

A randomised controlled trial of the clinical and cost effectiveness of a Victim Improvement Package (VIP) for the reduction of continued symptoms of depression or anxiety in older victims of common crime.

## Newsletter

June 2019

### *"Tell ... I said thank you"*

Over the last few months there has been an overwhelming number of participants that have been requesting the research team to contact individual PCs and PCSOs they have seen as part of the VIP study. Across all 9 boroughs participants have sang praises to Safer Neighbourhood Officers and first responders for all your **patience**, your **kindness** and **support**.

#### Here are some examples of the little things you are all doing to help these victims

Susan 68, lost her husband a few months ago and just as she was beginning to feel comfortable being in the home without her husband she was burgled. When Susan had her visit with PCSO G she broke down in tears. Until this point Susan felt unsafe in her own home and "uncared for by the system". PCSO G spent time with Susan and offered her kind words and a supportive hug and for that Susan said she was "eternally grateful. That young man doesn't know what he's time and kindness has done for a little old lady like me". **Islington – PCSO Griffith**

#### *Researcher: And how were the police when you reported it?*

James 82: "Excellent. Excellent. They couldn't do anything, of course. But they came, and then - I think a man and a woman came - and then they handed me these papers from University College, to see how I am and how I'm coping, and I think they would have given me a psychologist had I said 'I'm not doing very well.' But I said 'look it's - I'm absolutely fine.' I don't think they quite believed me, but I was absolutely fine. And they were excellent".

"Then there was a follow-up call from the police to just say that they'd marked it down as a crime. So I had three contacts with the police or police helpers and psychologists. And of course then they referred me onto you, onto your colleague. So they were I think they were very, very good". **Hackney - PC Blinghorn**

Bobbie 77, was a victim of theft which later lead to a case of fraud. Bobbie had a substantial amount of money taken from his savings which resulted in feelings of depression followed by him feeling the need to withdraw from society. Bobbie was visited by PCSO G who noticed during his visits that Bobbie seemed down. In aid to get his spirits up PCSO G asked Bobbie if they could carry out the visit in the back garden - as it was a lovely day -, to which he obliged. "After a lovely time out in the sun talking to the officer, I felt better and more trusting than before. She really helped me." **Havering - PCSO Greatorex**



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### Don't stop the little things

It's all about the little things you all do and say that can really have a positive impact on victims.

"I applaud you all for your hard work and dedication" – Victim A

"Even though we don't see officers on the streets, I now know they're somewhere looking out for people like me" – Victim B

"If I'm honest I wasn't always a big fan of the police but it really warmed my heart that they thought of me, that really made me feel special." – Victim C

### Reminder

- Consent forms must be initialled RATHER THAN ticked in keeping with ethical guidelines
  - Important - Contact numbers must be made available
- Circle the pack received by the participant. This helps us when having follow up conversations 3 months down the line.
- **Remember** to give participants the right pack. A score of 2 or more on GAD = **Orange A Pack**. A score of 3 or more on PHQ = **Orange A Pack**.
- **IMPORTANT** – When you are down to your last **50 A or B packs** please request more packs from [s.mutyasira@ucl.ac.uk](mailto:s.mutyasira@ucl.ac.uk). Don't wait until you're down to your last 1 or 2.

# THANK YOU!