



## **A guide to services funded through the Office of the Police and Crime Commissioner in 2024/25**

Police and Crime Commissioners (PCCs) are responsible for commissioning local support services for victims of crime. The Ministry of Justice (MoJ) provides Commissioners with a grant each year to enable services which best meet the needs of local victims of crime to be funded. These services complement those delivered or funded by the local authority (through core or grant awards) and collectively deliver an integrated model of support for victims of crime in Cambridgeshire and Peterborough.

All services are monitored and regularly evaluated to ensure they continue to meet the needs of the victims who use them. The Cambridgeshire and Peterborough Victim Services Outcome Framework is available on the Cambridgeshire and Peterborough PCC website.

This guide contains anonymised case studies of the support provided to victims of a variety of different criminal offences or behaviours that some people find distressing or triggering. If you are or have been a victim or witness of a crime and need support please visit our dedicated victim services website where details of all the services available in the county can be found: [www.cambsvictimservices.co.uk](http://www.cambsvictimservices.co.uk).

The terms 'victim', 'survivor' and 'victim-survivor' are commonly used to identify the experience of a person who has been or is being subjected to a crime. All are accepted as how a person might describe themselves in relation to their experiences and journey to living happier, healthier and crime free lives, and they are often used interchangeably.

For the purposes of this document, we will be using the terms victim and survivor interchangeably throughout to mean all individuals who have experienced a crime

# Victim and Witness Hub

**Provider:** [Cambridgeshire Constabulary](#).

**Contract value:** £345,165 for victim support element. The Constabulary contribute to the funding of the Hub which also carries out the 'witness care' role.

**Who** - All victims of crime who live in Cambridgeshire and Peterborough whether they have reported to the police or not.

**What** – Support from when someone has experienced a crime throughout the criminal justice system, if they choose to report to the police. Support provided includes emotional and practical support, including a detailed assessment of needs, onward referrals to specialist services or signposting to resources or community groups as required.

**Why** - Ensures victims receive the support they need to deal with the crime they've experienced and to reduce the impact of that on their lives. To ensure victims and witnesses are supported throughout their criminal justice journey and are aware of their rights under the Victims Code of Compliance.

## Outcome Headlines

### Between April 2024 to March 2025

- 6,555 victims were supported, over half of whom had been subjected to violence.
- A quarter of victims were referred or signposted to other support services.
- 20,189 letters or emails were sent providing victims with the information they need to access the service when they are ready.

**Victim** – A 63-year-old woman.

**Situation** – She had separated from her partner of 40 years who had been abusive towards her throughout the relationship and was experiencing severe depression and anxiety.

**Service provided** – She was encouraged to contact Citizens Advice for support in managing the debt she had been left in and to call 111 option 2 if she felt in crisis with her mental health. She was signposted to specialist domestic abuse support services and legal advice. She was given emotional support and a welfare call was carried out the following week.

**Outcome** – She reported the abuse to the police and felt pride in herself for reporting it after so long and that a lot of weight had been lifted from her shoulders. She was exploring the other support that was available to her.

# Restorative Justice Co-ordination

**Provider:** [Postholder based in Constabulary-run Victim and Witness Hub.](#)

**Contract value:** £42,162.

**Who** – Victims of any crime type who live in Cambridgeshire and Peterborough.

**What** – Restorative Justice (RJ) is a process which brings those harmed by crime or conflict, and those responsible for the harm, into communication. A Specialist Victim and Witness Care Co-ordinator receives all referrals, including self-referrals, on behalf of victims who are interested in exploring restorative justice. This postholder co-ordinates the provision of high-quality victim-focused restorative justice conferences and interventions delivered by trained facilitators. The process is completely voluntary for both parties and is done at a time that is right for the victim.

**Why** – It can empower victims by letting them have their say and provides a unique opportunity for victims to gain answers to questions that often can't be answered by the criminal justice process, helping them to move on with their lives. It can help offenders to recognise the impact of what they have done and make amends. This enables everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward, this in turn reduces future victimisation and creates stronger and safer communities.

## Outcome Headlines

### Between April 2024 to March 2025

- 137 victims were referred to the service including 81 victims of violent crime.
- The service supported 129 victims.

**Victim** – A 25-year-old woman who had been subjected to domestic abuse.

**Situation** – After her case had been to court, she contacted the RJ service as she felt that her health and well-being had been affected and like she was wasting her life as she couldn't move on, she wanted help to find closure.

**Service provided** – It was assessed that it was not appropriate to proceed with an RJ process so the co-ordinator worked with the victim to go through the RJ questions which allowed her to reflect on her thoughts and feelings and explore what she would say to the perpetrator.

**Outcome** – The victim reported feeling in a different frame of mind as a result of the support, as if she could move on from what had happened and as if she was starting to live life again,

# Specialist support for migrant victims of exploitation including modern slavery and trafficking

**Provider:** [Postholders based in Constabulary-run Victim and Witness Hub.](#)

**Contract value:** £59,000 (service was delivered from 1<sup>st</sup> April to 31<sup>st</sup> December 2024).

**Who** – Migrant victims of exploitation and crime in Cambridgeshire and Peterborough.

**What** - To work with the Constabulary and other agencies to identify migrant victims of trafficking and/or exploitation and in some cases raise their awareness that they are being exploited. Act as an advocate for victim's needs and provide emotional and practical support to these victims of crime; including signposting/referring them to specialist organisations. The postholders spoke Lithuanian, Polish, Russian and Romanian.

**Why** – To proactively offer support to exploited migrant workers and victims of crime and help them to safely leave their situations and start new lives, or return to their families, and recover from the crimes they have suffered.

## Outcome Headlines

### Between April 2024 to December 2024

- 133 referrals were received, 93 per cent of which were for victims of violent or sexual offences.
- Over half of the referrals were as a result of outreach work carried out by the postholders.
- Victims were referred to a wide variety of organisations including, domestic abuse support, health services, mental health support, foreign embassies and support services for sex workers.

**Victim** - A 54-year-old man.

**Situation** – He had been forced to drive for a drug line and supply drugs. He was assaulted and stabbed by the members of group and forced to take drugs. He managed to escape and came forward to Police.

**Service provided** – He was safeguarded and given emotional and practical support. He was supported to move into safe accommodation provided through the [National Referral Mechanism](#).

**Outcome** – The victim was safe and continued to be supported whilst he waited for the trial.

# Specialist support service for victims of serious violent crime

**Provider:** [Postholder based in Constabulary-run Victim and Witness Hub.](#)

**Contract value:** £40,814 (part funded through Home Office Serious Violence Duty fund).

**Who** – Victims, over the age of 18, of serious violent crime that are not related to domestic abuse or sexual violence.

**What** – Completing a bespoke recovery plan with the victim and with the aid of volunteers carrying out one to one face to face or long-term telephone support. Working with the Constabulary and Victim and Witness Hub staff to ensure that victims of crime are kept up to date on the progress of their crime through the criminal justice system.

**Why** – To ensure that victims of serious violent crimes, that are not related to domestic abuse or sexual violence, receive an equitable level of support as victims of those crimes to support them to

## Outcome Headlines

### Between April 2024 to March 2025

- 93 victims of serious violence were supported.
- 59 victims received ongoing support, including telephone calls and face to face support.
- Over 70 per cent of victims who completed support reported increased feelings of safety.

**Victim** – A 57-year-old vulnerable man.

**Situation** – He had been the victim of robbery and was attacked with a knife, leaving him with wounds to the head and hands. The victim was very frail and wasn't sleeping or eating well.

**Service provided** – A bespoke plan was agreed which included meeting him in local cafes to rebuild his confidence in going out, weekly support sessions were provided. The Co-ordinator attended the Crown Court Trial and provided support to the victim to ensure that his voice was heard.

**Outcome** – The victim has built a support network around himself and is slowly gaining in confidence and self-respect. The victim said 'He helped me get my words across because I struggle to say what is in my head sometimes.' And 'He got me through the process, made me stronger, helped me understand what was happening.'

# Countywide Support Service for Victims and Survivors of Sexual Violence - Independent Sexual Violence Advocate Service (ISVA)

**Provider:** [Cambridge and Peterborough Rape Crisis Partnership.](#)

**Contract value:** Countywide service pooled budget: £998,967 OPCC contribution, £131,627 local authority contribution.

**The ISVA Service is one element of a countywide support service which is jointly commissioned by the OPCC and the local authority.**

**Who** – Any survivor of rape or sexual assault including child sexual abuse, recently or in the past.

**What** – Offering practical and emotional support and help to survivors to access other services to help address long and short-term needs. Where required they support survivors who have reported to the police, to navigate subsequent criminal justice system processes. Children and Young People's Independent Sexual Violence Advocates (ChISVA) specifically support children and young people affected by sexual abuse.

**Why** – To help victims and survivors cope emotionally with what has happened to them and to reduce the number of survivors who disengage from the criminal justice system.

## Outcome Headlines

### Between April 2024 to March 2025

- 1,143 survivors were supported by an ISVA with 93 per cent receiving ongoing support.
- Support enabled 95 per cent of survivors who completed support to have increased feelings of safety.

**Victim** – A ten-year-old girl.

**Situation** – She had been referred to the service aged six having been sexually abused by her father. The case was progressing to court.

**Service provided** – She was provided with age-appropriate emotional support and was empowered to make choices relating to when she received support and to have her voice heard through the criminal justice system. The ChISVA also provided emotional and practical support to the girl's mum.

**Outcome** – The ChISVA ensured that the victim was at the centre of the work and felt able to say what she needed to feel safe and supported.

# Emotional & Therapeutic Support Service.

**Provider:** [Cambridge and Peterborough Rape Crisis Partnership.](#)

**The Emotional Support Service is part of a countywide provision which is jointly commissioned by the OPCC and the local authority and incorporates an ISVA Service.**

**Who** – Any victim or survivor of sexual abuse including child sexual abuse.

**What** – Offering emotional support to victims and survivors through a telephone helpline, email support service, empowerment support and peer support group work and an eight-week programme of stabilisation support called the [SENSE](#) model, giving them a safe space to think and talk through their experiences.

**Why** – To support victims and survivors in managing the psychological and emotional trauma of what has happened to them and assist them to overcome both the short and long-term impact of sexual abuse whilst they work to regain control of their lives and make positive decisions about their futures.

## Outcome Headlines

### Between April 2024 to March 2025

- 516 survivors were referred for emotional support and 586 survivors received support during the year.
- Over 73,000 emotional support contacts were made with survivors including via telephone, text, email and webchat. Over 20 per cent were with young people aged 17 and under. This enabled all survivors who exited support to feel more informed and have an improved sense of empowerment.
- 96 per cent of survivors who completed their emotional support reported improved health and well-being as a result of the support they received.

**Victim** – A 76-year-old woman.

**Situation** – She was a survivor of sexual abuse and has been accessing the helpline for over ten years.

**Service provided** – She has been provided with a safe space to talk and be heard that she is not able to access anywhere else. She is given space to offload and talk and is given lots of minimal encouragers.

**Outcome** – The victim feels comfortable and safe talking about issues affecting her such as trauma, sexual violence, healing after sexual violence and therapy. She views the helpline as a valuable source of support.

# Therapeutic and practical support for young victims of crime

**Provider:** [Embrace - Child Victims of Crime.](#)

**Contract value:** £74,000 MoJ Core Funding from the OPCC and 75,000 Local Authority funding.

**Who** - Young victims of crime aged nine to (and including) 18 who are identified by the Victim and Witness Hub as requiring additional support. Each young person is triaged by Embrace to ensure the service is suitable for their needs.

**What** – Specialist, community-based one-to-one, and group, trauma-focused CBT/therapeutic counselling services for young victims of crime. The therapists are experienced in supporting young victims of domestic abuse, sexual abuse or exploitation, child abuse, bullying and hate crime.

**Why** – This supports their recovery from the crime they have experienced, improves their mental well-being, reduces future re-victimisation and the impact of these experiences in their future lives.

## Outcome Headlines

### Between April 2024 to March 2025

- 324 young victims of crime were supported including 124 who had been the victim of domestic abuse.
- Support enabled 235 young people to have increased feelings of safety and 185 young people to have improved health and well-being.

**Victim** – A 15-year-old girl.

**Situation** – She had been raped by a stranger and was having suicidal ideations. Her home situation was unstable and unsafe and during counselling she reported abuse from her father.

**Service provided** – She received face to face counselling which enabled her to talk about and better manage her thoughts and feelings. Safeguarding referrals were made to her social worker and the worker liaised with the school safeguarding lead.

**Outcome** – She felt that her voice had been heard and acted upon. Measures were put in place to ensure her continued safety.

# Specialist support service for young victims of crime and their families

**Provider:** [Embrace - Child Victims of Crime.](#)

**Contract value:** £68,838.

**Who** – Young victims of crime aged between 0 – 18 years, or 24 if they have an additional need, and their families.

**What** – Specialist Victim and Witness Care Co-ordinators offer emotional and practical support and advice to young victims and their families. They can advocate on the young person's behalf and help them access other services which will aid recovery such as therapeutic support.

**Why** – To reduce the impact of the crime and where possible enable these young people and their families, to recover from their experiences. To support and encourage young people to return to school/college and activities; rebuild family links and friendships; seek assistance with their emotional well-being and improve their outlook on life and their futures.

## Outcome Headlines

### Between April 2024 to March 2025

- The service received 332 referrals and supported 367 children and young people.
- 251 young people had increased feelings of safety and 190 improved health and well-being as a result of the support they received.

**Victim** – A 12-year-old girl.

**Situation** – She was the victim of bullying including daily incidents of emotional, verbal and physical abuse. She was anxious about attending school, struggled to regulate her emotions and was experiencing panic attacks.

**Service provided** – The worker liaised with the school who put measures in place. The victim was provided with emotional wellbeing resources to support her with her recovery and in managing day to day anxiety. A letter was provided to support her move to a new school.

**Outcome** – She now attends a different school and her parents report 'She is like a different child now when she talks about school, she already has a nice little group of friends and couldn't wait to go back after the holidays - an absolute first!'

# Independent Domestic Violence Advisor Service

**Provider:** [Cambridgeshire County Council](#).

**Contract value:** £212,596.

**Who** – Victims of domestic abuse who are assessed as being at risk and meet the criteria for working with specialist posts (young people, minority ethnic victims, stalking or have complex needs) and have been referred by a professional.

**What** – Independent Domestic Violence Advisors (IDVAs) provide 1:1 safety planning and practical advice to victims to help keep them and their children safe. They also provide emotional support and advocate on their behalf when required. Specialist posts include a Senior IDVA, Young People IDVAs, a Stalking and Harassment IDVA and an Ethnic Minority IDVA.

**Why** – To support victims of domestic abuse and their children and to keep them safe from harm.

## Outcome Headlines

### Between April 2024 to March 2025

- The specialist IDVAs supported 421 victims of domestic abuse.
- Over 92 per cent of victims who exited the support reported feeling better able to cope and having increased resilience as a result of the support they received.
- The specialist IDVAs supported 113 young people aged 17 years and under.

**Victim** – A 34-year-old mother.

**Situation** – She was being physically, verbally and emotionally abused. The perpetrator had CCTV cameras installed in his house to monitor her, so she wasn't allowed to do anything or go outside without his knowledge.

**Service provided** – The victim was provided with emotional support and was supported to make a plan regarding safely moving out of the house. When she was ready she was supported to report to the police and the IDVA ensured that professionals were kept updated.

**Outcome** – She was supported to move into her own house with her children. She was clear on the roles of all professionals and their joint working ensured she never felt overwhelmed.

# Independent Domestic Violence Advisor (IDVA) Service – Medium Risk

**Provider:** [Cambridgeshire County Council](#).

**Contract value:** £65,000.

**Who** – Victims of domestic abuse who are assessed as being medium risk and have been referred by the police.

**What** – The service offers emotional and practical support to adult survivors of domestic abuse and their families who have reported to police and been assessed as medium risk of harm. This includes acting as an advocate for victims needs and facilitating access to the services provided by other agencies where necessary. It also involves empowering survivors to make decisions, increase their options, their confidence and their safety.

**Why** – To support victims of domestic abuse and their children and to help keep them safe from harm.

## Outcome Headlines

### Between April 2024 to March 2025

- The service supported 1,315 victims this year, over 72 per cent of whom received support over multiple calls.
- 75 per cent of victims who completed support reported increased feelings of safety.

**Victim** – A 29-year-old woman with two children.

**Situation** – The children were living with their paternal grandmother, the perpetrator was also living there as he had been bailed there. Child contact took place at the grandmother's house and the perpetrator was often there when contact took place, meaning he could still control the victim.

**Service provided** – The IDVA provided support with obtaining a Non-Molestation Order, liaising with the Police around changing bail conditions and with Children's Social Care to ensure the level of risk the perpetrator posed was recognised. They also provided safety planning and support around maintaining boundaries and ways to stay physically and emotionally safe.

**Outcome** – The victim now has contact with her children away from the grandmother's house and the perpetrator's bail conditions have changed so he is not able to visit the home of the children. A Non-Molestation Order is in place.

## B-United

**Provider:** [Peterborough Women's Aid](#).

**Contract value:** £36,272

**Who** – Adult male victims of domestic abuse across Cambridgeshire and Peterborough.

**What** – Specialist support to male victims of domestic abuse through the B-United programme, including advice, guidance and signposting on either a short or long-term basis. The service offers emotional and practical support, support with court and other meetings.

**Why** – To help victims cope emotionally with what has happened to them and to keep victims safe, empower them to make their own decisions, build resilience and independence. The service also helps to raise awareness of the issue of domestic abuse of men and the support available to them.

### Outcome Headlines

#### Between April 2024 to March 2025

- 57 male victims of domestic abuse were supported with over 85 per cent of victims receiving ongoing support.
- Over half of victims who completed support had increased feelings of safety and improved health and well-being as a result.

**Victim** – A 37-year-old father.

**Situation** – He was in the process of divorcing his wife, he had been emotionally and physically abused during the marriage and was concerned about his wife's drinking when looking after their children.

**Service provided** – He was provided with emotional support and with practical support including a support with accessing legal support, reporting to the police and social care.

**Outcome** – He continues to be supported as the divorce proceeds and has expressed his appreciation for the ongoing support he has received.

## Lithuanian Outreach Worker

**Provider:** [Peterborough Women's Aid](#).

**Contract value:** £44,406.

**Who** –Lithuanian victims of domestic abuse at any level of risk in the Peterborough and surrounding areas.

**What** –A specialist Lithuanian worker to provide outreach support to victims of domestic abuse and sexual violence from the Lithuanian community.

**Why** – To help victims cope emotionally with what has happened to them and to keep victims safe, empower them to make their own decisions, build resilience and independence. To improve engagement and access to domestic abuse support for a community known to have specific challenges and risks.

### Outcome Headlines

#### Between April 2024 to March 2025

- 45 female Lithuanian victims were referred to the service with 30 of the victims having self-referred for support.
- All victims received ongoing support including over 40 per cent being referred to other services for specialist support with issues such as housing and finances.
- Support enabled 91 per cent of victims who completed support to have built resilience to move forward with daily life and to have increased feelings of safety.

**Victim** – A 60-year-old woman from the Lithuanian community, who is deaf and speaks little English.

**Situation** – She had left an abusive relationship but had limited clothes and food and had multiple hospital appointments that she did not understand.

**Service provided** – She was provided with emotional support and practical support including being provided with food and clothes and assistance with managing hospital appointments.

**Outcome** – She now comes to the Lithuanian support group weekly and has a growing support network enabling her to cope and build resilience.

# Support for female victims of domestic abuse

**Provider:** [The Meadows Children and Family Wing.](#)

**Contract value:** £25,470.

**Who** - Adult female victims of domestic abuse.

**What** - Providing emotional and practical support and advice to victims across Cambridgeshire including the delivery of the Freedom programme. Acting as an advocate for victims' needs and facilitating access to the services provided by other agencies where necessary.

**Why** – To enable victims and their children to, where possible, recover from the crime they have experienced. It empowers victims to make decisions, increase their options, confidence and safety.

## Outcome Headlines

**Between April 2024 to March 2025**

- 36 women completed the Freedom programme.
- 94 per cent of women who completed the programme reported increased feelings of safety and all said they had coped and built resilience to move forward with their daily life.

**Victim** – A 52-year-old woman with three children.

**Situation** – She had fled an abusive relationship, including physical and sexual abuse, and moved with her children to Cambridgeshire.

**Service provided** – She attended the Freedom programme and was provided with weekly emotional support and accessed weekly drop-in sessions. Practical support was also provided and referrals were made to appropriate services. The victim was supported to prepare for the trial and with the impact of when the perpetrator pleaded guilty.

**Victim feedback** – 'My journey from fleeing domestic abuse to finding stability through The Meadows has been an immense challenge but also significant personal growth. The comprehensive support, ranging from accommodation, recovery programs, financial aid, debt assistance, has been instrumental in helping me rebuild my life. The Meadows provided not just a refuge but a foundation for a new beginning, empowering me to move forward with resilience and hope for the future. The road ahead is still uncertain, but I now face it with renewed strength and determination. I am no longer just surviving; I am rebuilding, healing, and reclaiming my life.'



## Specialist domestic abuse support for Deaf victims

**Provider:** [Cambridgeshire Deaf Association](#).

**Contract value:** £4,200 from the OPCC and £20,824 from Cambridgeshire County Council but overseen by the OPCC.

**Who** – All Deaf adult victims of domestic abuse who can self-refer or be referred by a professional.

**What** – An IDVA to work specifically with deaf adults who are at risk of domestic violence and abuse and a Freedom course specifically for Deaf women, support is provided using communication methods such as British Sign Language (BSL) which meet the individual needs of victims.

**Why** – Deaf women are up to three times more likely to be subjected to domestic abuse than hearing women. There is insufficient support available, and communication barriers including a lack of accessible resources and information for deaf communities.

### Outcome Headlines

#### Between April 2024 to March 2025

- The service supported 20 Deaf victims ensuring they could access support through BSL and other appropriate communication methods.
- Support enabled seven people who completed support to have increased feelings of safety.
- Victims were referred onto services including Signhealth for specialist counselling, Family Law service and IDVAs.

**Victim** – A Latvian mother who is Deaf and visually impaired.

**Situation** – She had been physically abused by her husband who was also using technology to control her. She was wanting to leave the relationship and move to the county but was concerned about how to do this particularly as he used tracking devices and cameras.

**Service provided** – Support was provided to the organisation supporting her until she safely moved to Cambridgeshire. The IDVA then provided emotional and practical support around things such as housing and settling into the new community.

**Outcomes** – She and her child are safe and have a growing support network.

# Domestic abuse support for victims from the Gypsy and Traveller Community

**Provider:** [One Voice 4 Travellers.](#)

**Contract value:** £30,727.

**Who** – Victims of domestic abuse within the Gypsy, Roma and Traveller (GRT) communities.

**What** – One to one and group work support to victims in GRT communities delivered by members of the community. Preventative work with members of the community to try and break the cycle of abuse.

**Why** – There are specific barriers and dynamics that limit access to support and services for GRT communities, meaning victims-survivors from these communities are seldom seen or heard. It is estimated that women from GRT communities are three times more likely to be subjected to domestic abuse, compared to the female population generally.

## Outcome Headlines

### Between April 2024 to March 2025

- 83 victims were supported including 22 male members of the Gypsy, Roma and Traveller community.
- The service enabled 89 per cent of victims who completed their support to have increased feelings of safety.

**Victim** – A 31-year-old English Traveller who is the mother of three children.

**Situation** – Her husband was physically, sexually and financially abusive towards her. She felt she could not contact her family or community for support but wanted to leave the relationship and start a new life for herself and the children.

**Service provided** – Support was provided to enable her to recognise the abuse she was experiencing and the impact of this on the children. She was supported to put together a bag of essential items in case she needed to leave and was provided with information on other services that could support her.

**Outcomes** – She and the children are safe in a new area and she has started divorce proceedings and has an injunction in place to stop her husband contacting her.

## Freedom Programmes

**Provider:** [Cambridge Women's Resource Centre.](#)

**Contract value:** £16,136.

**Who** – Adult female victims of domestic abuse.

**What** – Delivery of the Freedom programme and emotional and practical support to female survivors of domestic abuse.

**Why** – To increase victim's understanding of the attitudes and beliefs held by abusive men, the impact of domestic abuse on them and their children and enable them to recognise what a healthy relationship is. To enable victim-survivors to grow in self-esteem and confidence, empowering them make informed decisions that improves the quality and safety of their lives.

### Outcome Headlines

**Between April 2024 to March 2025**

- 59 women accessed the Freedom programme with a further seven women receiving initial advice and guidance.
- Support enabled 52 women to have improved health and well-being and 54 women to feel better able to cope and have increased resilience to move forward with daily life.
- Women were referred to services such as Rape Crisis, housing support and other specialist domestic abuse services.

**Victim** – A 52-year-old woman.

**Situation** – She had moved to Cambridgeshire with her children to escape the domestic abuse she had been subjected to, including physical and sexual abuse and control for many years, she was suffering from extreme anxiety and depression

**Service provided** – She attended the Freedom programme and went on to access personalised one to one sessions. Support was also provided to help with her housing situation and to ensure effective multi-agency working.

**Outcomes** – She has stated she 'has never felt safer and has never been in such a supportive, non-judgemental environment, this is due to competent, trained staff who enable the women.' Ongoing support from the Freedom Programme and allied professionals has helped strengthen her emotional resilience and maintain her children's sense of security.

# Support for older victims of domestic abuse and sexual violence

**Provider:** [Hourglass](#).

**Contract value:** £19,950.

**Who** – Victims of domestic abuse and sexual violence who are aged 60 and over.

**What** – Direct support to older victims as well as providing knowledge and expertise to other professionals across the county and to raise awareness of the issue and the support that is available.

**Why** – Domestic abuse of older victims is not as well known or thought of as abuse as it is in other age groups. Older people are not well represented in domestic abuse services or support pathways and are generally less likely to access services through self-referral. Older victims may also have specific needs and circumstances that impact on the abuse and the support they can receive. This may include factors such as health and care needs and caring responsibilities. Older people are just as likely to be abused by an adult child or grandchild as they are a spouse or partner.

## Outcome Headlines

### Between April 2024 to March 2025

- 20 older victims of domestic abuse have received practical and emotional support this year, including liaison with GPs and other specialist services.
- Support enabled victims to rebuild relationships and contact with their children helping to ease the loneliness and isolation they had been experiencing and providing an ongoing support system.

**Victim** – A 70-year-old man.

**Situation** – He lives alone but when his adult daughter, who has mental health issues, visits she is verbally abusive towards him and damages items in the house, she also sends him abusive texts and calls.

**Service provided** – Safety planning advice was given and he was supported to put boundaries in place. Information was given about local groups he could attend so he was not as isolated,

**Outcomes** – He feels more engaged with the community and better able to put boundaries in place. He is able to communicate with his other children and feels less isolated.

# Mental health and well-being support for victims and witnesses

**Provider:** [Cambridgeshire and Peterborough and South Lincolnshire \(CPSL\) Mind](#) – who co-locate in the Constabulary-run Victim and Witness Hub.

**Contract value:** £69,589.

**Who** – Adult victims of crime who are experiencing mental health difficulties as a result of the crime they have experienced.

**What** – Mental health practitioners provide well-being support to victims including self-help techniques on things such as sleep hygiene, relaxation, stress and anxiety management.

**Why** – To ensure that victims of crime receive appropriate support and advice to help them cope with the mental health difficulties they are experiencing as a normal response to an abnormal event in their lives.

## Outcome Headlines

**Between April 2024 to March 2025**

- 168 victims were supported by the service including 178 victims of domestic abuse or stalking and harassment.
- All victims who completed support reported they had coped and built resilience to move forward with their daily lives.
- Support enabled 92 per cent of victims to have improved health and well-being.

**Victim** – A 33-year-old woman.

**Situation** – She had fled domestic abuse and was feeling constantly anxious and on edge and was worried about what would happen in the future. She had stopped leaving the house, was off work and had withdrawn from family and friends.

**Service provided** – A personalised well-being plan was put in place, including breathing techniques, gradually building up time she went outside each day and increasing contact with friends and family.

**Outcome** – She returned to work, was socialising and going to the gym to manage her anxieties. She said ‘I felt understood and listened to about my feelings and the things I was worrying about and how they were affecting me. I was never made to feel I was ‘crazy’, only that this was a totally normal way of me coping and reacting.’

# Home security for elderly victims of dwelling-related burglary

**Provider:** [Shrievalty Trust – Bobby Scheme.](#)

**Contract value:** £60,000.

**Who** – Victims aged 60 or over who have experienced a property-related crime.

**What** - Providing practical support to secure the property and make it less likely to be targeted in future, along with giving advice and guidance on how the victim can keep themselves safe.

**Why** – This enables victims to better cope with their experience by restoring feelings of safety and empowerment and reducing potential future victimisation. Victims are more likely to feel able to stay in their own home, living independently for longer than they otherwise might which reduces social isolation by allowing victims to remain part of their social, family and healthcare networks.

## Outcome Headlines

### Between April 2024 to March 2025

- The Bobby Scheme supported 792 victims including 360 who were over the age of 75 years.
- 507 victims received a visit from a Bobby, which included supplying and fitting target hardening devices to make their home more secure as well as providing safety and crime prevention advice and guidance.

**Victim** – A 68-year-old couple.

**Situation** – Their home was burgled whilst they were on holiday.

**Service provided** – A Bobby attended and installed a video Ring Doorbell, window alarms and other security measures, he also provided advice and guidance around how they could keep themselves and their property safe.

**Outcome** – The couple were grateful for the information and support provided, enabling them to feel safer in their home.

# Therapeutic support for adult victims of childhood sexual abuse

**Provider:** [CHOICES](#).

**Contract value:** £27,892.

**Who** – Adult victims of childhood sexual abuse across Cambridgeshire and Peterborough.

**What** – A six-week programme of one- to one Sessions and online group psycho-educational workshops supporting survivors to understand how the brain responds to stress and giving them strategies and tools to manage things such as anxiety, panic attacks and poor sleep. A Mental Health Support Worker who provides one to one and group support to survivors.

**Why** – To enable victims and survivors, where possible, to begin to recover from the crime they have experienced and take control of their life.

## Outcome Headlines

### Between April 2024 to March 2025

- 69 people accessed online webinars and 32 people accessed six-weeks of symptom management sessions.
- Support was provided to 23 adults over the age of 55 who had experienced sexual abuse as a child.

**Victim** – A 39-year-old man who had been sexually abused as a child.

**Situation** – He had been struggling with high levels of anxiety following a return to full-time work after a long period of absence for mental health reasons.

**Service provided** – He received support from the Mental Health Recovery Worker and accessed the six-week symptom management programme.

**Outcomes** – He said he had a better understanding of the impact of trauma and how this related to his own symptoms. He reported better management of his anxiety, feeling more stable and better able to cope with daily living. He provided the following feedback 'The sessions were really good - therapist really patient and caring - had time to talk to you. The session on anxiety - the techniques have helped me hugely. It was engaging, flexible and good for me. The therapist was very good with a supportive approach.'

# Cambs victim services website - [www.cambsvictimservices.co.uk](http://www.cambsvictimservices.co.uk)

**Provider:** Chameleon Studios Ltd.

**Contract value:** £3,125.

**Who** – All victims and witnesses of crime living in Cambridgeshire and Peterborough, including those who don't want to report their crime to the police.

**What** – The website acts as a 'one stop shop' providing timely access to information and independent and confidential advice and support, along with details of a wide range of local, regional and national support services providing emotional and practical support.

**Why** – To ensure easy and streamlined access to information. This puts the victim in control of their recovery journey allowing them to self-refer to services at a time that is right for them. Enabling professionals to provide accurate and up to date advise and guidance to clients.

## Outcome Headlines

### Between April 2024 to March 2025

- There were 6,585 new users of the website.
- 20,336 pages were viewed during 11,048 sessions.
- The Victim and Witness Hub page was visited 3,230 times and information regarding domestic abuse was accessed over 950 times.

The screenshot shows the top section of the website. At the top, there is a navigation bar with the following text: "Call Victim & Witness Hub: [0800 781 6818](tel:08007816818) or Email: [victimandwitnesshub@cambs.police.uk](mailto:victimandwitnesshub@cambs.police.uk) [Cover your tracks](#) [Hide Website](#)". Below this is a dark blue header with the "Victim Services" logo on the left, the text "Supporting victims and witnesses in Cambridgeshire & Peterborough" in the center, and "Call the Victims and Witness Hub: **0800 781 6818**" on the right. A search bar is located on the right side of the header. Below the header is a blue banner with the text "Independent and confidential advice for victims of crime" in white. At the bottom of the banner, it says "If you live in Cambridgeshire and Peterborough and have been a **victim or witness of crime** you can access a wide range of services who provide **emotional and practical support**."

## Support for people affected by fatal traffic collisions

**Provider:** [Road Victims Trust](#).

**Contract value:** £60,000.

**Who** – Residents of Cambridgeshire who have been affected by grief and trauma following a fatal Road Traffic Collision (RTC). Victims of crime or members of their immediate family who have suffered life changing or serious injuries as a result of an RTC.

**What** – The team develop support plans based on the victim's wishes which could include onward supportive signposting to appropriate specialist services, they also provide regular emotional and practical support and counselling. They provide information on the legal process and support around inquests or criminal hearings.

**Why** – To give families a clear pathway of support to allow them to more effectively cope with the short and long-term impacts of the collision. After receiving support victims will understand the impact of their traumatic experience and be more able to adapt to their 'new-normal' life.

### Outcome Headlines

#### Between April 2024 to March 2025

- 134 victims were contacted by the service, 59 per cent of victims accepted the service at that time but some will contact the service at a later stage when they feel ready for the support.
- 14 Volunteer counsellors provided 467 hours of counselling to victims during the year.
- The outcomes of questionnaires completed at the start and end of counselling support showed a 71 per cent improvement in people feeling despairing or hopeless.

**Victim** – A man in his late 20's.

**Situation** – His brother had been killed in a road traffic collision.

**Service provided** – An initial assessment was carried out and regular in person counselling sessions were delivered.

**Outcomes** – He transitioned from a place of emotional numbness and stagnation to one of hope, reflection, and future planning. He reported feeling less burdened by guilt, more at peace with his grief, and began making plans for the future.