



Annual Performance & Impact Summary

2023-24



Northamptonshire
Sunflower Centre



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About us

Voice for Victims and Witnesses are part of Northamptonshire Police, Fire and Crime Commissioner team and 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.

I was listened to and always felt respected and understood.

Regular scheduled phone calls made me feel more comfortable and confident. Knowing that if I was struggling or needed any guidance, I'd be able to discuss it in my next appointment.

Thank you so much I really would of been lost without you honestly I know you probably hear this all the time but I really am grateful for all you've done...



Our Chief Executive Officer

Welcome to our Annual Report for 2023-24. Voice has again had a very busy year supporting victims and witnesses of crime across the county of Northamptonshire.

I am forever grateful to our highly skilled staff and managers who's passion for helping people enables Voice to deliver it's excellent casework and client support. You will see from our report that the clients we receive and work with have been impacted by some of the most serious crimes and we strive to work with partners and advocate for victim/survivors, so they receive the very best service from all.

We want Northamptonshire to be a safe county to live in and we will work with Criminal Justice partners to rebuild the counties performance so victim/survivors can have trust and confidence to report crime so all our communities can thrive.

Fiona Campbell

Chief Executive

I cannot adequately express how much your service has helped me. I would look forward to the times with Specialist Support Worker knowing that I would be listened to and receive help. As I reflect on my journey with Voice, I can tell that I am in such a better place in my life, and I greatly doubt that I would be where I am without this support.

Our Year 2023/24

We received ...



43,458 referrals into our
**Voice and Sunflower
Centre services combined**

* Valid referral volume combined 40,377



34,767

↓1%



4,875

↑4%



184

↓25%



5

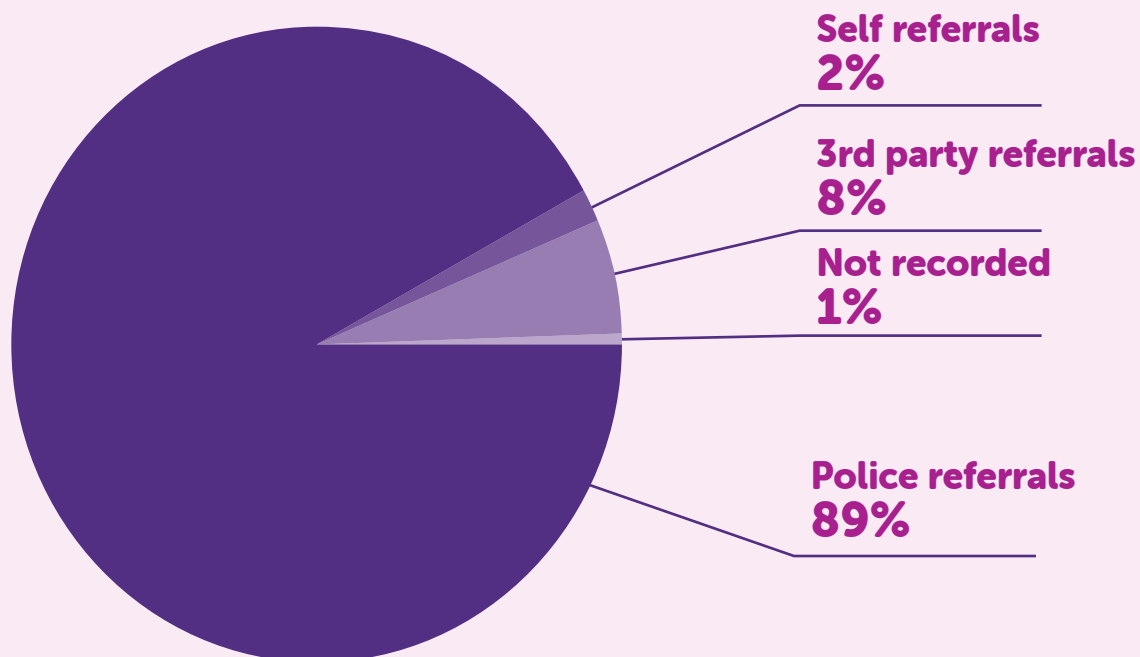
↓38%



3,627

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%
Not recorded: 0%



Road Harm Service

Police: 94%
Self: 4%
3rd Party: 1%
Not recorded: 1%



Restorative Justice Service

Police: 60%
Self: 40%
3rd party: 0%
Not recorded: 0%



Sunflower Centre

Police: 71%
Self: 4%
3rd Party: 22%
Not recorded: 3%

My client has just said that she has been moved and she's so happy she said - it's like I've reached a rainbow.

* 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
26% / 11,140	25% / 10,961	24% / 10,338	25% / 11,064



Adult Service

Q1	Q2	Q3	Q4
25% / 8,776	25% / 8,808	24% / 8,316	26% / 8,867



CYP Service

Q1	Q2	Q3	Q4
29% / 1,403	22.5% / 1,102	22.5% / 1,102	26% / 1,268



Road Harm Service

Q1	Q2	Q3	Q4
17% / 32	28% / 51	29% / 53	26% / 48



Restorative Justice Service

Q1	Q2	Q3	Q4
0% / 0	80% / 4	20% / 1	0% / 0



Sunflower Centre

Q1	Q2	Q3	Q4
26% / 929	26% / 951	24% / 866	24% / 881

What crimes were referred to us?

996

Hate crime referrals

5,124

referrals relating to
criminal damage and
public order
offences

1,322

referrals for sexual
offences

9,004

referrals for violent
crimes

9,066

referrals for theft/fraud
and burglary crimes

3,941

referrals for harassment
or stalking offences

3,627

The Sunflower Centre
received 3,627
referrals for high risk
domestic related
offending

8,142

Voice services received a further 8,142 referrals
for domestic related offending with 239 of these
referred through the Children & Young People's
service.

23%

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 those involved are personally connected to each other (regardless of gender or sexuality).

Behaviour is abusive if it consists any of the following:

- Physical or sexual abuse
- violent or threatening behaviour
- controlling or coercive behaviour
- Economic abuse which means any behaviour that has a substantial adverse effect on a person's ability to:
 1. Acquire, use or maintain money or other property
 2. Obtain goods or services
 3. Psychological, emotional or other abuse

And it does not matter whether the behaviour consists of a single incident or a course of conduct.

'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')

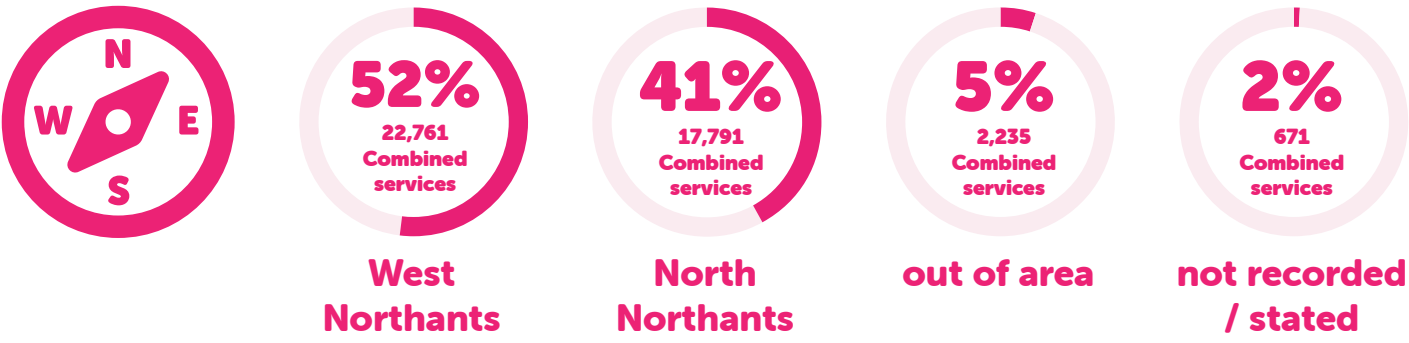
Reference: [Sections 1 and 2 of the Domestic Abuse Act 2021](#)

Children are recognised as victims of domestic abuse in their own right if they; see, hear or experience the effects of the abuse, are related to person's whose behaviour towards another is abusive and are the parent, have parental responsibility or are relatives of the child.

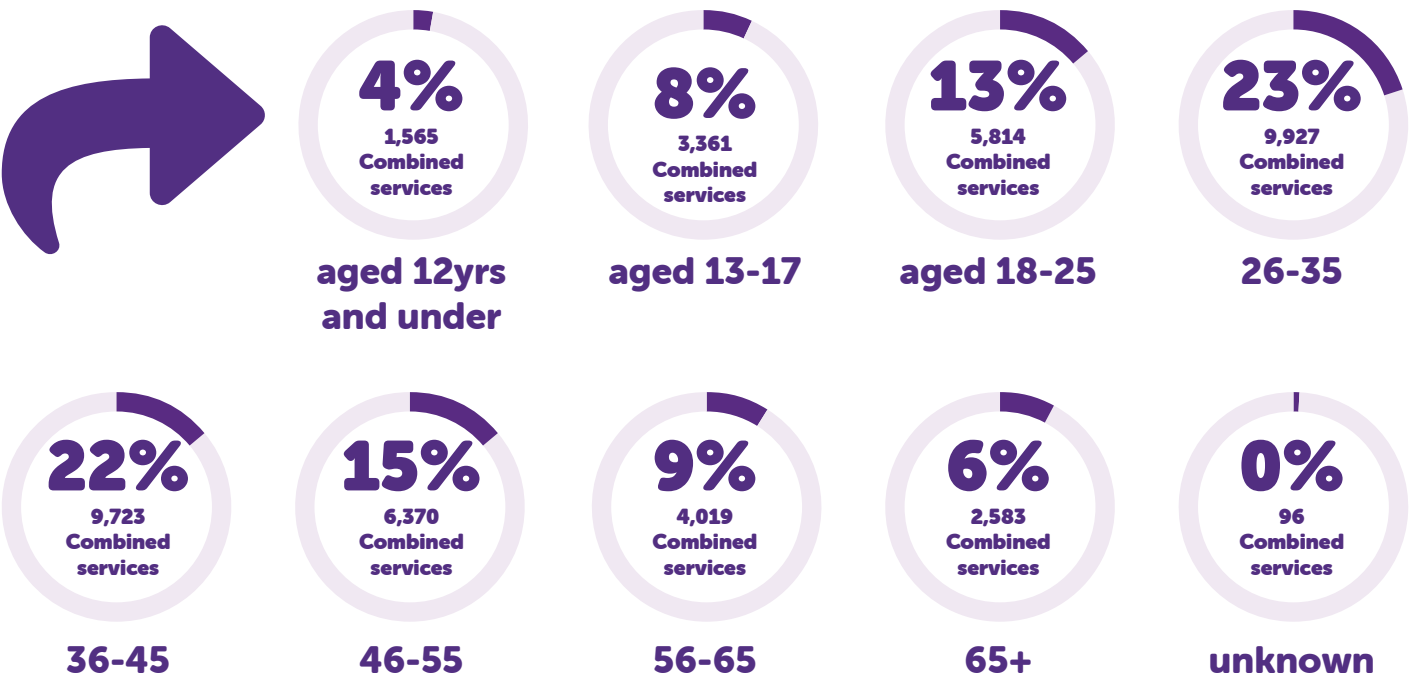
Reference: [Section 3 of the Domestic Abuse Act 2021](#)

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?



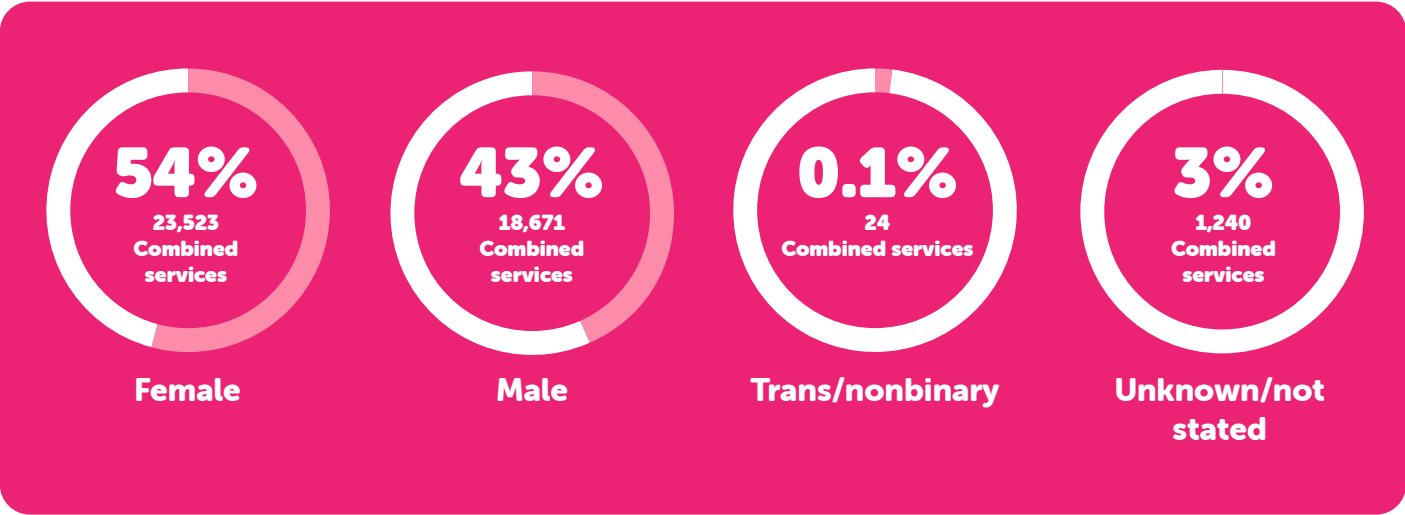
Who was referred to us?



Referrals by ethnicity (combined services)



Referrals by gender (combined services)





68

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 48hrs of receipt of referral. We contacted 96% within 48hrs.

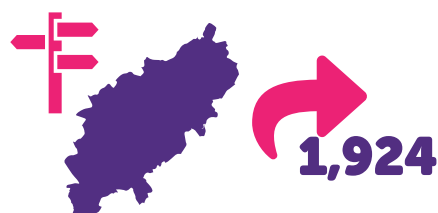


We aim to contact all other victims referred into Voice services within 72hrs of receipt of referral. We contacted 99% within 72hrs.

* Based on a combined valid referral volume of 40,377.



We aim to contact victim / survivors referred into the Sunflower Centre within 24hrs of receipt of referral. We contacted 95% within 24hrs.



We helped direct 1,924 victims resident out of county to their local victim support services.

I was treated with empathy and respect, and I was listened to and provided advice and follow up.

My Specialist Support Worker was really wonderful to talk to. She's extremely kind, patient, and empathetic. I'm thankful to have had her to talk to.

Who we supported...

We supported **3,768** clients



1,488
Sunflower
Centre



54
Road Harm
Service



2,106
Adult Service



120
CYP Service



Our introductions team contacted over **33,000** 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)

44%

High risk domestic
abuse

42%

Medium and standard
risk domestic abuse

3%

Hate crime

4%

sexual offences

16%

Violent crimes

9%

Harassment/Stalking

4%

Burglary

16%

Repeat victim / multiple
crime

22%

Other crimes

We also supported victims and witnesses involved in an average of **1,516** cases per month going through the court system.

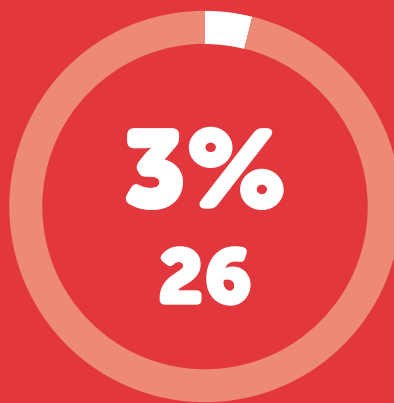
1,488 Sunflower Centre clients accepted some form of support with 744 clients accepting emotional support who were:



Sunflower Centre



Female

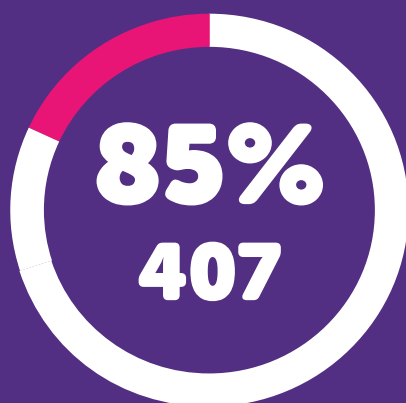


Male



Other

2,106 Voice clients accepted some form of support with 479 accepting emotional support who were:



Female



Male



Other

How did we support them?



**1,488 clients /
44%**

had emergency crisis response
and regular ongoing IDVA
support



**718 clients /
36%**

were provided with immediate
emotional support, advice or
guidance



**432 clients /
22%**

were given practical support
including access to free personal
and home safety devices.



**405 clients /
20%**

received a combination of
immediate and practical support

How did we support them?



443 clients / 22%

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



36 Children and Young People

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

2,281

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

and

1,443 hours
of emotional support

I was given so much support and empathy. I can't thank Specialist Support Worker's enough!

I am not as fearful. I feel more in control rather than being controlled.

We also supported victim/survivors of Domestic Abuse by;



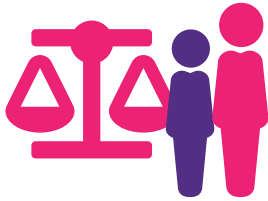
Providing access pathways to refuge or alternative accommodation



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



Offering comprehensive safety planning with individualised support plans



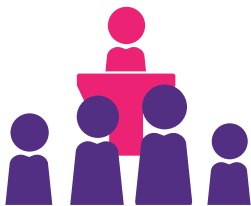
Attending specialist domestic abuse courts held in the county to ensure clients Voices were heard



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



We provided emergency supermarket vouchers to clients.



Referring into, co-ordinating, administering, and attending over 1,494 Multi Agency Risk Assessment Conferences (MARAC) to safeguard the highest risk victim/survivors in the county



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 clients fleeing abuse.



We provided free emergency mobile phones with credit to 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...



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



Children & Young People said..



felt more empowered



said they were better able to cope with every day life



said they felt safer



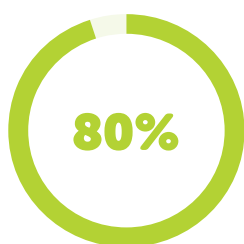
of Children and Young People who received support and completed an exit survey said that their health and wellbeing had improved

Road collision clients said..

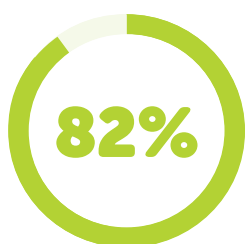


Road Harm clients were satisfied with the specialist therapy they received.

Sunflower Centre clients said..



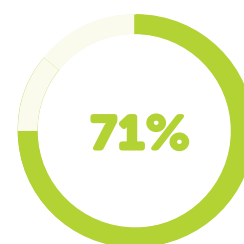
said they felt safer



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.

Our Voice Business plan is set from April 24-March 26, our objectives are to deliver:

High quality casework. We will agree with partners a county wide joint performance framework for DA/SV.

Excellence in Witness Care service. We will support implementation of the Victims Bill.

Public confidence. We will through our communications strategy engage the public, specialist services and agencies to drive awareness and confidence

Success of our people. We will build expertise and specialisms across all teams through recruitment and targeted training programmes

Continuous improvement. We will deliver on behalf of multi-agency partner funders a county Leading Lights accredited IDVA service and MARAC service and review the commissioning model for Voice for long term funding stability.

We continue to see the demand for our services grow and working together I am confident that the Voice team can deliver the highest standards of support and safeguarding to victims/survivors and witnesses so each can cope and recover from their personal experiences.

Voice services are part of the Northamptonshire Office of the
Police, Fire & Crime Commissioner team



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