

Supporting victims and witnesses of crime

A guide to services funded through the Office of the Police and Crime Commissioner in 2022/23

Police and Crime Commissioners are responsible for commissioning local support services for victims of crime. The Ministry of Justice 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 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 Cambs PCC website.

This guide provides an overview of the services funded by the Ministry of Justice Victim Services Grant and other OPCC funding streams in 2022/23.

This does not describe all the services available in the county which can be found on the dedicated website: www.cambsvictimservices.co.uk.

Supporting victims and witnesses of crime

Service: Victim and Witness Hub which provides a universal support service for all victims of crime from report to court and incorporates the force's witness care service.

Provider: Cambridgeshire Constabulary

Contract value: £452,750 for victim support element

Who - All victims of crime who live in Cambridgeshire and Peterborough.

What - Contacts all victims of crime who live in the county (where appropriate and safe) by phone, letter or email to offer access to telephone-based or face to face emotional and practical support. This support includes a detailed assessment of needs, onward referrals to specialist services or signposting to resources or community groups as required. The service also offers support to victims who don't want to report their crime to the police.

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. The model ensures victims and witnesses are supported throughout their criminal justice journey – where possible by the same member of staff.

Outcome Headlines

Between April 2022 to March 2023

- 5,365 victims were supported including 2,635 victims of violence against the person.
- 8,907 letters and 7,849 emails were sent ensuring victims can access the service when they are ready.
- 87 per cent of victims said they felt better informed as a result of the support.
- 929 victims reported they felt safer after speaking to Hub staff.

Victim – A 33-year-old mother who was the victim of a neighbourhood dispute.

Situation – The suspect had been charged and the victim was supported but became unsupportive of the court case feeling let down by the police. She was receiving support for her mental health. The children are frightened and having nightmares.

Service provided – She was given safety advice and information and reassurance around the court process and the support available. A referral was made to Embrace for support for the children.

Outcome – The children are receiving support via Embrace and following the advice to contact her housing association the victim and her family will now be moving. The victim is supportive of the court case and is willing to give evidence.

Supporting victims and witnesses of crime

Service: Restorative Justice Co-ordination

Provider: Postholder based in Constabulary-run Victim and Witness Hub

Contract value: £23,394 (as the post was vacant for several months)

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

What – Restorative Justice 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 on behalf of victims who are interested in exploring restorative justice. This postholder then co-ordinates the provision of high-quality victim-focused restorative justice conferences and interventions delivered by trained facilitators. Victims of crime who haven't reported to police can also 'self-refer' to this service. 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 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 2022 to March 2023

- 72 victims were referred to the service.
- The service supported 57 victims.
- 92 per cent of victims who exited the service reported feeling more informed.

Victim – Family of an 89-year-old female who had been killed in a road traffic collision.

Situation – The family wanted to get in touch with the defendant to tell him they understood it had been an accident and that they forgave him.

Service provided – A thorough assessment was carried out then a face-to-face RJ conference was facilitated by the Co-ordinator between the family and the defendant.

Outcome – The family said that they found the process very positive, and the defendant reported that it had helped them a lot to know they were forgiven and that it had helped them on their journey in prison.

Supporting victims and witnesses of crime

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

Provider: Postholders based in Constabulary-run Victim and Witness Hub

Contract value: £60,936

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 are Lithuanian and Romanian speaking.

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

Outcome Headlines

Between April 2022 to March 2023

- 355 referrals were received for support for migrant victims.
- 376 victims were supported including 306 who had been the victim of violence against the person including domestic abuse and modern slavery.
- The support enabled 140 victims who exited the service to feel they were better able to cope and build resilience to move on with their daily lives.

Victim - A 26-year-old Romanian woman.

Situation – The woman had been the victim of an assault and the police requested support with the case.

Service provided – Helped to arrange an interview and ensured the victim had all the details she needed. Supported the victim with her settlement application and referred her to local agencies that could support with things such as English classes, benefits and food vouchers. The victim was also supported with a housing issue.

Outcome – The victim was found safe housing to stay in and felt better able to cope with and recover from what she had experienced.

Supporting victims and witnesses of crime

Service: Specialist support service for young victims of crime and their families

Provider: Family Action who co-locate postholders in the Constabulary-run Victim and Witness Hub

Contract value: £17,320 (service provided April – June 2022 only)

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 (physical or online) 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. The service has supported and encouraged 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 2022 to June 2022

- In three months, the service received 101 referrals.
- 91 per cent of victims who exited the service reported improved health and well-being and increased feelings of safety.
- Just under half of the victims supported were aged 12 and under.

Victim – A 16-year-old girl who had been groomed and sexually abused online.

Situation – Victim was struggling with her mental health, expressing low mood, anxiety and self-harm incidents on the lead up to the first court hearing and had not previously received any support.

Service provided – Phone calls with the victim to talk about what had happened and to give her ways to manage her urges to self-harm. She was signposted to Rape Crisis and online counselling support. Information regarding mental health apps were given as well as advice on how to stay safe online. Her parents were given information about how to support their daughter.

Outcome – The victim stopped self-harming and her low mood improved. The victim and her parents are being supported through the court process and her parents feel better equipped to help her.

Supporting victims and witnesses of crime



Service: Therapeutic and practical support for young victims of crime

Provider: Embrace - Child Victims of Crime

Contract value: £52,000 MoJ Core Funding and £30,000 MoJ Needs Assessment 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 2022 to March 2023

- 400 young victims of crime were referred to the service.
- 91 per cent of young people who exited the service reported improved health and well-being.
- Over a quarter of all victims referred were a victim of domestic abuse.

Victim – A 12-year-old girl.

Situation – The girl had disclosed to her dad that she had been sexually abused by a family member for years. She was depressed, anxious and experiencing panic attacks.

Service provided – She received weekly counselling sessions and her parents received emotional support to help them cope with the guilt they felt and to rebuild their family to better help their daughter.

Outcome – The family felt supported without being judged and found the help very beneficial. They said: 'We still have difficult times and I'm sure we will for a long time to come but I feel like it would have been a lot worse if it hadn't been for the support we received from Embrace.'

Supporting victims and witnesses of crime



Service: Specialist support service for young victims of crime and their families

Provider: Embrace - Child Victims of Crime

Contract value: £51,964 (July 2022 – March 2023)

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 (physical or online) 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. The service has supported and encouraged young people to return to school/college and activities; rebuild family links and friendships; seek assistance

Outcome Headlines

Between July 2022 to March 2023

- The service received referrals for 297 children and young people.
- 45 per cent of the young people had been victims of bullying or assault.
- 205 victims were referred for specialist mental health support.
- 79 per cent of victims who exited the service reported they had coped and built resilience to move forward with their daily lives.

Victim – An eight-year-old girl.

Situation – The girl had been physically and emotionally abused by her step-father and had also witnessed her mum being abused by him. The family had to leave their house and were living in a refuge.

Service provided – Age-appropriate emotional well-being resources were provided and safety planning advice was provided, including liaison with school. Mum was provided information on how to support a child who has been through trauma. The children were provided with toys and the family were given tickets for a day out to theme park.

Outcome – The family have become more settled and are better able to cope with what has happened to them.

Supporting victims and witnesses of crime

Service: Victim Pathfinders

Provider: Cambridgeshire and Peterborough Foundation Trust – who co-locate nurses in the Constabulary-run Victim and Witness Hub

Contract value: £86,836

Who – Adult victims of crime (and parents of child victims) with suspected mental health issues.

What – Mental Health Practitioners (known as Victim Pathfinders) provide expertise (including self-help techniques on relaxation, stress and anxiety management), support and a referral capability, identifying and co-ordinating pathways into treatment for victims.

Why – To ensure that victims of crime with mental health issues receive the appropriate services and support to enable them to cope with the crime they have experienced and to prevent their mental health deteriorating. The nurses also raise awareness of how to identify potential mental health issues and how these issues can affect a victim's ability to cope and recover.

Outcome Headlines

Between April 2022 to March 2023

- 579 victims were referred to the service.
- 83 per cent of the 596 victims supported during the year were female.
- Just under half of victims who exited the service reported improved health and well-being as a result of the support they had received.

Victim – A 38-year-old woman who has some physical health issues and hearing loss.

Situation – She has been harassed by her ex-husband who had been constantly calling and messaging her. She feels she has depression as she often has thoughts about no one caring if she took her own life and feels isolated and lonely.

Service provided – She was given the opportunity to talk about what had happened to her and the impact this had on her. Information was given about support services that were available and how to access these. Self-help information given regarding anxiety and mood.

Outcome – She had referred herself to counselling and was looking into things such as a mindfulness course.



Supporting victims and witnesses of crime

Service: Home security for elderly victims of dwelling-related burglary

Provider: Shrievalty Trust – Bobby Scheme

Contract value: £50,000

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 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 2022 to March 2023

- The Bobby Scheme supported 801 victims, visiting 84 per cent of these.
- 46 per cent of victims referred were aged over 75.
- 71 per cent of victims who exited the service reported improved health and well-being and increased feelings of safety as a result of the support they had received.

Victim – A 71-year-old woman who lives alone in a remote rural area.

Situation – The outbuildings at the property have been accessed by thieves.

Service provided – The bobby provided reassurance and advice, and a full security visit, including a fire check and fitting window alarms and shock and chime alarms to the dwelling. The bobby also gave advice to renew and fit extra security lighting due to the large exposed area, which the Bobby Scheme can assist with if required.

Outcome – The victim stated: "Thank you so much, I was quite worried and had trouble sleeping but this will help me. Thank you."

Supporting victims and witnesses of crime

Service: 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: Pooled budget: £246,483 OPCC contribution, £720,918 additional funds

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

Who – All age/gender victims and survivors of rape or sexual assault including child sexual abuse, both recently or in the past.

What – Offering practical and emotional support and help to victims and 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 reducing the number of victims and survivors who disengage. 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 offer practical advice, support and safety planning where needed.

Outcome Headlines

Between April 2022 to March 2023

- 718 new survivors were referred to the ISVA service which is an increase of ten per cent on the previous year.
- Of the 275 victims who exited the service 97 per cent said the support had helped them to cope and build resilience to move forward with their lives.

Victim – A 37-year-old woman.

Situation – She had been the victim of child sexual abuse from two perpetrators. The case for one perpetrator was going to trial and has been vacated twice.

Service provided – Information, advice and support provided over a number of years around issues such as court processes, police investigations. Liaison with Probation and the police to ensure the survivor was kept updated. Visited the courts with her in preparation for the trials and supported her to complain and liaised with the CPOS about the impact on her when they were cancelled at short notice. Provision of counselling and referral and signposting to other services.

Outcome – Support continues to be provided whilst the survivor waits for the trial.

Supporting victims and witnesses of crime

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

Provider: Emotional & Therapeutic Support Service

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

Who – Victims and survivors of rape or sexual assault 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, giving them a safe space to think and talk through their experiences.

Why – To help victims and survivors cope with the psychological and emotional trauma of what has happened to them and assist them to overcome both the short and long-term effects of sexual violence whilst they work to regain control of their lives and make positive decisions about their futures.

Outcome Headlines

Between April 2022 to March 2023

- 606 survivors were referred for emotional support.
- 96 per cent of survivors who completed their emotional support reported improved health and well-being.
- Male Rape Support funding enabled 34 male survivors to receive counselling. 90 per cent of those supported reported increased feelings of safety and improved health and well-being.

Victim – A 24-year-old woman.

Situation – She had been the victim of sexual abuse and domestic abuse from her ex-partner, she had dropped out of college and was struggling to get out of bed.

Service provided – Specialist caseworker steadily encouraged use of positive affirmations and grounding techniques to help her to leave the house. She was given techniques to manage her emotions such as journaling and healing crystals, which makes the “feelings” manageable and safe.

Outcome – She has grown in confidence, self-esteem & self-worth. She is now part of the community and is looking towards returning to education. She has also been able to sing in the car, which is something her abusive partner had forbidden her to do. She felt heard and accepted for the first time in her life.

Supporting victims and witnesses of crime

Service: Domestic Abuse Community Outreach Worker and Lithuanian Outreach Worker

Provider: Peterborough Women's Aid

Contract value: £21,306 for Outreach support. £35,500 for Lithuanian Worker

Who – Survivors of domestic abuse (medium risk crimes) in Peterborough and surrounding area. This is part of a countywide outreach support service. Lithuanian victims of domestic abuse at any level of risk.

What – To provide practical and emotional support to victims, developing individual risk management and recovery plans. A specialist Lithuanian worker to provide outreach support to victims of domestic abuse and sexual violence from the Lithuanian community. Running of Own My Life course.

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 engage with the Lithuanian community who have been found to be particularly vulnerable when it comes to domestic abuse. Own My life supports women to regain ownership of their lives after domestic abuse.

Outcome Headlines

Between April 2022 to March 2023

- 393 victims were supported by the outreach service, just under half in a single call.
- 71 per cent of women who completed the Own My Life Course reported improved health and well-being and increased feelings of safety.
- Since the service started in January 2023 the Lithuanian worker has supported seven victims providing long term intensive support to them.

Victim – A Lithuanian woman who had been the victim of domestic abuse and speaks limited English.

Situation – She and her young daughter had to flee the family home as her partner had started to smash things and had thrown a phone at her. He was controlling and financially abusive.

Service provided – She was supported to report the incident to police. Clothing and toiletries were provided for her and her daughter as they had fled with nothing. A referral was made for security measures to be installed at the family home.

Outcome – The perpetrator left the home and she and her daughter were able to return. She now feels much safer and continues to be supported by Peterborough Women's Aid with ongoing issues related to her ex-partner.

Supporting victims and witnesses of crime

Service: www.cambsvictimservices.co.uk

Provider: Chameleon Studios Ltd

Contract value: £6,125

Who – All victims of crime and victim support providers. It also provides information about being a witness.

What – The website acts as a ‘one stop shop’ or directory of all local, regional and national support services available for victims of crime. It ensures victims can find support bespoke to their experience or protected characteristic; and that professionals can advise and guide clients of what services are available.

Why – Providing all the information in one place ensures victims and witnesses can quickly and easily access a wide range of information and advice about the services available. 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.

Outcome Headlines

Between April 2022 to March 2023

- The website was visited on 10,958 occasions by 7,321 users.
- 24,034 pages were viewed.
- 99 per cent of users were new visitors.
- The average session was one minute 24 seconds long.
- The website has been updated to make it more accessible and easy to use.



Call Victim & Witness Hub: [0800 781 6818](tel:08007816818) or Email: victimandwitnesshub@cambs.police.uk [Cover your tracks](#) [Hide Website](#)

Victim Services Supporting victims and witnesses in Cambridgeshire & Peterborough

Call the Victims and Witness Hub: **0800 781 6818**

[Support for Victims](#) [Support for Witnesses](#) [Support Directory](#) [About this Website](#) [Select Language](#)

Independent and confidential advice for victims of crime

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**.

Supporting victims and witnesses of crime

Service: Independent Domestic Violence Advisor Service

Provider: Cambridgeshire County Council

Contract value: £211,147

Who – Victims of domestic abuse who are assessed as being high risk 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 2022 to March 2023

- The specialist IDVAs supported 375 victims of domestic abuse.
- 80 per cent of victims who exited the support reported increased feelings of safety.
- The specialist IDVAs supported 77 young people aged 13 – 17 years.

Victim – 29-year-old woman.

Situation – She was being stalked by a male stranger, the case had been referred to the Stalking Intervention project by the police.

Service provided – She was provided with ongoing emotional, practical and safety planning support, this included personal safety tips, information, advice and guidance about reporting incidents, effects and collecting and recording evidence. Support and information was also provided about the criminal justice process, criminal and civil protective orders.

Outcome – The perpetrator pleaded guilty and a ten-year restraining order was made. The victim's health and well-being have improved and she has less stress and anxiety. She is aware of the Criminal Justice System and has improved confidence in reporting or seeking support should she need to in future.

Supporting victims and witnesses of crime

Service: Independent Domestic Violence Advisor Service – Medium Risk

Provider: Cambridgeshire County Council

Contract value: £211,147

Who – Victims of domestic abuse who are assessed as being medium risk and have been referred by a professional.

What – The service, which started in June 2022, 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. 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 keep them safe from harm.

Outcome Headlines

Between June 2022 to March 2023

- The service supported 409 victims in ten months.
- 79 per cent of victims were supported in a single call. This still ensured that all victims who exited the service having spoken to the service felt better informed, giving them an improved sense of empowerment.
- 88 per cent of victims referred were female.

Victim – A woman and her three children who were the victims of domestic abuse.

Situation – The family needed to be rehoused in a different area. The Perpetrator had been in prison following breaching a Non-molestation Order and Restraining Order, on release from prison he contacted the victim within 24 hours.

Service provided – The IDVA supported the victim in court and liaised with Probation to ensure additional conditions were out in place upon his release. The IDVA supported the woman with a housing transfer to a new area including reducing rent arrears caused by financial abuse and additional security at the new property.

Outcome – The victim and her children are now living in a new area. During the closure call the client said: “You are the best support we’ve had for so many years, we wouldn’t be where we are now without you.”

Supporting victims and witnesses of crime

Service: Support for female victims of domestic abuse

Provider: The Meadows Children and Family Wing

Contract value: £27,370

Who - Adult female victims of domestic abuse.

What - Providing emotional and practical support and advice to victims across Cambridgeshire, acting as an advocate for victims' needs and facilitating access to the services provided by other agencies where necessary. Running the Freedom Programme for victims and an All About Me course to help build self-esteem and confidence.

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 2022 to March 2023

- 83 female victims of domestic abuse were referred for the Freedom Programme.
- 29 women took part in the Freedom course.
- All the women who provided feedback at the end of the course said it had improved their health and well-being and increased their feelings of safety.

Victim – A 30-year-old woman with a history of being in abusive relationships.

Situation – She wanted to attend the Freedom programme in order to learn the traits and warning signs within an abusive relationship.

Service provided – She attended the Freedom programme and All About me course. She was provided with emotional and practical support and referrals were made to appropriate services.

Victim feedback – 'I find it hard to trust people. I usually blame myself and feel embarrassed. But I have felt validated and reassured at the Meadows. Being around kind people who respect me and remind me about the good in life is helping build my self-esteem. I am delighted for the support received for my volunteering in the groups - it is helping my confidence and feels good to give back to a place that has helped me so much.'

'Abusive men cut my wings off. Then, after they are out of my life, I struggle to put my wings back on again. The Meadows is a place where I can bring my wings, however damaged they are. I can show them to the facilitators and survivors, learn ways to begin to slowly smooth them out, mend them and put them back on proudly again.'

Supporting victims and witnesses of crime



Service: Therapeutic support for adult victims of childhood sexual abuse

Provider: CHOICES

Contract value: £36,925

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

What – Six-week symptom management sessions 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. CHOICES also offer peer support groups and long-term counselling.

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 2022 to March 2023

- 108 survivors of childhood sexual abuse were referred to the service.
- 39 victims were supported through symptom management sessions and 57 survivors received information about the services offered by CHOICES and felt other services better met their needs.

Victim – A 25-year-old woman who had been sexually abused as a child.

Situation – She had been diagnosed with General Anxiety Disorder and was struggling with anxiety, panic attacks and depression, she was having difficulty sleeping and was making regular calls to the Samaritans for help.

Service provided – She completed the six-week symptom management sessions.

Outcomes – She reported an improvement in her ability to develop positive coping mechanisms and to maintain better regulation of her emotions. She felt that the sessions had provided her with an understanding of her symptoms as being a consequence of trauma and provided her with better knowledge of techniques and tools she could use to manage those symptoms. Following the support she felt able to tell her family what had happened to her.



Supporting victims and witnesses of crime

Service: Specialist domestic abuse support for Deaf victims

Provider: Cambridgeshire Deaf Association

Contract value: £20,824 from Cambridgeshire County Council but overseen by the OPCC

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

What – A Specialist IDVA to work with deaf adults who are at risk of domestic violence and abuse. Providing a Freedom course specifically for Deaf women using communication methods such as British Sign Language (BSL).

Why – Deaf women, compared to hearing women, are twice as likely to suffer from domestic abuse. “The Deaf community is very small, so deaf women are scared of reporting their perpetrators” (www.signhealth.org.uk 2014). Studies show abuse is two to six times more likely to happen with someone with disabilities. Due to communication barriers, deaf people facing domestic abuse are limited in the support and advice they can access.

Outcome Headlines

Between April 2022 to March 2023

- The service supported 14 Deaf victims ensuring they could access support through BSL and other appropriate communication methods.
- 57 per cent of victims were referred onto other services such as housing and finances.

Victim – A 42-year-old Deaf woman.

Situation – She had been referred to the service as her partner was financially abusing her and they had a volatile relationship.

Service provided – She was supported by the IDVA to ask her partner to leave the property. She was supported to understand police processes and what her options were. She was shown how to use BSL 999 and text999.

Outcomes – She feels safer knowing her partner is now longer in the area. She has the information she needs to access support in the future if she needs it.



Supporting victims and witnesses of crime

Service: Domestic abuse support for victims from the Gypsy and Traveller Community

Provider: One Voice 4 Travellers

Contract value: £30,872

Who – Victims of domestic abuse within the Gypsy and Traveller communities.

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

Why – To provide specialist practical and emotional support to victims from this seldom heard from community to ensure the safety and well-being of victims and their families. Carrying out preventative work with young members of the community to help to reduce the number of future victims.

Outcome Headlines

Between April 2022 to March 2023

- 58 victims were referred to the service.
- 66 victims were supported including 14 male members of the Gypsy, Roma and Traveller community.
- 23 victims were referred onto other services for support with things such as housing and finances.
- All victims who exited the service reported it had helped them cope and build resilience to move forward with their daily lives and that the support had increased their feelings of safety.

Victim – A woman who had been married to her husband for ten years and has two children.

Situation – She has been the victim of physical, sexual, emotional and financial abuse since early in their relationship which has started to get worse. The children have witnessed the abuse.

Service provided – Information and advice given about how to keep herself and the children safe. Referred to Citizen's Advice bureau for information around benefits she is entitled to. R was supported to leave the situation and given contact details for support in her new area.

Outcomes – She realised that what she had been experiencing was abusive. Her and the children were able to move to safe location to start to rebuild their lives.

Supporting victims and witnesses of crime



Service: Freedom and Freedom Forever Programmes

Provider: Cambridge Women's Resource Centre

Contract value: £33,895

Who – Female victims of domestic abuse.

What – Delivery of the Freedom and Freedom Forever programmes to female survivors of domestic abuse.

Why – The Freedom programme supports women's understanding of the beliefs held by abusive men, the effects domestic abuse has on them and their children, to recognise potential future abusers, and to gain self-esteem and the confidence to improve the quality of their lives.

Outcome Headlines

Between April 2022 to March 2023

- 79 women were referred for the programmes.
- 111 victims were supported to access the Freedom and Freedom Forever programmes.
- 31 victims were referred to other services for support with things such as mental health, finances or housing.



Supporting victims and witnesses of crime

Service: Support for people who have been 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 2022 to March 2023

- 128 victims were contacted by the service, 48 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.
- Volunteer counsellors provided 591 hours of counselling to victims during the year.
- 32 victims received weekly counselling sessions.

Feedback from victims

“The support from RVT has been outstanding from the beginning to the end. There has always been some form of support and coping strategies that I will continue to use forever. The communication between RVT and the counsellor has been amazing. I cannot fault RVT and the support you offer is incredible.”

“Thank you for reaching out to me. (Counsellor) has helped me process emotions, trauma, shock, grief. She has given me useful coping strategies and acceptance that it's ok to have these emotions. Thank you.”