

Annual Performance Summary

2020-21



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Foreword

This has been a really challenging year for everyone, but finding ways to support victims and witnesses of crime through very personal and sometimes traumatic events is perhaps a bigger challenge than many.

This pandemic has shown us, more than ever, how important the services delivered by Voice are: to become a victim or witness of crime is never pleasant, but having to cope during this period of enforced isolation was hugely difficult and upsetting for many.

I am hugely proud, then, of the fact that Voice ensured that victims and witnesses in Northamptonshire were able to access the right support, tailored to their individual needs so they could cope, recover and thrive.

I would like to congratulate all of the Voice team, who have shown real commitment to their role.

Their hard work and dedication have helped to keep the most vulnerable victims safe, and I would like to sincerely thank them for doing so. I have supported with additional staffing to help at this unprecedented time, and you will see from the strong performance data that they have successfully risen to the challenges that the pandemic presented,

Well done to all

Stephen Mould

Police and Crime Commissioner



Introduction

As Chief Executive for Voice for Victims and Witnesses Ltd I am pleased to present the Annual Report for 2020-21. It has been a unprecedented year in which Voice staff and managers worked continuously throughout the pandemic to provide our specialist support to victims and witnesses of crime. I am incredibly proud of the service we have delivered during this period and the resilience, courage and perseverance shown by all of our teams. We have prioritised staff wellbeing more than ever this year, which has enabled us to adapt, respond and deliver.

We moved quickly to operating a virtual homeworking model overnight. We ensured all staff had the digital tools they required to do their job and successfully continued to deliver our services to victims and witnesses so they could cope, recover and thrive.

Our Witness Care Team has worked closely with partners to ensure victims and witnesses attending court were kept fully up to date with the new Covid practices and procedures. This has been achieved at a time when they have seen significant increases in live caseloads due to the pandemic, which will continue to significantly influence our work for the foreseeable future. This team has worked tirelessly to keep victims informed throughout this period and I am proud of their positive attitude and approach at all times.

We have worked closely with partners to ensure victims of domestic abuse have been supported throughout. For example we moved the counties Multi Agency Risk Assessment conferences (MARAC) on line so the most at risk individuals cases could still be heard. This resulted in high attendance from partners who provide tailored support on a case by case basis when most needed.

Our ability to adapt and change has provided Victims and Witnesses with an excellent level of service throughout this period. The attached report goes into detail and highlights our achievement's which I am extremely proud of. Looking forwards I am confident that Voice will be able to meet the challenges ahead and maintain its determination to continue to deliver the excellent work we do,

Fiona Campbell
Chief Executive



Combined Voice Services summary

Annual Referrals

Voice Ltd. acts as joint data controller with Northamptonshire Police. The Referral volumes quoted include data transferred from Northamptonshire Police to Voice Ltd. following a reported Home office recordable crime with an identifiable victim*.

Voice Ltd. seek consent from identified victims of crime to discuss accessibility of free and confidential victim services on behalf of Northamptonshire Police and the Police, Fire & crime commissioner.

Voice Ltd. also accepts referrals from professionals, third party agencies and victim self-referrals, including referrals where no crime has been reported to the Police Service. These referrals are included in the referral Volumes data.

Referral volumes are based on the volume of individual referrals received into the service, not individual victim profiles. One victim may be the subject of several referrals into service over the reporting period.

For the purposes of this summary, cases supported through the criminal justice process by the counties incorporated witness care unit have not be included in the overall referral volume information. Information regarding witness care unit caseloads is reported separately.

**Total Referrals
Received**
(Combined Services)

46,618

↑ 15.4%
overall referral volume
increase 2019/20 – 2020/21

There were **42,113** Valid referrals in 2020/21



41805

↑ 18.3%

2019/20 – 2020/21



4592

↓ 2.5%

2019/20 – 2020/21



211

↓ 31.3%

2019/20 – 2020/21



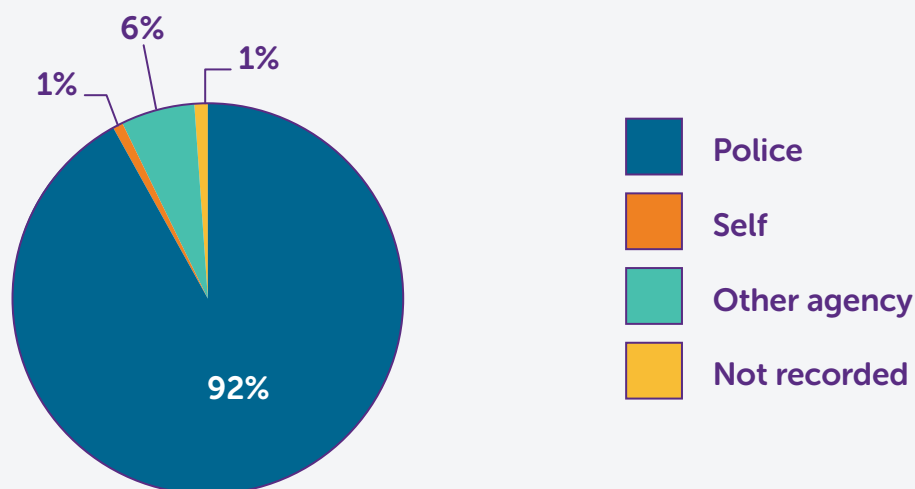
10

↓ 63%

2019/20 – 2020/21

*Some exclusions apply as stipulated in the Voice service contract.

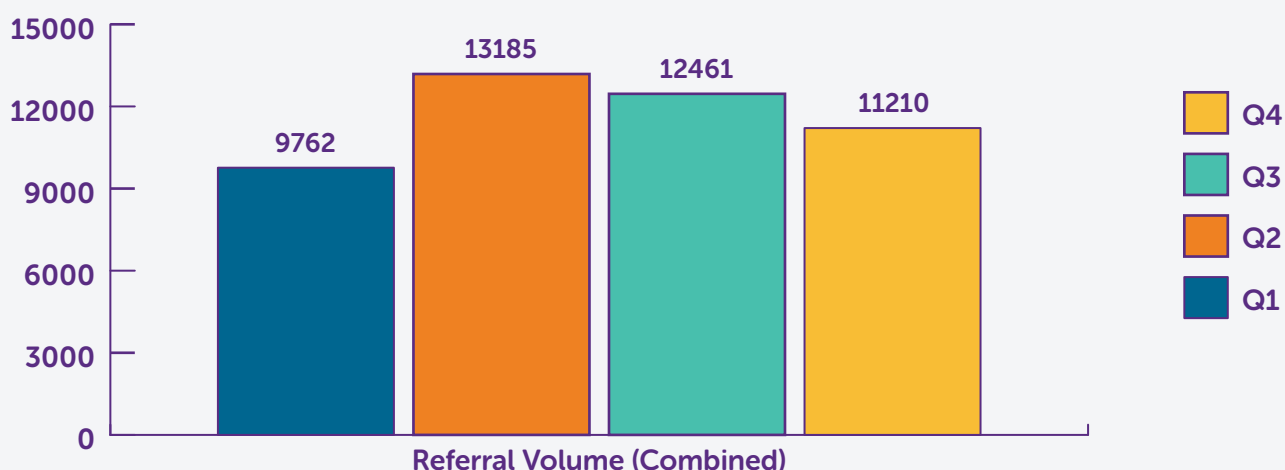
Referrals by Source



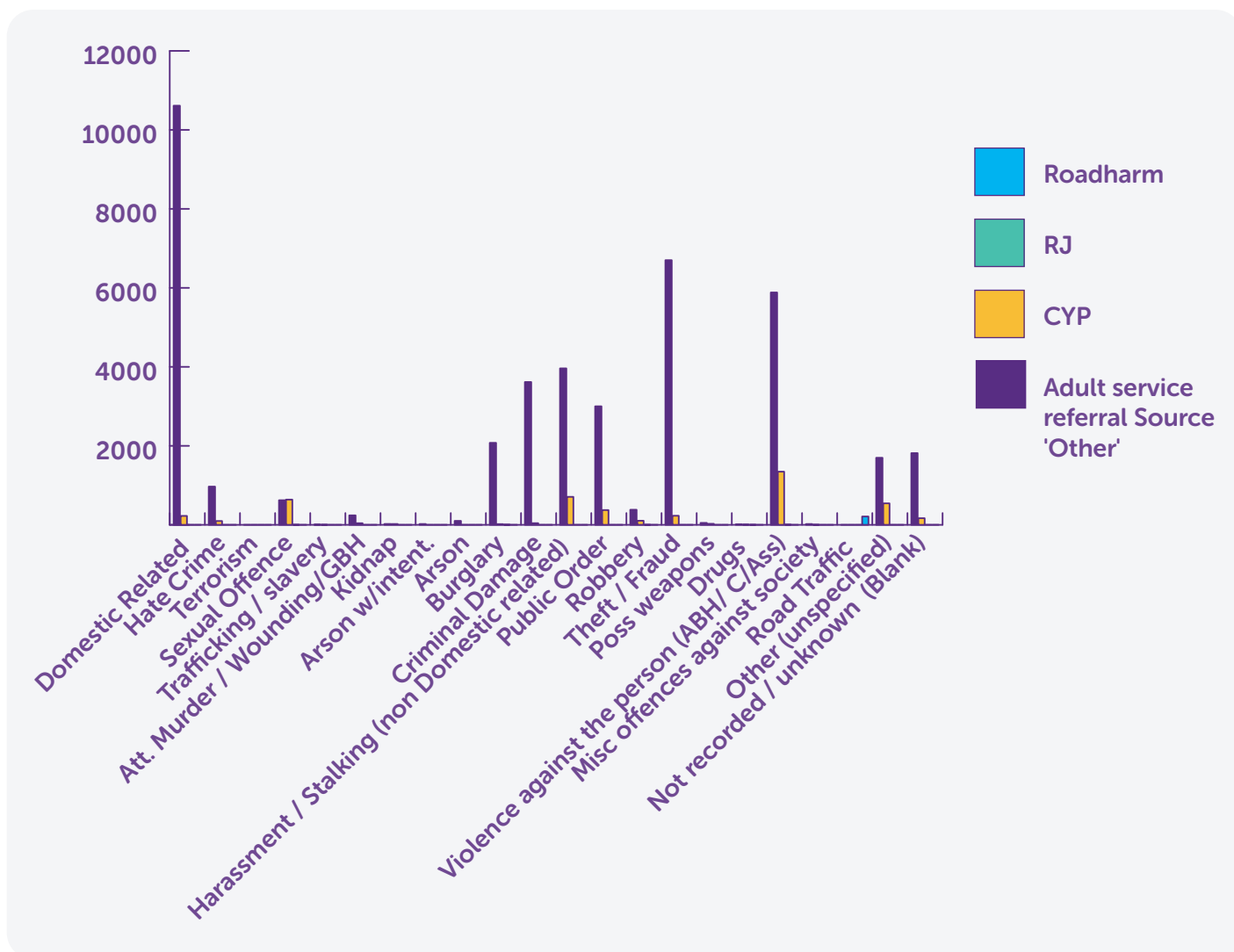
There has been a 2% increase in referrals from 'other' agencies 2019/20 to 2020/21

'Other' agencies includes; housing services, health services, local authorities, educational establishments, other support services. This list is not exhaustive.

Referral volume by Quarter (all services Combined)



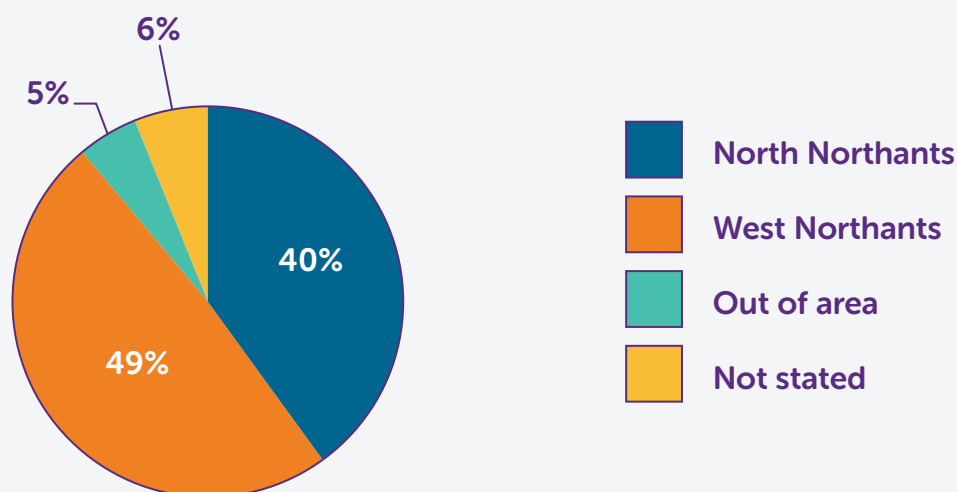
Referrals received by crime type



23.25% of referrals received were flagged as domestic related offending. (This includes a wide variety of crime types identified as being committed by an offender falling within the government definition of 'Domestic abuse')

Government definition of domestic abuse; ...any incident of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members, regardless of their gender or sexuality.

Referrals received by policing area

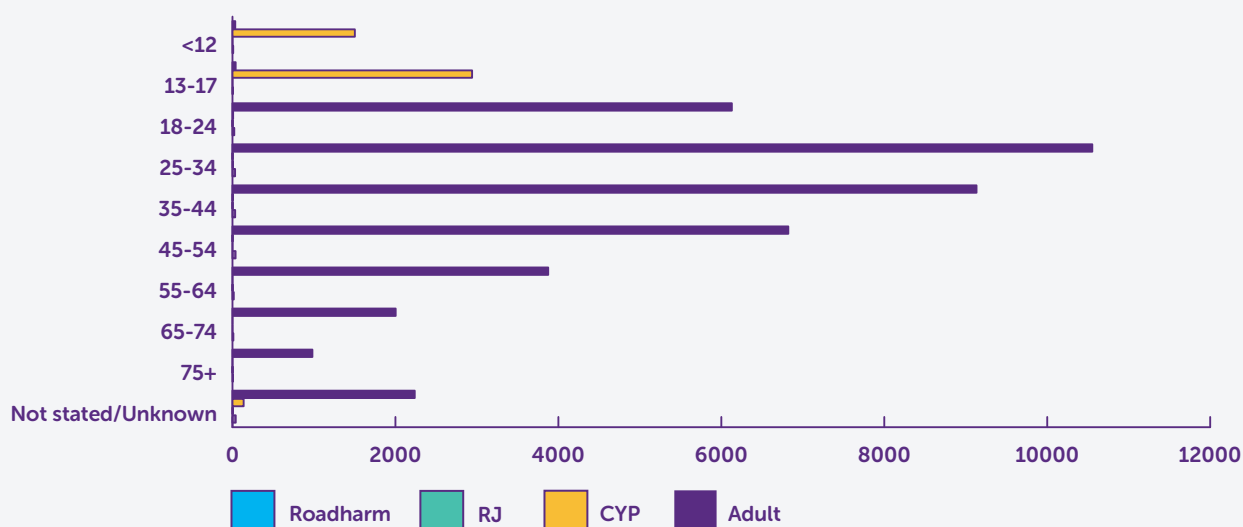


- West Northants includes Northampton, Daventry, West & South Northants
- North Northants includes Kettering, Corby, Wellingborough and East Northants
- Out of area' includes areas beyond the county borders of Northamptonshire

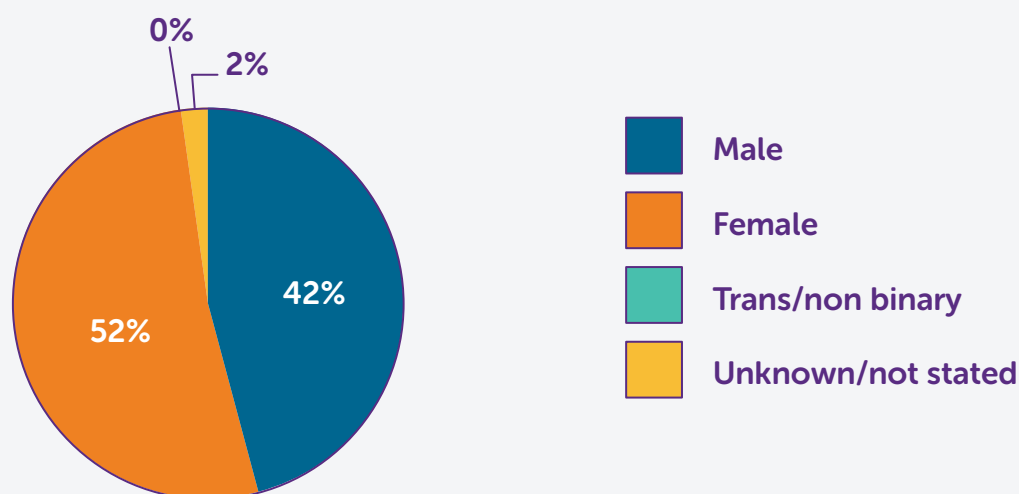
Referrals by demographics

'Referral' relates to each crime report, self-referral, professional referral or third party referral received. One victim may be subject of several referrals during the reporting period.

Referral by age



Referral by gender



Timeliness of initial contact

The 2020/21 service level agreement between Voice Ltd and the office of the Police, fire and crime commissioner stipulates requirement for; Victims in the 'Enhanced entitlement' Category as defined in the 'Victims code of practice' to have initial contact attempt within 48 hours of receipt of data transfer/referral. Victims falling outside of the enhanced category to have initial contact attempt within 72 hours of receipt of data/referral.

Initial and ongoing contact attempts are made in line with the appropriate Voice Ltd. Contact methodology.

Invalid referrals have been excluded from timeliness measures. Based on 42,113 VALID referrals;

Victims code of practice Enhanced Entitlement

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

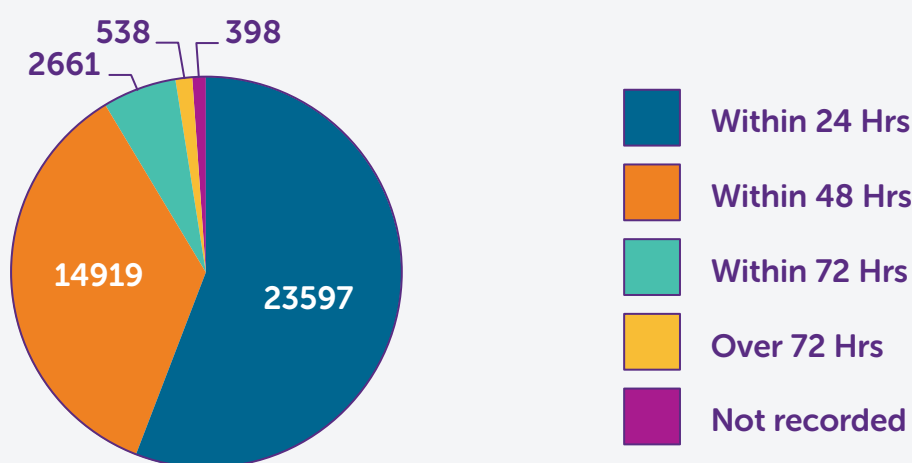
- **Victims of the most serious crime**
- **Persistently targeted victims; and**
- **Vulnerable or intimidated victims**

I needed to know there was someone I could talk honestly to about my feelings and that was provided.

Very lovely caring people to talk to and help with my feelings with my problems.

When I was at my lowest, and this was an ongoing situation I was dealing with, I was given the strength to keep fighting for a suitable outcome and I am so grateful that this service was available to me.

Initial contact timeliness (all services combined / all victim types combined)



98% of all valid referrals received into the services were subject to an initial contact attempt within 72 hours of receipt.

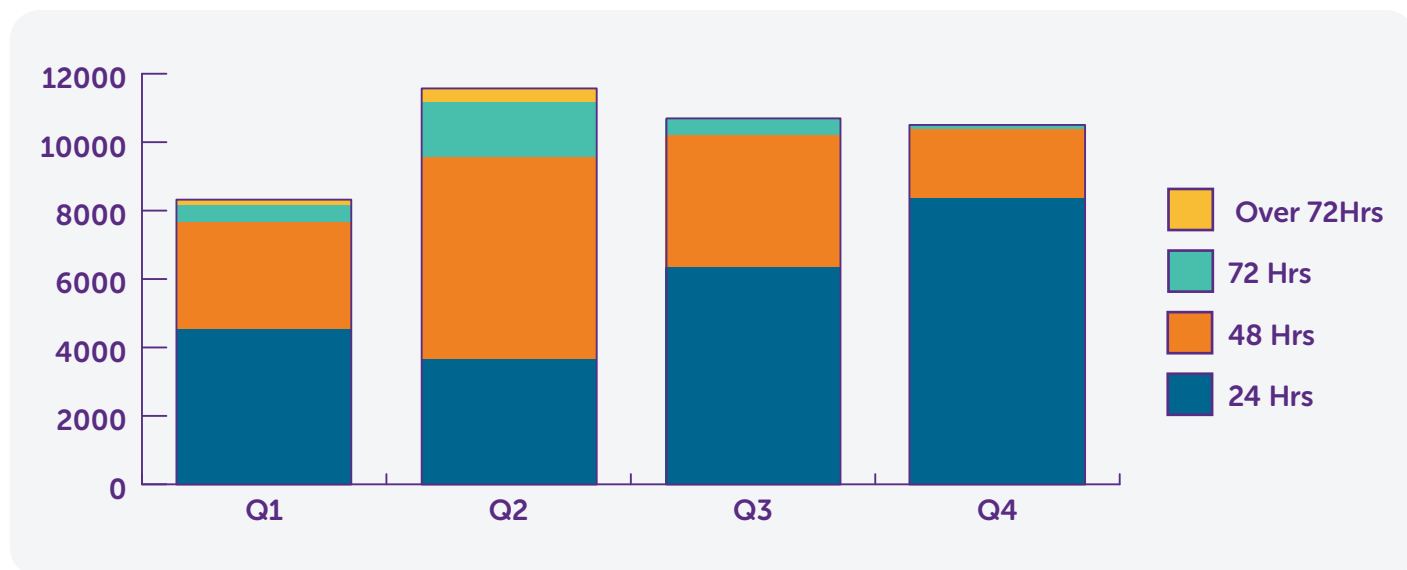
Just want to say thank you for your support I really appreciate and I'm truly grateful for the help that was offered to me.

An amazing service and amazing case workers to go with it. Thank you for the bottom of my heart for giving me the courage and strength needed.

I had the most amazing support from my care worker, she was incredible.

Had not heard of these services before and was very pleasantly surprised by what they offer.

Initial contact timeliness by Quarter (all Services combined)



Referral Conversion

Based on valid referral volume of 42,113 – this includes immediate only, practical only, immediate & practical, ongoing emotional support and specialist support included.



In 2020/21, our introductions team sent over 39,000 information emails, letters and SMS.

And 1,898
victims resident out of county were directed by our team to their local victim support services.

2,298

referrals accepted support with Voice ltd in 2021/21

↑ 270%

more referrals than the volume who accepted support in 2019/20 (620 referrals)

Really appreciate the time and encouragement, my support worker was amazing. Thank you.

The support was excellent, she was understanding, empathetic and very professional. Thank you!

Referral conversion (Adult, CYP and Roadharm services combined)

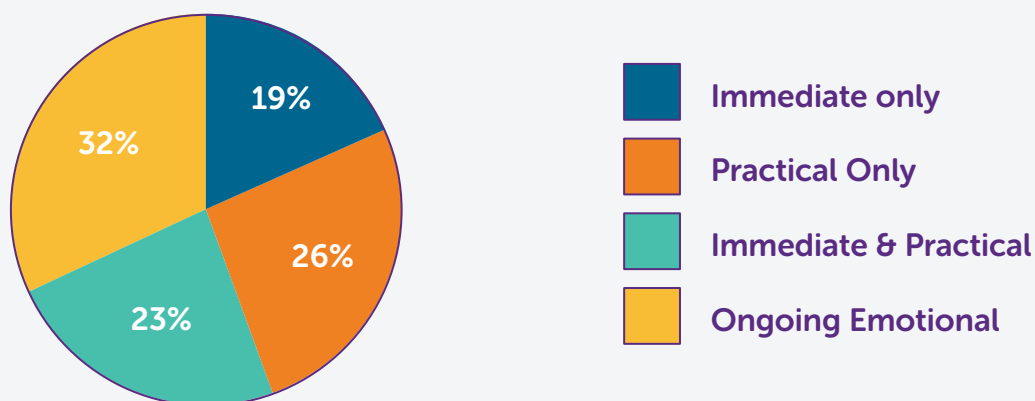


- **No contact** (includes duplicate cases, cases with insufficient contact details provided /or unsuccessful contact by telephone where unsafe to send postal/SMS information)
- **No Telephone contact** (Includes cases contacted by preferred method, Post, SMS, Email or unsuccessful contact by telephone 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)
- **Other** (includes cases not completed at time of reporting)

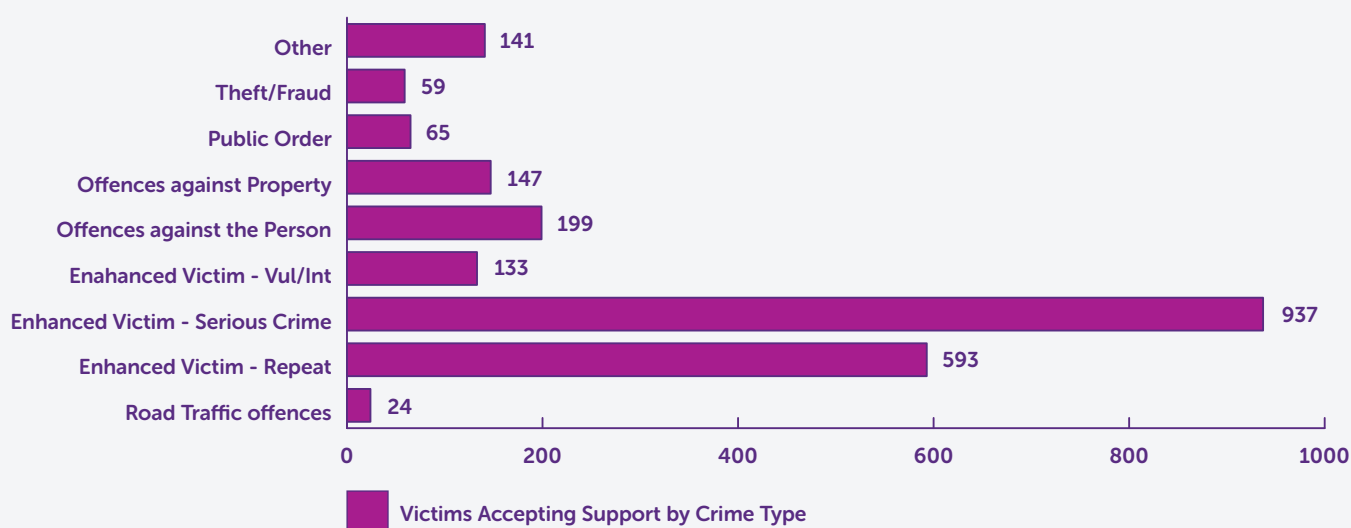
Friendly and supportive worker on the phone. Appreciate the call and thankful for these services offered to people like myself.

Helped me with problems I have not yet acknowledged at the time but were tearing me apart from the inside. I am so grateful

Victims accepting support by support type; (Adult, CYP and Roadharm services combined)



Victims accepting support by Crime / Victim type; (All services combined)



- **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

2,968

Support sessions were held in 2020/21 by Voice support workers, Volunteers, Councillors and therapists.

With Voice support workers, Volunteers, Councillors and therapists providing over

1,855 hours

of emotional support.

Support Outcomes

MOJ outcomes measures are applied only to adult support cases that have undertaken ongoing support with Voice Ltd. and completed a closing questionnaire.

Voice Ltd. is subject to a key performance indicator target of achieving 75% improvement across the outcome measures.

48.7% of service users accepting ongoing support with Voice Ltd. completed a final outcome assessment. Of those;

75.7%

reported improved Health and wellbeing

82.4%

reported an improvement in coping with everyday life

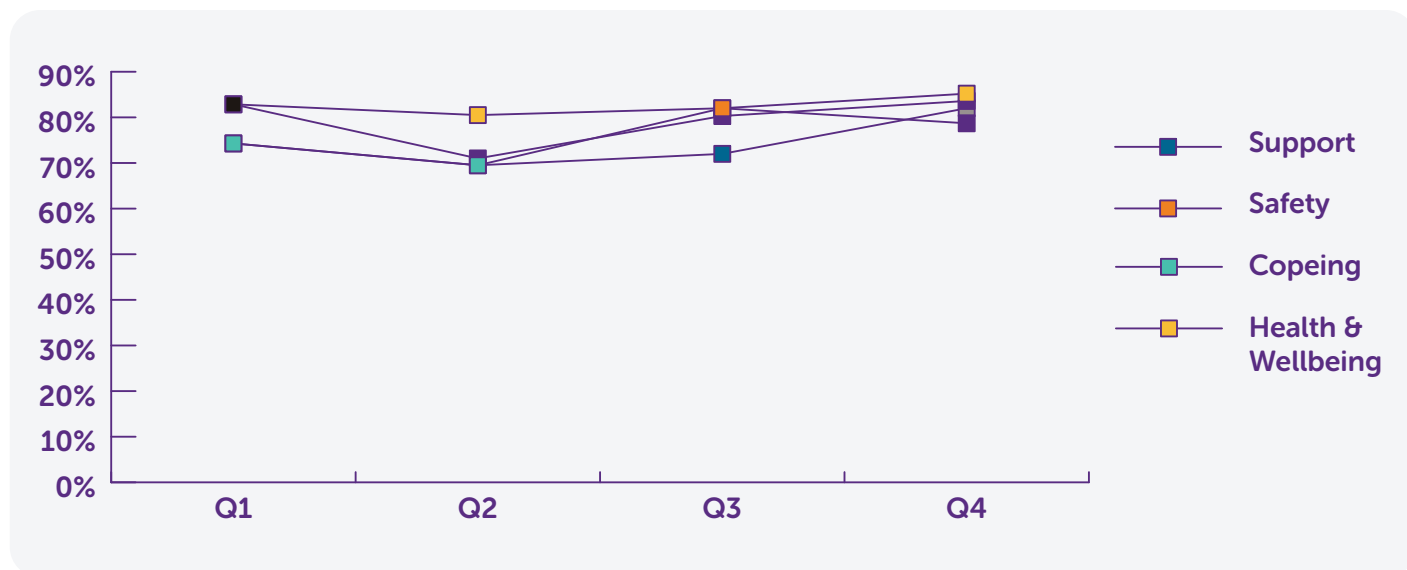
78.2%

reported improved feelings of safety

74%

reported improved feelings of support

Ongoing support Case outcomes by Quarter



Service User Survey

All Service users contacted by Voice or supported by Voice are given the opportunity to provide anonymous feedback. Access to the survey portal is provided by web link contained in all outgoing SMS and written correspondence.

46 service user surveys were returned during this reporting period.

87%

of respondents stated that the length of time between incident or referral to receiving contact from Voice services was either appropriate or very appropriate

98%

of respondents reported that the person who made initial contact was either sensitive and supportive or Extremely sensitive and supportive

89%

of respondents had accessed some form of support

91%

of respondents were either satisfied or extremely satisfied with the overall service they received and 6.5% had no opinion

Complaints

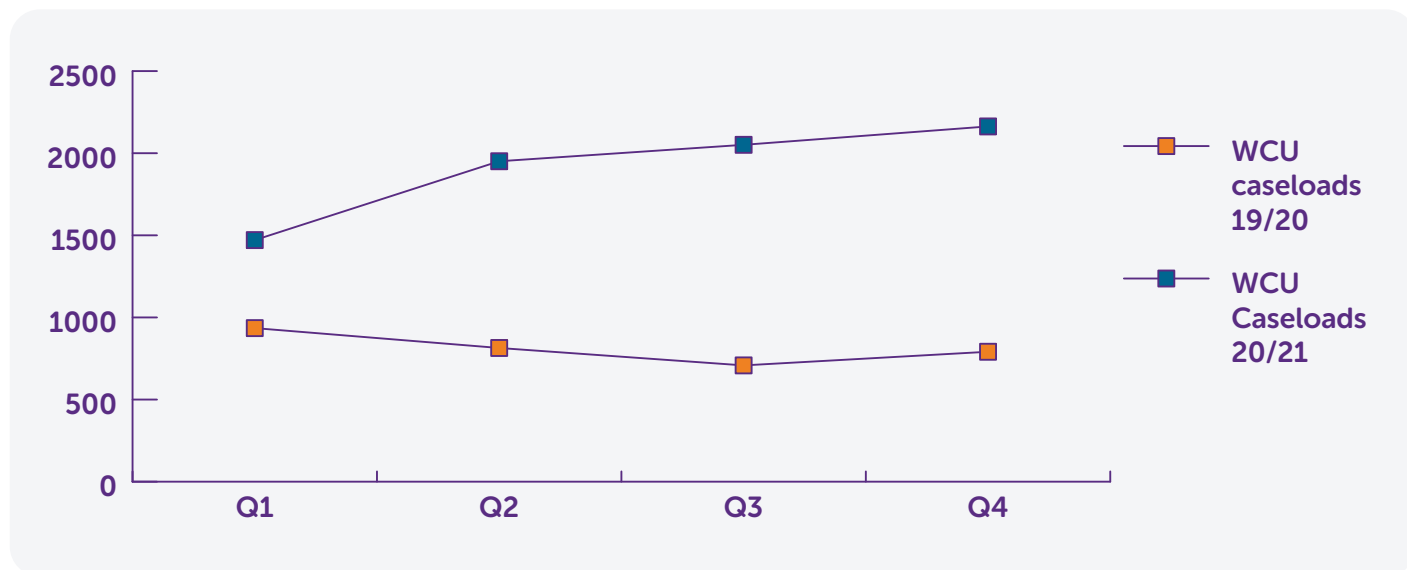
Voice Ltd. received 2 formal complaints in 2020/21 and 4 expressions of dissatisfaction. 2 matters were resolved by formal resolution and 4 by low level resolution.

Witness Care Unit

Witness Care Unit (Criminal Justice system Cases)

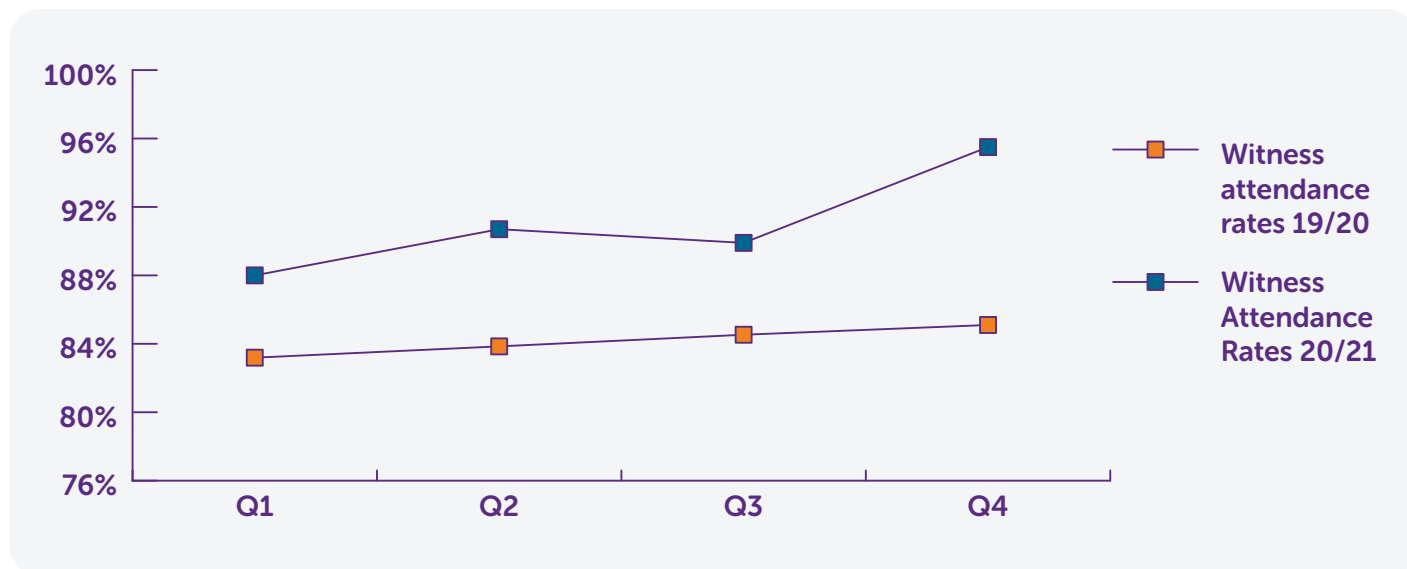
Based on average monthly rolling case load.

Q4 2019/20 to 2020/21 shows an approximate increase in case load of 173%.



Witness attendance rates

(Data supplied by CPS East Midlands)



Despite increasing caseloads, witness attendance rates have continued to rise throughout the year.

*Data provided refers to attendance rates at both Crown and Magistrates courts (combined) managed by Northamptonshire Witness Care Unit.



Adult Service

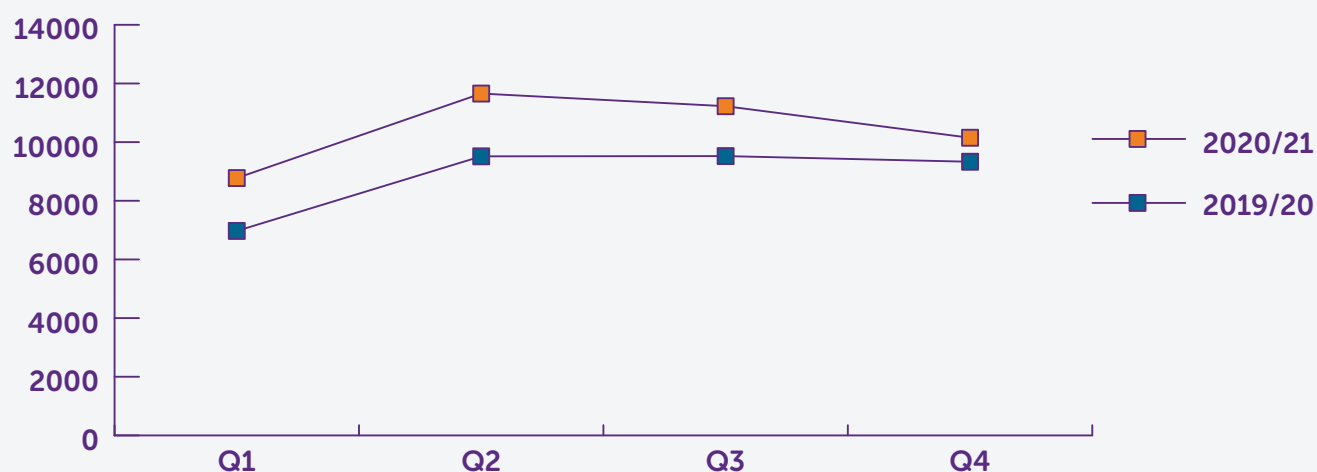
**Total Referrals
Received**

41,805

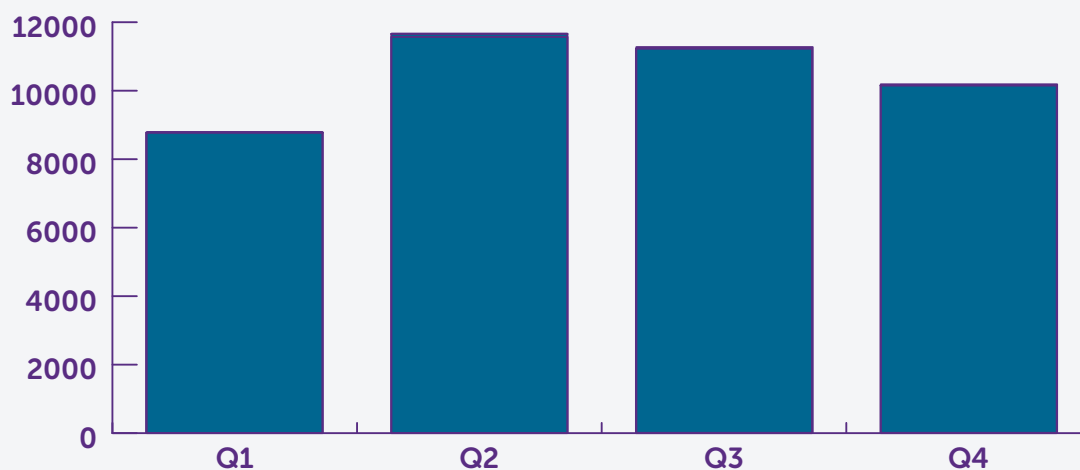
↑ 18.3%

overall referral volume
increase 2019/20 – 2020/21

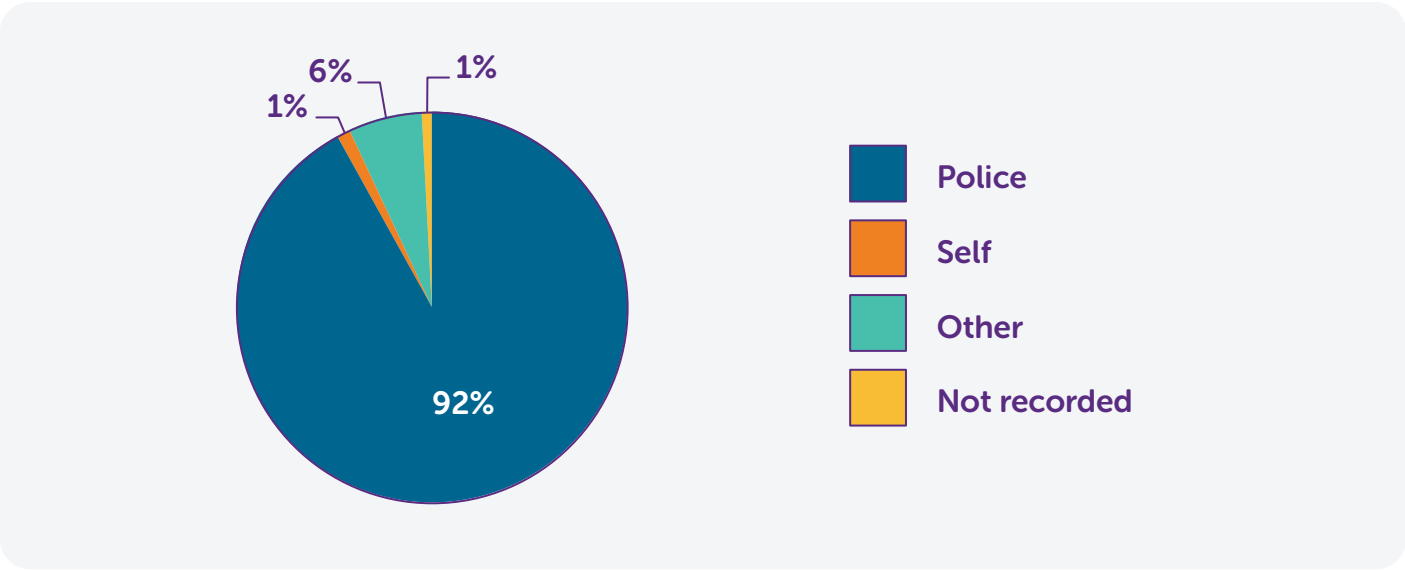
Referrals Year on Year



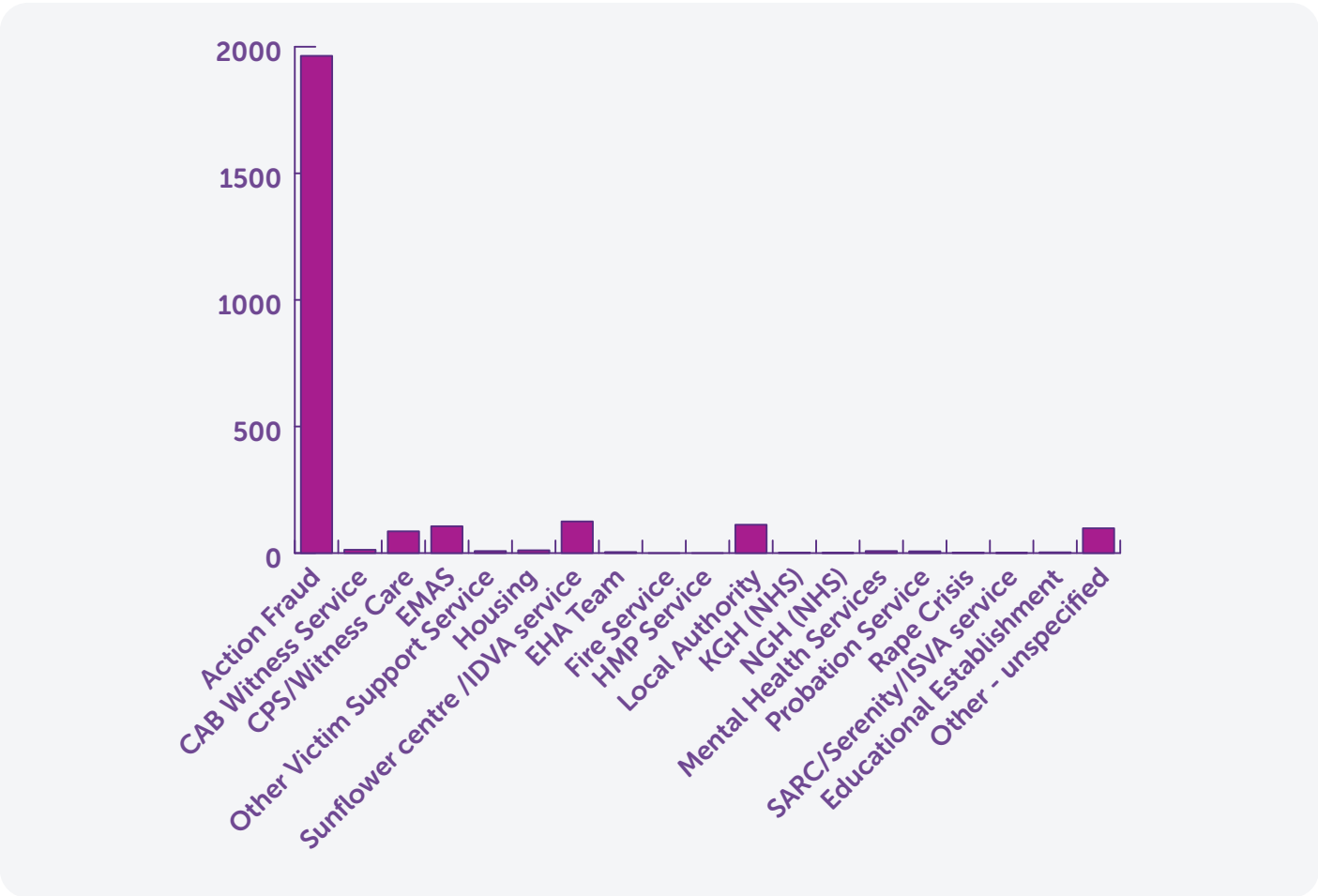
Referrals by Quarter



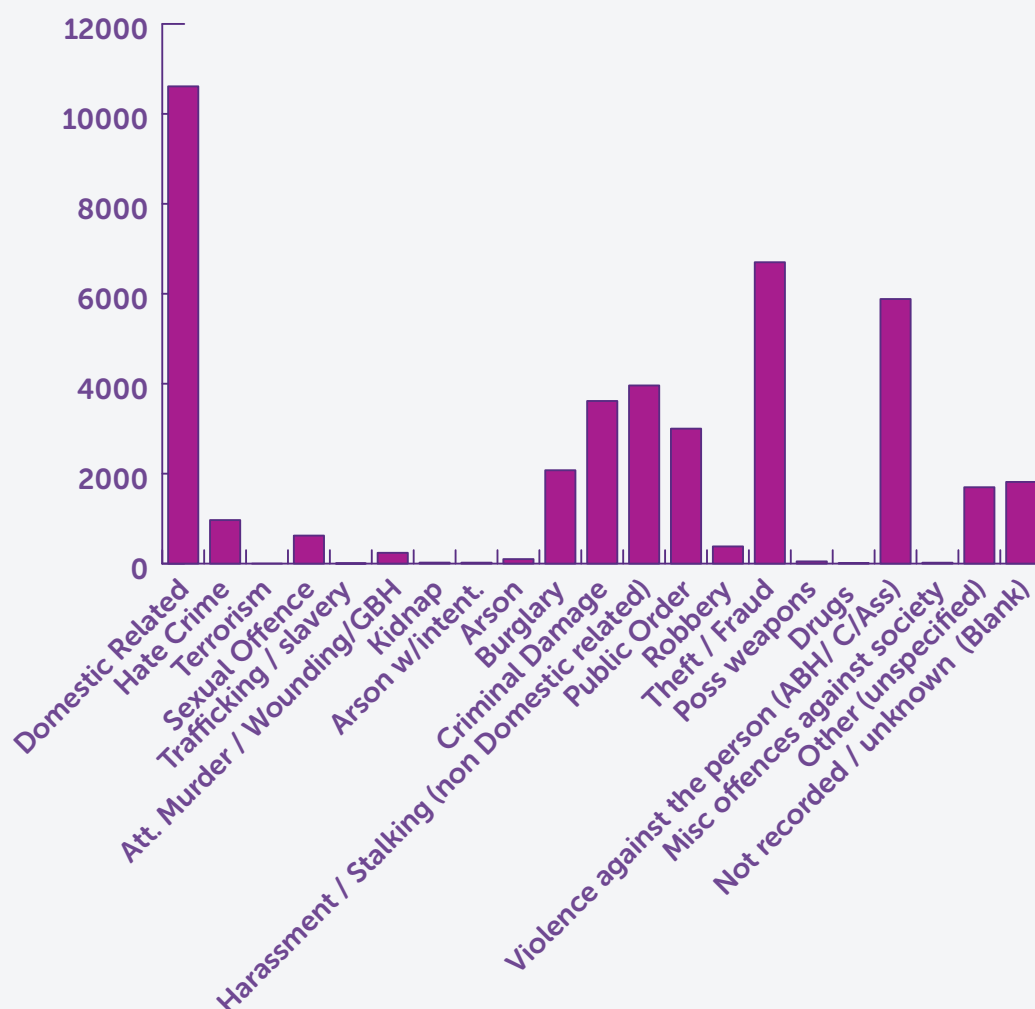
Referrals by source



Referrals by source 'Other'



Referrals by Crime type



*Domestic related crimes, include ALL Home office recordable crime types with the exception of Homicide that have been recorded by Northamptonshire Police, Voice Ltd. or the referrer as being 'Domestic related' in accordance with the government definition of Domestic Abuse.

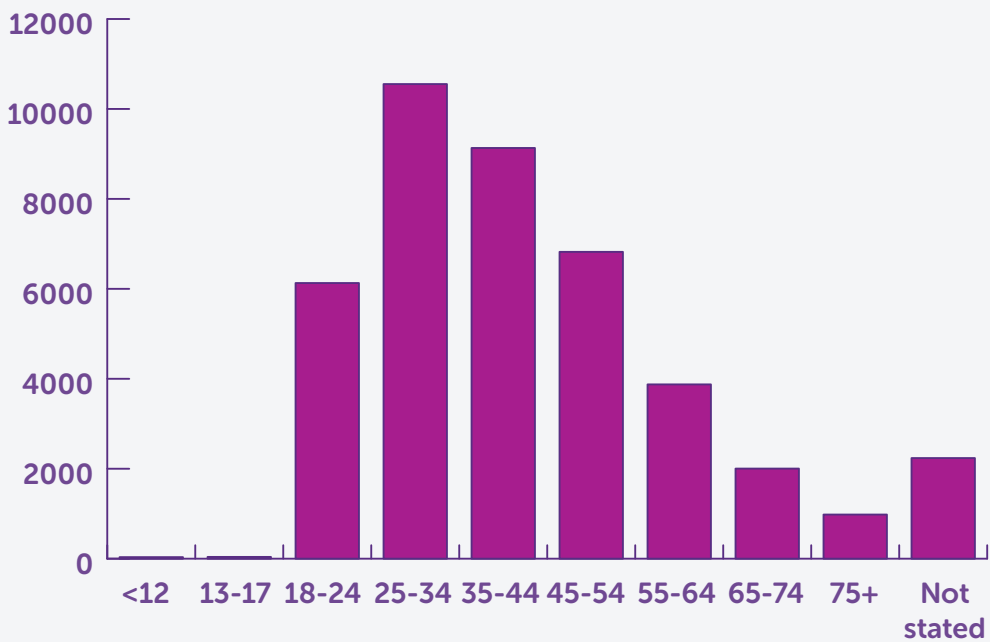
**My support worker was amazing
couldn't of asked for anyone better
supported me completely.**

**She empowered me to finally take
control of the situation, which I have
done, so that myself and my son can
have a better quality of life.**

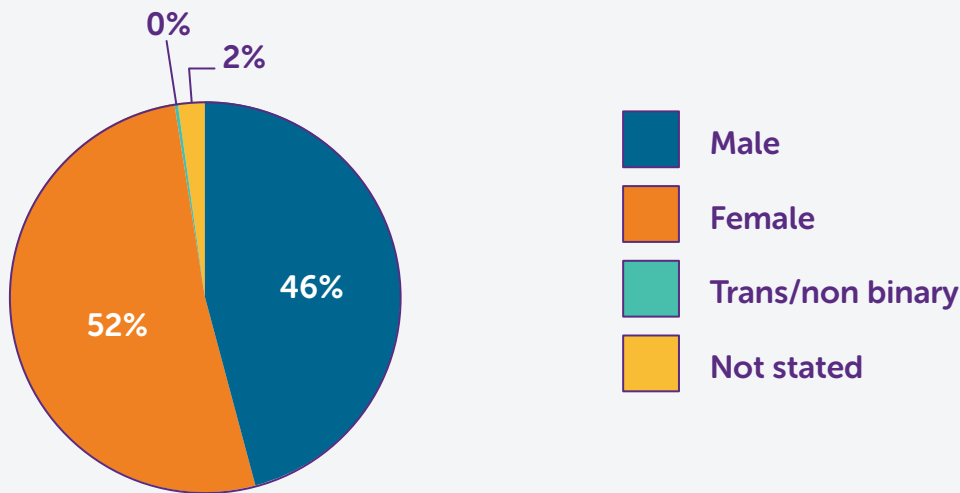
**My case worker was so lovely and
friendly and always made me feel at
ease, she made me feel the way I felt
was completely normal, I will actually
miss chatting to her! Xx**

Referral demographics

Referrals by age



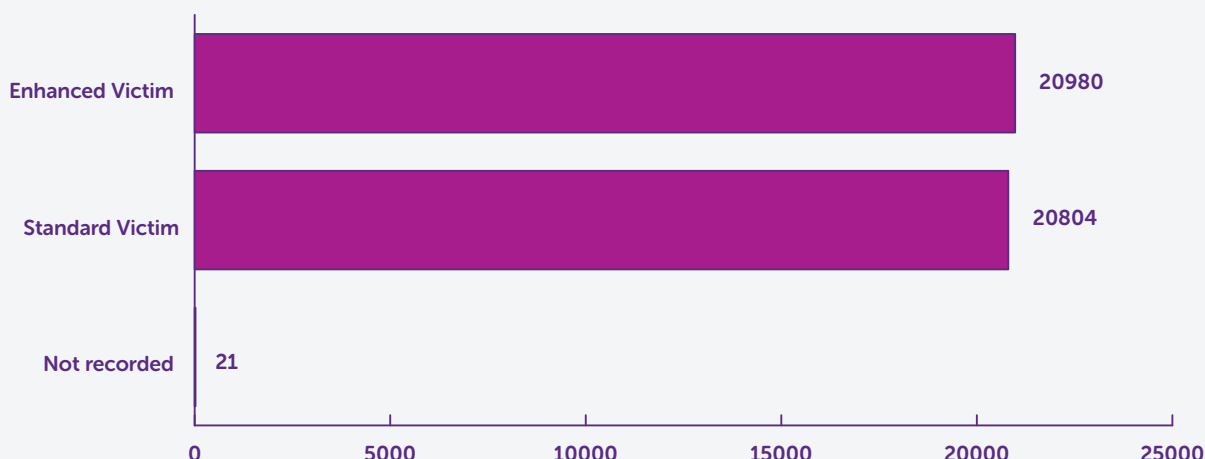
Referrals by gender



My support worker was amazing and I really could not of asked for an amazing Person who has helped me listened to me and gave me excellent advice and totally understood everything I said and never judged me in anything I said so a big thank you to all involved and keep up the brilliant work



Referrals by Victim status



Under the Victims Code of Practice (VCOP) there are three groups of victims who are entitled to receive enhanced entitlements. These victims are recorded as 'Enhanced victims' on the Voice Ltd. Case management systems.

The three groups include;

- Victims of the most serious crimes (close relative bereaved by a criminal offence, a victim of domestic abuse, hate crime, terrorism, sexual offences, human trafficking, modern slavery, attempted murder, kidnap, false imprisonment, arson with intent to endanger life and wounding or causing grievous bodily harm with intent.)
- Persistently targeted victims (Repeat victims – have been targeted repeatedly as a direct victim of crime over a period of time)
- Vulnerable or intimidated victims (under aged 18 yrs. / quality of evidence likely to be affected by mental disorder, significant impairment of intelligence and social functioning or physical disability or disorder.)

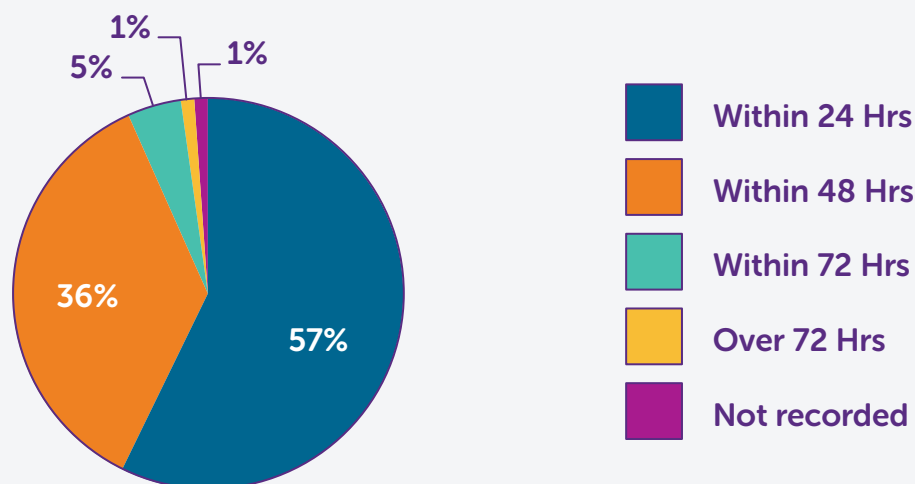
My lady was incredible, every time she called me she was amazing, I will miss her calls so much

From the first phone call she was more than understanding and made me feel comfortable talking about how I was feeling!

She was like my guardian angel she brought me out of a difficult time in my life and helped me feel stronger and believe in myself again thank you for all that you've done

Initial contact timeliness

Enhanced victims



Over 93% of referrals entitled to enhanced service were initially contacted within 48hrs of referral.

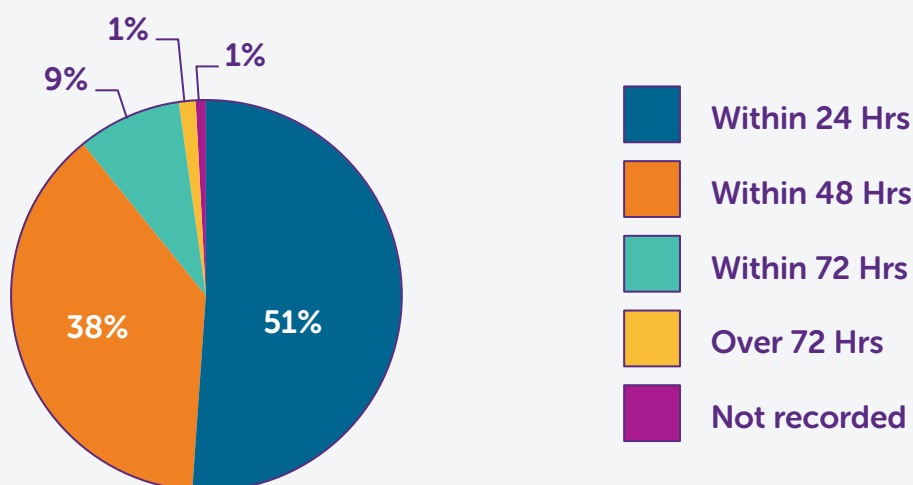
*Based on Valid referral volume of 18,302. (2678 referrals were invalid or subject to no contact)

My support worker was amazing and I really could not ask for an amazing Person who has helped me listened to me and gave me excellent advice and totally understood everything I said and never judged me in anything I said so a big thank you to all involved and keep up the brilliant work

I was very pleased with how friendly and helpful she was and how she understood how I was feeling at the time of the incident.

The lady that looks after myself it is an angel! She was extremely supportive and managed to make me feel better after every single session I attended with her.

Standard Victims



Almost 98% of Standard victims were subject to initial contact attempt within 72Hrs.

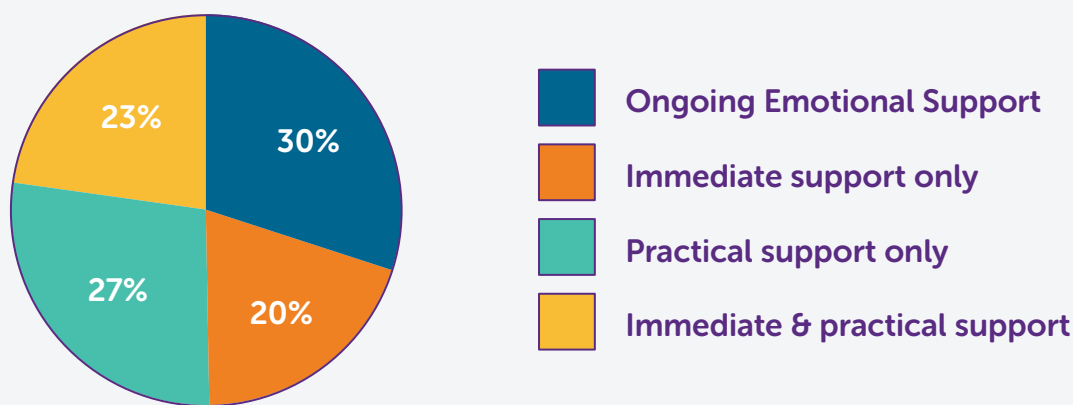
*Based on Valid referral volume of 20344. (460 referrals were invalid or subject to no contact)

Referral conversion

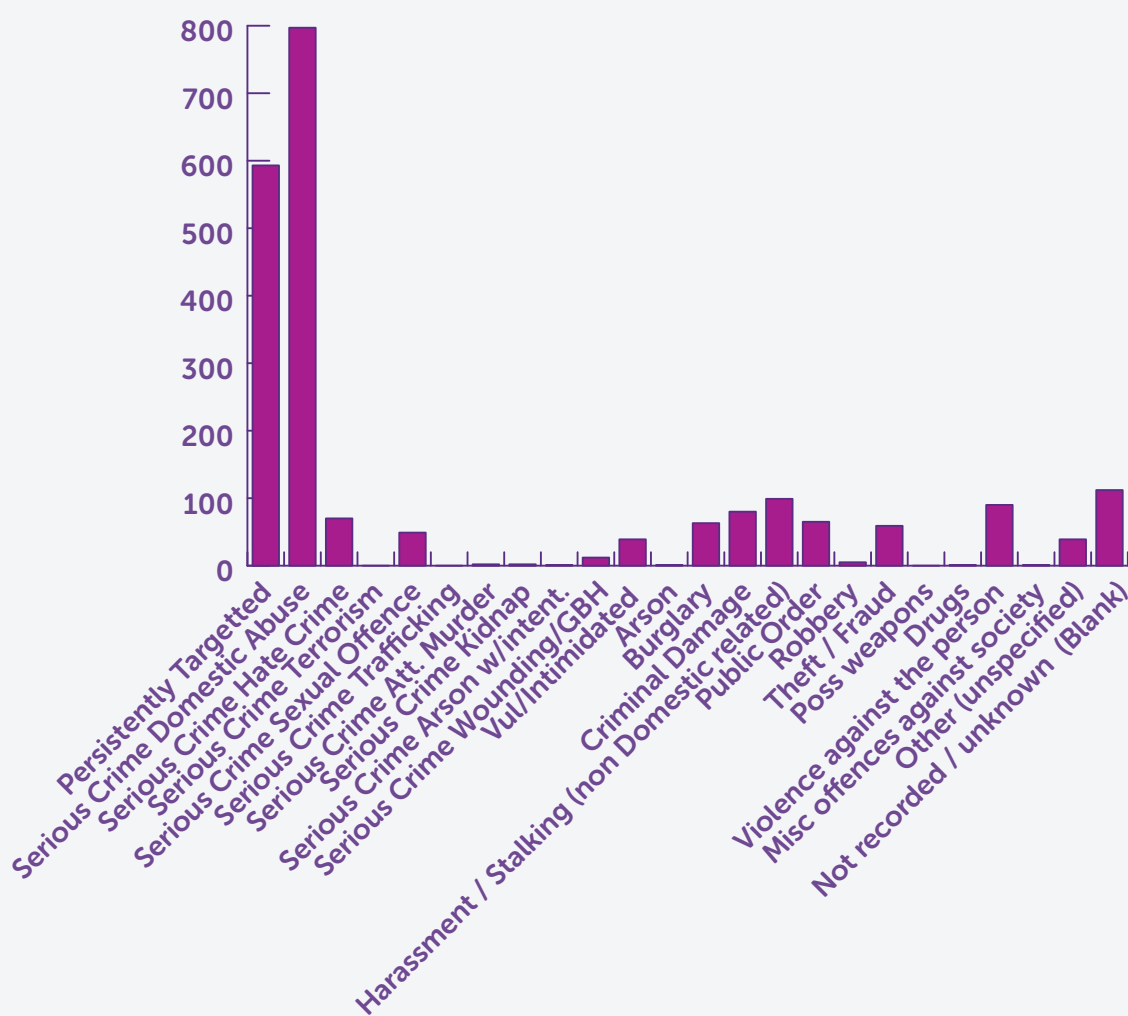


Approx. 5.6% of valid referrals resulted in the victim accepted support. 87% of all referrals were subject to contact attempts by either telephone, letter, email, sms or a combination.

Referrals accepting Support by support type



Referrals accepting support by Crime Type



The Adult service has provided over 1475 hours of telephone and video support during 2020/21

Outcomes;

The Voice Ltd. Service Level Agreement with the Office of Northamptonshire Police, fire and crime commissioner (OPFCC) sets a key performance indicator target of; 75% of victims accepting support with Voice Ltd. Services reporting;

- Improved Health and wellbeing
- Better able to cope with everyday life
- Increased feelings of safety
- Improved feelings of support

These outcome measures have been set in line with Ministry of Justice reporting requirements.

These outcome measures are measured by Voice Ltd. against adult victims who accept regular ongoing emotional support with the service and whom complete that support during the reporting period.

491

ongoing support cases were closed with the reporting period of 2020/21.

169 (34.4%)

accepted support but then failed to engage or withdrew from support.

46 (9.4%)

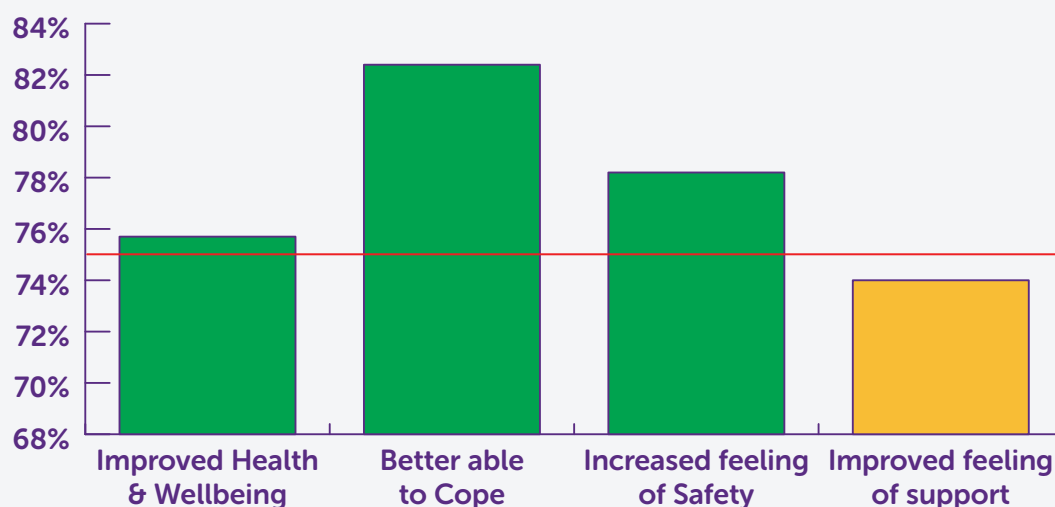
referrals escalated to specialist services for specialist support.

258 (52.5%)

went on to have their case successfully closed as resolved / needs met.

239 (48.7%)

of those successfully closed cases completed an exit service measured against the ministry of justice outcomes



Children & Young People

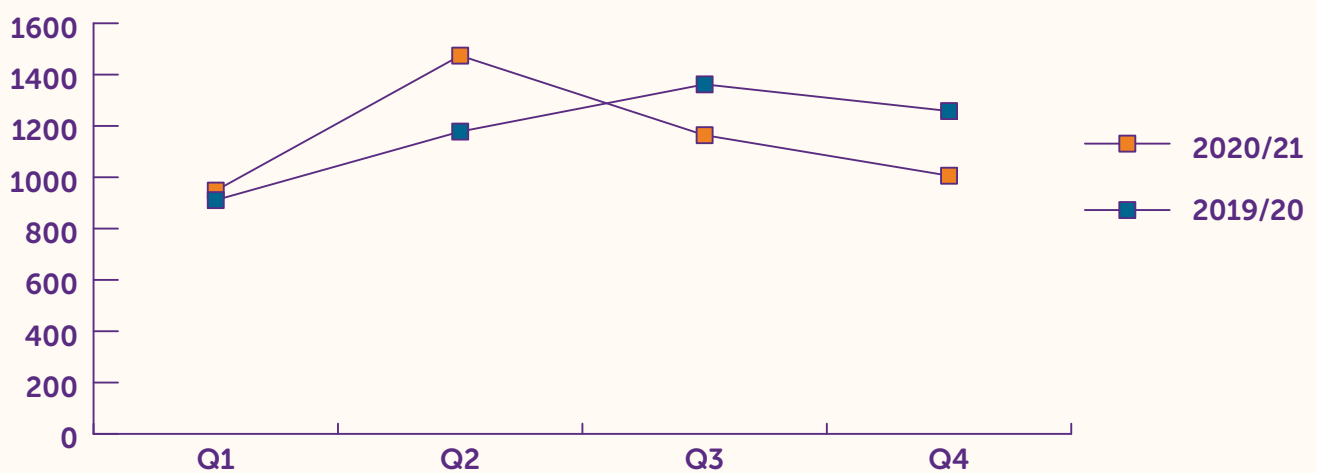
**Total Referrals
Received**

4,592

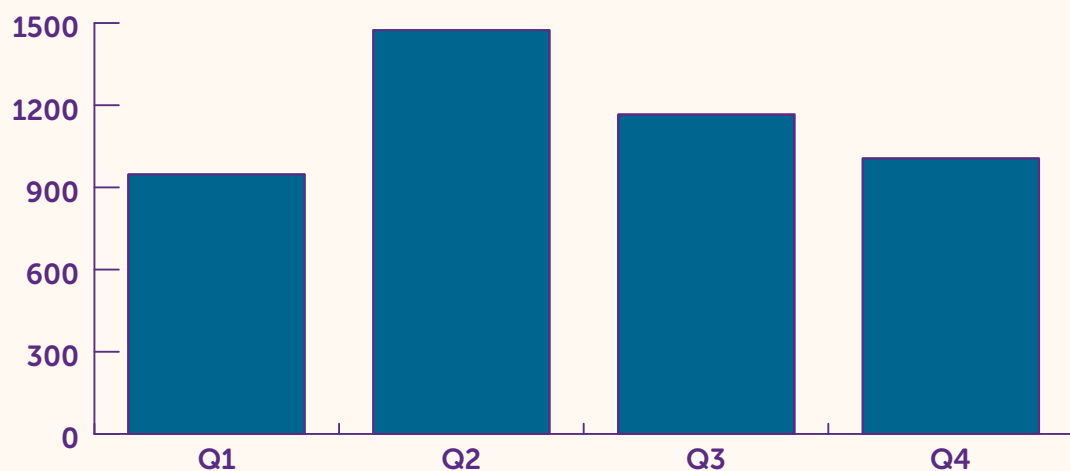
↓ 2.5%

reduction in volume of
referral into the CYP service
2020/21 compared with
2019/20.

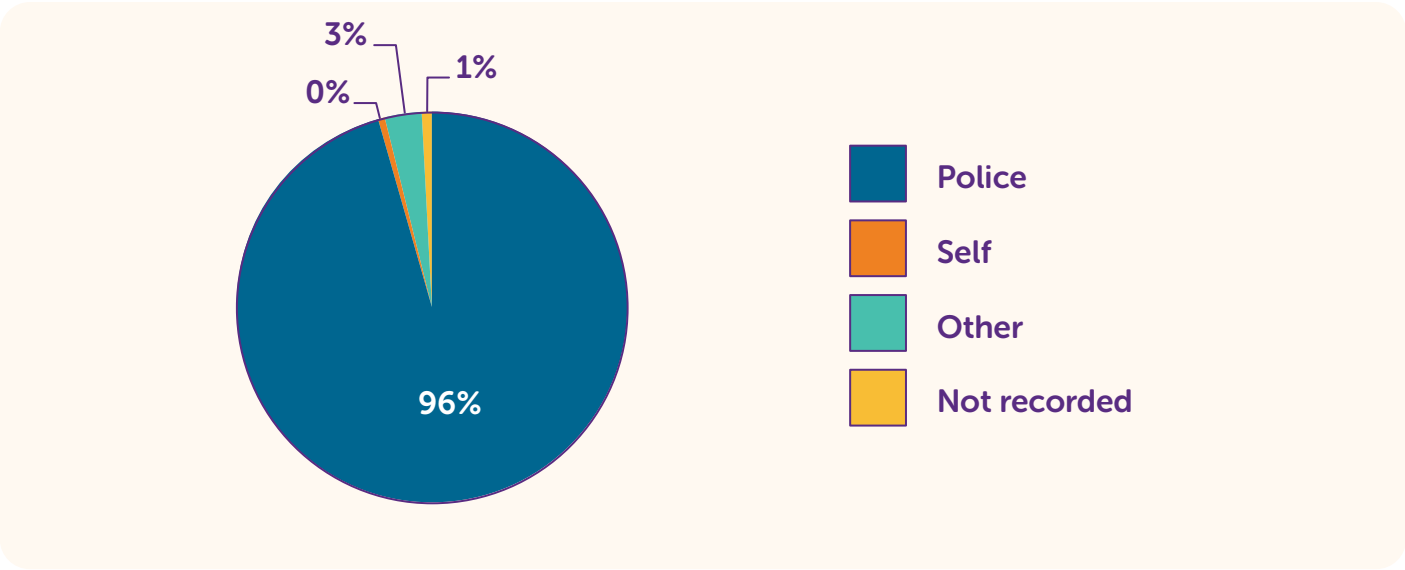
Referrals year on year



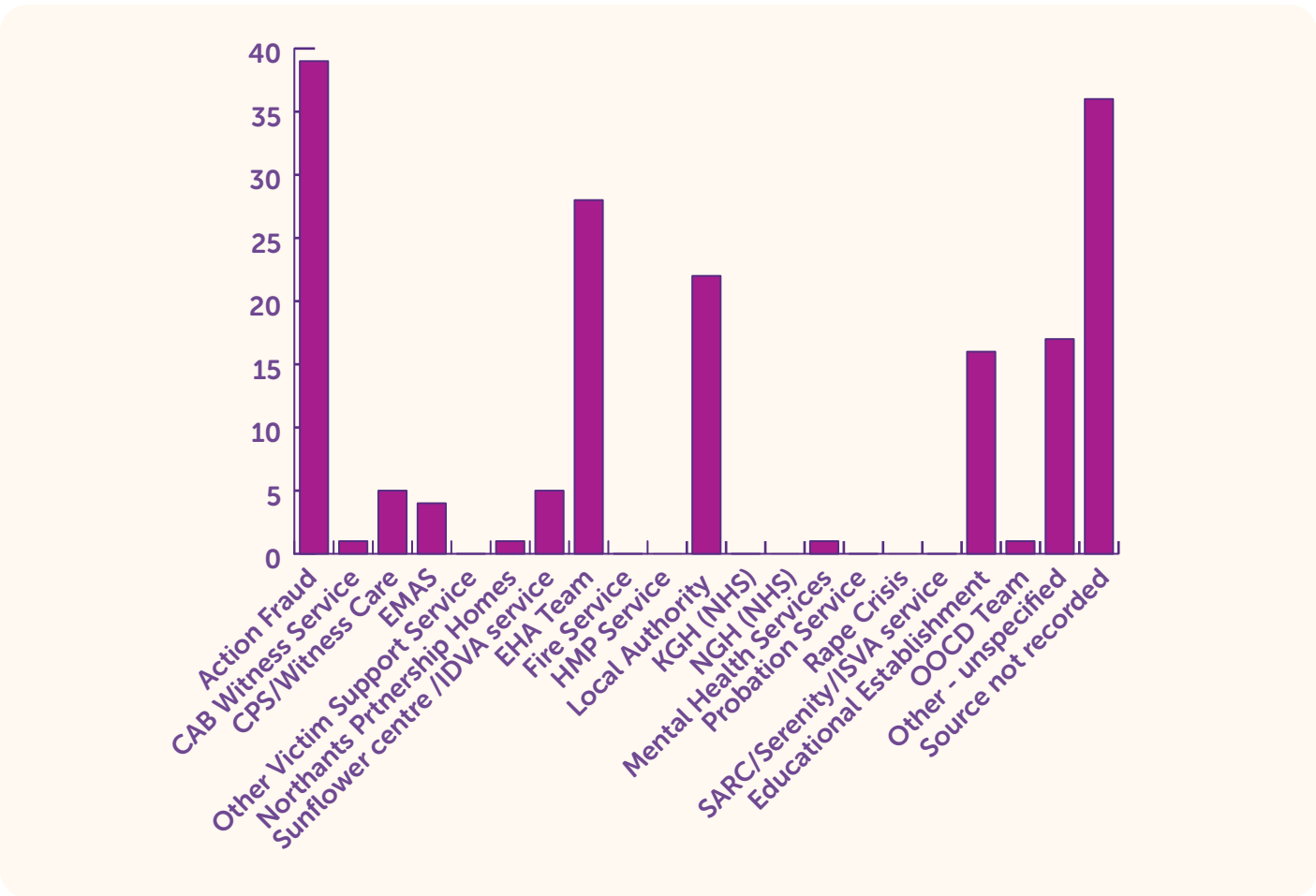
Referral by Quarter



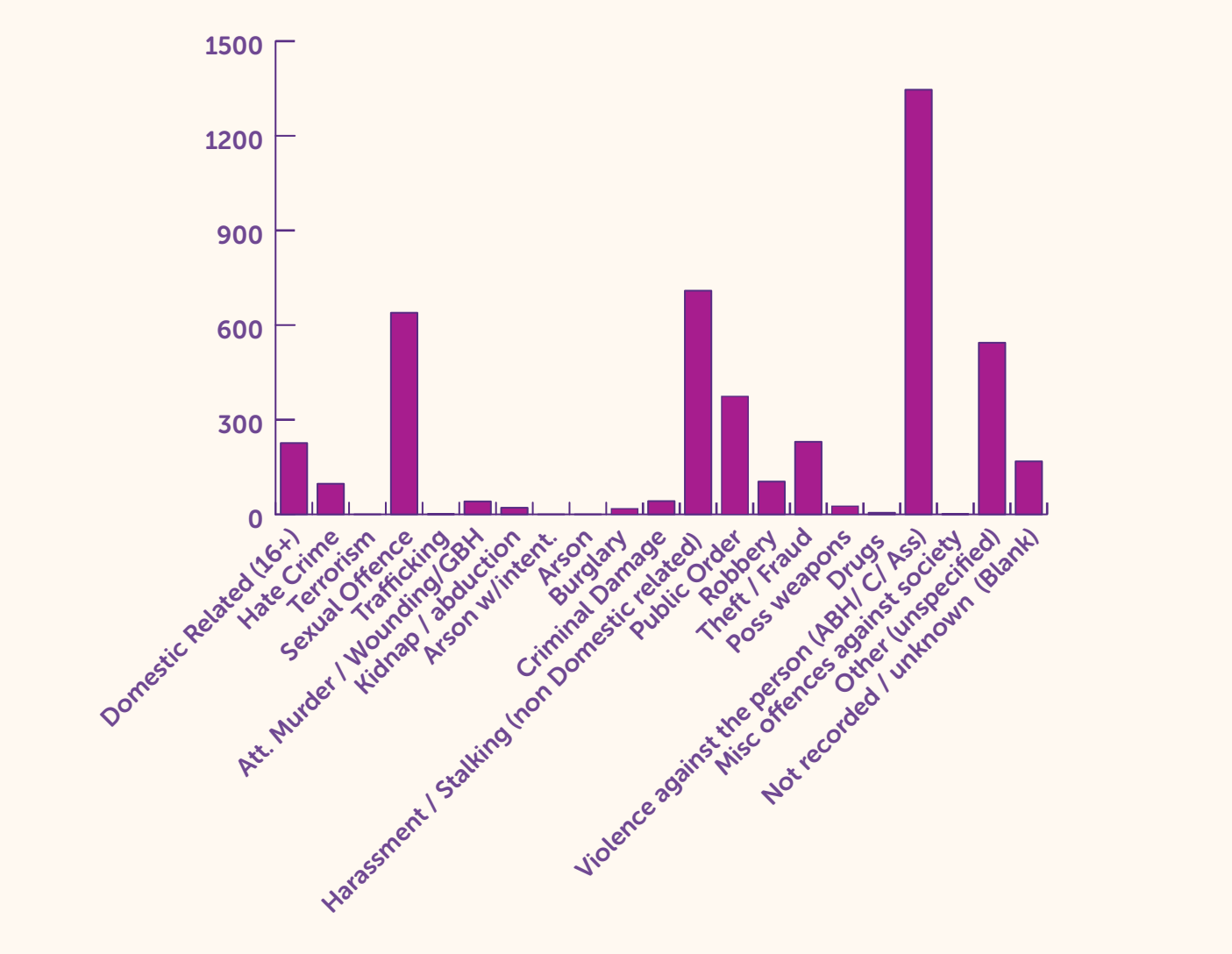
Referral by source



Referral source 'Other'



Referrals by crime type



It helped me manage how I was feeling and I don't think of it so much anymore

I am feeling much safer and happier now, my nightmares have stopped

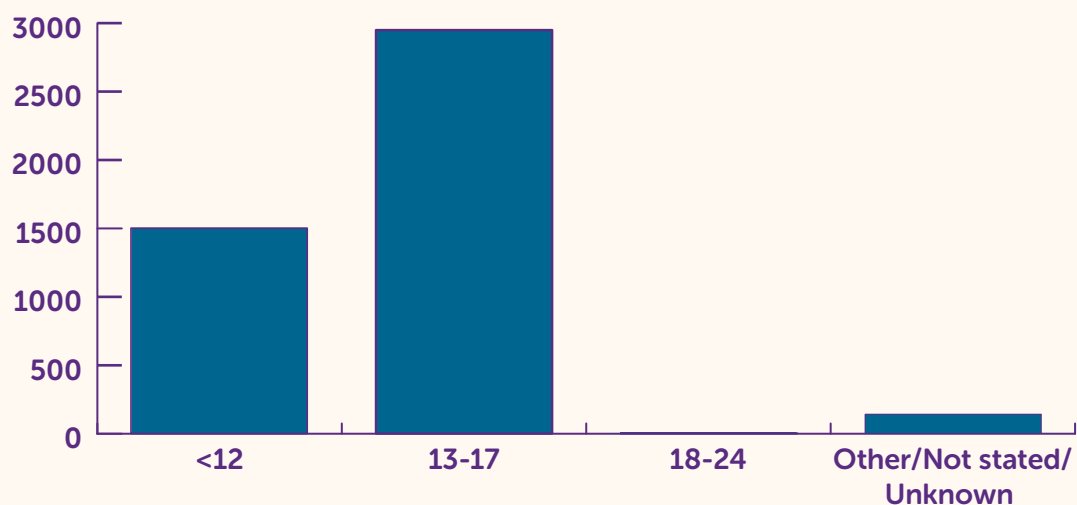
The lady was warm and welcoming she listened to me and tried to help me

my anxiety is less and panic attacks have stopped. I am starting to feel myself again and using what I have learnt to cope better and manage my thoughts and feelings

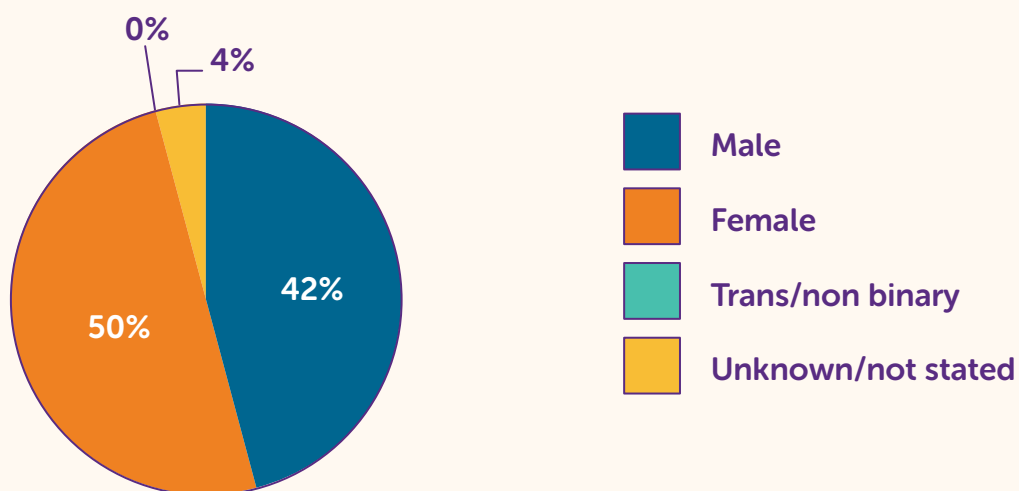
I like the sessions and have a safe place to talk about my feelings and worries

Referral demographics

Referrals by age



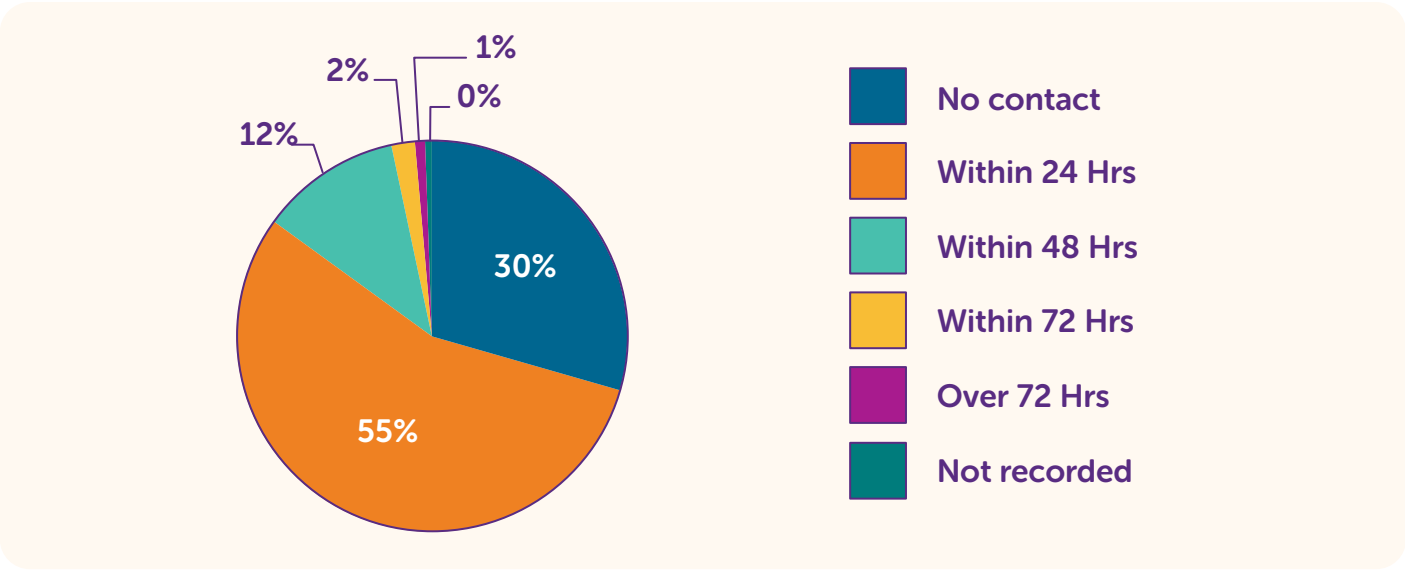
Referrals by Gender



I feel less nervous and have more courage to go out

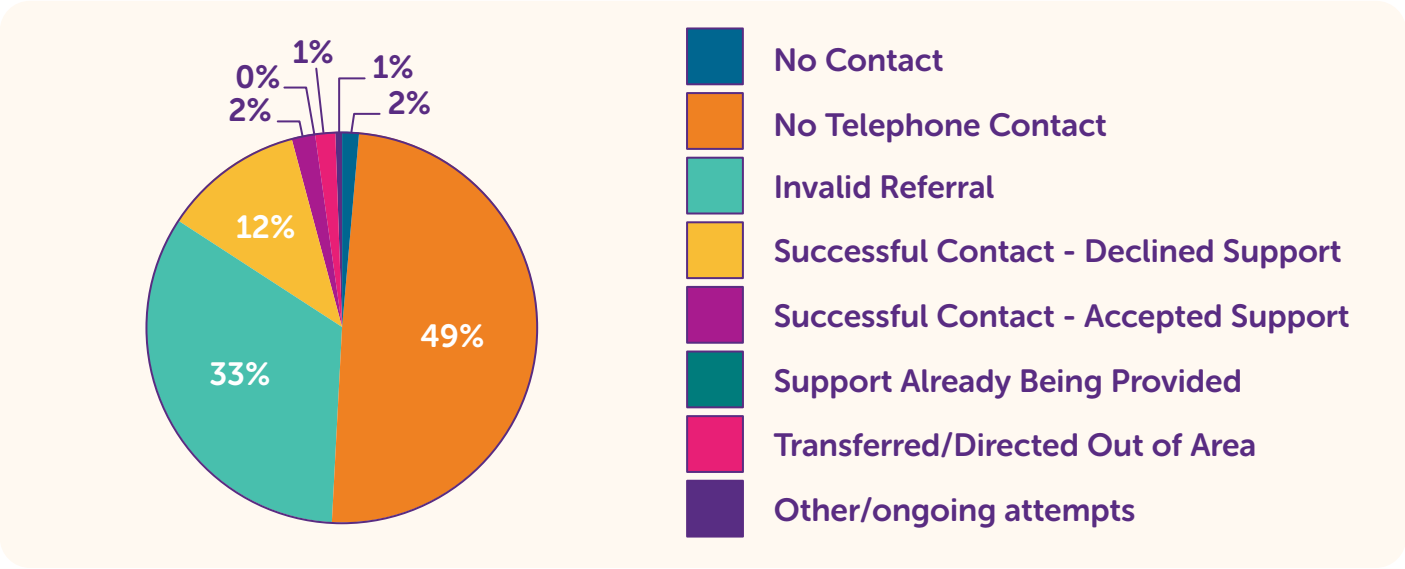
I feel stronger and more confident

Initial contact Timeliness



95.5% of valid referrals were initially contacted within 48 hrs of receipt of referral.

Referral conversion

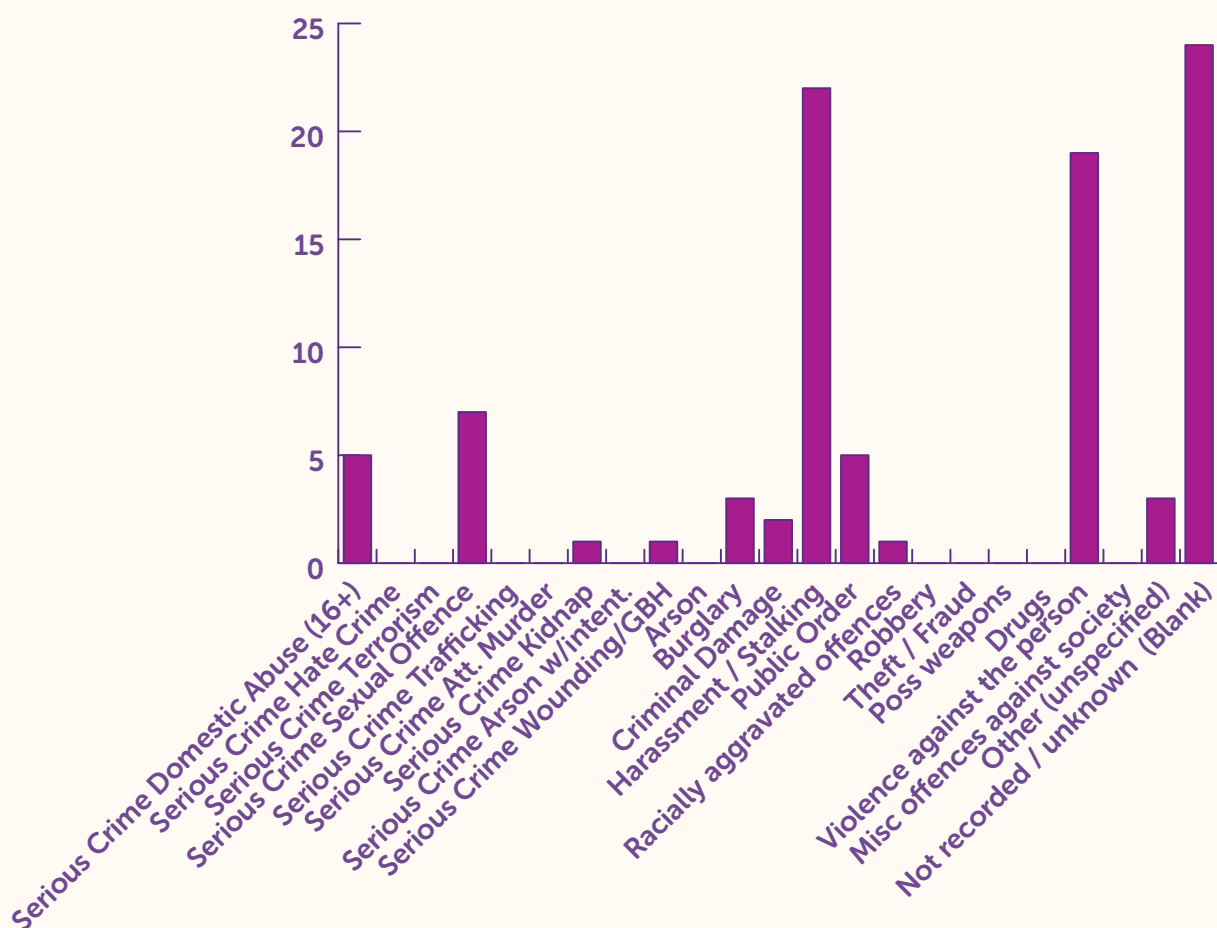


July to October, the contact methodology was reduced to postal only contact due to resource issues and the impact of the Covid-19 pandemic. Telephone contact methodology was resumed thereafter.

Victims accepting support by Support type



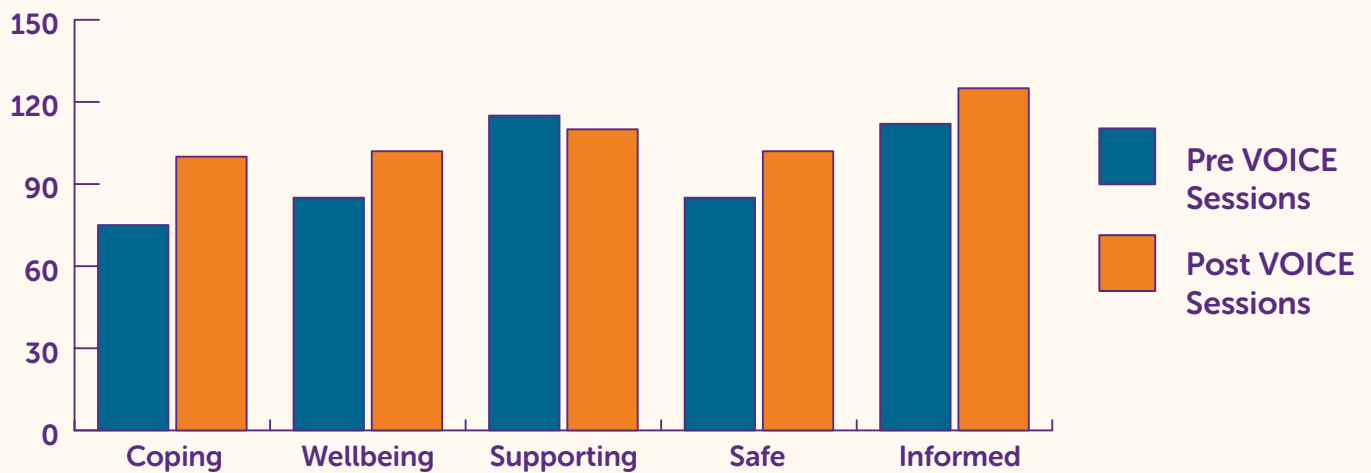
Victims accepting support by crime type



CYP has provided over 214 hrs of youth counselling and therapy

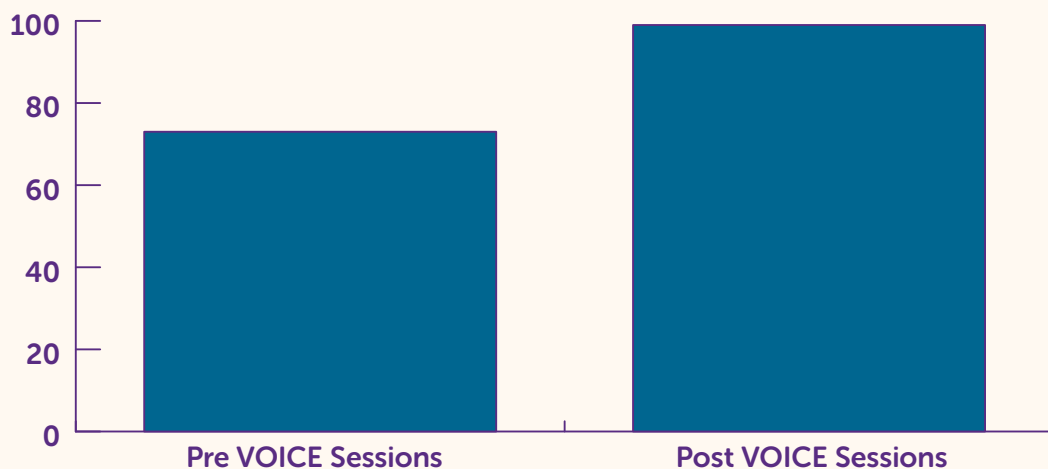
Outcomes

Wheel Assessment



Coping

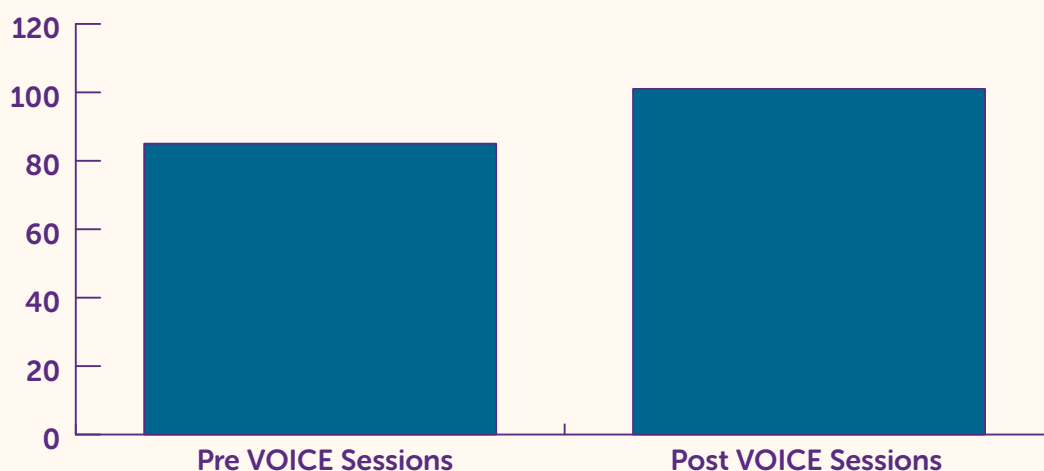
The children scored how well they felt they were coping after the incident.



There was an 33.8% improvement in the scoring of this question after the clients had completed their therapy sessions.

Wellbeing

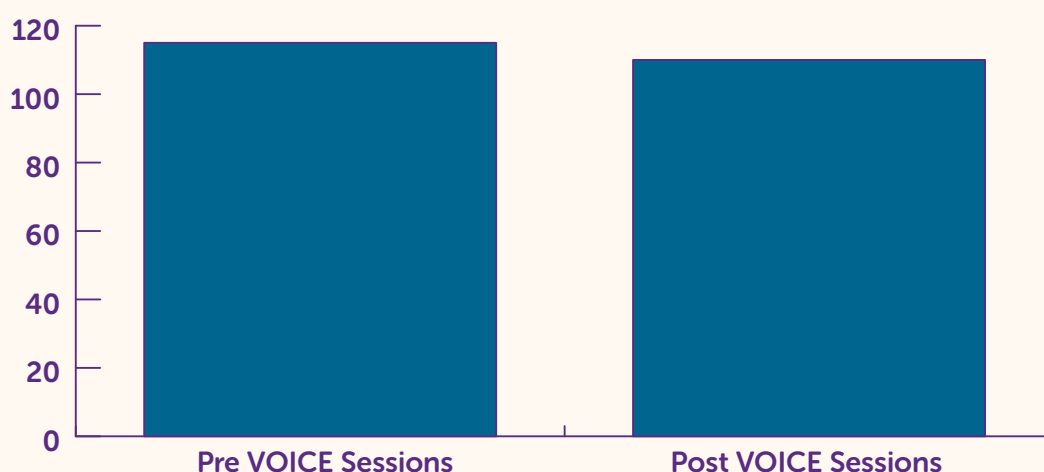
The children were asked to rate their current wellbeing.



There was an overall improvement in the wellbeing of the VOICE clients, of 20%, after they had completed their sessions with a The Child Psychology Service (TCPS) psychologist.

Supporting

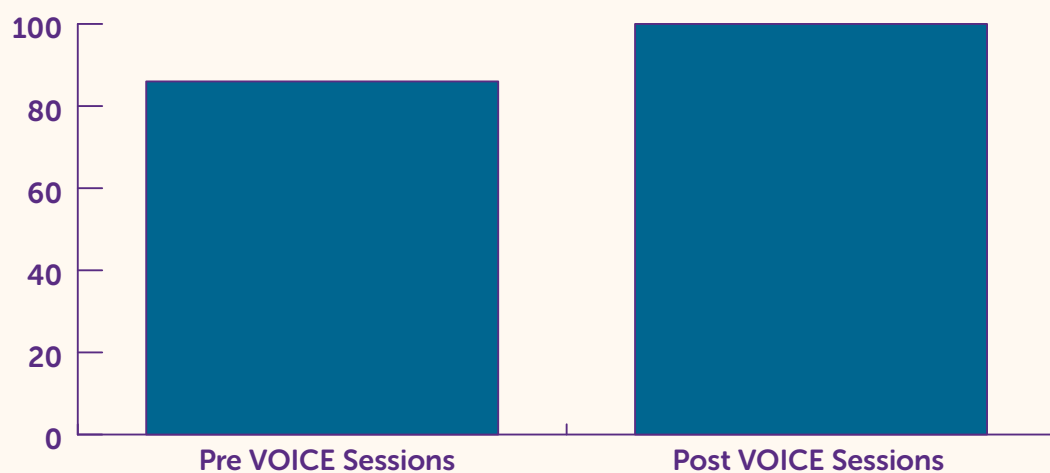
The children scored how supported they felt after the incident.



There was an 3.5% decline in the scoring of this question after the clients had completed their therapy sessions.

Safe

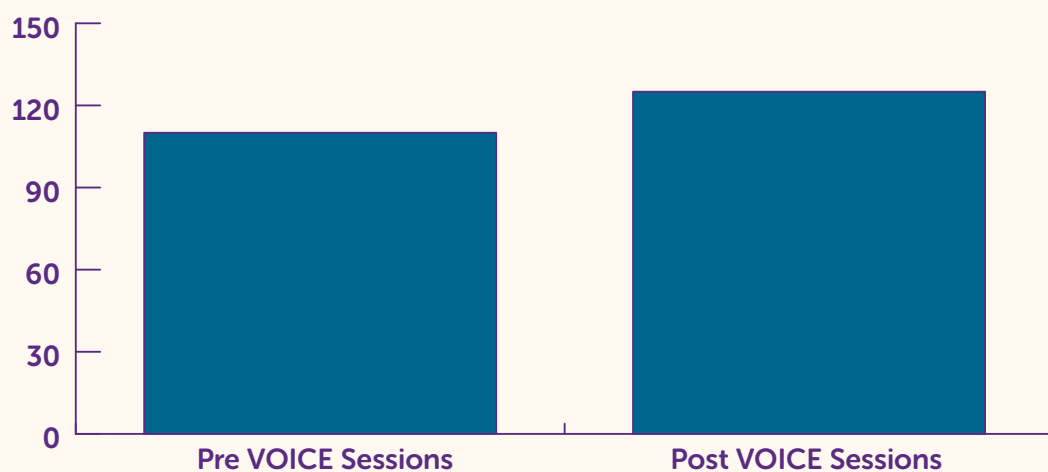
The children were asked to score how safe they felt after the incident.



There was a 18.6% improvement in the scoring of this question after the clients had completed their therapy sessions.

Informed

The children were asked how informed they felt about accessing support.



There was a 12.6% improvement in the scoring of this question after the clients had completed their therapy sessions.

CHI-ESQ

Clients who completed their VOICE sessions were asked to complete an Experience of Service Questionnaire (CHI-ESQ) as a means of measuring service satisfaction. The results of this were abundantly positive, with the general theme that the service users found them 'helpful'; one child elaborated 'it helped me manage how I was feeling and I don't think about [the reason for referral] so much anymore'. The therapy helped the children and their families 'feel stronger and more confident' and 'have more courage to go out'.

I feel less nervous and have more courage to go out

I did not feel uncomfortable talking to you – I was able to talk to you openly

I really liked my dream catcher to get all my worries away

I am feeling a lot more confident and positive in myself



Roadharm

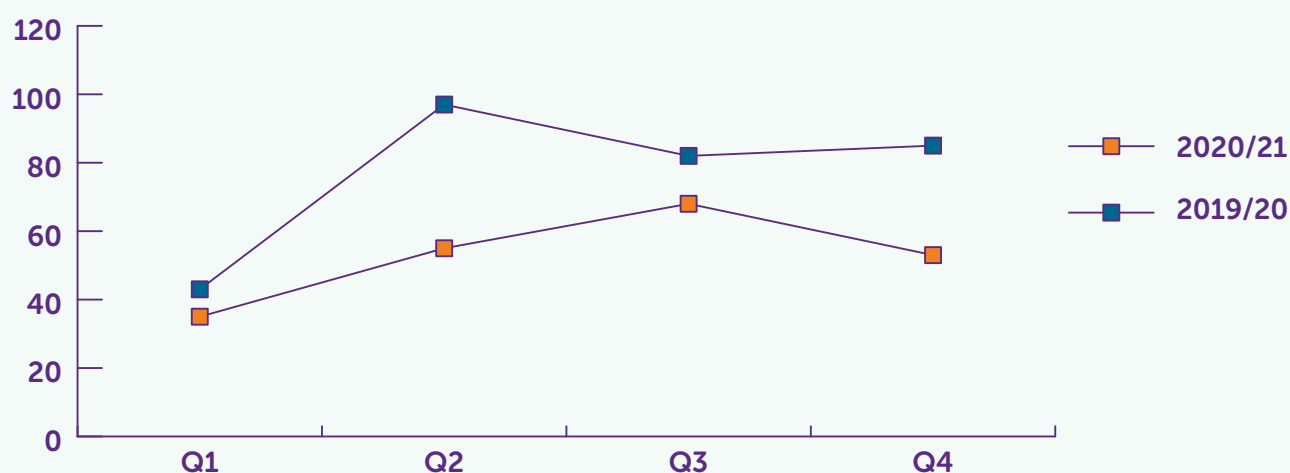
**Total Referrals
Received**

211

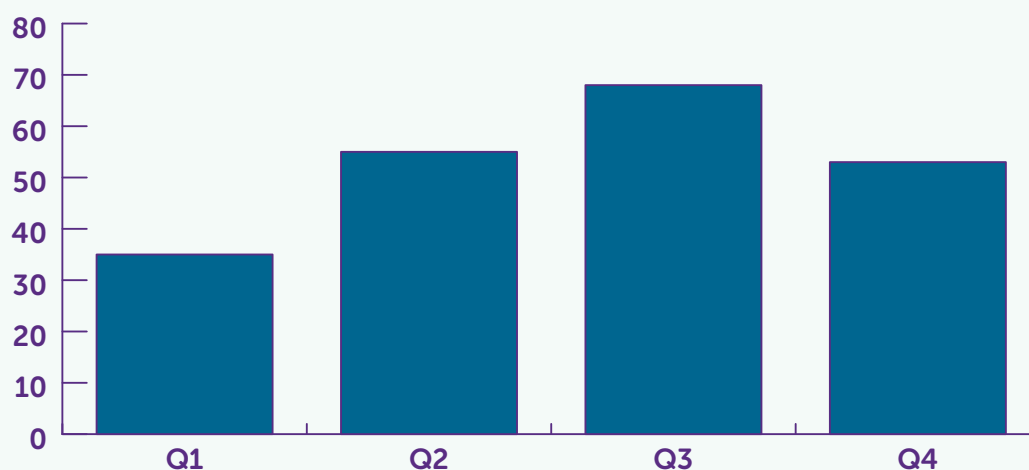
↓ 31%

reduction in referral volume
in 2020/21 compared with
2019/20.

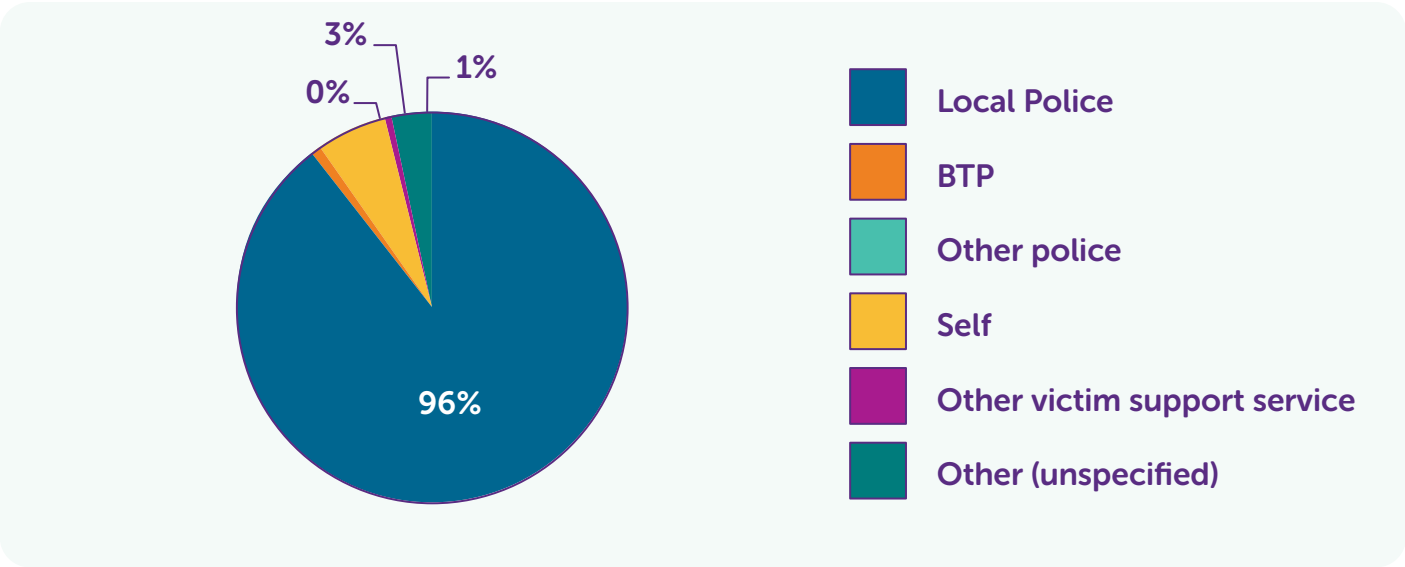
Referrals year on year comparison



Referrals by Quarter

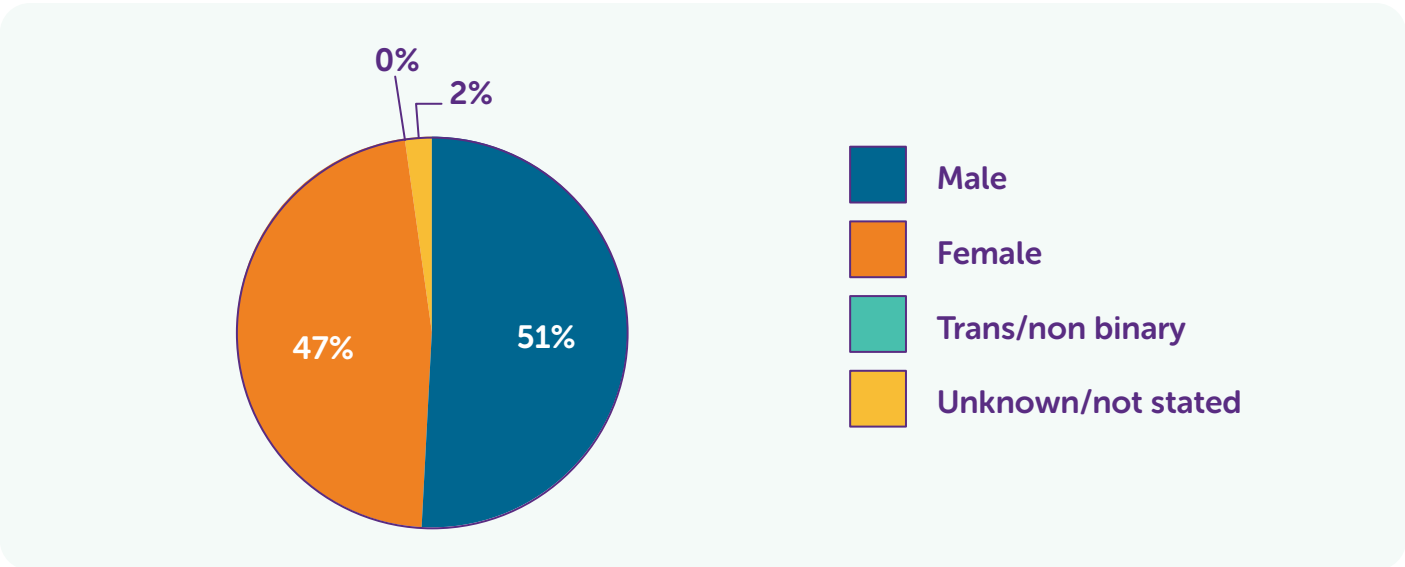


Referrals by source



Referrals by Demographics

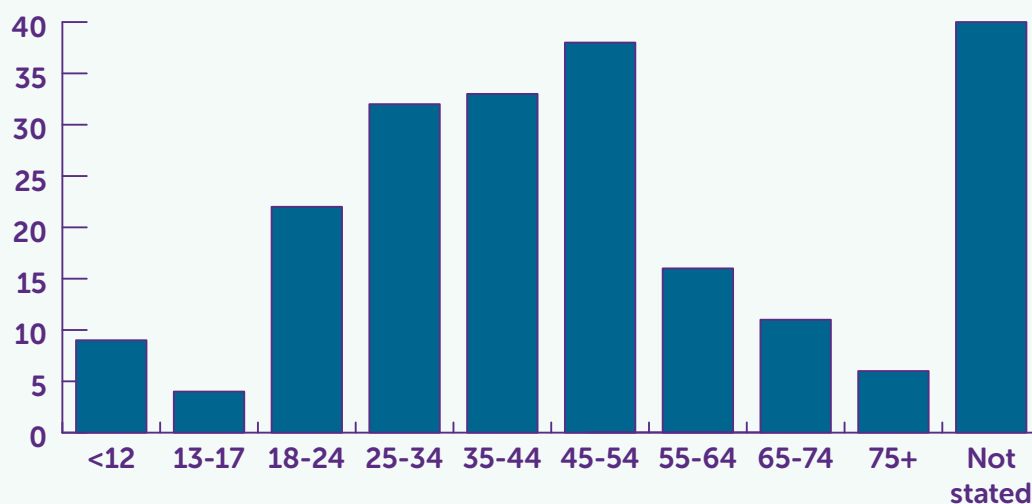
Referrals by gender



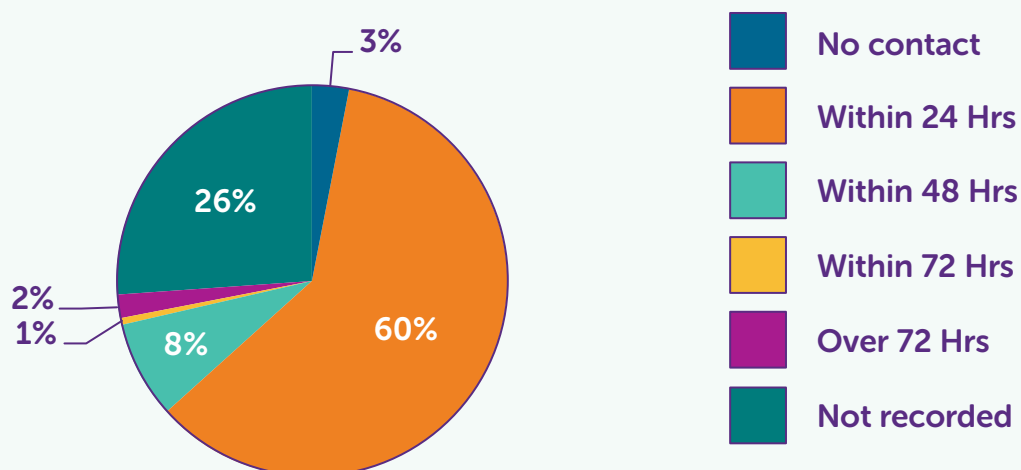
“I felt I needed to talk to someone about the accident I was involved in, with someone else other than friends/family; someone who was on the outside of it all but understood how I was feeling”

“This is an invaluable service that has provided me with the tools and strategies to deal with the emotional turmoil after my accident. I can’t thank you enough.”

Referrals by age



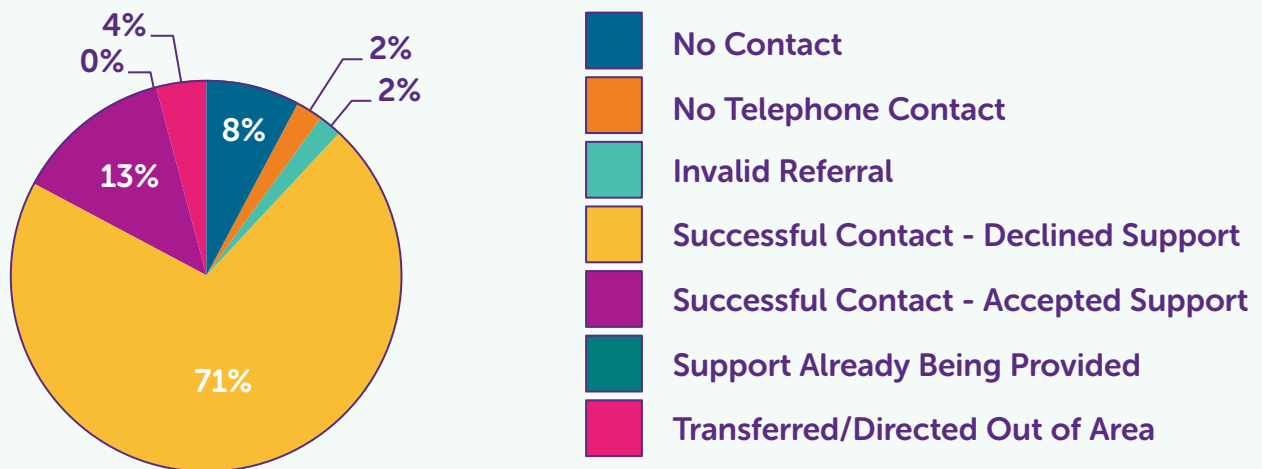
Initial contact timeliness



Contact timeliness reporting was introduced for the Roadharm service in Q3 2020/21 although they do not fall under the Service Level Agreement for compliance in this area due to the nature of referral and sensitivities.

I have started to look after my health, started exercising more, emerged more outgoing and developed the self-confidence to deal with daily tasks. I have learned the skills and coping mechanisms to deal with intrusive thoughts and flashbacks experienced due to trauma

Referral conversion



Roadharm has provided over 167 hours of trauma therapy and/or bereavement counselling.

Outcomes

100% of clients who went on to receive and complete specialist trauma therapy or bereavement counselling reported that as a result they were now better able to cope with everyday life.

“I have made lots of progress and am looking forward to the future more”

“I want to thank her for all of the support she has given me since I started receiving my support calls! From the first phone call she was more than understanding and made me feel comfortable talking about how I was feeling!”

Restorative Northampton

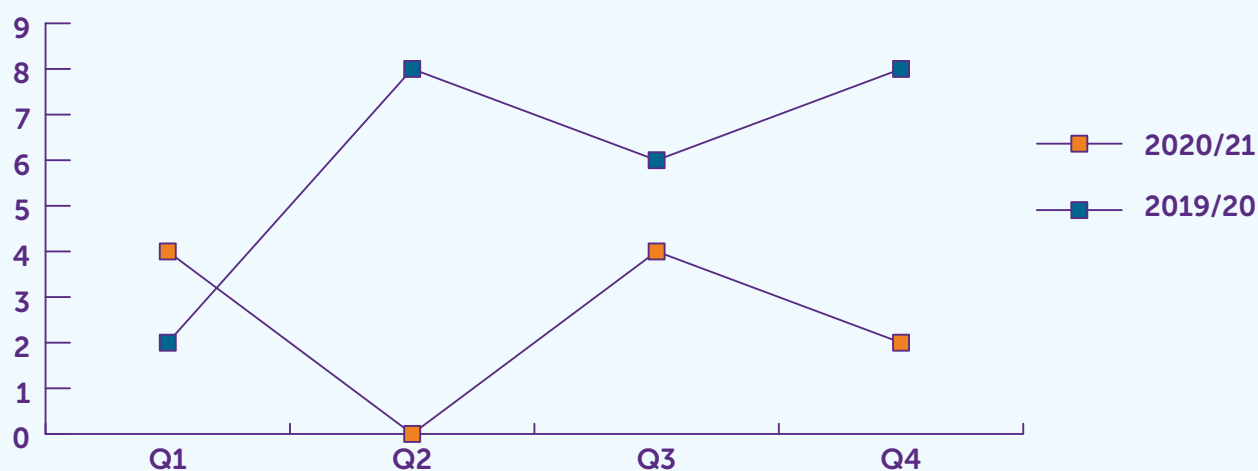
**Total Referrals
Received**

10

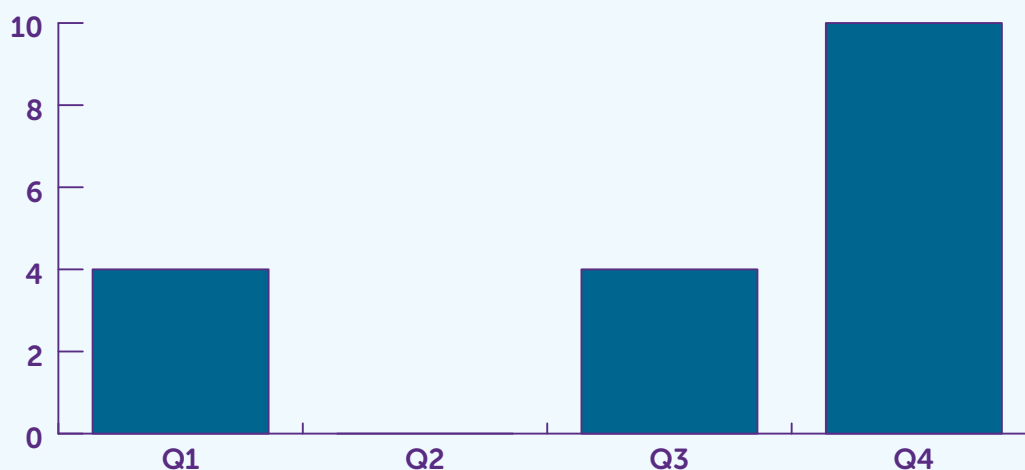
↓ 63%

reduction in referral volume
2020/21 compared with
2019/20 referral volumes.

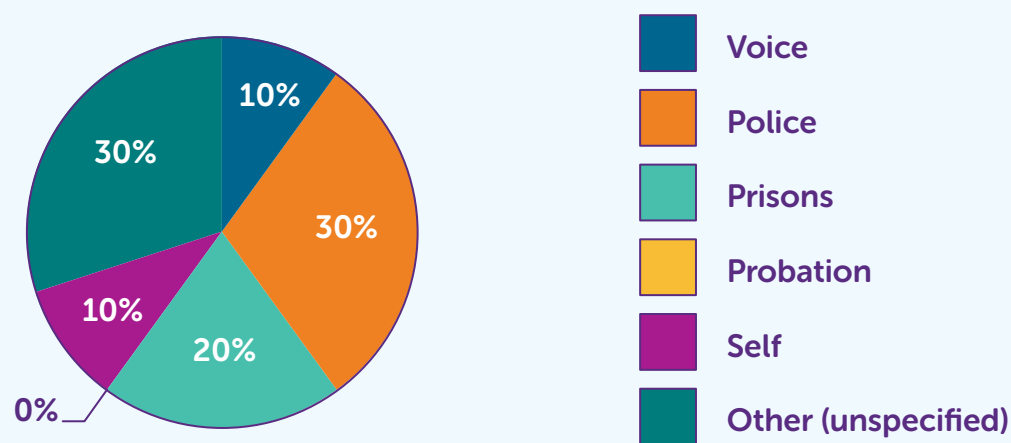
Referrals year on year comparison



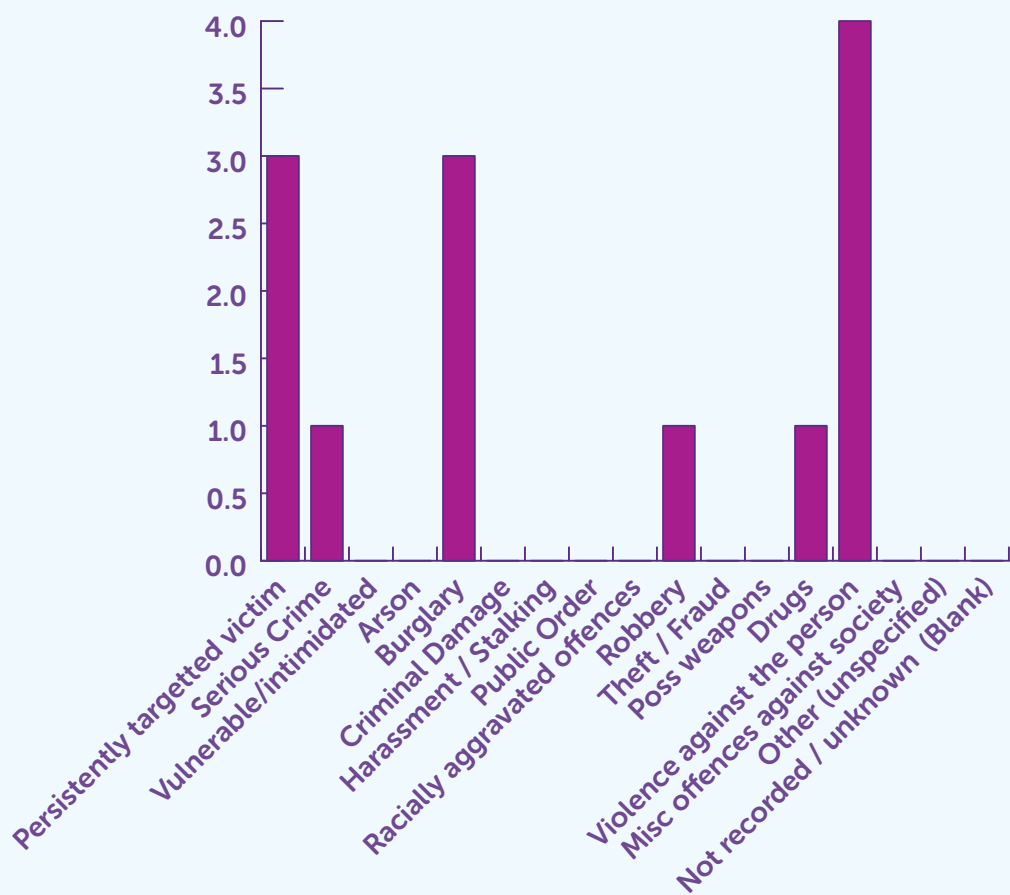
Referrals by quarter



Referrals by source

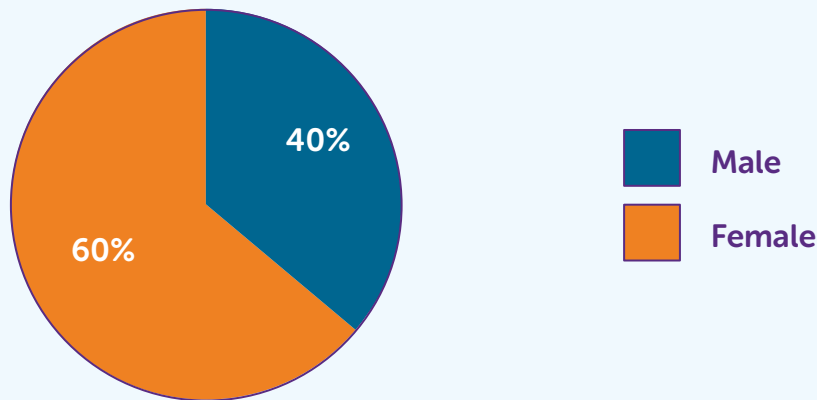


Referral by Crime / victim type

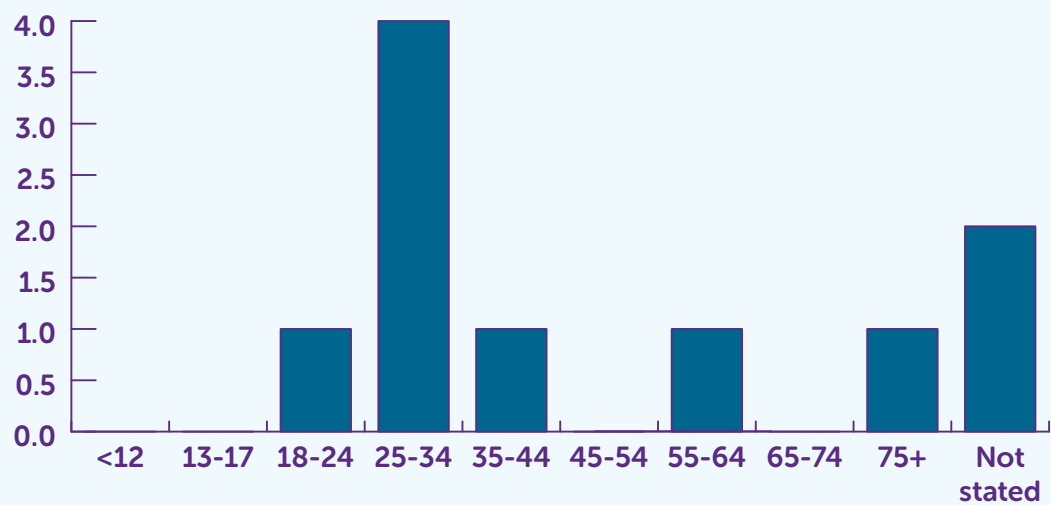


Referrals by demographics

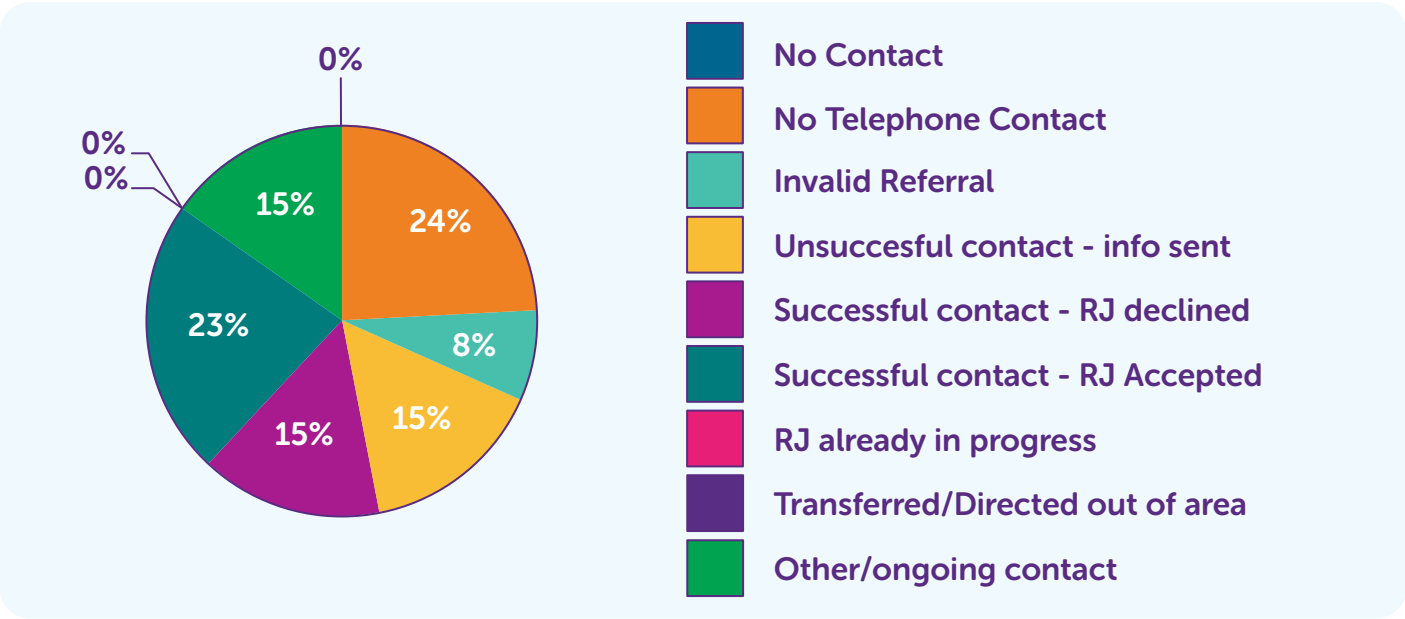
Referral by Gender



Referral by age



Referral conversion



Outcomes

Progression of Restorative Justice Cases has been significantly impacted by the Covid-19 pandemic with Probation Services and Prison Services halting all progression for Restorative Justice for a period of some time. National work is continuing to ensure that Restorative Justice is now progressed effectively.

1 successful outcome has been achieved during the reporting period.



**Northamptonshire
Sunflower Centre**

IDVA Services - The Sunflower Centre

The Sunflower Centre Independent Domestic Violence Advisor Service (IDVA Service) and Multi Agency Risk Assessment Conference (MARAC) Administration Team are contract managed and employed by Voice Ltd. on behalf of the partner agencies who jointly fund the service provision for the county of Northamptonshire.

**Total Referrals
Received
(IDVA/HIDVA
Combined)**

3,111

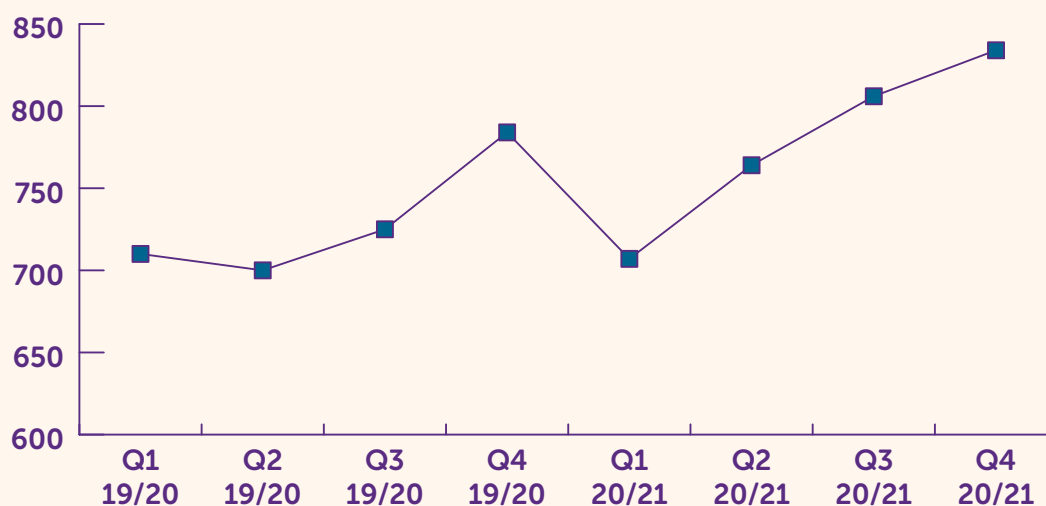
↑ 6.6%

**increase in referral volume
2019/20 to 2020/21**

Referral volumes have continued to increase each quarter and have continued an upward trend since Q2 19/20 with the exception of a clear and significant dip in volume coinciding with the first Covid-19 lockdown measures.

'Referral' relates to the volume of referrals/crimes/non crime incidents received into the service and assessed as Visible HIGH risk (scoring 14+ on the Domestic Abuses Stalking and Harassment – DASH risk assessment tool) one individual victim may be subject of several separate referrals/ crime/non-crime reports during the reporting period. Future reporting will break down referral volume into individual victim profile volumes. For example in March 2021 320 referrals/crimes/ non-crime incidents were received into service, these referrals related to 228 individual victim profiles.

SFC Referral volumes (IDVA/HIDV Combined)

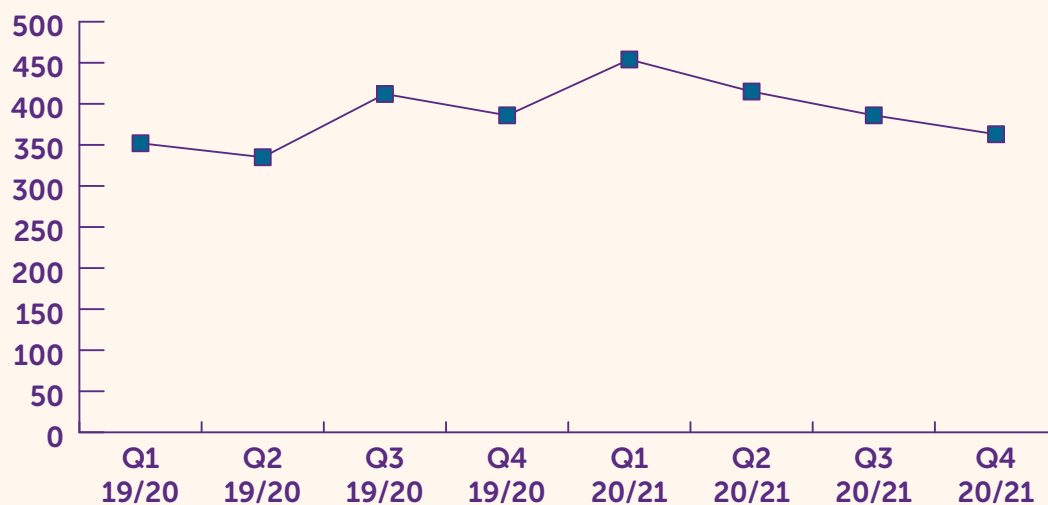


**Total Referrals
MARAC**

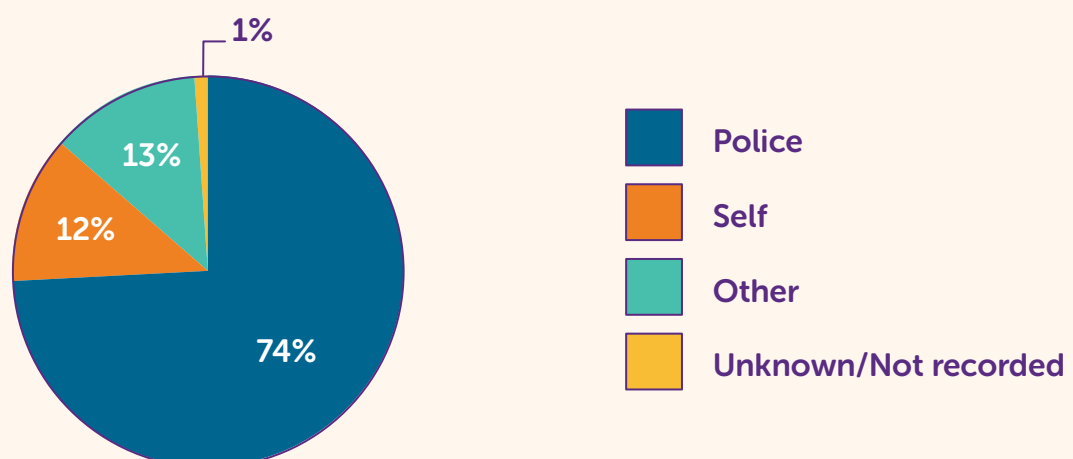
1,618

↑ 9%

increase in volume of referrals into MARAC in 2020/21 compared with volumes received in 2019/20.

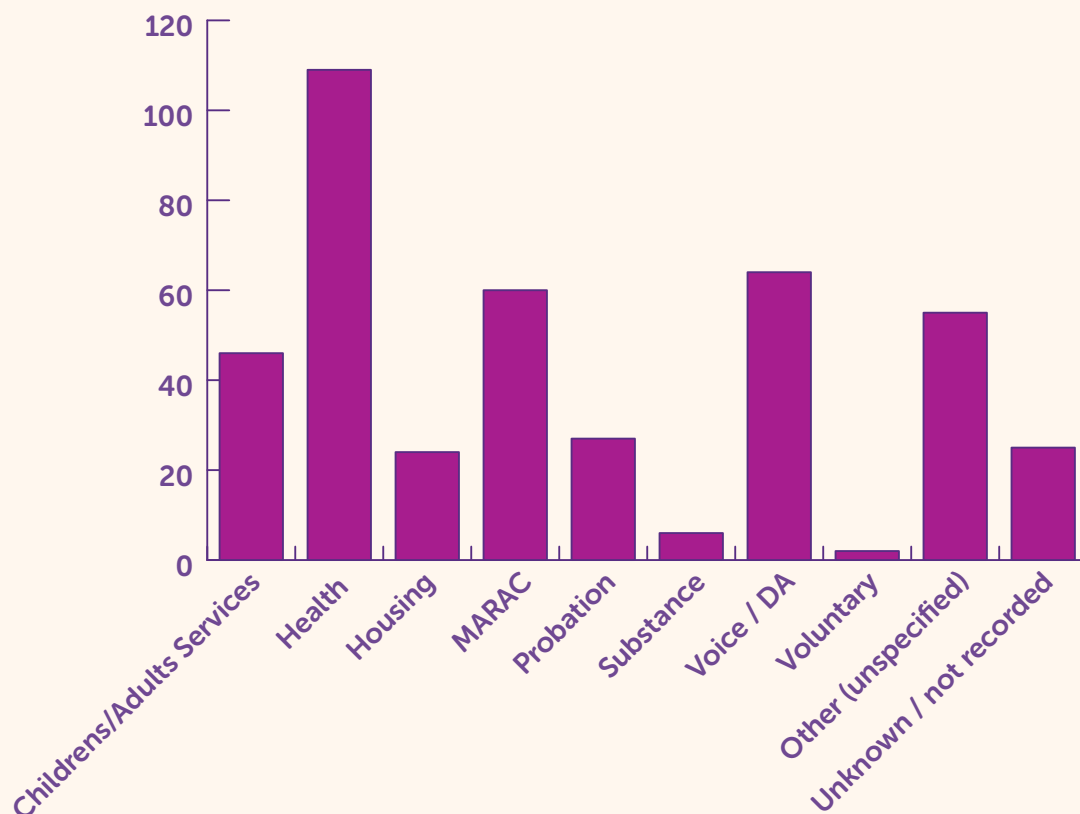


Referrals by Source (IDVA and HIDVA Services combined)

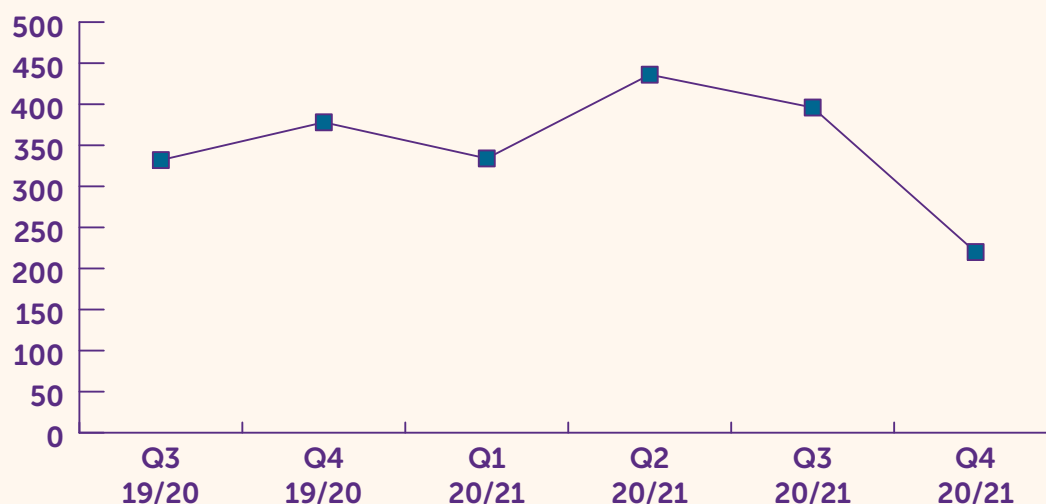


Approx. ¾ of referrals into the IDVA service come from Northamptonshire Police Service.

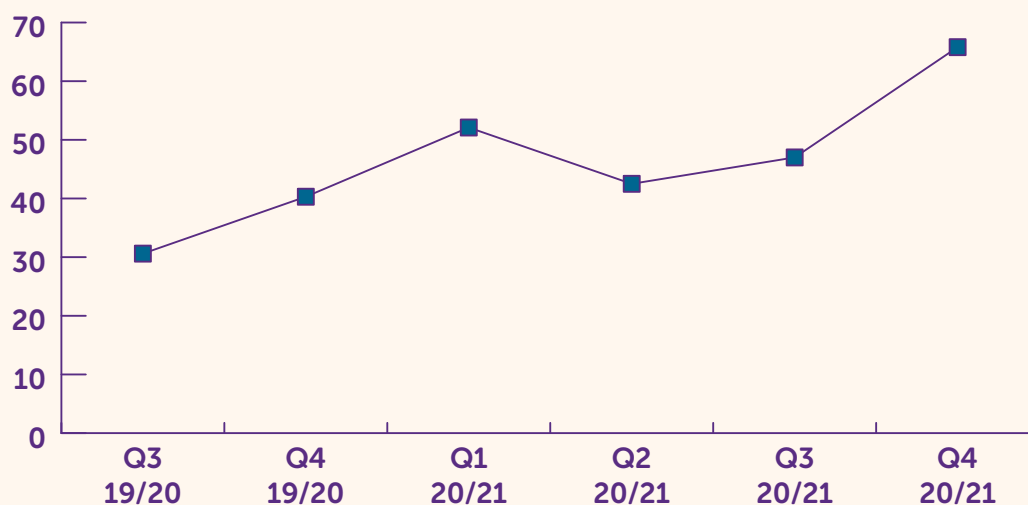
Referrals by source 'Other' (IDVA & HIDVA Services Combined)



Referral by type (New)

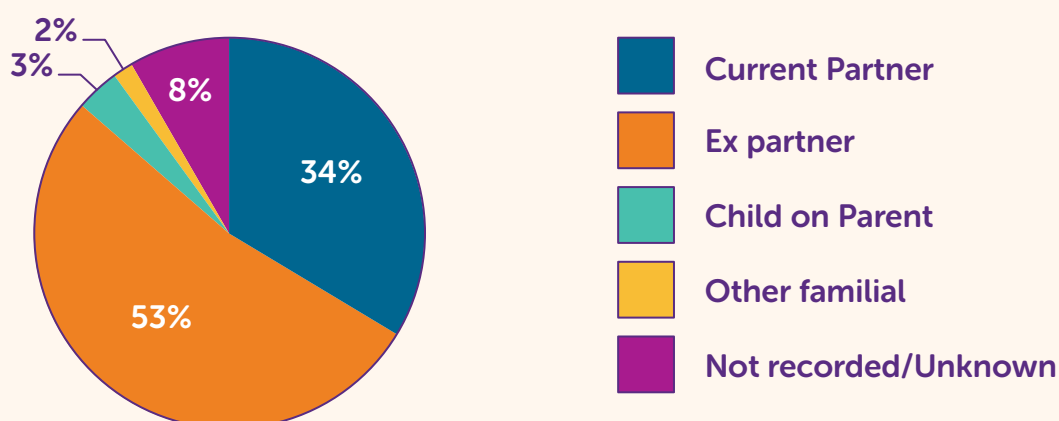


Referral by type (Repeat)



There is a clear upward trajectory in volume of repeated victim into the service.

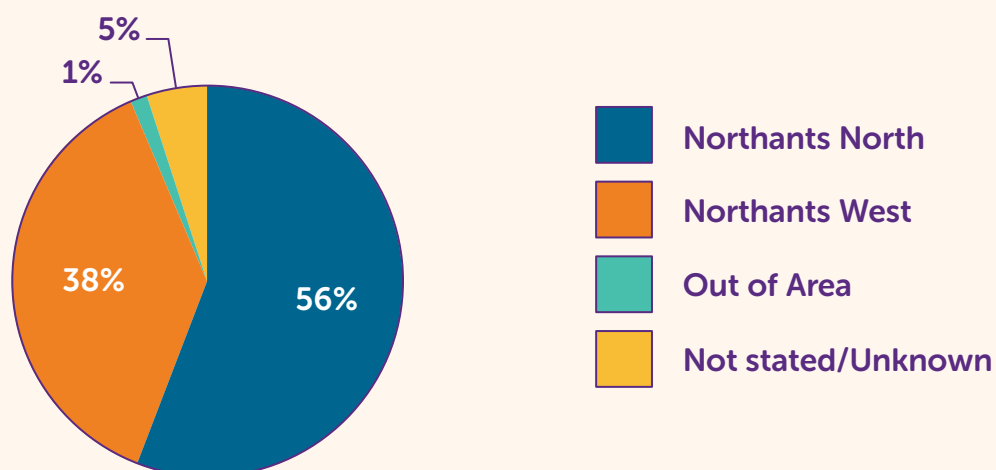
Referrals by Relationship Type (IDVA & HIDVA combined)



53% of referrals received related to domestic offending by an Ex-partner. This is an increase of over 10% compared with the percentage of referrals by Ex-partner in 2019/20.

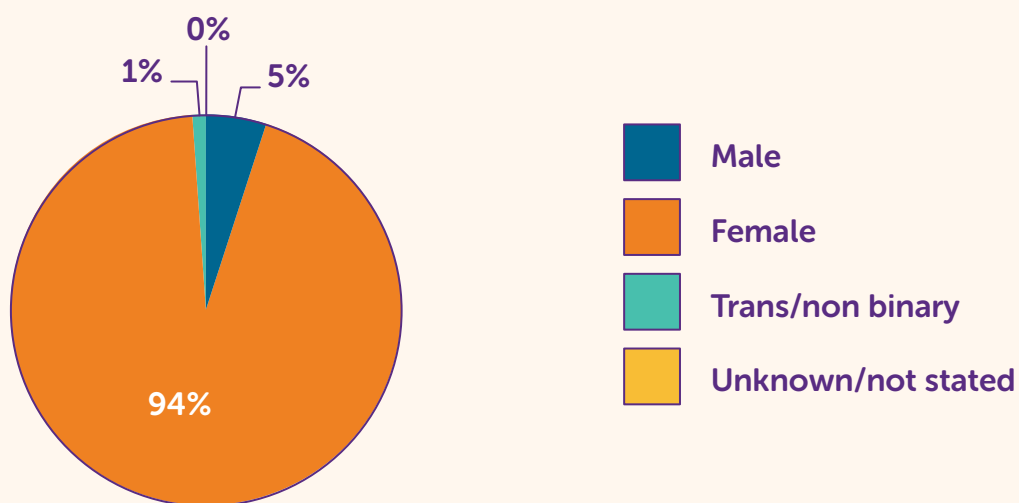
Child on Parent abuse referral volumes have risen from 61 in 2019/20 to 112 in 2020/21

Referral by policing area



Referral by demographics:

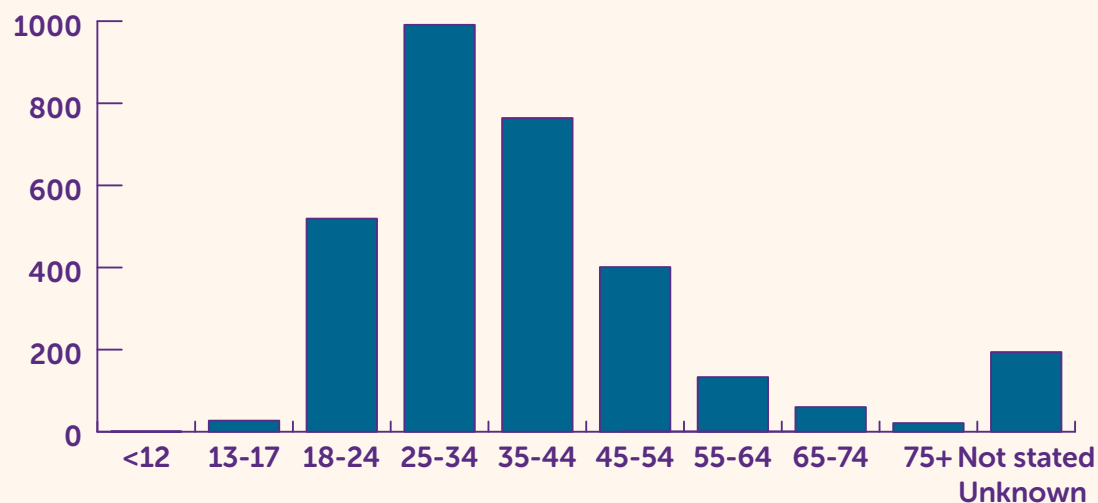
Referral by Gender



You helped completely change our lives as a family and for the first time we feel safe in years

It's helped me make sense of it all, I can't thank you enough it's good to know I had someone to talk to when I felt so isolated, the service that is provided is fantastic

Referral by Age

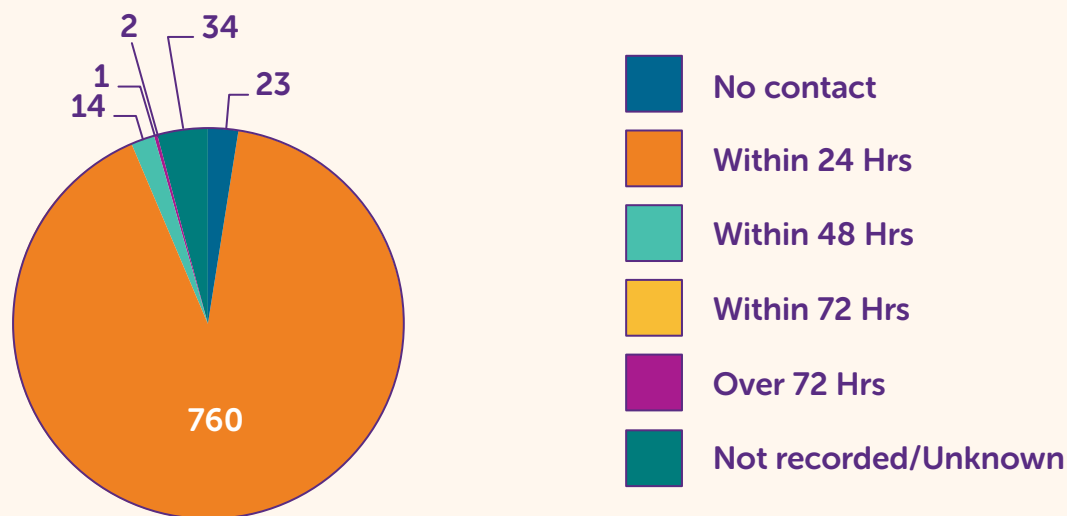


31.8% of victims referred into service are aged between 25 and 34 years of age.

Initial contact compliance combined

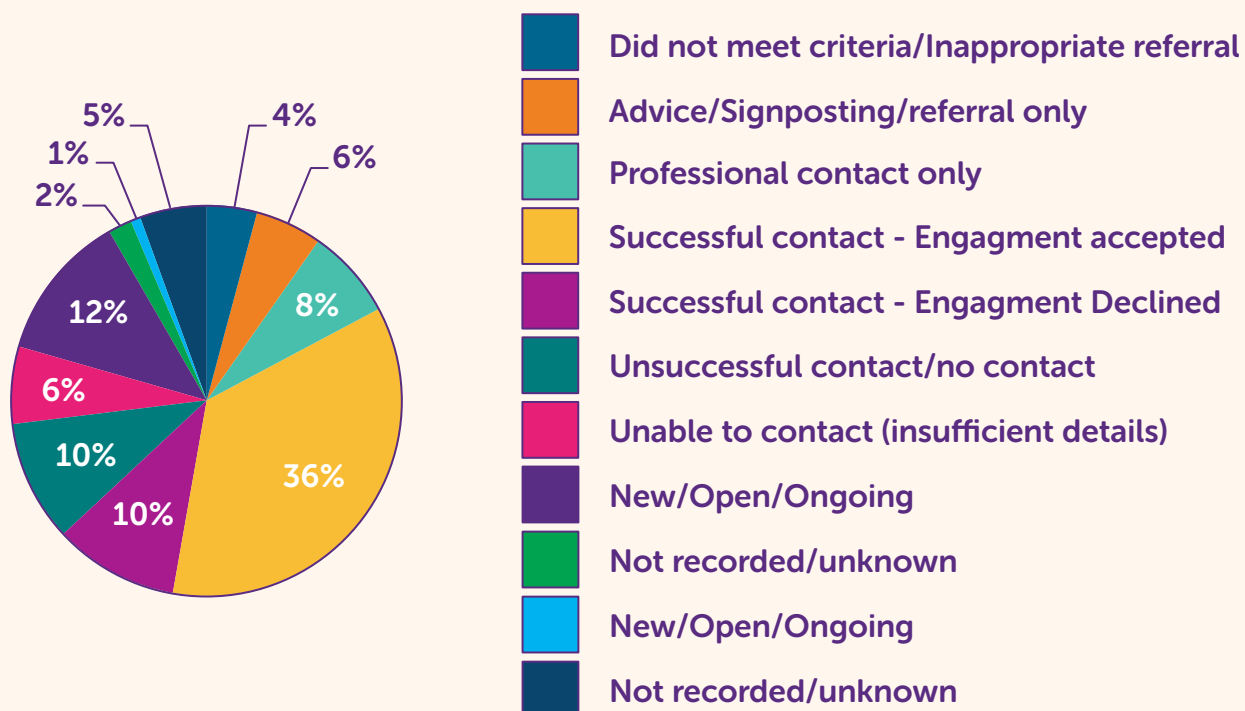
Timeliness of initial contact attempts was not recorded until Dec 2020 following a move onto the Voice Ltd. Case management systems. The following data refers to initial contact attempts in Q4 2020/21 only.

Timeliness is calculated from receipt of referral to 1st contact attempt (whether successful or unsuccessful) excluding non-working periods.



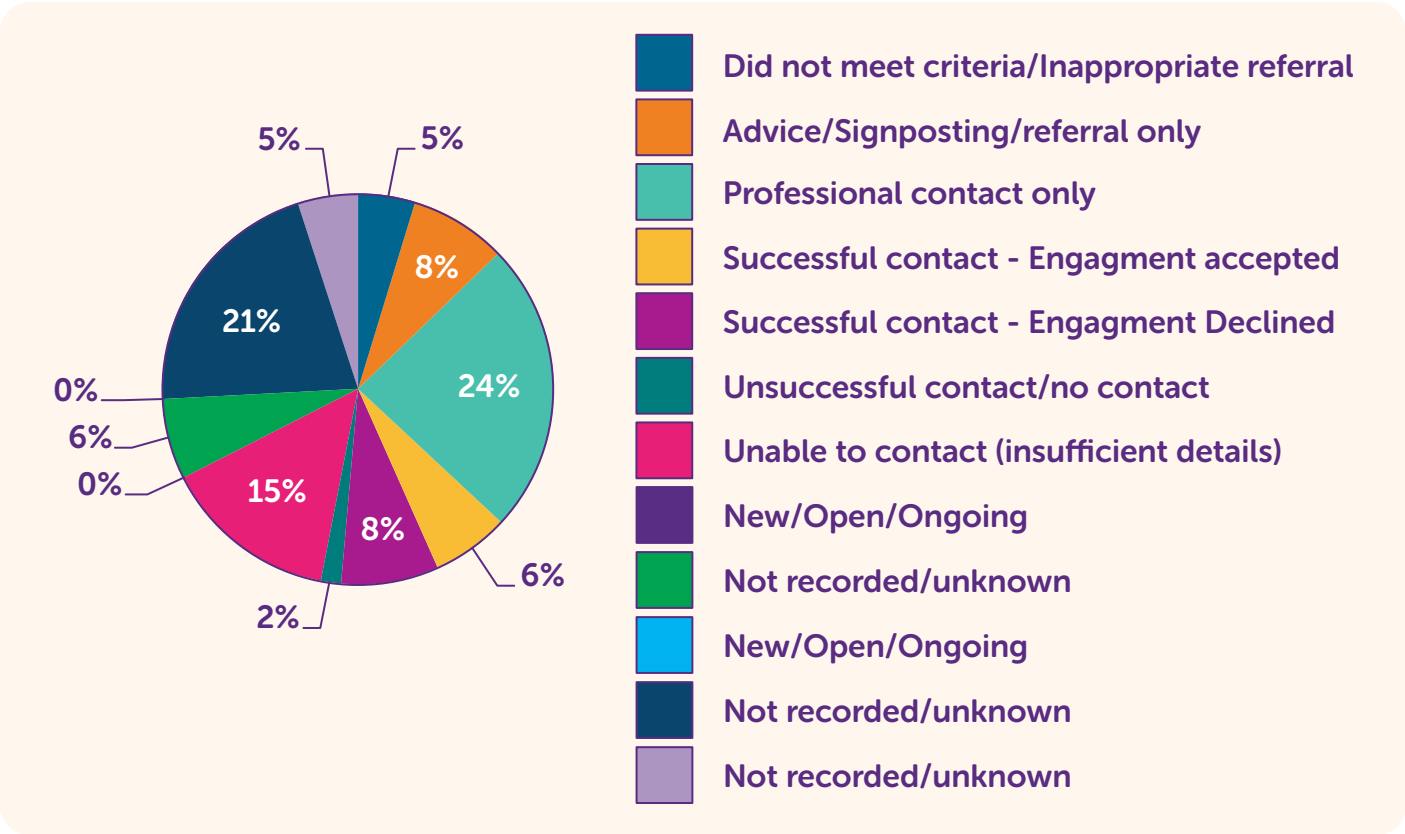
91% of referrals into service had an initial contact attempt within 24hrs of receipt.

Referral conversion (IDVA only)



- 5% of referrals received into service were already engaged with the service.
- 12% at the time of reporting were subject of ongoing contact attempts / referral conversion unknown.
- 52% of Victims were successfully contacted. 36% accepted regular & ongoing engagement with the service, 10% declined and 6% were given immediate advice, signposting or referral assistance only.
- In addition to the referrals received, professionals contacted the service for advice in a further 163 cases.
- Approx. 4% of referrals did not meet the service criteria or were inappropriately referred.

Referral conversion (HIDVA only)



32% of referrals to the HIDVA service accepted ongoing engagement or advice/signposting information.

21% were still open and subject to ongoing contact attempts at the time of reporting.

I don't think I'd have gotten through these last few months without you

I would not have got to this point without the support

I am ever so grateful you got me through everything, I don't want support to end but I know now is the right time

Thank you so much for all your support, it's made a huge difference to where I am today mental health wise.

Case Study 1

Client 'A' has been known to the IDVA service as a high risk victim since early 2019. The Offender poses a significant risk to partners and is managed under Multi agency public protection arrangements (MAPPA). Client 'A' had been offered support by the service on a number of occasions but had not been ready to fully engage. However, following an escalation of abuse she finally felt enabled to engage in 2020/21. Client 'A' was offered support around her immediate safety, including assessment of the level of current risk, safety planning and support planning. 'A' was supported to understand the cycle of abuse and the emotional impact of her experience, She was referred by the IDVA for Target Hardening at her address, supported throughout Local Authority care proceedings, including being advocated for, ensuring she was aware of all of her options and being empowered to make independent decisions. During the ongoing IDVA support she returned to work and has started a college course to further her career. Her children have been returned to her care and she feels positive about her future.

Case Study 2

Client 'B' has been known to the IDVA Service in the past but had been difficult to engage. She struggles with substance misuse and lost her partner to a drugs overdose two years ago. After this traumatic event Client 'B' found that she had nowhere to live which meant she returned home to her abusive ex-husband.

Client 'B' was abused by her husband and forced to work as a sex worker. After an assault she fled the property and presented herself to the council as homeless.

Client 'B' was referred to the Service where she agreed to engage with an IDVA. The IDVA helped Support Client 'B' with her Housing.

The IDVA was informed by the Housing Service that they had evidence that Client 'B' was back in a relationship with the perpetrator of the abuse and that they could no longer house her. The IDVA advocated for Client 'B' and spent time liaising with the Housing provider to explain that Client 'B' was extremely vulnerable and that the abuser was using his ill health and wellbeing to make her attend his property to care for him.

The IDVA explained the complex issues around attachment and power and control to encourage the Housing provider that by supporting the victim with her housing needs this would enable and empower her to break Free from the abuse. After much support, Liaison and Advocacy by the IDVA on Behalf of Client 'B' she was re-housed out of area. She continued to work with the IDVA until the risk to her was sufficiently reduced and she was settled into her new property. She continues to work with a substance support service and is happy in her new home with her dog who she has now got back to live with her.

Complaints

2 x complaints have been received during the reporting year 2020/21, 1 resolved formally and 1 ongoing at the time of reporting.

“She gave me strength, courage and hope and this is priceless. You are making a difference and you are helping the people who genuinely need the help....”

“I am ever so grateful you got me through everything, I don't want support to end but I know now is the right time”

“Thank you so much for your support, care and guidance throughout the last few months. I have had some very dark days, often felt too overwhelmed but your voice and calm manner always makes me feel better”



ISVA Service

The counties Independent Sexual Violence Service (ISVA service) is contract managed by Voice Ltd. since Oct 2019.

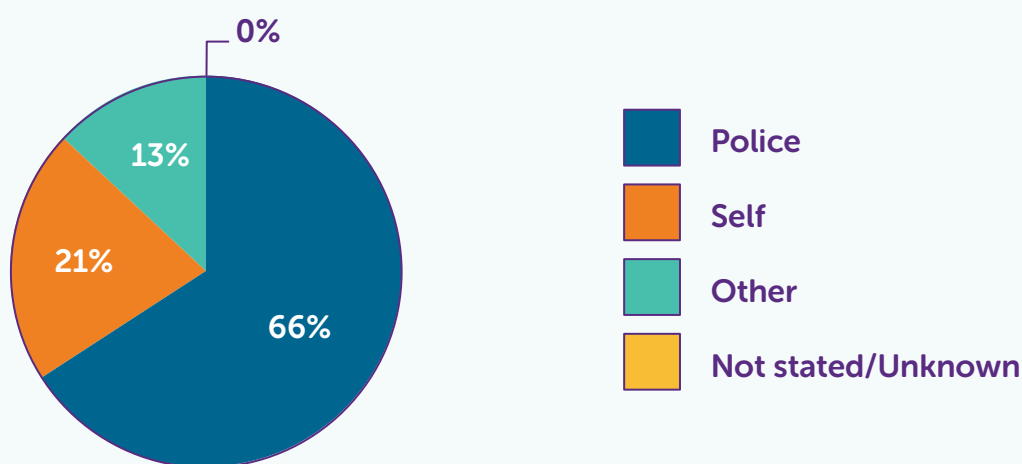
The ISVA service is incorporated within the Counties Sexual Assault referral Centre (SARC) 'Serenity' managed by the Northamptonshire Health Foundation Trust (NHFT)

All data for reporting purposes has been supplied by NHFT Performance team. Voice Ltd. do not hold rights to any data prior to Oct 2019.

Total Referrals

357

Referrals by Source



'Other' – relates to referrals received from Voice Services, IDVA Service, Witness Care Unit, Rape Crisis, Social Services, Service 6, CAHMS and other unspecified sources)

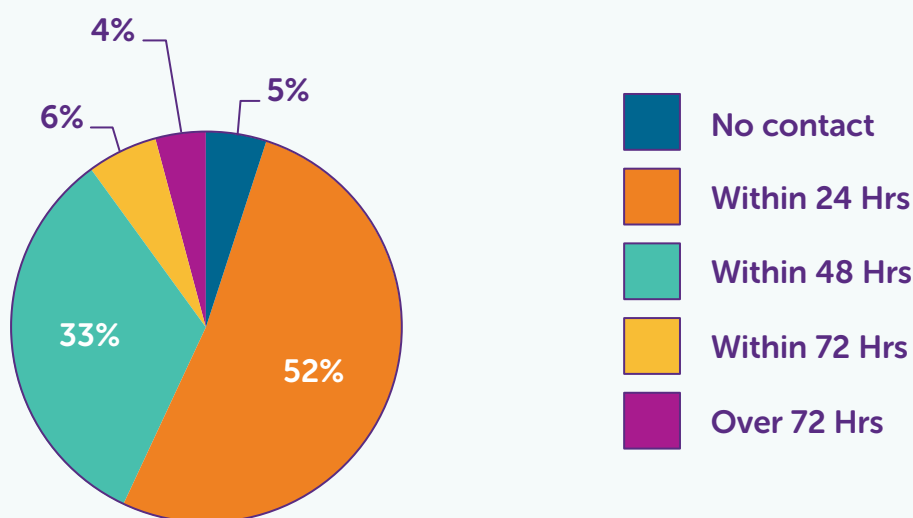
She was supportive and made me feel empowered. I felt that she understood how i was feeling and she was kind

I was very supported by my ISVA she helped me when I felt down and was always there when I needed to talk

Referrals by Demographic

Demographic information supplied by NHFT relates to referrals into the Serenity Service as a whole. Demographic information supplied has not been split to ISVA cases management cases.

Initial contact timeliness

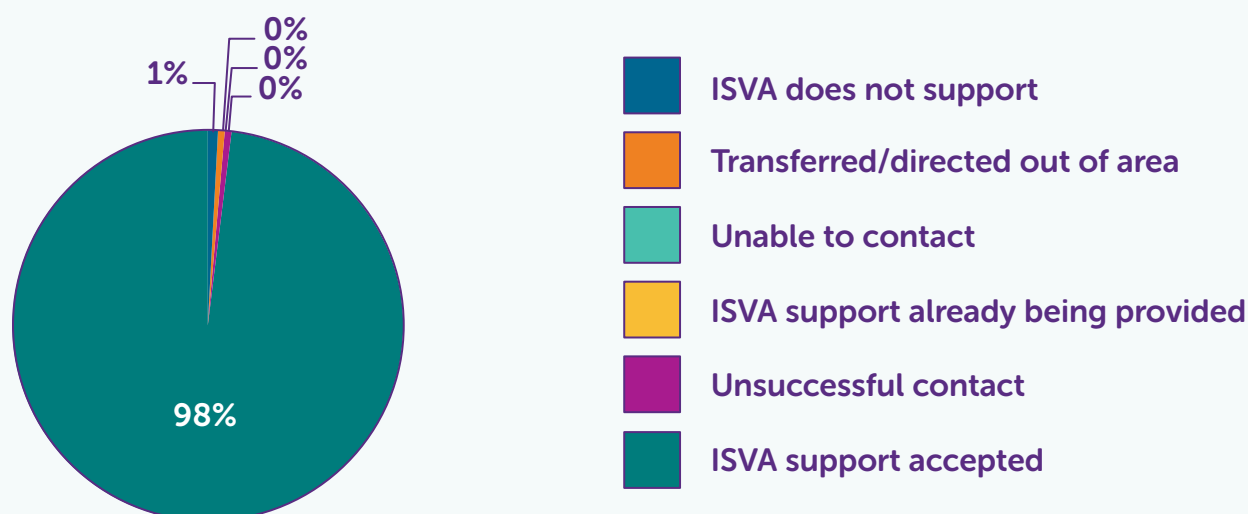


85% of referrals received had an initial contact attempt within 48 hours of receipt of referral.

“All I know is I don't know where I would be now without the care I had. It has changed the way I think about all things in all areas in my life”

“Excellent person centred and family centred approach. Holistic approach to needs of individual and family.”

Referral Conversion



Approx. 97% of victims referred to the ISVA support service accepted ongoing support.

*ISVA does not support – includes risk identified, Victim institutionalised, out of scope.

It was a difficult time for me and felt very uneasy, but the staff made me feel safe, comfortable and protected, so thank you so much

I felt safe and well looked after.

I felt comfortable, safe and at ease with the whole thing. The daunting experience was made very comfy

Voice services are funded by the Office of the Northamptonshire Police, fire and crime commissioner.



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