

Supporting victims and witnesses of crime – the headlines 2017/18

Victim & Witness Hub

£446k plus £271k from Constabulary (£717k)

- 24,000 victims contacted by letter or email and offered support
- More than 5,000 victims contacted by phone and had needs assessed
- Direct emotional and practical support provided to nearly 3,000 people
- Only 43 people felt they needed additional face to face support from one of the Hub's 17 volunteers following telephone-based support from the Hub.
- 84 sought out help from the Hub through a self-referral
- Rolling caseload of 5k civilian witnesses and 7.5k professional witnesses(officer/doctors etc) with pending cases

Specialist Support Services

£230k

- 156 victims assessed and supported by 1.8 mental health nurses
- 230 young victims of crime and their families supported by a single part-time dedicated co-ordinator at a cost of only £32k
- 252 migrant victims of exploitation supported from eight nationalities for £33k
- £50k enabled the Bobby Scheme to secure the homes of 626 elderly victims of crime with a 100% reporting increased feelings of safety
- 83 young victims of domestic abuse referred to Young Person IDVA – two thirds engaged with safety planning. Total cost per year £40k.

Restorative Justice – awarded RJ Quality Mark for safe and high quality service in 2017

- Just short of 400 people have been assessed since service launched. With 20 conferences, often with multiple victims and offenders, being held and 11 indirect interventions. Each case takes several months to bring to fruition and many more are still in progress. The service costs less than £50k a year.

Countywide Support for Survivors of Sexual Violence £378k (pooled budget)

- 1,051 survivors supported by the service – 82% described service as excellent, 18% as good
- This includes 445 adults survivors allocated an ISVA and 135 young survivors working with one of two CHISVAs (100% said better enabled them to cope with the process)
- 1,474 separate calls to a helpline staffed by volunteers
- Added value of 78 volunteers

