

PCC Commissioned Victim Services 2020-21

This provides an overview of services that have been commissioned directly by the PCC to support victims of crime in Northumbria. NHS England have also contributed to services that support victims of sexual abuse and assault. We have categorised the services under the most relevant victim heading however sometimes services can work across more than one area so please take time to read all services available to find the right one for you.

PLEASE NOTE – Due to the Covid-19 pandemic and the measures put in place by the Government to enable social distancing, there have been temporary changes to the way in which our commissioned services provide support to victims. In the table below, the text in the colour red at the end of each service description highlights the support currently available to victims. This document will be updated as and when we are informed of any further changes to service provision.

Last updated: 11.05.2020

Organisation	Service description	Contact details	Geographical coverage
Victims Referral Service			
Victims First Northumbria	<ul style="list-style-type: none"> • Provide a one stop shop for victims of crime delivering an integrated victim care approach for victims who are at risk of serious harm or have substantial needs • Champion the needs of victims • Provide clear pathways for victims which are often complex and dynamic • Provide clear pathways for victims through the Criminal Justice System • Co-ordinate victims cope and recovery care • Identify opportunities to support victims through their recovery utilising Restorative Justice • Deliver “Victim driven support” placing the victim in control of their care package allowing them to cope and recover 	<p>Telephone: 0800 011 3116 (currently unavailable) Please text 0786 495 9837</p> <p>Email: enquiries@victimsfirstnorthumbria.org.uk</p> <p>Website: www.victimsfirstnorthumbria.org.uk (live chat facility available)</p>	Northumbria force wide

	<ul style="list-style-type: none"> • Identify victims and witness needs to ensure the right emotional and practical support is provided through the court process • Provide a consistent across the board so no matter where people live they receive a good service which leaves them with a positive experience • Become a centre for excellence for the provision of victims services with very clear quality standards and a quality of service commitment for all victims • Ensure resources are available to support victims efficiently and effectively • Provide support to victims of a major crime incident <p>Due to staff working from home, to make contact with VFN text 0786 495 9837, use the live chat facility on https://victimsfirstnorthumbria.org.uk/ or email enquiries@victimsfirstnorthumbria.org.uk and VFN will call you back.</p>		
Victims of Sexual Abuse			
Rape Crisis Tyneside and Northumberland	<p>Specialist Practical and Emotional Support & Counselling</p> <ul style="list-style-type: none"> • Specialist ISVA, practical and emotional support (including counselling) to cope and recover from the impact of sexual violence, recent or historic • Supports clients through the criminal justice system • Counsellor dedicated to victims referred from VFN • Supports women and girls aged 13+ and also anyone who feels a women and girl's service is right for them. <p>This service is currently being delivered through telephone and online methods including email.</p>	<p>Telephone: 0191 222 0272</p> <p>Website: https://rctn.org.uk/</p> <p>Please visit https://rctn.org.uk/about-us/contact-information/ for further information on how to contact.</p>	Northumbria force wide

Sunderland Counselling Service	Specialist Counselling for Victims/Survivors of Sexual Violence <ul style="list-style-type: none"> Specialist counselling for male and female victims of rape, sexual violence and abuse – recent or historic, or in childhood or adulthood Male beneficiaries from the whole Northumbria Police force area and female beneficiaries from Sunderland Clients can receive up to 16 sessions, with a possible further 4 where clinically required <p>Counselling is currently being provided through the telephone.</p>	Telephone: 0191 514 7007 Email: office@sunderlandcounselling.org.uk Website: http://www.sunderlandcounselling.org.uk/	Male victims – Northumbria force wide Female Victims – Sunderland
Changing Lives	GAP <ul style="list-style-type: none"> Trauma-responsive, 2:1 support for high risk women who have been involved in sex work, survival sex and/or have been a victim of sexual exploitation. Safety planning and wellbeing support Dialectical Behaviour Therapy (DBT) and recovery programmes will be embedded into the 2:1 support Support for women to find a place in their community through volunteering, further education and employment Support for victims through the CJS <p>There have been no major changes made to service provision during this pandemic as victims supported by this project are in high risk situations where in-person appointments/visits are vital.</p>	Telephone: 0191 273 8891 Website: https://www.changing-lives.org.uk/	A focus in Gateshead but support is also available in Sunderland and South Tyneside
Victims of Domestic Abuse			
Newcastle Women's Aid	Domestic Abuse Flexible Support (DAFS) <ul style="list-style-type: none"> Support for female victims of domestic abuse, including HBV, forced marriage, stalking and harassment Support for women and girls to achieve safety and stay safe 	Telephone: 0191 261 0504 or 0800 923 2622 for freephone helpline	Newcastle

	<ul style="list-style-type: none"> • Emotional and practical support, information and advocacy • One to one support including, exploring and identifying their options • Individual safety and support plans for clients including regular reviews of agreed actions • Access to any other support services provided by NWA • Varying levels of support so there can be a quick response, minimising waiting times for support <p>Support is currently only available through the telephone. For the helpline, phone 0191 261 0504 or freephone 0800 923 2622.</p>	<p>Website:</p> <p>https://www.newcastlewomensaid.org.uk/contacts/</p>	
Tyneside Women's Health	<p>Safer Women</p> <ul style="list-style-type: none"> • One to one and group support for women who have experienced domestic abuse • Weekly support groups in Newcastle and Gateshead for women affected by domestic abuse • Delivering 'Undoing the Damage of Domestic Abuse' courses to help women understand the impact of their abuse on their mental health and the steps to take to overcome this • Monthly network for women who have experienced domestic abuse led by service users who have accessed support and received training. This forms part of the exit strategy for women. <p>One to one support is currently being provided through telephone and email. Group courses are being ran online.</p>	<p>Telephone:</p> <p>0191 477 7898</p> <p>Email:</p> <p>Enquiries@tynesidewomenshealth.org.uk</p> <p>Website:</p> <p>https://www.tynesidewomenshealth.org.uk/</p>	<p>Gateshead, Newcastle and North Tyneside (Can take referrals from outside these areas as long as service users are willing to travel to one of their centres).</p>
Wearside Women in Need (WWiN)	<p>IDVA Service – High Risk Police Referrals (MARAC) Specialist IDVA victim-led support for high risk (MARAC) victims of domestic abuse with an aim to:</p>	<p>Telephone:</p> <p>0191 416 3550 or 0800 066 5555 for helpline</p>	<p>Sunderland</p>

	<ul style="list-style-type: none"> • Have stronger operating procedures and referral routes to increase victim engagement through a needs-led delivery model • Find alternative approaches to engage very high risk repeat victims • Create a more effective route to justice for victims • Improve multi-agency response through a greater understanding of victims needs and risk management <p>Support for victims is being provided through telephone calls and text messages. MARAC is being attended remotely.</p>	<p>Website: https://www.wwin.org.uk/ (live chat facility available)</p> <p>Please visit https://www.wwin.org.uk/copy-of-contact for information on how to contact WWiN.</p>	
Community Counselling Cooperative	<p>Man's Hour</p> <ul style="list-style-type: none"> • One to one specialist peripatetic counselling for male victims of domestic abuse, sexual abuse, assault and harassment • Monthly peer support groups to create greater resilience, coping strategies and increased self-awareness <p>Counselling is currently being delivered through telephone and email.</p>	<p>Telephone: 0754 969 8050 OR 0754 969 8049</p> <p>Email: communitycounsellingcoop@gmail.com</p> <p>Website: http://communitycounsellingcooperative.co.uk/mans-hour/</p>	Northumbria force wide
Women's Health in South Tyneside (WHiST)	<p>Counselling and Support Services</p> <ul style="list-style-type: none"> • Counselling service for women aged 16+ who are victims of domestic abuse and/or sexual abuse • 12-week therapeutic support group called 'Kindness Within' <p>Only counselling is being provided and this is through telephone.</p>	<p>Telephone: 0191 454 6959</p> <p>Email: info@whist.org.uk</p> <p>Website: https://www.whist.org.uk/</p>	South Tyneside

<p>Cygnus Support</p>	<p>Domestic Abuse and Sexual Violence Counselling</p> <ul style="list-style-type: none"> • Responsive one to one counselling and psycho-education programme for victims of domestic abuse and sexual violence to help them cope and recover from their experiences <p>Counselling is currently being provided through telephone and video calls.</p>	<p>Telephone: 01670 853977</p> <p>Email: admin@cygnussupport.com</p> <p>Website: https://www.cygnussupport.com/</p>	<p>Northumberland</p>
<p>Oasis Community Housing</p>	<p>Empower: Group and 1:1 Support</p> <ul style="list-style-type: none"> • One to one and group support female victims of domestic abuse that are low and medium risk • Deliver a weekly drop in (for victims who have been assessed by Gateshead Council's DAT as standard risk). • Peer support group <p>One to one support is currently being provided through the telephone. Peer support groups are available via Facebook.</p>	<p>Telephone: 0191 477 3535</p> <p>Website: https://oasiscommunityhousing.org/</p> <p>Please visit https://oasiscommunityhousing.org/contact-us/ for more information on how to contact Oasis.</p>	<p>Gateshead</p>
<p>Angelou Centre</p>	<p>Building Positive Lives</p> <ul style="list-style-type: none"> • Specialist holistic, culturally intuitive, support for BME women who have been victims of domestic and/or sexual abuse • Accessible advocacy support (IDVA and ISVA trained staff) to reduce victimisation and improve safety 	<p>Telephone: 0191 226 0394</p> <p>Email: admin@angelou-centre.org.uk</p>	<p>Northumbria force wide</p>

	<ul style="list-style-type: none"> • Trauma-informed therapeutic interventions for sexual violence victims <p>This service is currently being provided through telephone and video calls.</p>	<p>Website: http://angelou-centre.org.uk/</p>	
Northumberland Domestic Abuse Services (NDAS)	<p>Domestic Abuse Practitioners: Offering Practical and Emotional Support</p> <ul style="list-style-type: none"> • Practical and emotional support for all victims of domestic abuse across Northumberland, including those living in rural isolation • Individual and group support • Support through the CJS • Specialist group courses available including the Freedom Programme, Freedom Forever and The Recovery Toolkit <p>Support is currently being provided through telephone, video call and Facebook groups. Group courses are currently cancelled.</p>	<p>Telephone: 01434 608030</p> <p>Website: https://www.nda.services/</p>	Northumberland
Barnardo's	<p>TRI-DAS: Supporting Mental Health and Wellness Recovery</p> <ul style="list-style-type: none"> • Specialist counselling and therapeutic support for women and children that have been victims of domestic and sexual abuse • CBT, Recovery Toolkit, systematic therapy, play and art therapy, mindfulness and resilience-based therapies are available • Therapeutic group work • The delivery of Real Love Rocks sessions in schools to promote healthy, consensual and safe relationships, as well as raising awareness of child sexual exploitation 	<p>Telephone: 0191 293 1400</p> <p>Website: https://www.barnardos.org.uk/</p>	Northumbria force wide

	This service is currently not available.		
Harbour	<p>Harbour Next Steps</p> <ul style="list-style-type: none"> • Specialist support and assistance for female and male victims of domestic abuse of all levels of risk • One to one sessions to assess immediate safety, provide information and establish the support each victim will need <p>Support is currently being provided through telephone unless a victim is at a high risk and face to face support is deemed necessary.</p>	<p>Telephone: 03000 20 25 25</p> <p>Email: info@myharbour.org.uk</p> <p>Website: https://www.myharbour.org.uk/</p>	North Tyneside
West End Women and Girls Centre	<p>Safe 4 Life Domestic Abuse Recovery Course</p> <ul style="list-style-type: none"> • Support for women over 18 years to cope and recover from domestic abuse through Safe 4 Life courses • There will be three 11-week courses delivered • Graduates from the course will have the opportunity to go on a 10-week course to become a DV Peer Supporter • The DV Peer Supporters will run a weekly drop-in for domestic abuse victims <p>Group courses are currently not available.</p>	<p>Telephone: 0191 273 4942 Currently 07812981430</p> <p>Email: info@westendwomenandgirls.co.uk</p> <p>Website: http://westendwomenandgirls.co.uk/</p>	Newcastle
Gateshead Council Domestic Abuse Team	<p>Community Engagement and Support Groups for Domestic Abuse Clients</p> <ul style="list-style-type: none"> • Monthly peer support groups for victims of domestic abuse in Gateshead <p>Peer support groups are currently not available.</p>	<p>Telephone: 0191 433 3333</p> <p>Website: https://www.gateshead.gov.uk/article/8723/Domestic-abuse</p>	Gateshead

Young People and Child Victims			
<p>Bright Futures</p>	<p>Sexual Exploitation Prevention and Support Project</p> <ul style="list-style-type: none"> • Addresses the sexual exploitation of young women aged 11-25 years old • Education and assertive outreach detached youth work on two evenings a week in areas where women are vulnerable and at risk of sexual exploitation – informal education sessions and positive social activities • One to one tailored support to young women who wish to address on the impact upon them of being exploited – an holistic programme of support in order for young women to be supported, live safely, be independent and make positive and informed choices. • Continuation of partnership working with Northumbria Police’s Operation Sanctuary • Support for young women going through the court process <p>Support is currently being provided through telephone calls, video calls and email.</p>	<p>Telephone: 0191 455 1196</p> <p>Email: brightfutures@live.co.uk</p> <p>Website: https://brightfuturesne.co.uk/</p>	<p>South Tyneside</p>
<p>West End Women and Girls Centre</p>	<p>Domestic Abuse Peer Educators</p> <ul style="list-style-type: none"> • Specialist support for victims and survivors of domestic abuse that are young women aged 11 to 21 years old • Group work (Teenage Safe for Life courses) for victims and survivors that will give a clear understanding of relationships, good and bad, and will enable the young women to keep themselves safe, increasing strength and resilience. • One to one emotional and practical support can be provided that includes a risk assessment, safety planning and access to legal advice and support regarding the police 	<p>Telephone: 0191 273 4942 Currently 07812981430</p> <p>Email: info@westendwomenandgirls.co.uk</p> <p>Website:</p>	<p>Northumbria force area</p>

	<ul style="list-style-type: none"> Preventative DV workshops will be provided in schools, colleges and youth work settings The promoting of the DV Champions Network in schools <p>One to one support is being provided through telephone and emails. Group work and workshops are cancelled for the time-being.</p>	http://westendwomenandgirls.co.uk/	
Someone Cares	<p>Safer Futures @ Someone Cares</p> <ul style="list-style-type: none"> School-based specialist counselling support to young victims 11-18 years old of sexual and domestic violence, and also bullying For young people whose lives have been affected by crime (with a focus on sexual abuse, rape and sexual violence), bullying and cyber bullying, children of DA perpetrators and victims, and vulnerable young people, can access support as a result of this project Counselling in 9 schools in North Tyneside and 1 school in Newcastle In addition to school-based counselling, counselling will be provided to a 80 children at Meadowell base <p>Counselling is currently being provided through telephone and video calls.</p>	<p>Telephone: 0191 257 8094 or text name and number to 07464324031</p> <p>Email: enquiries@someonecares.org.uk</p> <p>Website: https://www.someonecares.org.uk/</p>	Northumbria force area (focused in North Shields/North Tyneside)
Streetwise Young People's Project	<p>Specialist Counselling and Wellbeing Group Work Support for Young Victims of Crime</p> <ul style="list-style-type: none"> Specialist advice, support and therapeutic services for young people aged 11-25 years who are/have been victims of sexual abuse, exploitation, domestic violence, physical assault, hate crime or other, helping them cope and recover from their experiences 	<p>Telephone: 0191 230 5400</p> <p>Website: https://www.streetwisenorth.org.uk/</p>	Northumbria force area

	<ul style="list-style-type: none"> EmpowHER group work programme and for young women that have been victims of crime – this will mainly be for those that have experienced sexual violence or relationship abuse <p>One to one support is being delivered through telephone and video calls. Group work is being offered virtually.</p>		
The Children’s Society North East	<p>SCARPA Mentoring and Resilience Programme</p> <ul style="list-style-type: none"> One to one mentoring and resilience programme for children and young people 10 to 18 years old who have been affected by child sexual exploitation Source and deliver where appropriate therapies and support packages tailored to the individual needs of the young person Help build the confidence, resilience and well-being of the young person by providing practical and emotional support; enabling young people to set their own personal goals and assisting them to access activities and therapies necessary for their progression Provide a listening ear and act as a positive role model to complement the intensive support work developed by SCARPA Make referrals for intensive care and support <p>Support is being carried out through telephone and video calls.</p>	<p>Telephone: 0191 221 0836</p> <p>Website: https://www.childrensociety.org.uk/what-we-do/helping-children/our-programmes/children-risk-streets/scarpa</p> <p>Please visit https://www.childrensociety.org.uk/about-us/contact-us for more information on how to contact.</p>	Tyne and Wear, however most service users will come from Newcastle
Children North East	<p>Ways to Happiness</p> <ul style="list-style-type: none"> Specialist counselling for young people aged 11 to 25 year olds who are vulnerable/have mental health issues following a crime or who have been victims of crime 	<p>Telephone: 0191 256 2444</p> <p>Email: enquiries@children-ne.org.uk</p>	Northumbria force area

	<ul style="list-style-type: none"> • One to one counselling – this will include innovative counselling approaches such as ‘Exposure Therapy’, which helps the you person take control of their fears • Specialist coordinated peer group work – therapeutic group sessions using evidence-based models of intervention, and also bespoke peer group sessions that are tailored to the specific needs of the victims • Support for and involvement of parents (where the child consents to it) <p>Support is being delivered through online methods and telephone calls.</p>	<p>Website: https://www.children-ne.org.uk/</p>	
Children North East	<p>Safeguarding Families Domestic Abuse Programme</p> <ul style="list-style-type: none"> • Therapeutic support for parents, children and young people to overcome the effects of trauma as a direct result of being exposed to domestic abuse. • Group work for children to support them in processing their experiences of domestic abuse • Parents and carers group to provide information, safety planning, promote self-care and also to enhance their child’s therapeutic experience • Child weekly support group and parent weekly support group <p>Only able to offer support over the telephone at the moment.</p>	<p>Telephone: 0191 256 2444</p> <p>Email: enquiries@children-ne.org.uk</p> <p>Website: https://www.children-ne.org.uk/</p>	<p>South East Northumberland, Newcastle, Gateshead and Sunderland</p>
Cygnus Support	<p>Young Persons Domestic Abuse and Sexual Violence Counselling</p> <ul style="list-style-type: none"> • Responsive counselling and psycho-education programme for young people under 18 who have been a victim of, or 	<p>Telephone: 01670 853977</p>	<p>Northumberland</p>

	<p>witnessed, domestic abuse and sexual violence, along with other crimes such as child sexual exploitation and revenge porn.</p> <p>Counselling is currently being provided through telephone and video calls.</p>	<p>Email: admin@cygnussupport.com</p> <p>Website: https://www.cygnussupport.com/</p>	
Acorns	<p>Children and Young People's Outreach Team - Crisis Support</p> <ul style="list-style-type: none"> • Support to cope and crisis support for 11-18 year olds that have experienced domestic abuse • Risk and safety planning – developing strategies to stay safe and helping the child to identify supportive and safe people in their life • Emotional support – a lower level of therapeutic intervention for children struggling with current life events but may not be in a position to commit to a structured programme of counselling • Advocacy – support at meetings/appointments, for example, at school or court • Practical advice, guidance and mentoring – this could be around future choices and decisions, education, employment, mental and physical health <p>Support is still available but is being offered remotely.</p>	<p>Telephone: 0191 349 8366</p> <p>Email: Admin@acornsproject.org.uk</p> <p>Website: https://www.acornsproject.org.uk/</p> <p>Please visit https://www.acornsproject.org.uk/contact/ for more information on how to contact Acorns</p>	North Tyneside and Northumberland
Prince's Trust	<p>Empower</p> <ul style="list-style-type: none"> • 5-day course for young people (aged 16-25) who have been a victim of domestic abuse 	<p>Telephone: 0800 842 842</p> <p>Website:</p>	Northumberland, North Tyneside, Newcastle and Gateshead

	<ul style="list-style-type: none"> The course will focus upon empowerment, supporting the young person to cope with their experiences and to start the road to recovery. Adopting a blended learning approach which will use practical activities and challenges (set within a framework of behaviour models) and concepts that will enable the young person to reflect on their own behaviours, strengths and aspirations. <p>This service is currently unavailable.</p>	<p>https://www.princes-trust.org.uk/ (live chat facility available)</p> <p>Please visit https://www.princes-trust.org.uk/contact-us for more information on how to contact.</p>	
Victims of Hate Crime			
Connected Voice (formerly Advocacy Centre North)	<p>Hate Crime Connected Voice Advocacy</p> <ul style="list-style-type: none"> Direct advocacy casework and emotional support for victims of hate crime Priority to those who are most vulnerable due to their race, religion, disability/mental health, sexuality or gender Awareness-raising sessions to victims and potential victims <p>This service is currently being delivered through telephone calls, video calls and emails.</p>	<p>Telephone: 0191 232 7445</p> <p>Email: connect@connectedvoice.org.uk</p> <p>Website: https://www.connectedvoice.org.uk/content/16-services/acn/708-hate-crime-advocacy</p>	Northumbria force area
Victims with Mental Health Needs			
Tyneside and Northumberland Mind	<p>ReVOC – Resilience for Victims of Crime</p> <ul style="list-style-type: none"> One to one support to victims and witnesses of crime who have mental health problems Support through the criminal justice system 	<p>Telephone: 0191 477 4545</p> <p>Website: https://www.tynesidemind.org.uk/</p>	Northumbria force area

	<ul style="list-style-type: none"> Promotion of referral pathways for victims and witnesses of crime and the offering of a range of interventions while supporting them to engage with other agencies <p>This service is currently being delivered through telephone, texts and emails.</p>	<p>Please visit https://www.tynesidemind.org.uk/contact-us.aspx for more information on how to contact.</p>	
Victims with Other Vulnerabilities			
North East Law Centre	<p>Supporting Victims Legal Advice Project</p> <ul style="list-style-type: none"> Legal advice and support service for victims of domestic abuse and also victims with other vulnerabilities Domestic abuse support – specialist support for male and female victims of all levels of risk of domestic abuse; outreach provision for minority ethnic victims including support for honour-based abuse and FGM victims; emotional and practical support for parents who are subject to domestic abuse by their adolescent children. Support for victims with other vulnerabilities - specialist advice for victims of trafficking, modern slavery and labour exploitation; specialist support and practical guidance for victims of crime with regards to criminal injuries compensation and understanding the criminal justice system. <p>This service is currently being delivered through telephone and video calls.</p>	<p>Telephone: 0191 230 4777 or 07932 036619</p> <p>Email:</p> <p>Website: https://www.newcastlelawcentre.co.uk/ (more information on homepage regarding how to contact during the pandemic)</p>	Tyne and Wear
Age UK Gateshead	<p>Just Me</p> <ul style="list-style-type: none"> Fast track mental health support for individuals aged 50+ who live in fear of crime or who are victims of crime 	<p>Telephone: 0191 477 3559</p>	Gateshead, South Tyneside and Newcastle

	<ul style="list-style-type: none"> • Individual care plans that address mental health, as well as physical health, income and housing issues • A full resource package – information, advice, advocacy, internal referrals and mental health support <p>This service is currently being delivered through telephone. Some home visits are still taking place with the use of PPE.</p>	<p>Email: Infoandadvice@ageukgateshead.org.uk</p> <p>Website: https://www.ageuk.org.uk/gateshead/</p>	
Brake	<p>Supporting road crash victims in Northumbria</p> <ul style="list-style-type: none"> • Specialist support for victims to emotionally and practically cope in the aftermath of a crash through the Brake Helpline <p>This service is currently operating as normal.</p>	<p>Telephone: 0808 8000401 (victim helpline)</p> <p>Website: http://www.brake.org.uk/</p>	Northumbria force area