

FACT SHEET

Victim Support's Enhanced Services for Victims of Crime - The Victim Care Unit Model

Background

Victim Care Unit Pilots

In the 2005 Green Paper "Rebuilding Lives" we set out the current support services provided by Victim Support and acknowledged that they were our main mechanism for delivering such services. We set out our vision for the future of such services so as to speed up the initial contact with the victim, carry out a standard needs assessment, and deliver a range of services from a standard menu, provided by a range of suppliers. This new model was described as a "**Victim Care Unit**".

Between October 2006 and March 2007 Victim Support ran **three pilots** of a new model to support victims in Salford, City of Nottingham and North Yorkshire. The model was developed with the Office for Criminal Justice Reform, with consultancy advice from KPMG.

The pilots' purpose was to test the feasibility and cost-benefit of telephoning victims within 24-48 hours of receiving their details, carrying out a standard, structured needs assessment and having financial resources available to meet those needs, for example arranging lock fitting, glaziers, and alarm installation.

The pilots were supported by a helpline which took calls from all three areas after office hours; it could also arrange practical services for victims, using the service directories for the pilot areas.

Final Evaluation of the Pilots

A **final evaluation** of the pilots was completed in May. It has concluded the pilots have proved a success. More victims have been contacted and supported more quickly. Their practical needs have been met through the provision of the VCU service and the Victim Support volunteer network. Importantly, feedback from victims themselves has been very positive.

External stakeholders such as the police and CDRPs have also taken an active interest in the VCU pilots and in working in a collaborative manner to manage the impacts of crime in their communities.

Key Findings:

- 11,566 needs assessments conducted across all 3 pilots;
- The new needs assessment approach allows services to be delivered to victims more quickly than previously;
- 79% of needs assessments were completed within 10 minutes across the pilots;

- 76% of services arranged within 10 minutes;
- Over half (52%) of all victims who received a service received listening and emotional support, followed by arranging burglar alarms (25% of cases) and security locks (14%);
- 92% of victims felt telephone contact was appropriate;
- 88% of victims felt their needs were completely met (all feedback from a sample of 1176 victims).