

**catch
22**

Transforming the lives of victims of crime and exploitation

A proven approach

March 2021



Who are we?

Catch22 is a **large social business and charity**, delivering public services right across the social welfare cycle, from children's social care through to alternative provision education, apprenticeships and prison rehabilitation programmes in custody and the community. **We work with some of the most vulnerable people in society.**

Last year our 1700 colleagues supported more than **120,000 people** across 120 services in England and Wales.



Who are we?

Catch22 has been at the forefront of **public service reform** for more than 200 years and we're constantly looking for ways to improve how public services are delivered such as through:

- **Building the capacity** of smaller organisations;
- designing and delivering innovative services that produce **better outcomes**;
- **Collaborating** with commissioners and service users to design new ways of working; and
- **Partnering** in new ways with businesses to deliver social outcomes.





Our expertise in supporting victims

Catch22 delivers **specialist victim support services** across child and criminal exploitation, substance misuse and gangs intervention work.

We also deliver more general **victim support services** including emotional and practical support, restorative justice, advocacy, safety planning and guidance to victims of crime and antisocial behaviour as well as domestic abuse, sexual violence and fraud.

We develop **innovative and localised services** with strong partnerships to meet the needs of **victims and commissioners** in each area.

Needs-led services

Our experience tells us that people engage best with a service that operates **flexibly around their needs** which is why our models provide a responsive service.

When working with children who are at risk of exploitation, or who are already victims, we deliver interventions across the **wider family** to strengthen 'pull' factors with the provision of preventative work. We provide early intervention through to intense interventions as required.



Needs-led services

We offer every victim:

- An allocated worker to act as **a single point of contact** to simplify their journey
- An **assessment of every victim's needs** which informs their individualised support plan
- **Solution-focused and strengths-based support** - available to victims and witnesses regardless of whether the crime has been reported



What makes us different?

- We **involve victims** in the design and continuous improvement of our services.
- We draw on Catch22's **unique experience** delivering a broad range of public services including child sexual and criminal exploitation (CSE/CCE), missing from home/care, domestic abuse, substance misuse and gangs.
- We use **partnerships and stakeholder engagement** to upskill and empower others in our communities to increase awareness of our services for potential or **'hidden' victims**.

“Your work with a vulnerable 16 year old has been absolutely brilliant. The work is not only thorough and appropriately pitched but is also conducted in a non-confrontational and enabling manner. I feel strongly that such expertise should be recognised and wanted to pass on how impressed we are within Social Care.” [Social Care worker]

“Although still in its infancy, the Beacon ‘Safeguarding’ hub is not only managing a high caseload, but delivering spectacular results, including disclosure of a horrific abusive relationship. Key to this success is not only the open relationship enjoyed between police and Catch22, but confidence by investigators to share information to enable effective risk assessments to take place.” [Police and Crime Commissioner, Hertfordshire]

“I’m really impressed. It’s a very passionate service which only has the best interest at heart in regard to supporting young people at risk of CSE, Missing and involved with gangs. I think the staff are so passionate, they care about the children and the growth and progress of the service. This is something that should be admired and imitated by other services’ [Referral partner]



Our victim services

Catch22 has three specific victim services. We provide emotional and practical support in the home and community for victims of crime along with crime prevention advice. We have experience delivering a range of victim services including restorative justice, domestic abuse, substance misuse and gangs. Last year we supported **10,369 victims** and **99% of service users** reported improved or sustained health and wellbeing as a result of our work.

Leicestershire Victim First recognises that everyone's needs are different and that's why Victim First is designed to be tailored to the requirements of the victim or witness. Whether or not the crime has been reported, and regardless of when it happened, our team's priority is to ensure that the victim is given the support to help them cope and recover.

Hertfordshire Beacon exists to help victims cope and recover from their experience with crime. Our team of dedicated and trained professionals are there for support victims every step of the way.

Nottinghamshire Victim CARE supports victims and survivors to be resilient, reducing the likelihood of them being re-victimised; we empower victims to cope and recover from crime and anti-social behaviour by through timely and effective victim-centred support.

Child exploitation

Catch22 has direct, frontline experience of working with children who are at risk of being exploited, criminally and sexually, and who go missing from home.

We deliver a multi-agency, co-ordinated response to supporting these children:

- We work in **Merseyside, West Midlands, Merton, Stoke/Staffordshire and Derby/Derbyshire**, helping some of the most vulnerable children get their lives back on track. Last year we supported **1300 young people** through these services, and **90%** of them left our support with a positive outcome.
- We work with a range of partner agencies including police and children's social care to reduce the risk of child exploitation and prevent further missing episodes. We have services based **within Multi-Agency Safeguarding Hubs** to respond quickly to children's needs and work in a truly integrated way.

Child exploitation

- We run **gang interventions services in custody and the community**, as well as in conjunction with schools to prevent gang involvement and to support those already in gangs to safely exit.
- We run **10 alternative provision schools, 3 special (SEMH) schools and 7 alternative provision colleges**, providing not only education but wider pastoral support. Many of our pupils in these settings are at high risk of being exploited.
- And we run a **number of employability programmes** focused specifically on working with those furthest from the job market, those with existing vulnerabilities and providing the right kinds of pre-employment, wraparound and mentoring support to enable success.

Risk & Resilience Model

- Where **Child Exploitation and Missing from Home services** are commissioned together, we find they are more effective at identifying and managing risk as well as being more economically viable.

Our model rests on 5 key principles

Identifying CYP at Risk

Awareness and skills

Volunteers

Bespoke Case Management System

Flexible and responsive need

- **Support to prevent missing from home or care episodes from recurring** includes return home interviews, child exploitation screening and assessment, followed by programmes of direct work which enable young people to reflect upon and recognise the causes, signs and symptoms of child exploitation.
- Our key workers **build trusting relationships** through individual and therapeutic support, group activities, and signposting to other services.



Community Engagement

- We pride ourselves in **knowing the communities** we work with – and are uniquely positioned to work closely with commissioners whilst also having staff and volunteers in the community to overcome any cultural challenges
- Our key workers **build trusting relationships** through individual and therapeutic support, group activities, and signposting to other services.
- Catch22 **actively uses volunteers** to support the delivery of our victim services. They play a vital part in bridging the gap between support services and the communities they are serving.
- Volunteers/mentors are themselves supported by **Volunteer Co-ordinators** – and form part of the commissioned model.

The following case studies show this in practice:



CASE STUDY: Embedded in the community

In Stoke and Staffordshire we have a group of Community Champions who focus on community engagement particularly with groups with protected characteristics. These champions work primarily with Pakistani communities, care-experienced young people, people with disabilities and Romanian and Albanian communities.

The evidence they gather provides our staff and commissioners with insights such as:

- There are some worrying signs of **increased gang activity** amongst certain communities in Stoke-on-Trent, e.g. whilst girls of Pakistani heritage are often very protected, boys are given more freedom.
- Much of the information from government about COVID-19 and social distancing guidance has **not been available in minority languages** - which our community champions have been able to translate.
- **Lockdown gives time to overthink the past.** Victims are often tempted to get back in touch with ex-abusers, predators, ex-partners or abusive family members or revert to former unhelpful coping mechanisms such as self-harm, eating disorders etc.



CASE STUDY: Service-user led

- Victim First runs **fortnightly drop-in clinics** at Loughborough University and the University of Leicester for students and staff members to speak with our caseworkers.
- They also deliver quarterly **Community Café** events at local cafés. Service users are invited to share their experience of receiving our support. This ensures that the community has a voice in shaping how Victim First operates and has created a more user-friendly service.
- Nottinghamshire Victim Care run the **Community Point programme** to support local groups in accessing our services.
- Hertfordshire Beacon has **forged a partnership with our local DAISU (Domestic Abuse Investigative Safeguarding Unit)** to create a safeguarding hub. We now base a Beacon Case Manager in their office once a week, making contact with ‘standard’ risk victims on behalf of the constabulary. This gives the victim an opportunity to engage with our service and increases the likelihood of them attending court.



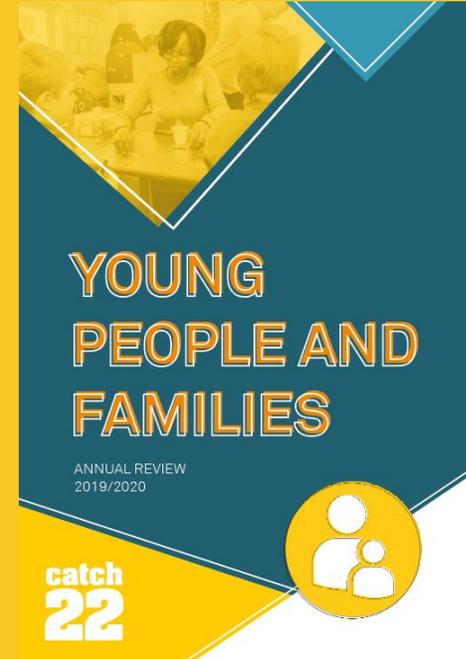
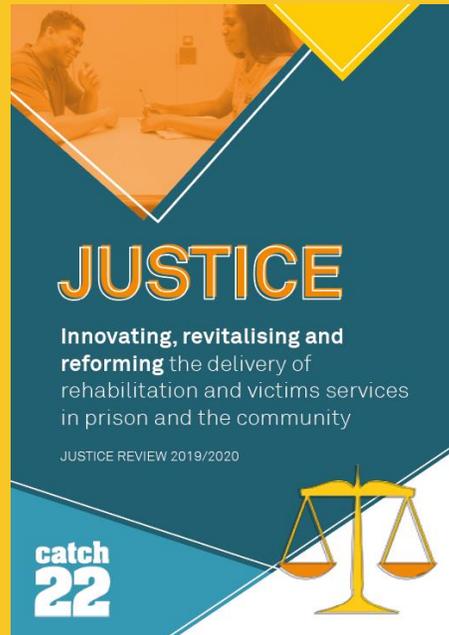
Policy & Influence

In the past year, Catch22 has:

- Provided workshops to **Ministry of Justice** staff to inform wider victims policy making
- Provided consultation to the **Victims' Commissioner** in the production of the Victims' Law policy paper
- Hosted a high-level roundtable on **online harms** opened by the Victims' Commissioner and with **Minister for Online Harms Caroline Dinenage** and is currently conducting academic **research into the impact of online harms** on young people and their families, due to be published in April 2021
- Contributed to Government consultations on the **Victims' Code** and **Violence against Women and Girls**
- Attended roundtables with **Ministerial Teams and Shadow Ministerial Teams** on issues including youth violence, knife crime and online harms
- Sat on the NWG Policy Forum; the NPCC National Missing Persons Discussion Group on Missing and County Lines; the NPCC Missing Expert Reference Group meetings on Learning from COVID-19 and on Missing and Transitions to Adulthood; the monthly National Policing Vulnerability Knowledge; and, practice third sector calls with representatives of other agencies, the Police, the DfE, the Home Office and the NCA.



Find out more



For more information about how Catch22 designs and delivers victim services and support for young people and their families, please click through to our annual reviews above, or contact Paul Kiggell, Assistant Director – Justice Catch22 paul.kiggell@catch-22.org.uk or Mark Woodbridge, Assistant Director – Young People and Families Catch22 mark.woodbridge@catch-22.org.uk