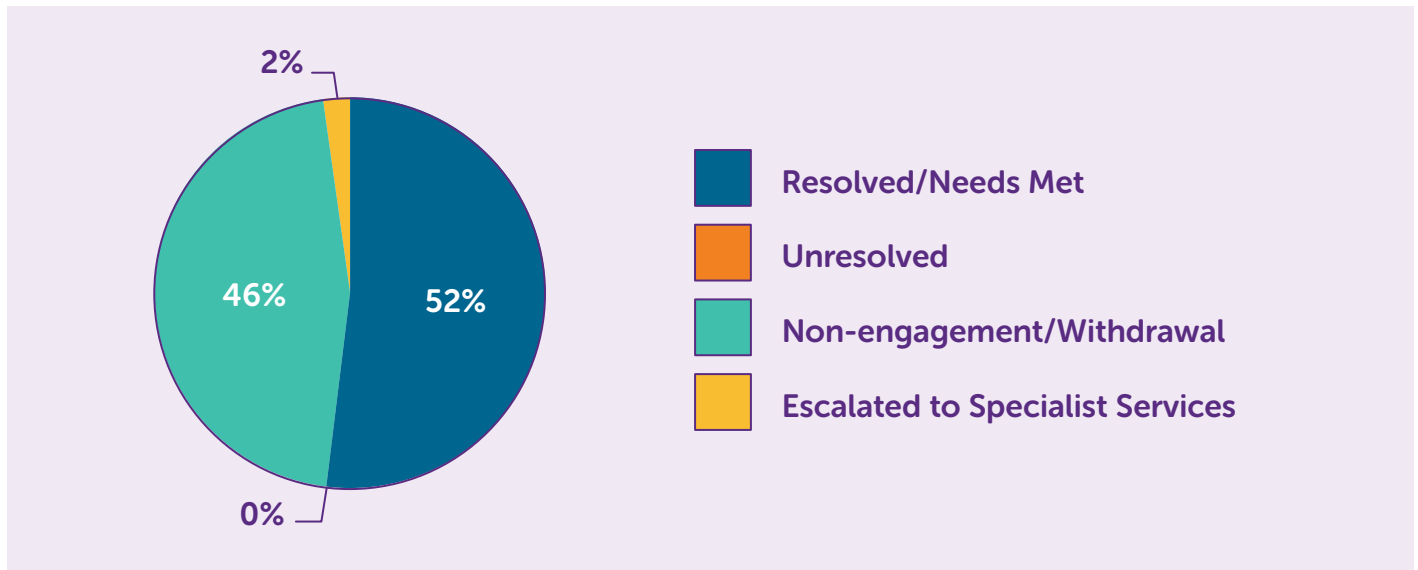
## Ongoing support Case Outcomes (Adult Service)



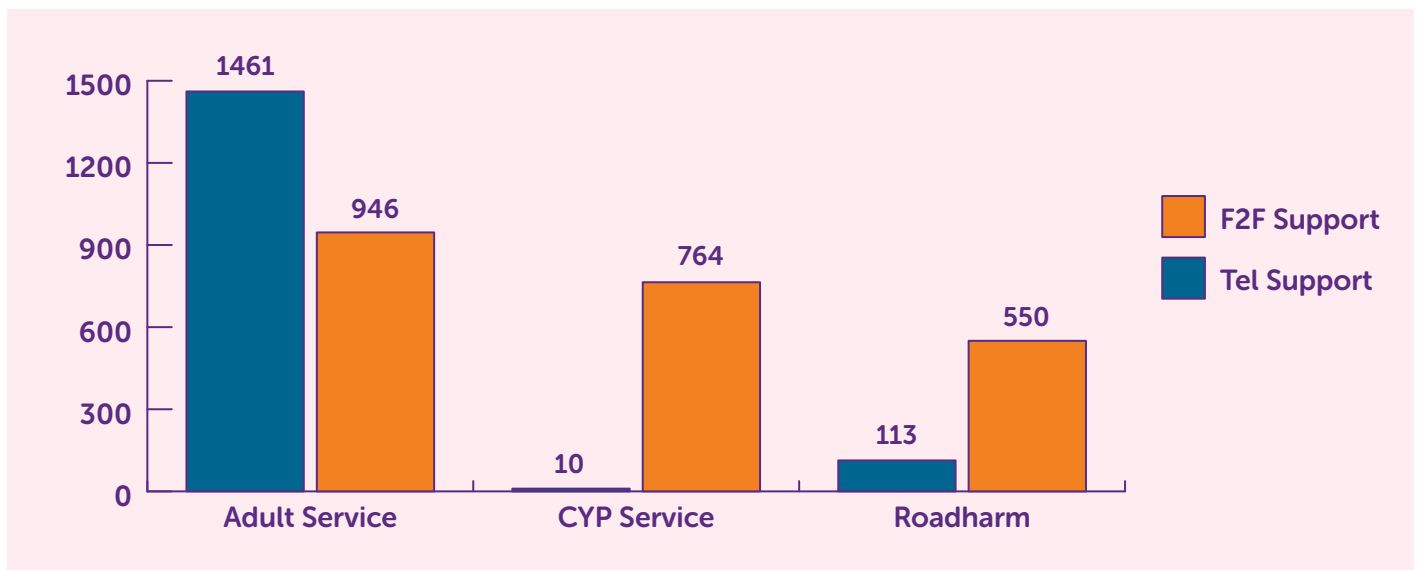
52% of service users accepting ongoing support go on to engage with and complete support.

“to Daisy: just to let her know I received the alarm she sent today and to say thank you very much, I have got no way of accessing the survey was asked to complete but I can't thank you enough for the help you gave me.”

## Ongoing support Case Outcomes (Adult Service)



## Telephone and Face to Face support (volume of sessions)



**3844**

Telephone and face to face support sessions were held in 2019/20 by Voice Support workers, Volunteers, councillors and therapists.

**Voice Volunteers, Support workers,  
Youth workers, Councillors and  
Therapists provided**

**Over  
2865  
hours of emotional support**

**Adult Service  
has provided  
over 1421  
hours of  
support**

**CYP provided  
over 795 hours  
of youth work,  
counselling and therapy**

**Roadharm provided  
almost 650 hours  
of trauma therapy  
and/or bereavement  
counselling**

## Service user survey

A Service user survey was developed and launched in October 2019. Service users can access the survey portal by web link contained in all outgoing SMS and written correspondence. To date, 18 x service users have submitted a completed survey.

**83.33%**

of respondents stated that the length of time between incident or referral and contact was either appropriate or very appropriate.

**100%**

of respondents reported that the person who made initial contact was Supportive and sensitive.

**77.78%**

of respondents had accessed some form of support. 22.22% did not access support.

**94.44%**

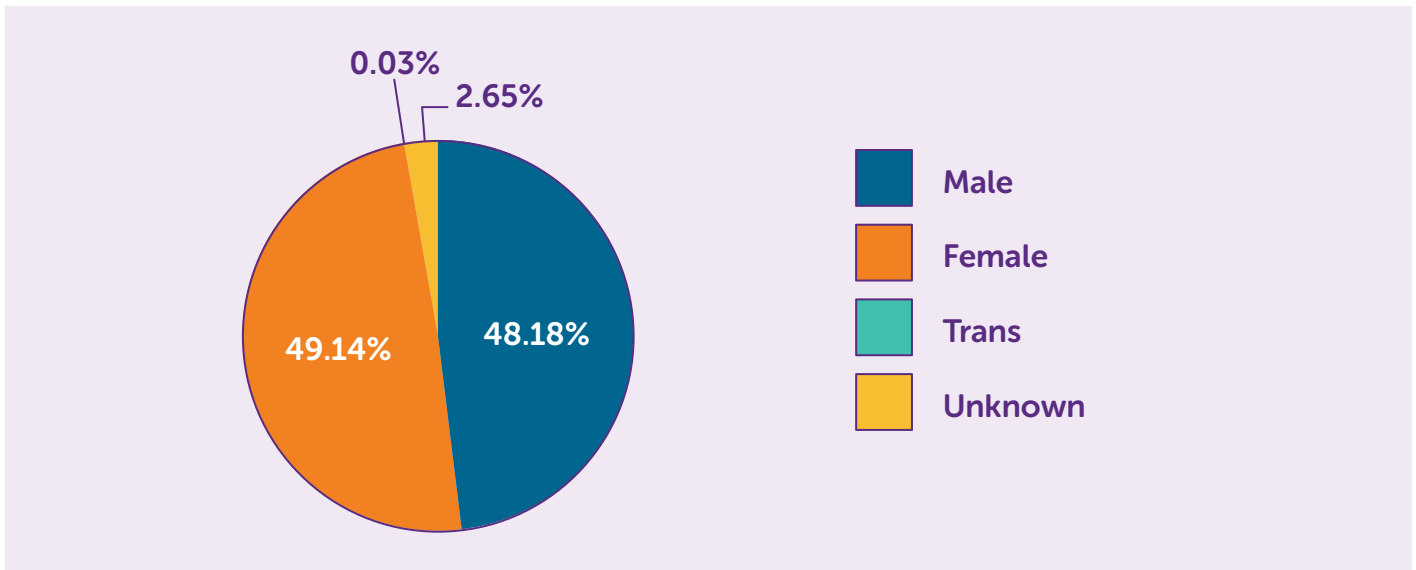
of respondents were either satisfied or very satisfied overall with the service they received.

**5.56%**

had no opinion. No one reported any dissatisfaction with the service received.

# Referral Demographics

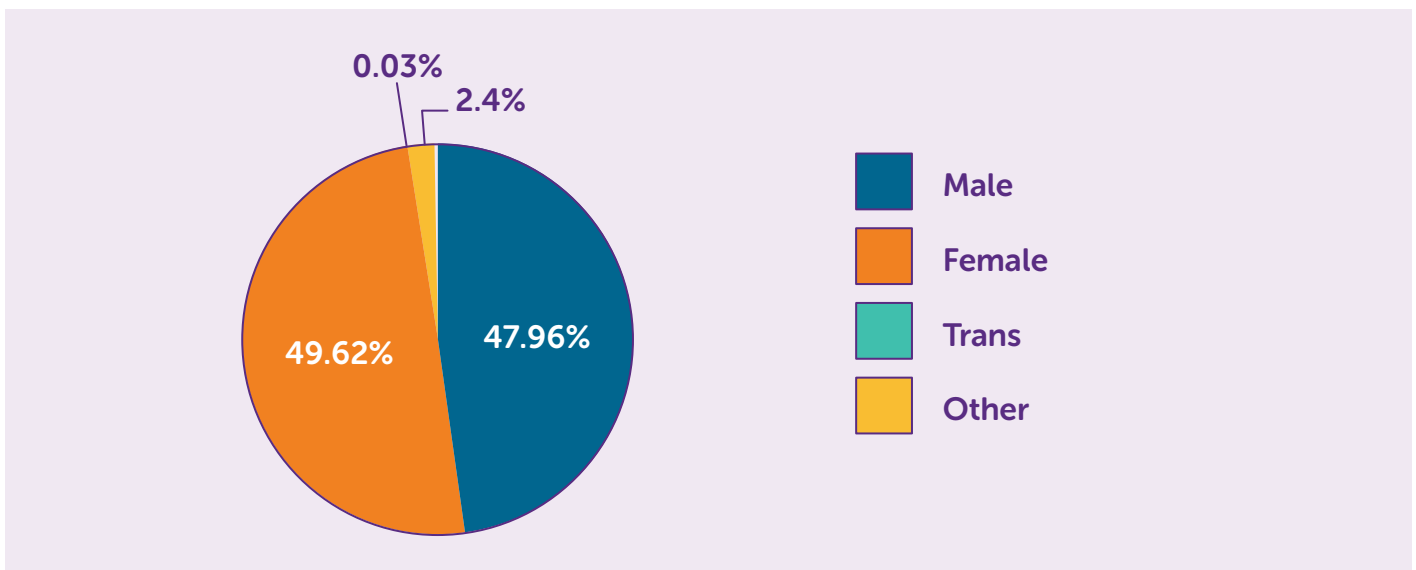
## Referral by Gender (Combined)

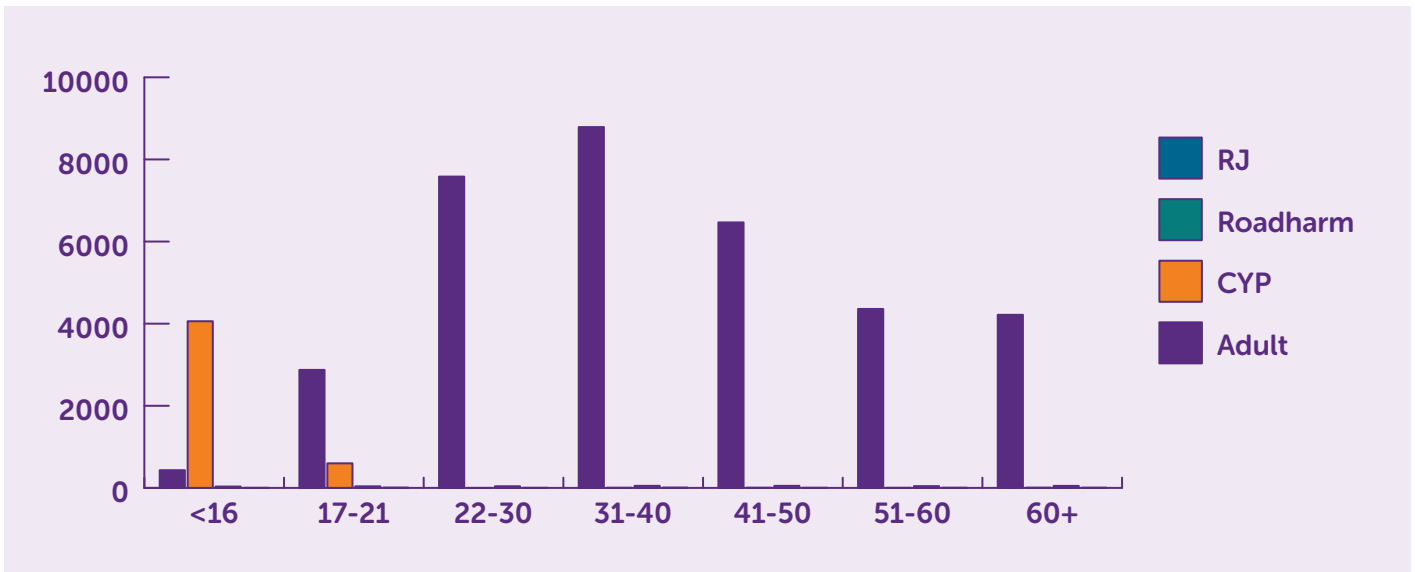


“Pleased how quickly she managed to get support from our service as you have long waiting times”

“It has really helped and the support put things into perspective”

## Referral by Gender (Adult Service)





Referrals received are pretty evenly split between males and females across services, with the exception of Restorative Justice who received almost 67% of referrals for males.

## Referrals into the road harm service are evenly split across the age ranges.



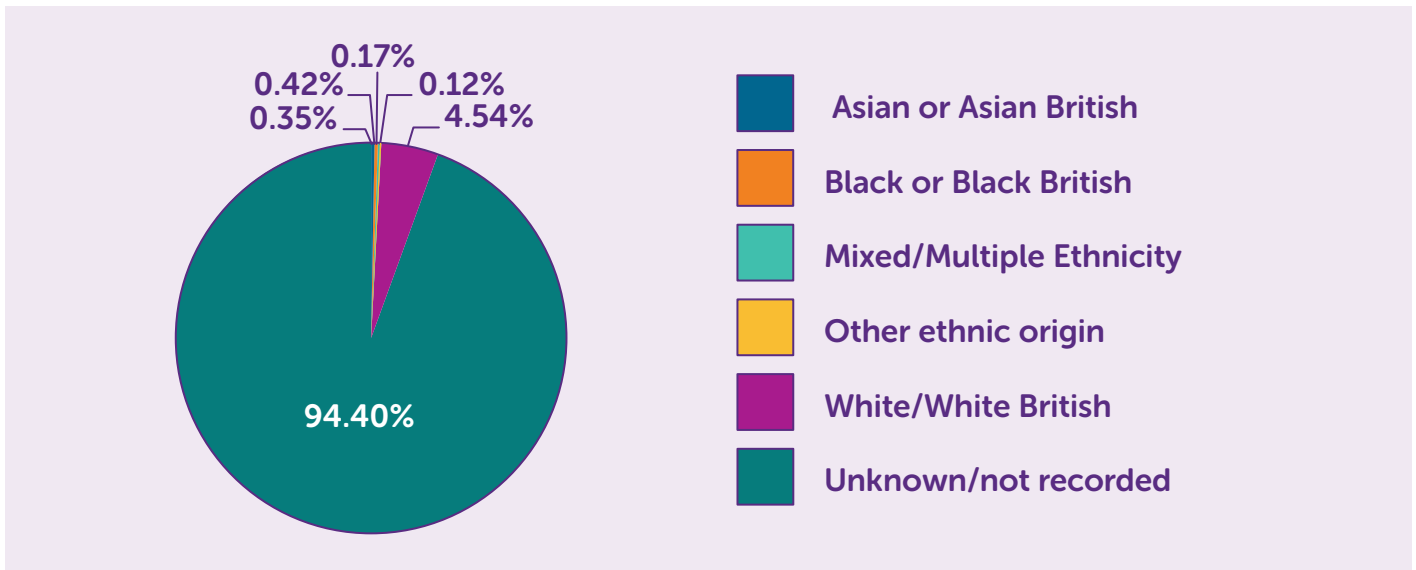
The highest volume of referrals into CYP services are those aged 16 or below.



The highest volume of referrals in to the adult service is for victims aged between 22-40 years.

**“I just wanted to thank you for bringing me up when I needed it the most. I wouldn't have made it here without you.”**

## Referral by Ethnicity (Combined)



**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.**

**I really appreciate your support when I was at rock bottom it was nice to have someone to talk to thank you so much your support has been invaluable.**

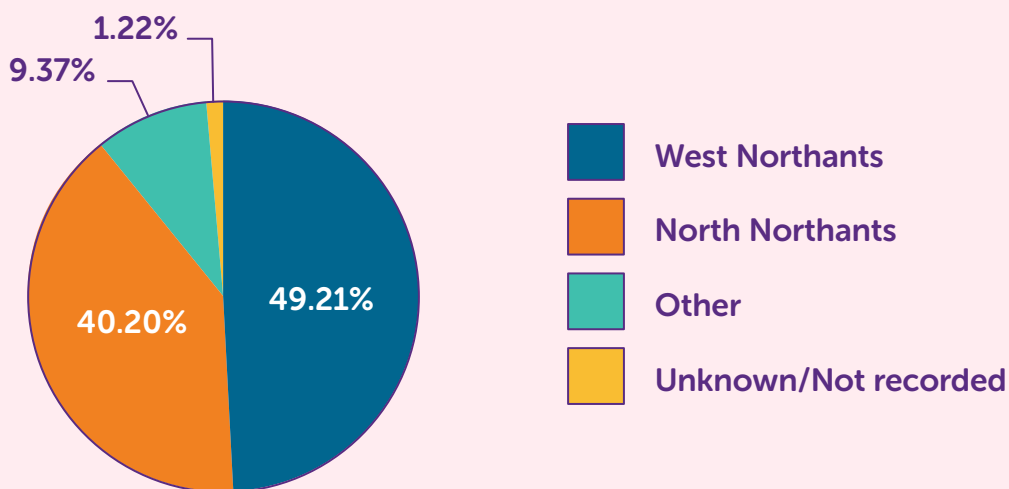
**A special thanks to for all the support you have given to myself and family and encouraging me to stay strong over a long period of time.**



“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 councillors, yet you have helped me to get to where I am today today and you are a ball of knowledge”

“You have been very supportive and I am very grateful. On some days I was not well enough to go out, and that means I may not talk to anyone for the whole day, it was nice for you to give your time to talk to me and help me through this.”

## Referral by Policing Area

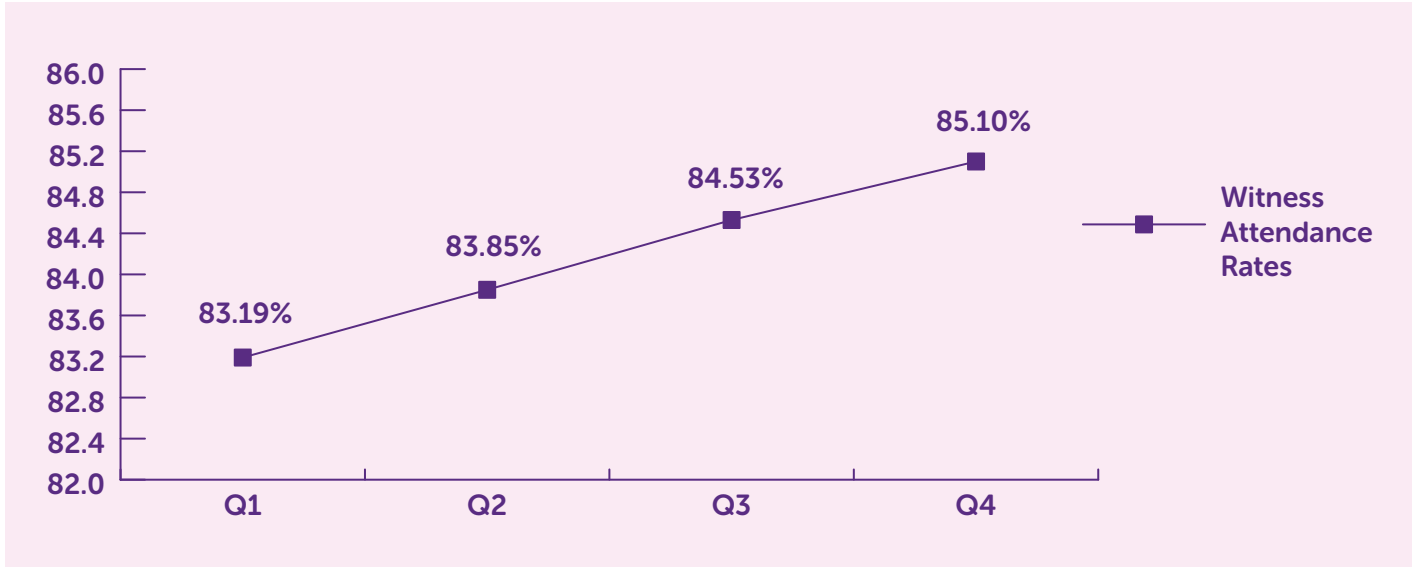


- West Northants includes Northampton, Daventry, West & South Northants
- North Northants includes Kettering, Corby, Wellingborough and East Northants
- 'Other' includes surrounding towns and villages within Northamptonshire and out of area.

# Witness Care (Criminal Justice System Cases)

## Witness attendance rates

Data supplied by CPS East Midlands



## Complaints

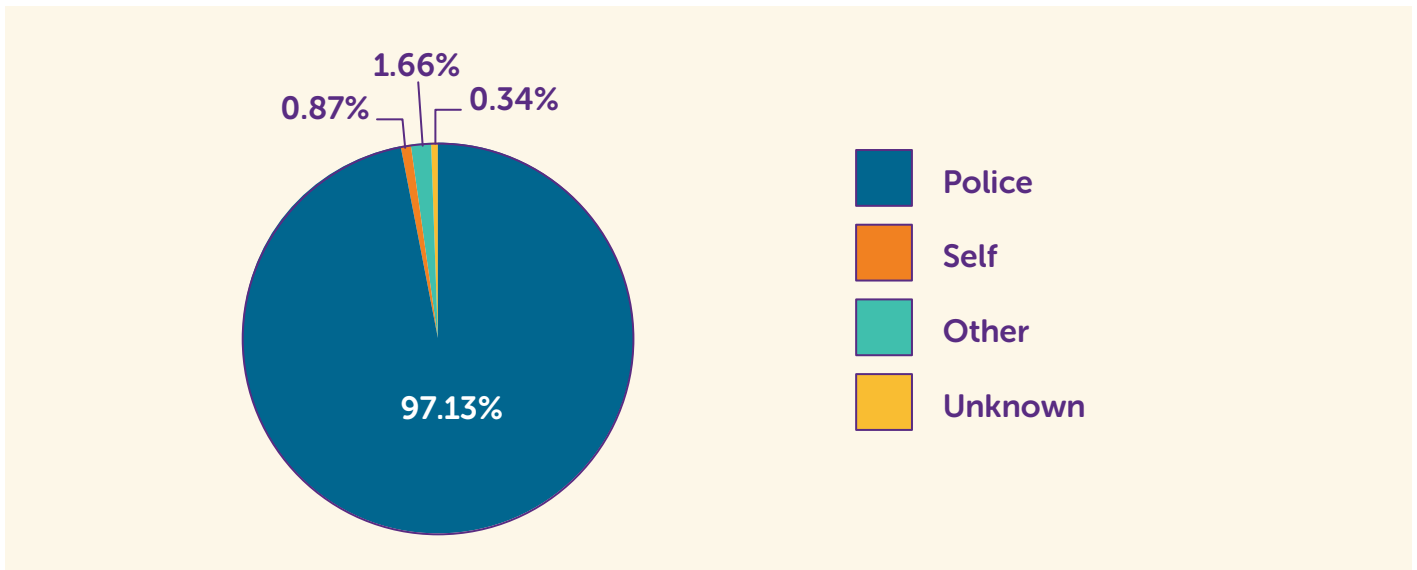
Voice Ltd received 5 complaints in 2019/20 2 resolved by formal resolution and 3 by low level resolution

**“I am very pleased to say I got the video link at your building instead of attending court. My daughter will also be attending your building victim voice which I’m most happy about as she will be completely away from the court. I am so grateful, you have made my journey so much of ease & comfortable. Something that is a nightmare, you have made so much easier for us to go through. I have great gratitude towards you. Thank you for all your support.”**

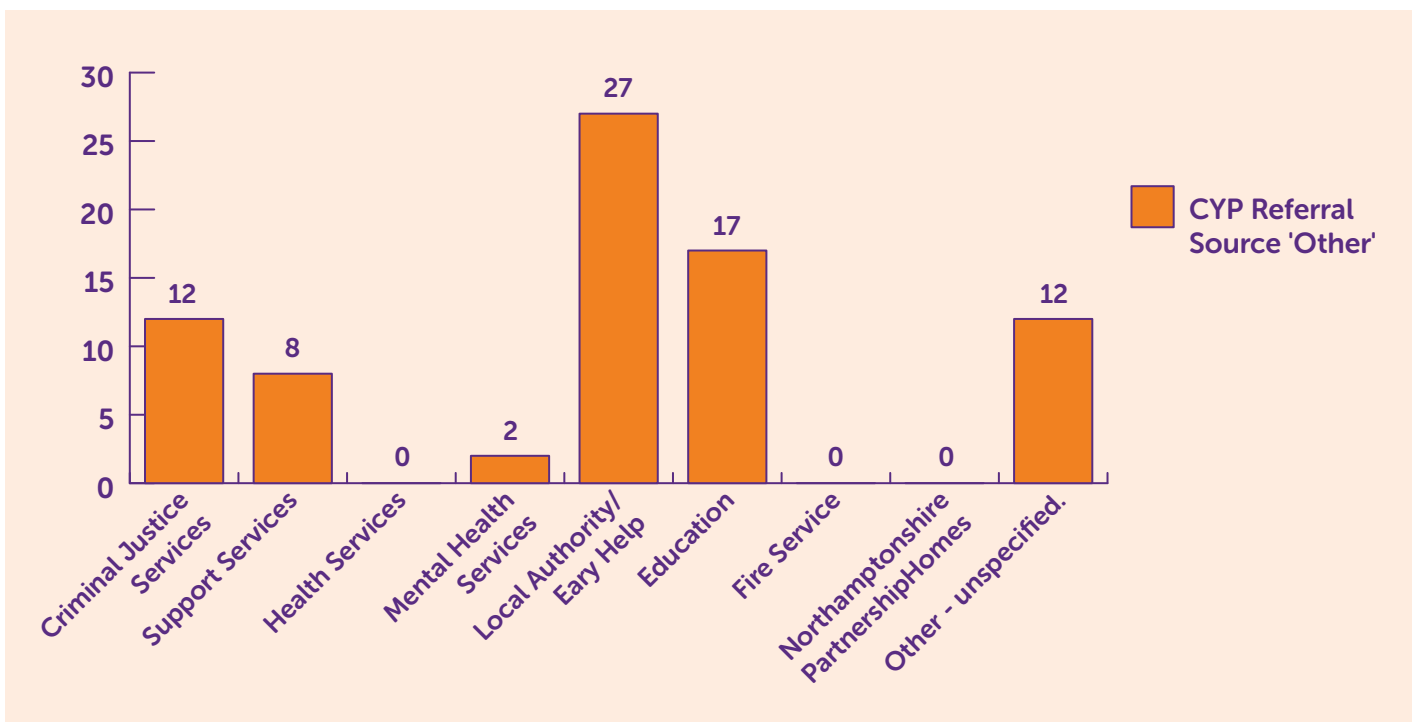
# **Children & Young People**

# Referral Demographics

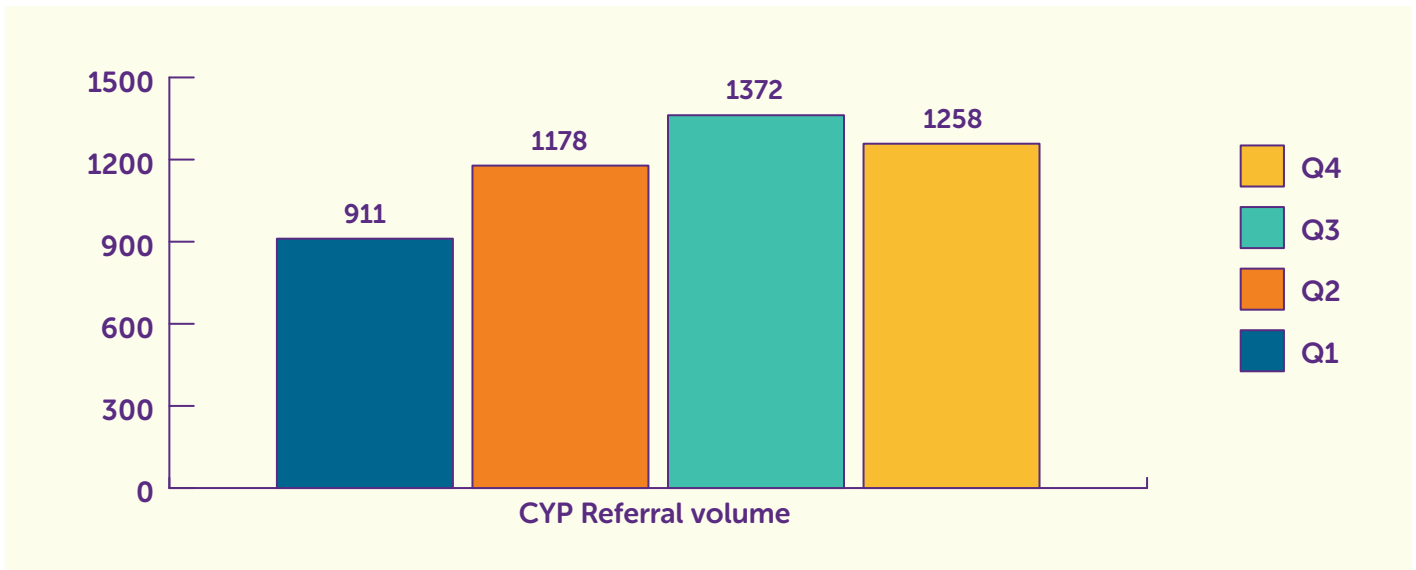
## Referral by source



## Referral source 'Other'



## Referral volume

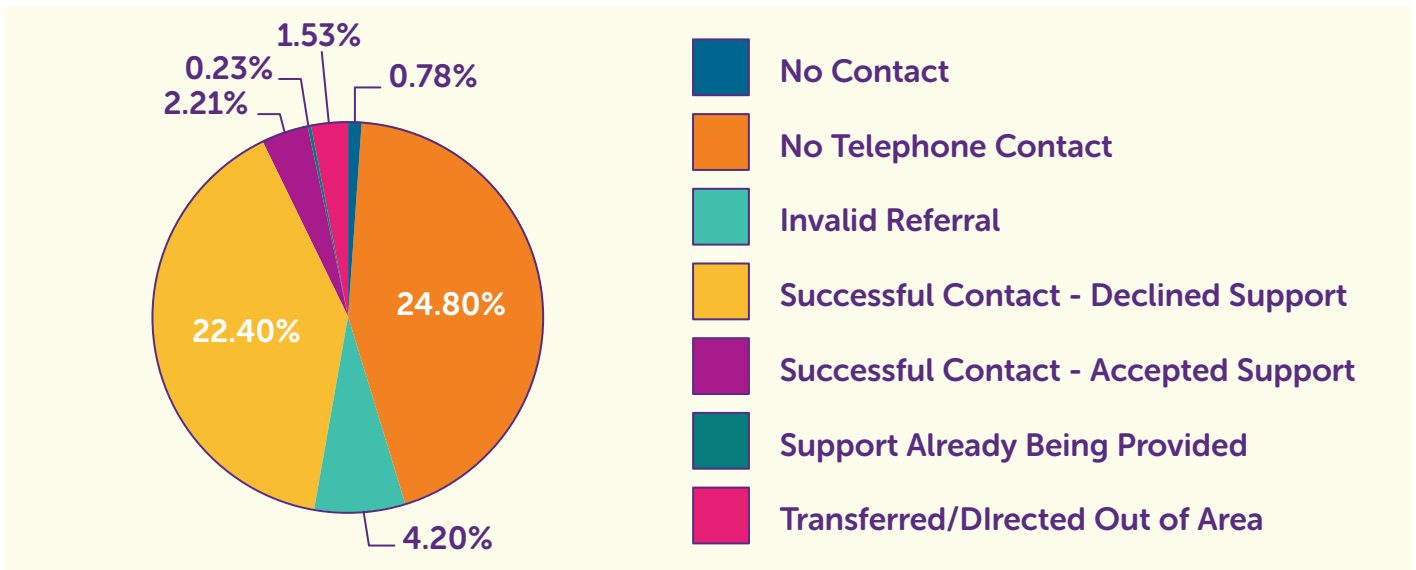


**I can talk about it more without having flashbacks. Nothing triggers the flashbacks. I can sleep without dreaming about it and that I don't really think about it.**

**It has helped me loads going through my trauma incidents**

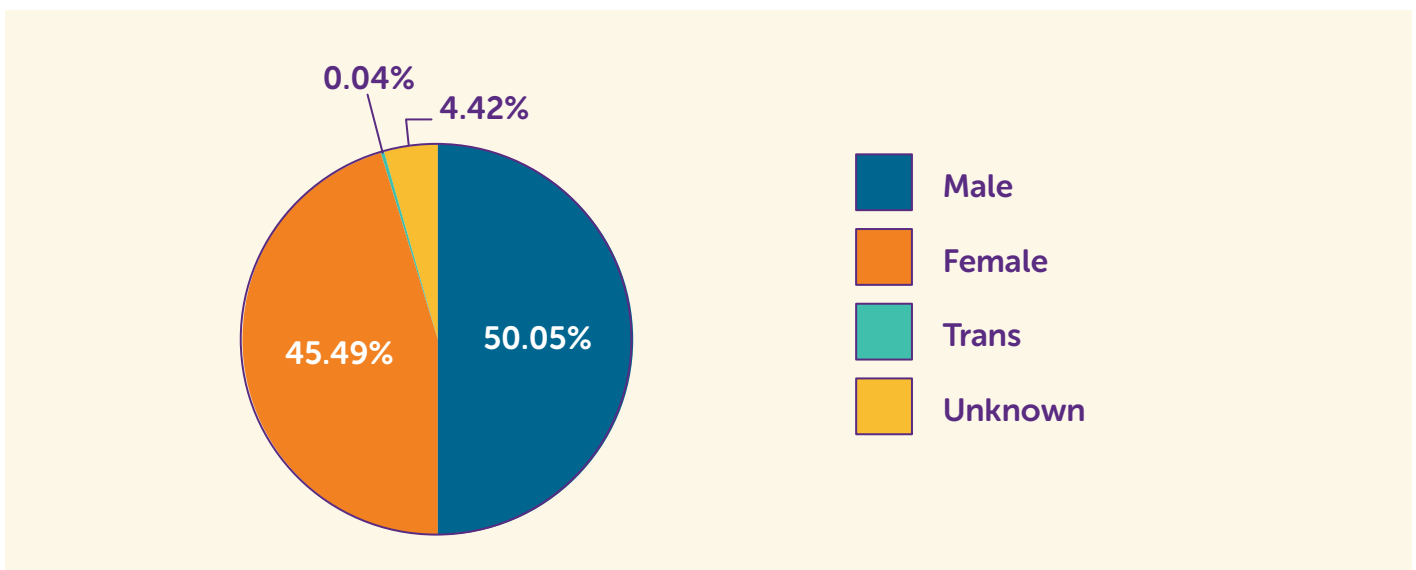
**Doing positive techniques like exercise and going outside of the house again has helped my anxiety go down.**

## Referral conversion



“Everything helped me worrying, especially my one safe place”

## Referral by Gender

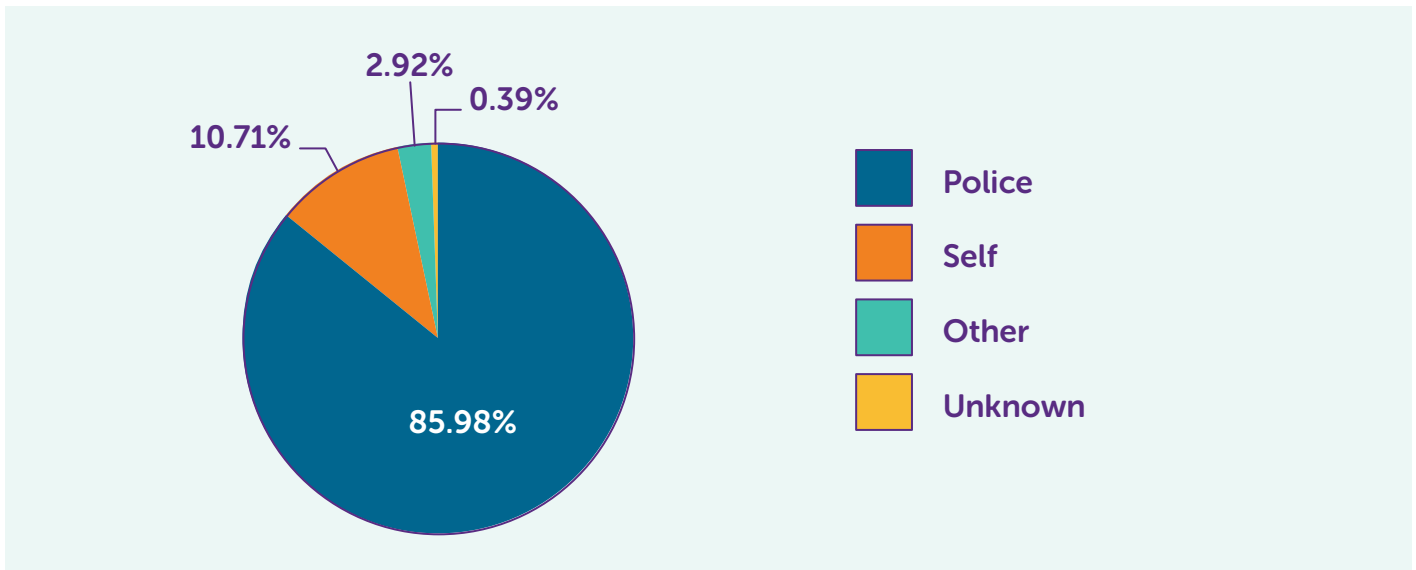




**Road Harm**

# Referral Demographics

## Referral by source



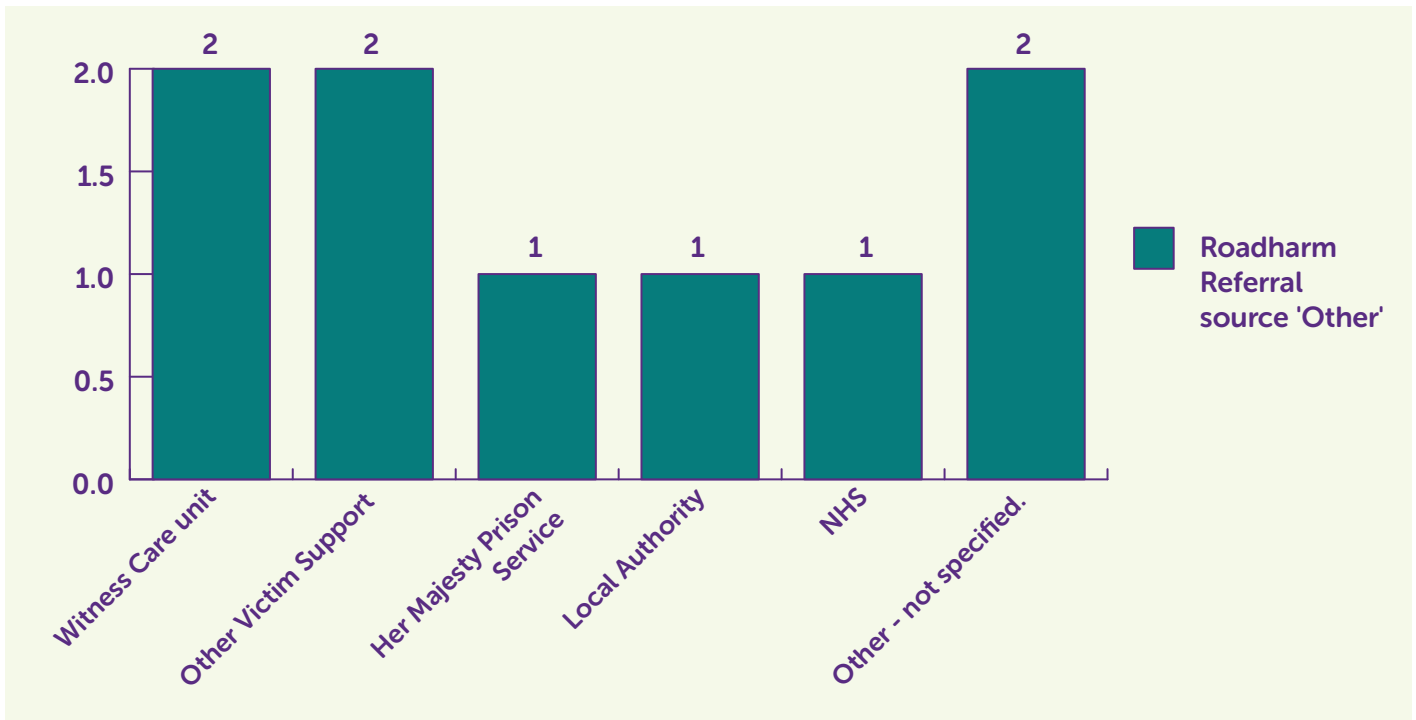
“My anxiety has improved loads because of you and you have helped me so much. I have never managed to speak to someone before even councillors, yet you have helped me to get to where I am today today and you are a ball of knowledge”

“Now able to identify signs of anxiety and manage/take hold of them before they take over me”

“To Delia - Thank you for all the help and support you are giving to all the Road harm victims. You are really making such a difference in their lives with your support.”

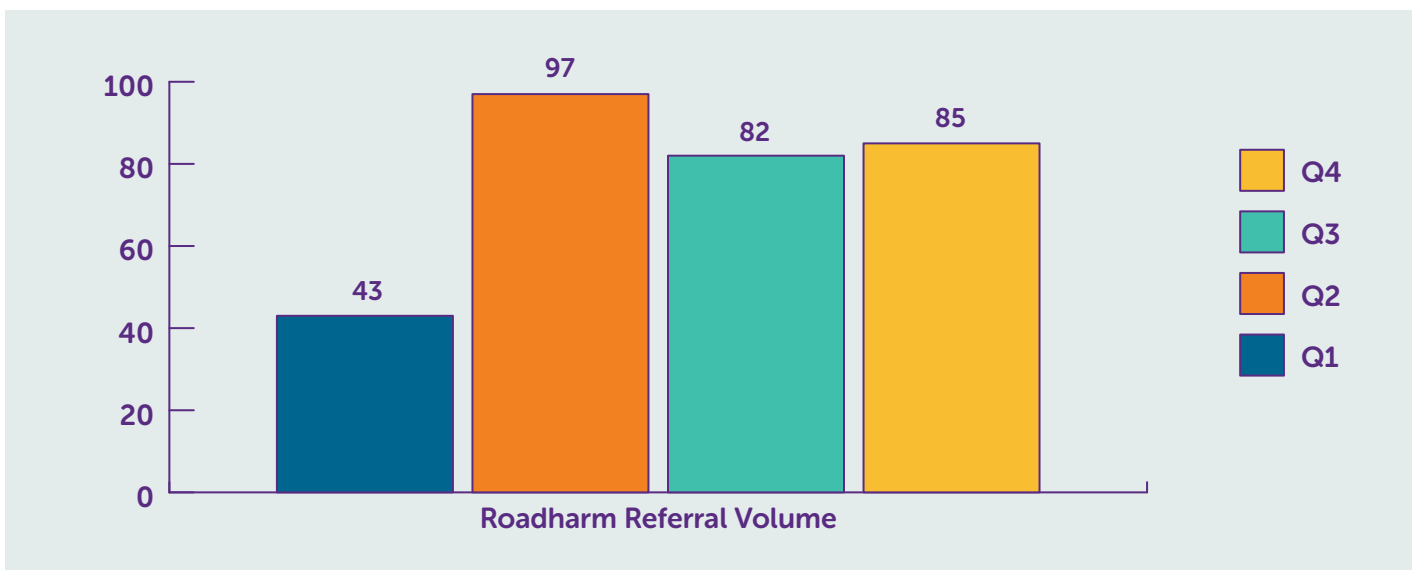


## Roadharm referral source 'Other'

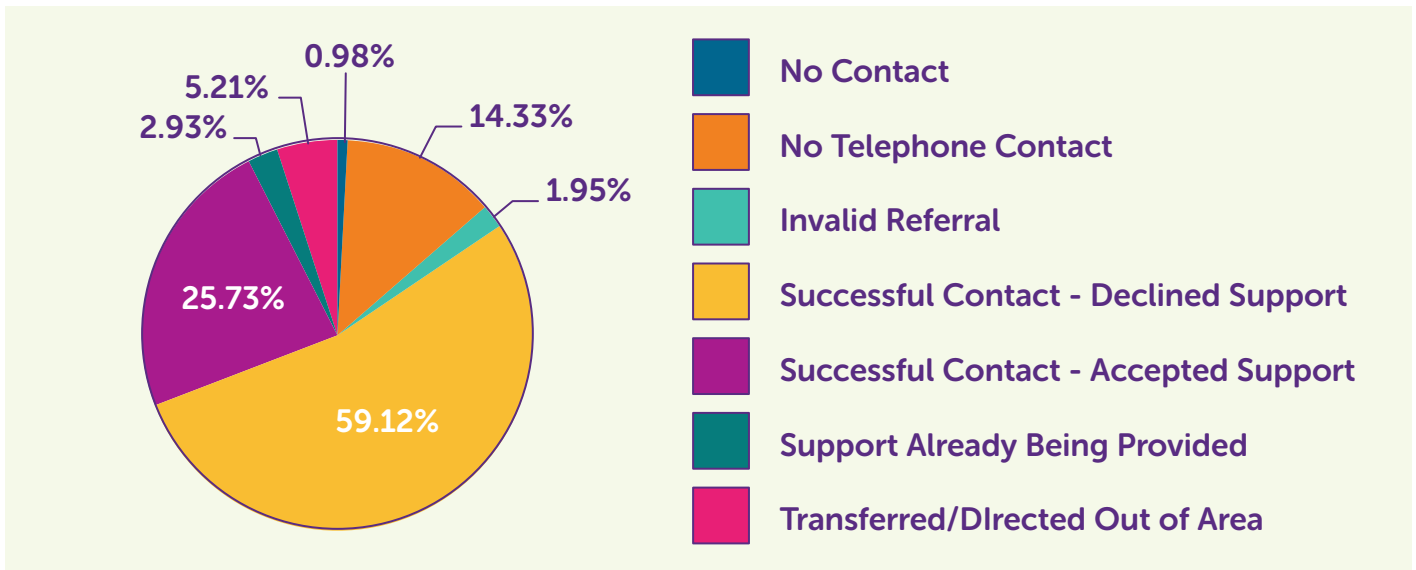


“My life in general has improved loads, thank you”

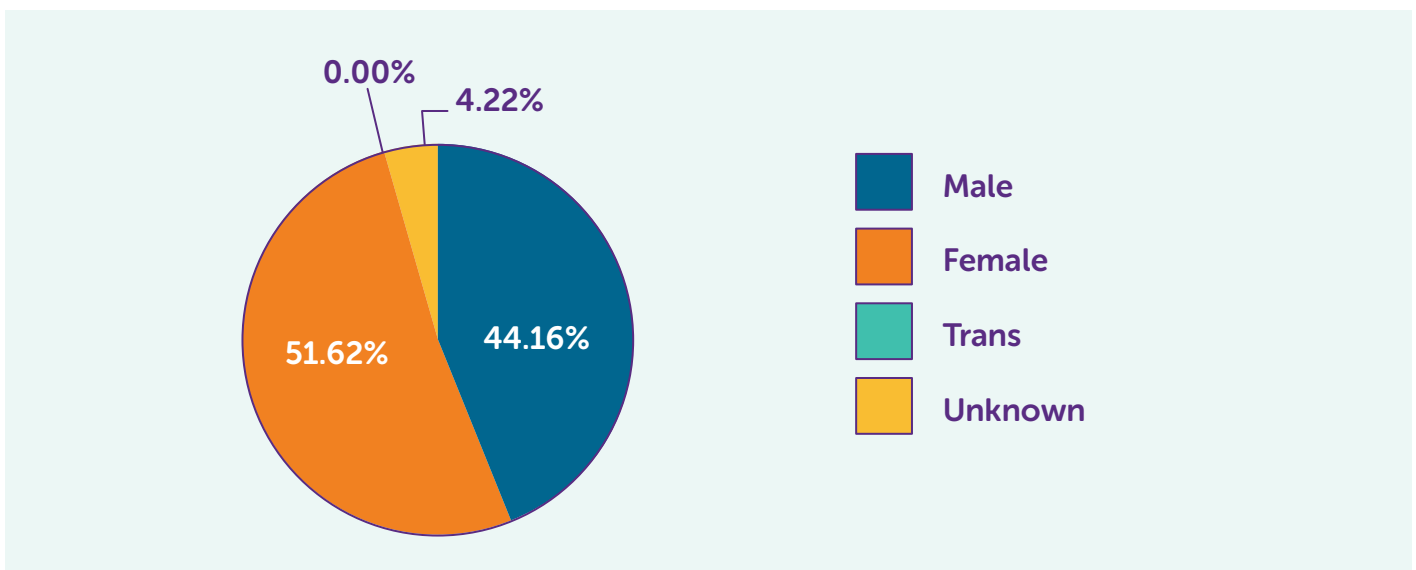
## Referral volume



## Referral conversion



## Referral by Gender

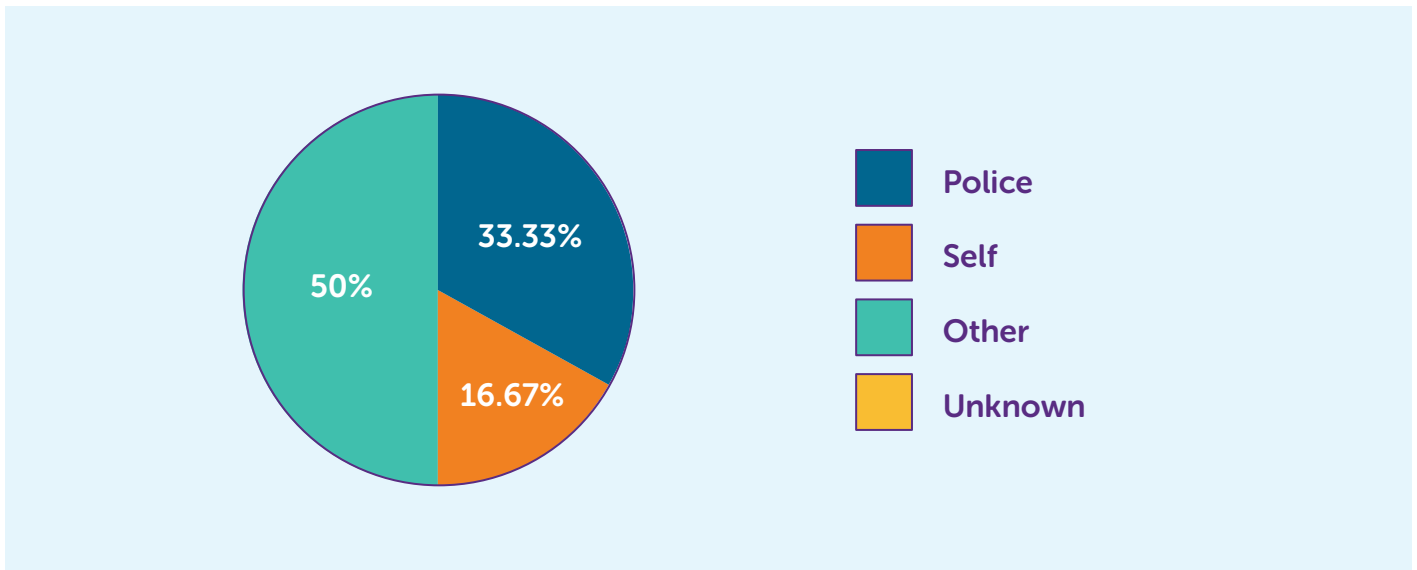


“Moving forward and adapting to the new normal.”

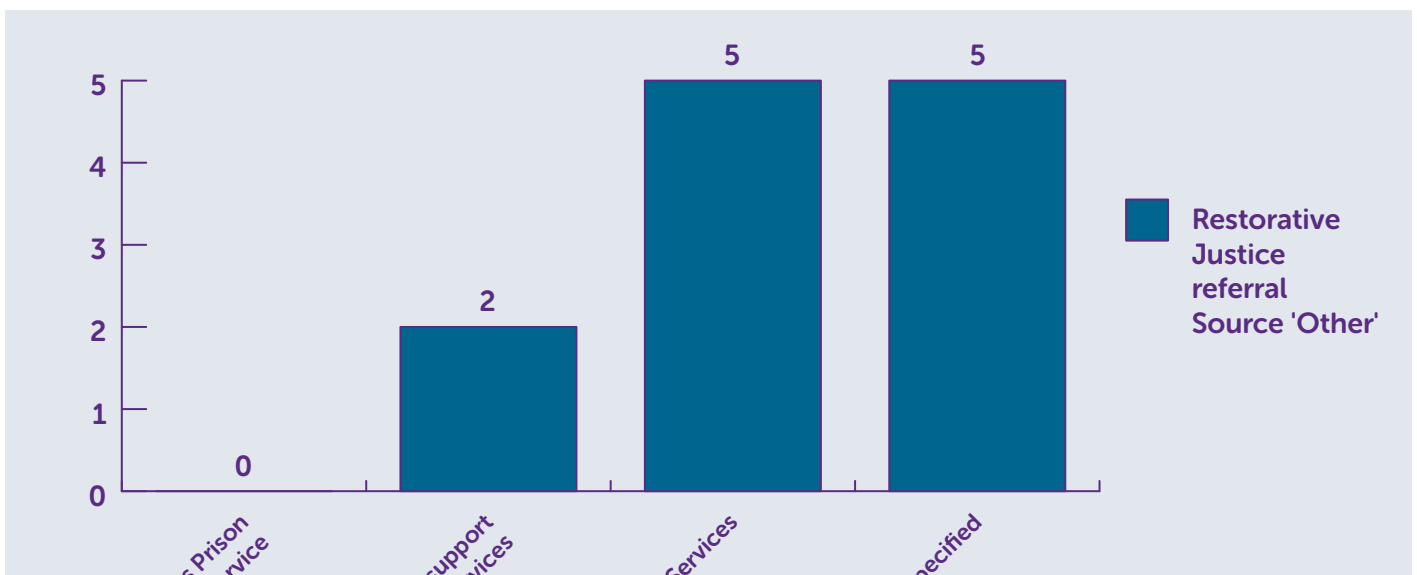
# Restorative Northampton

# Referral Demographics

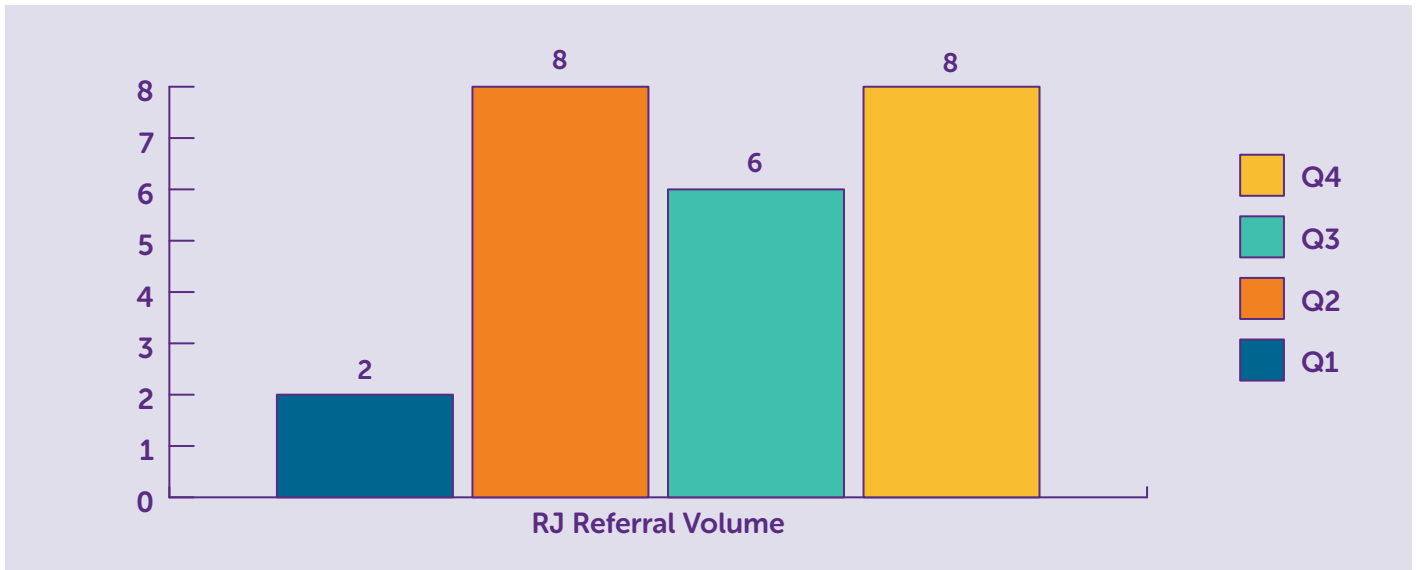
## Referral by source



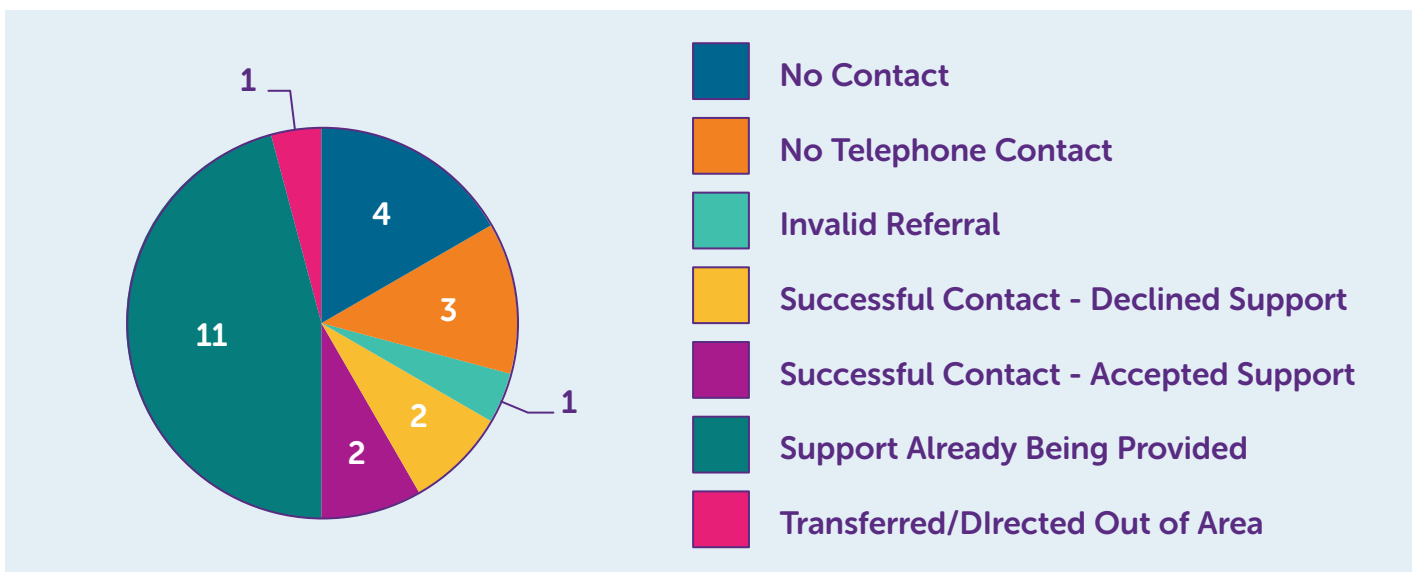
## Restorative Justice referral source 'Other'



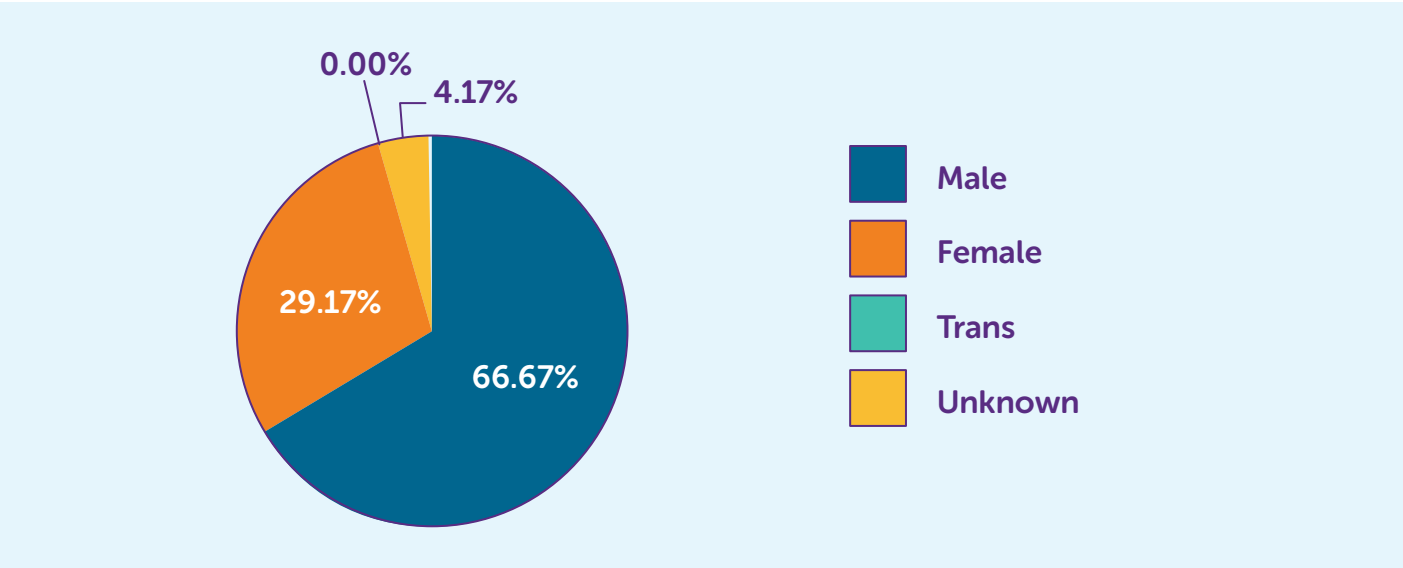
## Referral volume;



## Referral conversion



# Referral by Gender





Voice services are funded by the Office of the Northamptonshire Police and Crime Commissioner.



**Tel 0300 303 1965      Website [www.voicenorthants.org](http://www.voicenorthants.org)**

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