



**catch  
22**



# Nottinghamshire Victim CARE

# Welcome

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- About Catch22
- Nottinghamshire Victim CARE aims
- Support provision
- Restorative Solutions
- Community points
- Q&A

# What we are

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Catch22 is a not for profit business with a social mission. For over 200 years we have designed and delivered services that build resilience and aspiration in people and communities.

As a social business we have the heart of a charity, and the mind-set of a business.

# Our vision

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Our vision is a strong society where everyone has **a good place to live, a purpose and good people** around them (The “3 P’s”).

We exist to ensure that these are achievable for everyone, no matter what their background.

**Our vision for public services** is a system that is more human, unlocks the capacity in society, and champions local accountability.

## Catch22's Victim Services

Co-design  
of services  
with clients



Flexible  
community  
outreach &  
engagement



Demonstrable  
impact



Victim  
centred  
and  
needs  
led



Coordination  
of statutory  
& community  
support



Integrated  
restorative  
justice



Community  
based hubs

# The new service



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**RESTORATIVE  
SOLUTIONS**

reducing harm, resolving conflict

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# Victim CARE model

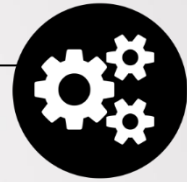


# Nottinghamshire Victim CARE

## Aims

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- Focus on localism and close partnership with local provider organisations
- Sharing knowledge, skills and resources to ensure best quality service for victims
- Work in partnership to continuously improve and achieve best practice standards
- Service user consultation through on-going participation





# Support is provided to:

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Anyone affected by 'general' crime, Anti Social Behaviour (ASB) incidents and crimes, and hate crimes and incidents

All residents of Nottingham/shire (even if they stay is not permanent – i.e. transient communities, students)

Victims of all ages and abilities

Our support is Free, Independent and Confidential

Person does not have to report the crime or incident to police

# Examples of crimes & incidents where we would support a victim:

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Assault / violence

Anti Social Behaviour crimes/ incidents

Burglary / attempted burglary

Criminal damage to buildings, vehicles

Fraud

Harassment

Hate crimes/ incidents

Robbery

Theft

# Impact of crime can be

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- **Behavioural**
- **Financial**
- **Psychological**
- **Physical**

# Tailored support

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We listen and don't judge

We explore person's feelings

We offer support on one to one basis

We can support family members who have also been affected by the crime

We assess victims' needs and their circumstances

We support the person as long as s/he needs it

We provide culturally and age appropriate support

# Tailored support

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We help to prevent repeat victimisation and protect victims from further harm

Support can be over the phone, via email, text message, face to face

Practical support (alarms, bolts, help with Criminal Injuries Compensation claims etc.)

Advocacy – police, councils, housing associations etc.

All staff & volunteers undergo extensive training

# Hate crime awareness

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All caseworkers and volunteers attended hate crime awareness training

Skilled caseworkers can offer / assist with hate crime training for organisations and groups

We are approaching community groups/ organisations already working with client groups most likely to be targeted in hate incidents

# Referral process

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Police, Action Fraud

ASB/VPP/CPD and other panels

Community points

Other agencies, charities, statutory & voluntary organisations

Self referrals from victims, witnesses and their friends and families

# Victim's Journey & Restorative Solutions

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“Ruth's story” from Restorative Justice Council on Vimeo

<https://vimeo.com/192262189>



# Restorative Solutions

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As part of our needs assessment we offer victim led Restorative Justice solutions

Restorative justice is about victims and offenders communicating within a controlled environment to talk about the harm that has been caused and finding a way to repair that harm

For victims, meeting the person who has harmed them can be a huge step in moving forward and recovering from the crime

# Restorative Solutions

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For offenders, the experience can be incredibly challenging as it confronts them with the personal impact of their crime

Restorative Solutions do not have to be face to face

Both parties must be willing to participate

All of our Restorative Justice professionals are trained

# Restorative Solutions

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All our Restorative Justice professionals work within restorative practice principles:

1. Restoration
2. Voluntarism
3. Neutrality
4. Safety
5. Accessibility
6. Respect

# Community Points

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- Aim is to establish working links with 20 Community Points (CPs) across Nottingham and Nottinghamshire in the first year of delivery
- Facilitate easier access for Victims of Crime
- Taking Victim CARE into the community
- Facilitate referrals to the Victim CARE hub

# Community Points cont.

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- Provide capacity building support – through training and upskilling
- Dedicated Senior Case workers overseeing relationships
- Quarterly Victim CARE Consortiums, sharing best practice
- Monthly on line newsletter

# Contact

## Nottinghamshire Victim CARE

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Call us free: **0800 304 7575**

Mon to Fri 8am to 8pm

Sat 9am to 5pm

Email: [admin@nottsvictimcare.org.uk](mailto:admin@nottsvictimcare.org.uk)

Referrals via secure email to:

[admin.nottsvictimcare@catch22.cjsm.net](mailto:admin.nottsvictimcare@catch22.cjsm.net)

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