



Supporting victims and witnesses of crime

A guide to services funded through the Office of the Police and Crime Commissioner in 2021/22

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 2021/22.

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



Supporting victims and witnesses
in Cambridgeshire

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 of victim
support element:

£452,750

Description of Service

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 – This ensures that victims receive the support that they need to deal with the crime they have 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 2021 to March 2022

- 4,666 victims were supported and 74.8 per cent of these were supported in a single phone call
- 2,277 people supported were victims of violence against the person
- 40 per cent of victims supported were male
- 7,102 letters and 5,438 emails were sent offering the service
- 86 per cent of victims said they felt better informed as a result of the support
- 812 victims reported they felt safer after speaking to Hub staff

29 staff and seven
volunteers support victims
and witnesses to cope and
recover

Victims and witnesses have access to a range of specialist support services depending on their needs

Case Study

Victim – A woman in her 40's who had been the victim of domestic abuse.

Situation – The perpetrator had a restraining order against them, which they had breached, the victim was being supported as the case was going to court.

Service provided – The victim was supported during the whole court process, this involved regular phone calls to enable her to talk through her emotional state as well as providing different coping strategies. Practically she was supported to report further breaches of the restraining order and prepared to attend court to give evidence.

Outcome – On completion of the case the victim showed a more proactive approach to her own well-being, and whilst having bad days she could find the motivation to get out and go about her normal life and always felt better for doing so. She also said she was now ready to start counselling which the GP had arranged.

Supporting victims and witnesses of crime



Supporting victims and witnesses
in Cambridgeshire

Service: Restorative Justice Co-ordination

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

Contract Value:

£38,100

Description of Service

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 2021 to March 2022

- There were 67 referrals and 88 victims were supported
- 23 of the victims were from Peterborough, 16 victims were from East Cambs and the remaining lived across the rest of the county
- Victims were supported across the whole age range with two victims being 12 years or under and four over 75 years old
- 88 per cent of victims who exited the service said they felt better informed and empowered to act after the support

Crime types supported include violence against the person, sexual offences, and criminal damage

The offender must have admitted the crime and be willing to participate for any form of communication to take place

Case Study

Victim – A woman in her 70's whose son had been killed.

Situation – The son was a victim of manslaughter. Before the incident, he and the offender were friends and had been since childhood.

Service provided – Initial assessments were carried out to determine the appropriateness and safety for all concerned. It was assessed that a face to face meeting was suitable and a facilitated restorative meeting was held at a venue where all parties felt comfortable.

Outcome – At the conference neither party wanted to relive the incident, particularly as the mother bore no ill will to the offender and had not wanted him to go to prison. They talked fondly of the deceased and shared stories and laughed. The mother was pleased the offender was well and happy and had his life back on track with a new partner and a job secured as a result of work that he had undertaken whilst in prison.

Supporting victims and witnesses of crime



Supporting victims and witnesses in Cambridgeshire

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

Contract Value:

£44,700

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

Description of Service

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 crimes they have suffered.

Outcome Headlines

Between April 2021 to March 2022

- 213 new referrals were received and a total of 226 victims were supported
- 81 per cent of victims had experienced violence against the person
- 135 victims were supported in a single call and 75 required ongoing support
- Nine victims were supported to report the crimes to police as a result of the support they received
- 98 of the victims reported increased feelings of safety and being better able to recover and cope with aspects of everyday life

Victims do not need to report the crime to the police

Consenting victims will be referred through the National Referral Mechanism (NRM) ensuring that they receive appropriate support such as accommodation and access to legal advice

Case Study

Victim – Five men from the Czech Republic who had been brought to the UK by an organised crime family.

Situation – The victims were found employment at a fast-food chain, but the vast majority of their income was being taken by the suspects. Four of the men engaged straight away, with the other engaging about a month later. All said they were given around £60 every two weeks from their income with the suspects keeping the rest. Benefits were also fraudulently claimed in their names.

Service provided – The victims were properly safeguarded and given emotional and practical support and put in a safe house. One victim wanted to return to Czech Republic and was offered support with transport.

Outcome – Four of the victims remain in the NRM scheme, one has returned to the Czech Republic. All victims still continue to support court action against the suspects.

Supporting victims and witnesses of crime



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

Contract Value:

£39,500

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

Description of Service

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 2021 to March 2022

- 388 young victims of crime were referred for support
- 419 victims were supported including 31 referred before 1st April
- 73 per cent of those supported were victims of violent crime
- 85 per cent of the victims supported during this time were experiencing poor mental health
- 215 of the victims supported were aged 12 years or under
- 93 per cent of victims who exited the service reported improved health and wellbeing

Young people choose how to engage with support – by phone, text, WhatsApp or virtual platforms

The service can also help young people access practical things to aid their recovery such as sports or play equipment

Case Study

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. Signposting and information about how to support their daughter was also provided to her parents.

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

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

Description of Service

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 wellbeing, reduces future re-victimisation and the impact of these experiences in their future lives.

Outcome Headlines

Between April 2021 to March 2022

- 218 victims were supported, including 49 who had been referred before 1st April but continued to receive support
- 118 of the victims were aged 12 years or under
- 75 per cent of victims who exited the service reported increased feelings of safety
- There was a 77 per cent decrease in young people reporting difficulties in sleeping
- There was an 89 per cent decrease in the number of young people saying their problems overwhelmed them

Help can be provided to parents to help them support and understand the needs of their children

Volunteer fundraising in the county is ring-fenced and is available to supplement the funding

Case Study

Victim – A 13-year-old boy.

Situation – The boy had been persistently bullied and targeted by the same pupils in school for quite some time. He was badly assaulted at school and struggled with anxiety to such an extent that he was not able to attend school. He was becoming physically unwell due to the stress and trauma and his GP had signed him off sick from school.

Service provided – Support was provided on a face-to-face basis focusing on helping him to build his confidence, self-esteem and resilience whilst managing and controlling his anxiety levels. He was able to work on his coping skills and recognise his connections with those people around him that could also support him in the longer term.

Outcome – Both his mental and physical health had significantly improved, he was much better able to cope with everyday situations and he reported that his feelings of confidence and safety had significantly improved.

Supporting victims and witnesses of crime



Cambridgeshire and Peterborough
NHS Foundation Trust

Service: Victim Pathfinders

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

Contract Value:

£81,000

Description of Service

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 2021 to March 2022

- 365 victims were referred to the service and 357 victims were actively supported
- 220 victims were supported in a single phone call
- 79 per cent of victims who exited the service reported feeling better able to recover and cope with aspects of everyday life
- 88 per cent of victims who exited the service reported improved health and well-being

The Victim Pathfinders service is based within the Victim and Witness Hub

Victim Pathfinders share knowledge to empower others to provide support for people with low level mental health needs to enable them to prioritise the more complex cases

Case Study

Victim – A 28-year-old female who had fled domestic abuse with her two children.

Situation – The victim was experiencing low moods and anxiety about the police investigation which were affecting her sleep and appetite, ability to process new information and concentration. She was feeling isolated in a new area and also at times had suicidal thoughts. The children were showing challenging behaviours as a result of what they had witnessed during the domestic abuse and the victim was finding hard to manage.

Service provided – The pathfinders liaised with the victim's IDVA and children's school to co-ordinate support. Information was provided on mindfulness exercises, anxiety management and local services such as counselling and accessing medication via her GP.

Outcome – The victim reported feeling well and that life was more settled for her and the children. A Child Practitioner was allocated to support with the children's behaviours and boundaries.

Supporting victims and witnesses of crime



Contract Value:
£50,000

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

Provider: Shrievalty Trust – Bobby Scheme

Description of Service

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, this reduces social isolation by allowing victims to remain part of their social, family and healthcare networks.

Outcome Headlines

Between April 2021 to March 2022

- 891 referrals were made to the Bobby Scheme
- 727 victims were supported by the Bobby scheme with 649 going on to be visited by a Bobby
- 229 of the victims supported by the Bobby Scheme were aged over 75 years and 202 were disabled
- An average of two victims a month are visited on the day of referral due to an urgent need

Around 50 victims of burglary, theft or domestic abuse are supported each week

Victims have experienced burglary, arson, assault, rogue traders, harassment, anti-social behaviour, fraud, scams and exploitation

Case Study

Victim – A 68-year-old female who lives alone.

Situation – Her home had been broken into and her safe and other items were stolen.

Service provided – The victim was contacted and a Bobby visited her home and provided reassurance and advice. He carried out a full security visit and fire check and fitted a number of security devices.

Outcome – The victim stated: “The visit made me feel relaxed, which I haven't been since the burglary. The Bobby Scheme has really helped me cope with my burglary. I have found it difficult to leave my home in case the perpetrator came back while I was out. I still sleep with a butcher's steel by the side of me, but at least I've moved from the armchair to the bed. The Bobby was very understanding, leaving all the leaflets for the gadgets with me in case I got confused after he left. Keep up the good work, you have been invaluable to get me back on track.”

Supporting victims and witnesses of crime

RAPECRISISPARTNERSHIP
CAMBRIDGE & PETERBOROUGH

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:
£241,650 OPCC
contribution
£339,182 in
additional funding

Description of Service

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 appropriate services to help address long and short-term needs. Where required they support victims and 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 2021 to March 2022

- 743 survivors were referred to the service, including 204 to ChISVAs
- The ISVAs provided 1-1 support to 671 adult survivors and 261 young people
- 148 male victims and survivors were supported, including 35 who were supported through specific Male Rape Support Funding
- 17 young people attended a Sexual Violence Ambassador workshop to support awareness raising and to enable them to be part of a whole school approach to tackling sexual harassment and abuse
- 130 people received therapeutic support as a result of additional funding that was received

£18,807 Additional funding was awarded specifically to support male victims and survivors

Following successful bids to the Home Office the service has seven additional ISVAs, including Community Engagement and Inclusion ISVAs to support males and victims and survivors from ethnic minority backgrounds and three ISVAs dedicated to supporting young people

Case Study

Victim – A 60-year-old female who was a survivor of historic rape and sexual violence by her ex-partner and physical abuse by her father.

Situation – The victim was experiencing anxiety, which was also manifesting itself in physical symptoms and suicidal thoughts, following the abuse she had been subjected to.

Service provided – The victim received 15 sessions of counselling.

Outcome – The victim reported huge improvements in her mental and physical well-being and had better coping mechanisms. She was able to explore how both the sexual and physical violence had affected her day to day activities. In recognising it, she felt more able to cope when flashbacks or anxiety crept up on her.

Supporting victims and witnesses of crime

Service: Countywide Support Service for Victims and Survivors of Sexual Violence - Emotional & Therapeutic Support Service

Provider: Cambridge and Peterborough Rape Crisis Partnership

Description of 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 2021 to March 2022

- 814 victims and survivors were referred to the service
- 1,031 victims and survivors were supported during this time, including some who had been referred to the service before April, with 857 of them requiring ongoing support
- 326 of the victims and survivors presented with mental health needs
- 136 of the victims and survivors were aged 17 years or under
- 95 per cent of victims and survivors who exited the service reported feeling better able to recover and cope with aspects of everyday life
- 75 per cent of victims reported improved health and well-being when they exited the service

Victims and survivors can self-refer to the service and do not need to report crimes to the police

CAPRCP Emotional Support Services are part funded by the Rape Support Fund via the OPCC as part of a four-year local commissioning test

Case Study

Victim – A woman in her early 20's.

Situation – The survivor had been raped 18 months ago and had also been groomed and sexually abused by a family member as a teenager. She did not have any support network.

Service provided – The survivor uses the helpline as a safe space to talk through the complexities of her feelings towards the various people in her life who have both cared for her and harmed her.

Outcome – The survivor receives ongoing emotional support as she talks through and expresses her emotions about the various abuses she has been subjected to over the years, and how she feels about the people in her life who have harmed and not protected her.

Supporting victims and witnesses of crime



PETERBOROUGH WOMEN'S AID

Service: Domestic Abuse Community Outreach Worker

Provider: Peterborough Women's Aid

Contract Value:

£25,265

Description of Service

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

What – To provide practical and emotional support to victims developing individual risk management and recovery plans.

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.

Outcome Headlines

Between April 2021 to March 2022

- 1,383 victims were referred
- 1,058 victims were supported, including 80 men
- 73 per cent of victims received ongoing support
- 268 of the victims supported had a disability
- All victims exited the service reported feeling better able to recover and cope with aspects of everyday life and increased feelings of safety

This service is jointly funded with the local authority

More than 60 people a month are offered 1-1 expert support and advice. This could include helping women to access refuge housing

Case Study

Victim – A 44-year-old female victim of domestic abuse.

Situation – The victim had left her husband and was wanting to divorce him but he kept visiting her and refused to progress with the divorce.

Service provided – Emotional support was provided to the victim, as well as practical assistance in sourcing and buying essential items, as she had received a cut to her benefits. The lady was also referred for specialist counselling support as well as to the Bobby Scheme, so that security devices could be fitted to the property.

Outcome – The victim underwent counselling and has applied for a house move through her housing association. She is managing her finances independently and has studied towards an accounting qualification and is seeking employment. There is no contact with the perpetrator and the divorce has been finalised.

Supporting victims and witnesses of crime

Service: www.cambsvictimservices.co.uk

Provider: Chameleon Studios Ltd

Contract Value:

£3,000

Description of Service

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 2021 to March 2022

- The website was visited on 7,806 occasions by 5,971 users
- 15,357 pages were viewed
- 99 per cent of users were new visitors
- The highest number of visitors to the website in a single day was 72 on January 20th
- The average session was one minute 20 seconds long
- An average of two pages were looked at per session

The website has been updated to make it easier for victims to search for services that meet their needs

Information about support services are available in a range of categories including:

-Bullying
-Elderly
-LGBT

-Domestic Violence
-Hate Crime/ Racial
-Mental Health



Supporting victims and witnesses of crime



Service: Independent Domestic Violence Advisor Service

Provider: Cambridgeshire County Council

£41,000 core
funding

£158,636
additional funding

Description of Service

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. Core funding is used for a specific IDVA to support parents and carers who are victims of child and adolescent to parent violence (CAPV) this post started in December 2021 and works with the countywide Family Respect project run by YMCA.

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

Outcome Headlines

Between April 2021 to March 2022

- 271 victims have been supported including 28 under the age of 18 years
- Over half of victims had mental health needs and over 100 victims were referred onto other services for support for a range of issues
- 57 victims were supported by the specialist Stalking IDVA who started in post in August 2021
- 119 male victims have been supported including by a specialist male IDVA who started in November 2021
- 27 victims were supported by the specialist CAPV IDVA

Funding has been provided for six specialist IDVAs who are part of the countywide IDVA Service

Specialist posts funded include:

Minority Ethnic Communities, Male, Senior, Stalking and Harassment, CAPV and Young People's IDVAs

Case Study

Victim – A 34-year-old woman who is a Pakistani national with three children.

Situation – She had been living with her husband and his family and did not have permanent residency in the UK meaning she had no recourse to public funds. She was unable to speak, read or write in English. Her husband was physically violent towards her and her in laws were mentally abusive towards her. As a result of the abuse she became depressed. She fled the family home with her children.

Service provided – The IDVA service advocated for immediate housing for the victim and her children. Practical support was arranged in the form of food, clothing and toiletries and in arranging legal aid support to allow the victim to access public funds as she was the victim of domestic abuse. The victim was provided with emotional support and supported to understand the situation regarding housing and money.

Outcome – The victim and her children were housed in a B and B, she has a clear understanding of her entitlements and the different support services and help that are available to her and her children.

Supporting victims and witnesses of crime

Service: Support for female victims of domestic abuse

Provider: The Meadows Children and Family Wing

£52,312 MoJ
DA/SV uplift

£9,437 MoJ Critical
Support Fund

Description of Service

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.

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, their confidence and their safety.

Outcome Headlines

Between April 2021 to March 2022

- 177 victims were referred
- 282 female victims of domestic abuse were supported
- 213 victims had required support with other factors such as finances and housing
- 87 victims attended the Freedom programme
- 97 per cent of victims who completed evaluations after attending the Freedom programme reported an improved sense of empowerment- feeling better informed and increased feelings of safety

Funding has been provided to run three Freedom Programmes

Victims are supported through drop-in sessions as well as WhatsApp groups which provide peer support and friendships to develop

Case Study

Victim – An 18-year-old female who was in the early stages of pregnancy who had experienced domestic abuse as a child and fled with her mother to a refuge when she was 12 years old.

Situation – She had started a relationship with a man who is 12 years older than her and is known to the police and has a history of domestic abuse assaults. Their relationship has become abusive and he has been arrested and sent to prison for assaulting her, they got back together when he was released.

Service Provided – Emotional support through outreach, phone and WhatsApp. Safety planning when she returned to him after his time in prison. Funding for food vouchers, cooking equipment and a TV. She is attending a Freedom programme run by The Meadows.

Outcome – She is now feeling that she is ready to leave the relationship and is awaiting a space at a refuge.

Supporting victims and witnesses of crime



Service: Therapeutic support for adult victims of childhood sexual abuse

Provider: Choices

£45,430 MoJ
DA/SV uplift funding

£24,469 MoJ
Critical Support Fund

Description of Service

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

What – A confidential one to one counselling service offering sessions for up to two years to victims. Victims may also access symptom management sessions to support them in managing feelings, emotions and mental health challenges they may be experiencing as a result of the trauma they have experienced. Choices also offer peer support groups.

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 2021 to March 2022

- 105 adult victims of childhood sexual abuse were supported with long term counselling
- 111 victims received 1:1 support with symptom management
- The waiting list was triaged and reduced by 45 per cent
- 87 per cent of victims who gave feedback after completing their symptom management sessions reported an improved sense of empowerment and 74 per cent reported feeling better able to cope and recover with aspects of everyday life

Funding is provided as part of a wider NHS contract

Critical support funding was awarded to provide six symptom management sessions for 117 victims

Case Study

Victim – A 37-year-old female who had suffered sexual abuse as a child.

Situation - She had been signed off from work following a breakdown. She felt anxious, depressed and often dissociated. She had sleeping difficulties and nightmares every night. She had problems with anger management and would get wound up very quickly. She didn't go out and had difficulties getting on with other people.

Service Provided – Six symptom management sessions provided psychoeducation and practical tools to help her cope with feelings associated with the effects of her childhood sexual abuse, such as anxiety, flashbacks, panic attacks and nightmares.

Outcome – Although she is still anxious and dissociates at times the victim has seen a significant improvement in her sleeping difficulties, angry outbursts and depression. She is better able to cope with people she comes into contact with and has seen a marked improvement in her relationships with friends and family.

Supporting victims and witnesses of crime



Service: Specialist domestic abuse support for Deaf victims

Provider: Cambridgeshire Deaf Association

£21,367 MoJ

DA/SV uplift funding

Description of Service

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

What – A Specialist IDVA to work with adult deaf men and women 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 2021 to March 2022

- 18 victims were referred to the service and received support
- 14 of the victims had additional needs including around housing and finances
- Four victims reported the crimes they had experienced to the police as a result of the support they received
- 14 female and four male victims were supported

BSL is an entirely separate language from English.

For many deaf people who have been deaf from birth, English is a second language and is difficult to access in spoken form

Case Study

Victim – A female victim of domestic abuse who is Deaf and uses BSL and lip-reading, she has five children.

Situation – She was struggling through separation from her ex, who is the father of two of her children. There is escalating manipulation and control through child contact. He is using abusive language and there is suspected stalking and harassment although no proof for this.

Service Provided – Emotional support and explanation about options regarding civil orders, professional involvement, and next steps. The mother was supported through the Children In Need (CIN) process alongside Social Workers.

Outcome – The victim is continuing to be supported, a non-molestation order was applied for and approved. CIN meetings are in place and appropriate communication support is provided for the meetings.

Supporting victims and witnesses of crime



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

Provider: One Voice 4 Travellers

£17,235 DA/SV
uplift funding

Description of Service

Who – Male and female 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 2021 to March 2022

- 121 victims were referred to the service
- 121 victims were supported including 15 men
- 80 per cent of people who exited the service reported feeling being better able to recover and cope with aspects of everyday life
- 13 of the victims supported were aged 14 – 17 years

Funding provides a male worker to support male victims and carry out preventative work

The service supports victims across the county, the areas where most victims were supported were Fenland with 36 and South Cambs with 24 victims

Case Study

Victim – A 36-year-old female traditional Romany Gypsy who is married with four children.

Situation – The victim had left the relationship while the husband, who has a history of drug and alcohol dependence, was in prison. There is a history of abuse in the relationship including coercion and control and financial abuse and she was concerned about possible threats from his family who lived on the same site.

Service Provided – Support and safety plans were completed with the victim and the different options explained to her. The victim was supported to secure emergency accommodation and she accessed virtual support groups.

Outcome – The victim's confidence and self-esteem has improved and the support has enabled her to begin to recover from the trauma she has experienced. The children are now settled away from the abusive environment and are beginning to rebuild their lives and make plans for the future.

Supporting victims and witnesses of crime



Service: Group work for victims of domestic abuse

Provider: Refuge

£25,095 MoJ
DA/SV uplift funding

Description of Service

Who – Victims of domestic abuse across Cambridgeshire and Peterborough.

What – Delivery of the Own My Life course. It is a 12-week online or in-person course to help people who have been subjected to abuse to regain ownership of their lives.

Why – By helping domestic abuse survivors to understand the dynamics of domestic abuse and facilitating access to peer support, the service enabled them to begin to process their traumatic experiences and to develop an understanding that they are not alone. This empowered the victim/survivor to take control of their lives, and establishes a foundation for healthier future relationships.

Outcome Headlines

Between April 2021 – March 2022

- 50 survivors were referred to the service
- 19 people attended the course
- Positive feedback received included *'I have learnt something really valuable and had some really useful conversations in every single week of the course, the content of the book has been perfect in my opinion and reached me in many aspects and levels. I have built really fundamental bricks of confidence and knowledge that I will carry with me for life.'*

Funding was provided for nine months to deliver courses to victims countywide

All courses were delivered remotely to make them more easily accessible to victims

Case Study

Victim – A female victim of domestic abuse

Situation – The victim had previously experienced domestic abuse in a relationship.

Service Provided – Attended Own My Life Group Programme.

Outcome – She says that she felt validated; that it gave her reassurance and the knowledge that the abusers' behaviour was not her fault. Being in the group made her realise she was not alone. She is steadily regaining her identity taking back the power and control over her own life. Since starting the group she has reported the abuse to the police and feels like she has more strength to work with them through the investigation than she did before.

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 funded from the
Casualty Reduction and Support Reserve

Description of Service

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 2021 to March 2022

- 67 referrals were received, 44 following fatal collisions and 24 after life changing or serious injuries
- 164 victims were contacted, with 82 of these choosing to take up support at that time
- 22 victims referred prior to April 2021 continued to receive support
- 12 volunteer counsellors provided 355 one hour counselling sessions to victims

Services are for anyone who is bereaved, involved in, witnesses or is affected by the collision

Services are available for individuals and families as soon as they are needed, for as long as they are useful. This includes short- or long-term regular support

Case Study

Feedback received from a client three years after she had received support. She was the non-culpable driver in a collision with a pedestrian and experienced considerable post-traumatic stress following the collision which she worked through with her counsellor over a period of nine months.

“I just wanted to say how grateful I am that this wonderful charity exists and that there is absolutely no way I would be in the position I am now currently in without it. Since my accident and speaking with the Counsellor, I have done things I never thought I would be able to do again, I have even got married and am starting a new job in the New Year to carry on with my career. I honestly feel none of this would have been possible without your help and it really demonstrated to me just how powerful it is to talk through issues and trauma to someone, and I hope more people who are in need can really benefit from all that you provide.”