

Cambridgeshire and Peterborough Victim Services Outcomes Framework – 2026-28

‘Supporting victims and witnesses’ is one of the five priorities in the **Police and Crime Plan 2025-28** and provides the strategic framework for the commissioning of local support services for victims and witnesses of crime.

| Priority | What we will do | How we will achieve this |
|----------------------------------|---|--|
| Supporting victims and witnesses | <ul style="list-style-type: none"> We will ensure victims can access support services which offer a bespoke response to their individual needs. We will provide opportunities for victims and witnesses’ voices to be heard. We will work in partnership with criminal justice agencies to ensure victims and witnesses continue to be placed at the heart of the criminal justice system. | <ul style="list-style-type: none"> Commissioning local services in partnership and within the budget available. Supporting local VAWG services so their voices and that of the victims they support, are heard nationally and funding provided to continue the provision of life saving support. Creating opportunities to listen to the voices of victims and witnesses. |

Commissioning principles for key outcomes – what we will do

- Follow the understand, plan, do review commissioning cycle
- Work in partnership co-commissioning to achieve best value
- Develop award and monitoring processes proportionate to the contract value
- Ensure service provision is equitable across the county
- Provide victims with seamless pathways of support
- Ensure support services are victim-focused and led and responsive to their needs
- Value local service providers and provide opportunities to co-design services
- Invest in early intervention



Monitoring effectiveness of service provision is done through: Output and outcome monitoring returns; case studies, satisfaction data; informal and formal contract meetings; feedback from partner agencies; feedback from service users and site visits.

| | Coped and built resilience to move forward with daily life CORE OUTCOME | Feeling more informed (improved sense of empowerment) | Improved health and wellbeing | Increased feelings of safety |
|--------------------------------------|---|--|--|--|
| Suite of potential indicators | <ul style="list-style-type: none"> • Better able to make everyday decisions • Increased feelings of self-control • Increased control over emotions • Reduced feelings of anger • Recognise harmful/risky behaviours • Reduced self-harm/suicidal thoughts • Better able to manage finances or seeking debt support/accessing benefits • Return to, or taking steps to return to work, training or education • Increased academic performance • Accessing drugs/alcohol support • Developing positive coping mechanisms • Improved relationship with family /friends /children (positive parenting) • Maintaining relationships with those close to them <p>This is a CORE OUTCOME</p> | <ul style="list-style-type: none"> • Greater awareness of support services and how to access them • Increased knowledge of Criminal Justice System process • Taking ownership for decisions • Improved communication and social skills • Getting the information they need <p>Where victims are supported in a single call this is the minimum expected outcome.</p> | <ul style="list-style-type: none"> • Reduced feelings of anxiety/stress • Increased feelings of confidence • Improved positive outlook • Feeling good about themselves • Taking care of themselves • Improved physical health • Improved diet exercise • Better able to access healthcare/accessing healthcare | <ul style="list-style-type: none"> • Have safe accommodation • Increased feeling of independence and control • Feel safe to develop new friendships or relationships • Recognise signs of abuse /negative behaviours • Improved physical safety - ownership of a safety plan • Better able to make safe choices • Increased confidence in reporting |
| Category of need | Finance and benefits Education, skills and employment Drugs and alcohol Family, friends and children | | Mental and Physical Health Outlook and attitudes Social interactions and reintegration | Shelter and accommodation Safety and perceived safety |