

A few words...

Well, it's been six months since Victims First was launched to help victims of crime across Northumbria, and what a terrific six months it has been.

A lot has been achieved in this short time and we felt a newsletter would be a great way to share updates, improvements, and recent successes with you.

Since its launch, Victims First has helped more than xxx people in Northumbria cope with the aftermath of a crime; providing practical and emotional support and assisting with their long term recovery.

When Victims First was established we wanted it to become the 'go to' place for identifying victim needs, ensuring the right support is offered and victim satisfaction continues to improve.

I'm delighted to report that these goals are being realised thanks to the terrific support the service has received from partner organisations and the tremendous work from the Victims First team who take pride in offering the highest quality service.

I believe it's incredibly important that victims feel confident to seek help. A huge part of creating this confidence is them knowing they will receive the right support when coming forward and Victims First is doing all it can to make that happen.

By working together long may this continue.

Many thanks to all involved, not only from me but from everyone who has benefited from the service.

Vera Baird QC
Chief Executive,
Victims First
Northumbria Police and
Crime Commissioner



Did you know?
Northumbria Police is ranked **number 1** in the country for victim satisfaction.

Just the job

Victims First Co-ordinator

Is making a difference to the lives of vulnerable victims and witnesses important to you? If you are passionate about putting people first then this exciting opportunity will be for you.

As a Victims First Coordinator you will be the first point of contact in ensuring victims of crime are updated and supported throughout the process. You will assess the needs of individuals and tailor support packages which identify with the specific needs of each case.

For more information, please contact: xxx

Contact info...

0800 011 3116

enquiries@victimsfirstnorthumbria.org.uk

www.victimsfirstnorthumbria.org.uk

NP_1439



Victims First Northumbria (VFN) is an initiative funded by the Police and Crime Commissioner for Northumbria

Victimsfirst
0800 011 3116

Victims First
Northumbria NEWSLETTER
OCTOBER 2015

Volunteer appeal

At Victims First Northumbria we have fantastic team of volunteers and we're looking to make it bigger.

We are very grateful of the work our volunteers do in helping us give free and confidential information, emotional support and practical help to anyone who has been a victim of crime.

Not only do they help victims in the community, but they play a big part in other areas such as fundraising and business administration too.

If you or someone you know has good communication and people skills and can spare a minimum of xx hours a week, we'd love to hear from them

It really is an essential, worthwhile role and offers great experience.

It doesn't cost a thing to volunteer and we pay expenses.

Anyone interested should contact xxx on xxx or email xxx for more information.

Wise words

I can be changed by what happened to me but I refuse to be reduced by it.

Maya Angelou, Author

Making a difference...

Victim Care Co-ordinator Rachel Hardman tells how she has helped a sexual assault victim get her life back on track.

Recently I've been helping a 19-year-old university student who was subjected to a sexual assault by a taxi driver on her way home one night. I contacted her following a police referral and we met up to chat through what happened over a coffee, where she really opened-up about how she was feeling, sharing her thoughts and fears.

After our meeting I created a plan of ways in which Victims First Northumbria could help her cope and recover from her traumatic experience.

As a conscientious student, she was upset with the impact the incident was having on her studies. Unable to get the attack out her mind and struggling to sleep, she was finding it increasingly difficult to cope with her workload and looming deadlines.

On her behalf, I contacted her tutors and explained her situation. They were very accommodating - extensions were granted and additional support made available.

I was also in regular contact with the victim's mother. As the student was studying far away from home, her parents felt helpless so I met up with her mum for a coffee too. It was great to be able to reassure her that her daughter wasn't alone and we were there to support her, re-build her confidence and prevent her from disengaging with university life.

She now has a new home, the full support of her tutors and is starting to go out again. She's improved so much she's just headed off on holiday, a well-deserved one too.

... she really opened-up about how she was feeling, sharing her thoughts and fears.



Did you know?

Since launching VFN has:
Completed 2615 cope and recovery plans
Made 196 specialist referrals
Achieved 100 per cent victim satisfaction
Responded to 99 per cent of cases in less than 48 hours

For the diary...

1st October

National Cyber Security Awareness Month

6th October

National Personal Safety Day

16-20th November

National Road Safety Week

23rd November

Domestic Abuse Conference, Northumbria Law School