



Northamptonshire
Sunflower Centre



voice
for victims & witnesses

Annual Performance & Impact Summary

2022-23

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About us

Voice for Victims and Witnesses is delivered and funded by the Office of the Police, Fire and Crime Commissioner to provide free, confidential, and independent advice, guidance, and support to those who have been;

- **victim of crime,**
- **witness to crime going through the court process,**
- **victim of repeated anti-social behaviour or victim,**
- **witness or family member affected by life changing fire incidents or road traffic collisions.**

Voice has access to a wide network of local and national services and provides a single point of contact for the residents of Northamptonshire to help guide them to appropriate support that best meets their individual needs.

Crime and trauma can affect people in a number of different ways and whilst many find the effects of crime are short term, for some the impact can be felt for longer.

Changes in how people feel following being a victim of crime, serious fire or road traffic incident are common and could be as a result of the traumatic experience they have been through. Many are surprised at the strong emotions that can be experienced including anger, upset or anxiety and how these emotions may also be displayed in physical symptoms.

Whether it be;

- ✓ **a chat about how someone is feeling**
- ✓ **providing crime prevention advice**
- ✓ **guiding people through the criminal justice system**
- ✓ **supporting people living in abusive situations**
- ✓ **helping to navigate services**
- ✓ **providing dedicated, regular one to one emotional support sessions with our team of highly skilled staff and volunteers**
- ✓ **or referring to one of our specialist service providers for trauma therapy or counselling**

Voice is here to help victims to cope, recover and thrive.

To compliment the support and guidance our team at Voice offer, we also provide a wide range of information on our comprehensive website which includes access to self-help coping tools.

Voice is also commissioned by partnership funding arrangement to deliver the Northamptonshire Independent Domestic Violence Advisory (IDVA) service, the Sunflower Centre, providing crisis response and risk management to the highest risk victims/survivors of domestic abuse, honour based abuse, forced marriage and stalking and ensuring a county wide, partnership response via the county's Multi Agency Risk Assessment Conference (MARAC).

Voice continues to work with colleagues across the county to contribute to strategic planning and initiatives, to supporting partnership working, to evolve and develop with new legislative changes, to bring new opportunities and to lead and implement business change to provide quality support to victims of crime, abuse, fire, and road traffic collisions.

This annual summary has been prepared to provide an overview of our year's work, performance, and impact.

Consistency of support has been excellent, the speed of which support was put back in place following previous closure was superb. Support has been amazing help.

I am very pleased and feel less vulnerable

I felt safe and never felt judged by you. You came across as calm and a safe person. Always reminding me to practise self-care and understanding trauma. I was lucky to have you.

Northamptonshire Police, Fire and Crime Commissioner Stephen Mold



As victims commissioner, I am responsible for delivering services to ensure that victims and witnesses of crime in Northamptonshire are supported and protected as

they engage with the criminal justice system. Voice is the service through which I deliver those services.

Everything I do is focused on preventing crime and harm, as I want to stop people from becoming victims in the first place. When crime does happen however, I want to be sure that the services that exist for victims work well, provide them with the support they need to cope recover and thrive.

I also want victims of crime to be supported as they engage with the criminal justice system, which can be daunting. Keeping victims and witnesses engaged through this process is vital, so that justice can be done. The Witness Care Team in Voice offers Victims and Witnesses this critical support.

I want the services I deliver to be of the best possible standard, so I am proud that during this year, Voice has received the Victims Choice Quality Mark to recognise the high standard of support offered by the service. Over the coming year, I would like to enhance that even further by enabling the voices of victims and witnesses to be heard across the organisations and services I am responsible for. This will help them reflect, develop, and evolve the support they provide.

Stephen Mold

Northamptonshire Police, Fire and Crime Commissioner

Our Chief Executive Officer



I am pleased to present the Annual Report for Voice for Victims and Witnesses for the 2022-23 financial year. In this reporting year we continue to operate in the shadow of the pandemic, with increasing complexity

in our casework and with unacceptable delays for victims/survivors in our legal system. These pressures translate for our people into higher caseloads and we are working hard with partners to ensure we all do our very best to support clients through the Criminal Justice System.

This report highlights the incredible work our people do to support victims and witnesses through their personal journeys so they can cope, recover and thrive.

Our Introduction Team have contacted over 39,000 victim referrals by phone, letter, e-mail or SMS to ensure they are aware of the support offered by Voice services.

Our Witness Care Team have supported victims and witnesses through the criminal justice system on average in 1,666 cases per month. We ensure they have the right support in place so they can provide their best evidence and can be assured their voice is heard by all in the legal proceedings.

Domestic related offending forms the largest volume of referrals into our services. The Sunflower Centre received 3,619 high risk domestic cases, our Voice service received 8,489 referrals and a further 231 referrals were to our Children and Young People's Service. We have continued to deliver our Crisis IDVA support over the weekends working with the Police to deliver one to one support at the time of need, which we hope to extend in the new year. We have continued to train our staff and partners on this subject so individuals' knowledge and skills can ensure clients and their families are properly supported and

safeguarded at all times.

Leading these teams is an honour and I am so proud to see the excellent work they strive to do daily, hopefully you will get a flavour of this in our latest Annual Report and join with me on congratulating our exceptional team!

Fiona Campbell

Chief Executive

I feel that my concerns are taken seriously by sunflower,...Voice has been amazing too. You guys do understand and want to do more.... I feel better when I speak to someone that is not judging...

The support received from everyone I spoke to at Voice has been excellent. It not only helped myself but my family too

Our Year 2022/23

We received ...



43,586 referrals into our
**Voice and Sunflower
Centre services combined**

* Valid referral volume combined 40,641



35,023 ↓7.9%



4,690 ↓3.8%



246 ↓25%



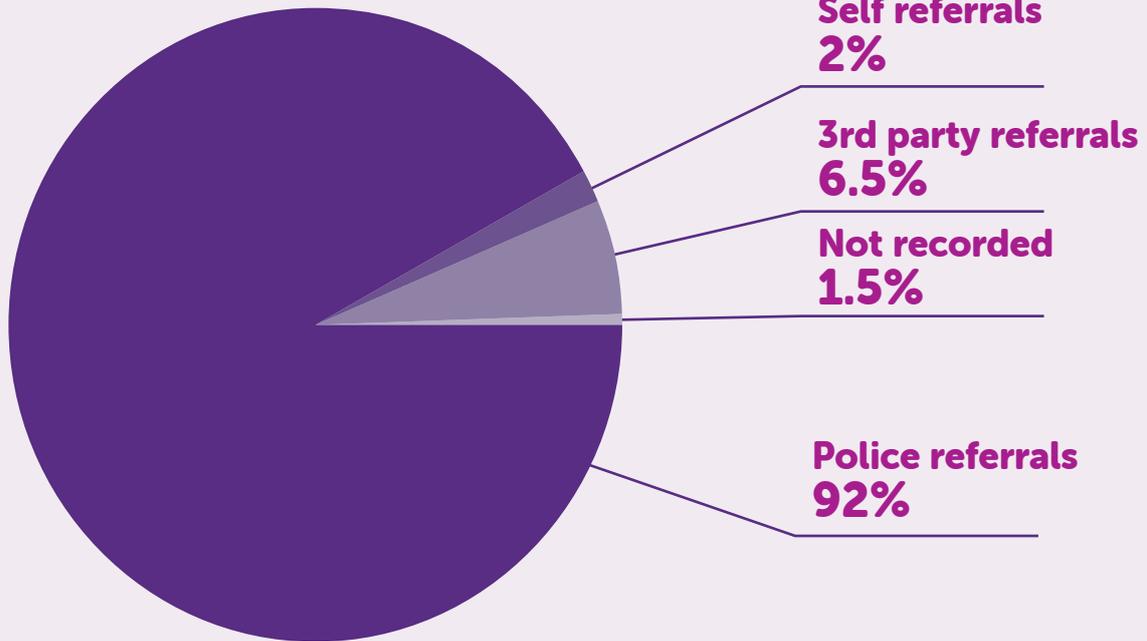
8 ↑33%



3,619 ↓2.7%

Voice and Sunflower Centre services accept self, third party, and professional referrals with consent. In addition, Voice have joint data control with Northamptonshire Police who share daily information about victims of crimes as recorded on their case management systems for the preceding 24 hrs. For the purposes of this summary and in line with our reporting requirements, information shared in this way is counted as a 'referral' into service.

Who referred to us?




Adult Service

- Police: 90 %
- Self: 2%
- 3rd Party: 7%
- Not recorded: 1 %



CYP Service

- Police: 97%
- Self: 1%
- 3rd party: 2.5%
- Not recorded: 0.5%



Roadharm Service

- Police: 88%
- Self: 7%
- 3rd Party: 4%
- Not recorded: 1%



Restorative Justice Service

- Police: 0%
- Self: 37.5%
- 3rd party: 62.5%
- Not recorded: 0%



Sunflower Centre

- Police: 95%
- Self: 2%
- 3rd Party: 1%
- Not recorded: 2%

It has helped me, and my family get back to normality after a really upsetting and stressful time

* 3rd party includes, Action Fraud, housing services, health services, local authority, educational establishments, and other support services.

How were our referrals spread across the year?

Quarterly split for the combined services

Q1	Q2	Q3	Q4
25.5% / 11,117	26% / 11,437	24% / 10,322	24.5% / 10,710



Adult Service

Q1	Q2	Q3	Q4
25% / 8905	26% / 9143	24% / 8471	24% / 8504



CYP Service

Q1	Q2	Q3	Q4
20% / 1315	33% / 1198	24% / 975	23% / 1202



Roadharm Service

Q1	Q2	Q3	Q4
19.5% / 50	25.5% / 80	28.9% / 59	26.4% / 57



Restorative Justice Service

Q1	Q2	Q3	Q4
75% / 6	0% / 0	12.5% / 1	12.5% / 1



Sunflower Centre

Q1	Q2	Q3	Q4
23% / 841	28% / 1016	23% / 816	26% / 946

What crimes were referred to us?

911

Hate crime referrals

5,512

referrals relating to criminal damage and public order offences

1,315

referrals for sexual offences

8,784

referrals for violent crimes

8,797

referrals for theft/fraud and burglary crimes

4,511

referrals for harassment or stalking offences

3,619

The Sunflower Centre received 3,619 referrals for high risk domestic related offending

8,489

Voice services received a further 8,489 referrals for domestic related offending with 231 of these referred through the Children & Young People's service.

24%

Domestic related offending accounted for the largest volume of referrals into voice services (Excluding the Sunflower centre)

Domestic related offending includes a wide variety of crime types identified as being committed by an offender falling within the government definition of 'Domestic Abuse'

Legal definition of domestic abuse

Domestic abuse involves any single incident or pattern of conduct where someone's behaviour towards another is abusive, and where the people involved are aged 16 or over and = are, or have been, personally connected to each other (regardless of gender or sexuality).

The abuse can involve, but is not limited to:

- psychological
- physical
- sexual
- financial
- emotional
- violent
- threatening
- controlling
- coercive behaviour.

'Personal connection' means the individuals concerned:

- are due to be, are currently, or have been, married or civil partners to each other
- are, or have been, in an intimate personal relationship with each other
- are, or have been, parents (or had a parental relationship) to the same child
- are relatives (the Act gives further definitions of 'relatives')

Reference: [Sections 1 and 2 of the Domestic Abuse Act 2021](#)

Children are recognised as victims of domestic abuse in their own right if they see, hear or experience the effects of abuse between two personally connected individuals who are aged 16 or over.

However, abusive behaviour directed at a person under the age of 16 is child abuse rather than domestic abuse.

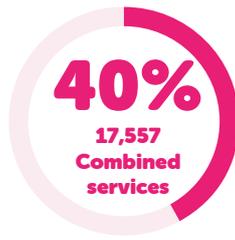
Reference: [Section 3 of the Domestic Abuse Act 2021](#)

The key statutory guidance for the Act is due to be revised regularly by the Secretary of State. At the time of publication (November 2021), the Statutory Guidance Framework was in draft form. You should check the specific status of the statutory guidance.

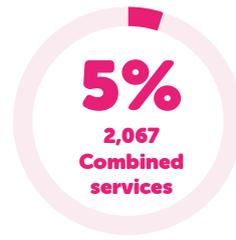
Where did our referrals come from?



West Northants



North Northants



out of area



not recorded / stated

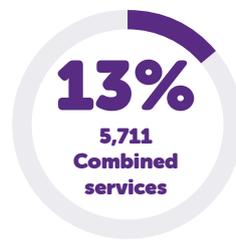
Who was referred to us?



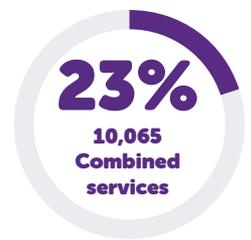
aged 12yrs and under



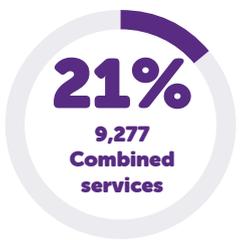
aged 13-17



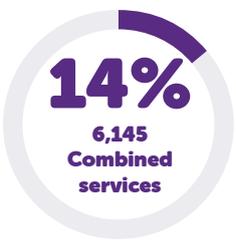
aged 18-25



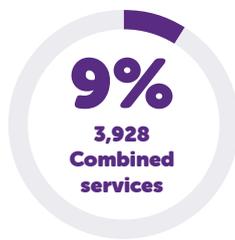
26-35



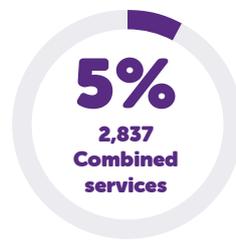
36-45



46-55



56-65



65+



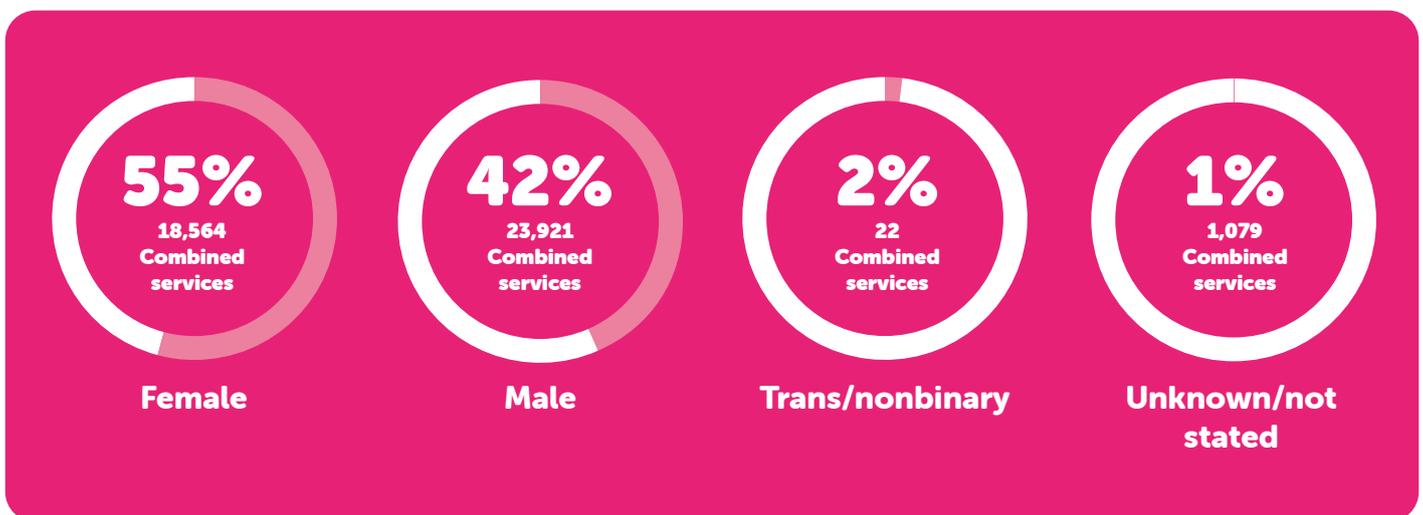
unknown



Referrals by ethnicity (combined services)



Referrals by gender (combined services)



 **414** Referrals related to offences against Police officers

How quick did we contact our referrals?



Ministry
of Justice

Victims in the following categories are entitled to enhanced support as set out within the Victims Code of Practice;

- **Victims of the most serious crime**
- **Persistently targeted victims; and**
- **Vulnerable or intimidated victims**



We aim to contact victims referred into Voice services who are entitled to enhanced support within 48 hrs of receipt of referral. We contacted 72% within 48hrs.

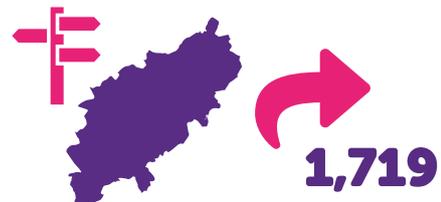


We aim to contact all other victims referred into Voice services within 72 hrs of receipt of referral. We contacted 81% within 72hrs.

* Based on a combined valid referral volume of 40,040.



We aim to contact victim / survivors referred into the Sunflower Centre within 24 hrs of receipt of referral. We contacted 96% within 24 hrs



We helped direct 1,719 victims resident out of county to their local victim support services.

My confidence and self-esteem has increased knowing that I am not left on my own after the attack on me

Without your support with the council I may not be where I am today, I can't thank you enough - you heard me when I felt nobody else was listening and you understood.

Who we supported...

We supported **3,601** clients



1,075
Sunflower
Centre



93
Roadharm
Service



2,281
Adult service



152
CYP Service



Our introductions team contacted over **39,000** referrals by phone, letter, email and sms to ensure they were aware of our services and to offer advice and support.

Who needed our support? (By crime type)

38%

High risk domestic abuse

24%

Medium and standard risk domestic abuse

2%

Hate crime

3%

sexual offences

12%

Violent crimes

10%

Harassment/Stalking

4%

Burglary

10%

Repeat victim / multiple crime

33%

Other crimes

We also supported victims and witnesses involved in an average of **1,666 cases per month** going through the court system.

909 Sunflower Centre clients accepting emotional support were:



Sunflower Centre



Female



Male



Other

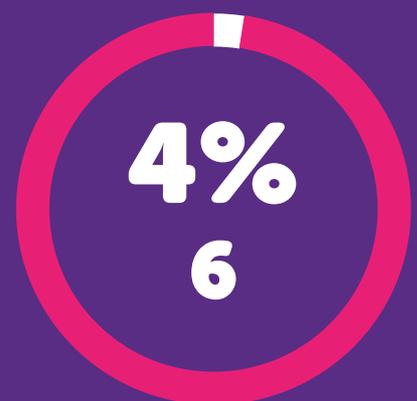
Voice clients accepting emotional support (all crime types combined) were:



Female



Male



Other

How did we support them?



**909 clients /
26%**
had emergency crisis response
and regular ongoing IDVA
support



**601 clients /
26%**
were provided with immediate
emotional support, advice or
guidance



**626 clients /
27%**
were given practical support
including access to free personal
and home safety devices.



**461 clients /
20%**
received a combination of
immediate and practical support

How did we support them?



593 clients / 26%

accepted regular dedicated one to one emotional support sessions with our specialist support workers and volunteers



41 children and young people

were referred for specialist trauma therapy or counselling from our contracted specialist support providers.

2,961

support sessions were provided by Voice support workers, volunteers, councillors and therapists

and

1,903 hours

of emotional support

I could always rely on my support worker – she was always so professional and never let me down

I feel better each day knowing there is Voice support helping me to cope with my problems

We also supported victim/survivors of Domestic Abuse by;



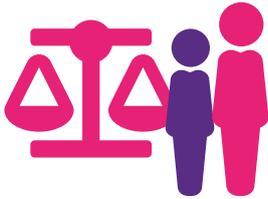
Providing access pathways to refuge or alternative accommodation



Working in partnership with local services to provide referral to programme work



Offering comprehensive safety planning with individualised support plans



Attending specialist domestic abuse courts held in the county to ensure clients voices were heard



Providing advocacy and guidance to accessing financial support or obtaining legal orders



We provided more than 25 emergency supermarket vouchers to clients



Referring into, co-ordinating, administering, and attending over 1503 Multi Agency Risk Assessment Conferences (MARAC) to safeguard the highest risk victim/survivors in the county



Providing over 194 free counselling sessions with volunteer counsellors to clients of the Sunflower Centre IDVA service



We helped secure charitable funding from the Faraway Children's Charity for laptops, furniture and christmas presents for a family fleeing abuse



We provided free emergency essentials packs to over 34 clients fleeing abuse



We provided free emergency mobile phones with credit to approx. 60 clients



We used donations received into the victims fund to help clients with accommodation, travel costs and essential white goods

How did we do?

Adult clients said...



would recommend voice services



said they were **better able to cope with every day life**



said they **felt safer**



had **increased confidence and self esteem**



of adult voice service users who received support and completed an exit survey said that their **Health and wellbeing had improved**

Adult clients receiving support from Voice services for domestic related offences said...



felt **safer**



had **increased confidence and self esteem**



had **improved health & wellbeing**



felt **better able to cope with every day life**



felt **the support they had received also positively benefited their children**

Children & young people said..



felt more empowered



said they were better able to cope with every day life



said they felt safer



of children and young people who received support and completed an exit survey said that their health and wellbeing had improved

Road collision clients said..



Roadharm clients were satisfied with the specialist therapy they received.

Sunflower Centre clients said..



said they felt safer



would recommend sunflower services



said they were better able to cope with every day life



had increased confidence and self esteem



of IDVA clients completing an exit survey said that their health and wellbeing had improved



of clients with children in their care felt that the support they had received also positively benefited their children

What else have we been doing?

- ✓ At the end of March 23 Voice for Victims and Witnesses was awarded The Victims Choice Quality Mark by Supporting Justice CIC in recognition of the “high standards of care and support offered” and the way in which staff made people feel “valued and listened to”.
 - David Kenyon the lead assessor said: “Voice Northant’s provides an excellent service and a high standard of victim care. There is a strong and supportive culture among management and staff and clients are at the heart of all the organisation delivers. We found a high level of collaboration and a willingness to deliver a comprehensive and inclusive support service to those who needed it. Partner organisations work well with Voice and hold the organisation in high regard.
 - “Our assessment shows a service dedicated to continuous improvement and a determination to support victims of crime to cope and recover.”
 - The Victims Choice Quality Mark is an independent assessment of the quality of the service provided to victims and witnesses. It is designed to provide confidence to those who may need to access the service in the future and to help commissioners determine if their resources are being targeted and spent effectively.

- ✓ We have continued to support other professionals within the county providing external training opportunities including:
 - Domestic abuse training to Police officers and Staff
 - Domestic abuse awareness and Safeguarding training to staff of NHFT/NHS and North and West Northamptonshire Councils
 - Voice services training to Police new recruits and Northamptonshire Fire and Rescue Service
 - Vulnerability training for Northamptonshire Police Force Control Room Staff
 - Understanding Domestic Abuse training for Police Professional Standards Department and Police Protecting Vulnerable People Teams.

- ✓ Our Senior Managers sit on multi-agency strategic partnership boards to share our professional experience and ensure the voice of the Victim/Survivor is represented in all forums. We will always challenge partners in a supportive way to ensure the victim is at the heart of what they do, working with partners to enable excellent victim services within the county of Northamptonshire.

What is coming up next?

Our Sunflower team will be working towards Safelives Leading Lights Accreditation in the new year. Obtaining accreditation is a mark of quality for our service and is recognised by commissioners and funders across the UK.



Ministry
of Justice

We have been successful in bidding for additional grant funding from the MOJ to deliver specialist support to victims of abuse post pandemic.

We are expanding our Crisis Response IDVA provision from peak times during the weekend evenings to include additional hours on a Thursday and Sunday night. Our team are based in the Control room and are deployable across the county to provide domestic abuse advice and guidance to attending officers, and once the offender has been removed, to provide fast paced crisis support to victims/survivors of abuse immediately following the offence.



We will also recruit a Domestic Violence Disclosure Scheme (DVDS) IDVA supporting the right to know and the right to ask disclosures to victims. Acting as a single point of contact for officers and staff for DVDS. Attend with officers where disclosures are required offering immediate support, safety planning and casework support in all cases. Working with partners to increase knowledge of DVDS, coercive control and the support available.

We will be working closely with our health colleagues in Kettering General Hospital and Northampton General Hospital to further develop our Hospital IDVA provision ensuring patients and staff are safeguarded in times of need. We will also assist with further training of staff at all levels to raise awareness of services provision.



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



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