

PCC Commissioned Victim Services 2021-22

This provides an overview of services that have been commissioned by the Police and Crime Commissioner (PCC) to support victims of crime in Northumbria. We have categorised the services under the most relevant victim heading, however, sometimes services can work across more than support type 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 home-working arrangements, service offer may differ to what is described in the table below to fit with social distancing guidelines.

This guide will provide details of services that can support you if you have been a victim of crime in Northumbria. The support provided is as follows:

Page	Service
2	Victims Referral and Assessment Service
3	Victims of Sexual Violence, Abuse and Exploitation
8	Victims of Domestic Abuse
20	Victims of Hate Crime
20	Victims with Mental Health Needs
21	Victims with Other Vulnerabilities

Victims Referral and Assessment Service				
Organisation	Service	Victims/Survivors Supported	Website & Contact	Geographical Coverage
Victims First Northumbria (Northumbria Police)	<ul style="list-style-type: none"> • 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 • Champions the needs of victims • Clear pathways for victims which are often complex and dynamic • Clear pathways for victims through the Criminal Justice System • Co-ordinates victims cope and recovery care • Identifies opportunities to support victims through their recovery utilising Restorative Justice • Delivers “victim driven support” placing the victim in control of their care package allowing them to cope and recover • Identifies victims and witness needs to ensure the right emotional and practical support is provided through the court process • A consistent across the board so no matter where people live they receive a good service which leaves them with a positive experience • Becomes a centre for excellence for the provision of victims services with very clear quality standards and a quality of service commitment for all victims • Ensures resources are available to support victims efficiently and effectively • Support for victims of a major crime incident • Independent Sexual Violence Advisor (ISVA) service – please see the ‘victims of sexual violence’ section below for more detail. 	Adults, children and young people	Website - Homepage Website - Contact Page	Northumbria force wide

Victims of Sexual Violence, Abuse and Exploitation				
Organisation	Service	Victims/Survivors Supported	Website & Contact	Geographical Coverage
Victims First Northumbria (Northumbria Police)	<p>ISVA Service</p> <ul style="list-style-type: none"> Independent Sexual Violence Advisor (ISVA) service for victims of sexual violence and abuse. ISVAs provide practical and emotional support, including support through the criminal justice system and working with different statutory agencies to provide wrap-around support. VFN have specialist ISVAs for LGBT+ victims and child victims of sexual violence and abuse. 	Adults, children and young people	<p>Website - Homepage</p> <p>Website - Contact Page</p>	Northumbria force wide
Rape Crisis Tyneside and Northumberland	<p>Specialist Practical and Emotional Support, Counselling and Group Work</p> <ul style="list-style-type: none"> One to one and group support to cope and recover from the impact of sexual violence, recent or historic Independent Sexual Violence Advisor (ISVA) support – specialist practical and emotional support for victims of sexual violence, including helping a victim navigate the criminal justice system and working with the different statutory agencies to provide wrap-around support. One to one counselling available Group work including: <ul style="list-style-type: none"> Courses to improve wellbeing and tackle social isolation Monthly peer support groups to build resilience, skills and social awareness Trauma-informed mindfulness group 	Women and girls aged 13+ (including anyone who feels a women and girls service is right for them)	<p>Website - Homepage</p> <p>Website - Contact Page</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 Clients can receive up to 16 sessions, with a possible further 4 where clinically required 	Adults (aged 16+)	Website - Homepage Website - Contact Page	Men – Northumbria force-wide Women – 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 Independent Sexual Violence Advisor (ISVA) support – specialist practical and emotional support for victims of sexual violence, including helping a victim navigate the criminal justice system and working with the different statutory agencies to provide wrap-around support. 	Women (aged 16+)	Website - Homepage Website - Contact Page	Northumbria force-wide
Someone Cares	Specialist Counselling and ISVA Support <ul style="list-style-type: none"> Specialist counselling for adults and young people who have been victims of sexual violence and/or domestic abuse School-based counselling available in 9 schools in North Tyneside and 1 school in Newcastle for children and young people. Counselling can be 	Adults, children and young people aged 11+	Website - Homepage Website - Contact Page	Northumbria force-wide

	<p>provided outside of school at Someone Care's Meadowelhttps://www.childrenssociety.org.uk/information/professionals base/remotely.</p> <ul style="list-style-type: none"> • Independent Sexual Violence Advisor (ISVA) support – specialist practical and emotional support for victims of sexual violence, including helping a victim navigate the criminal justice system and working with the different statutory agencies to provide wrap-around support. 			
Community Counselling Cooperative	<p>Man's Hour</p> <ul style="list-style-type: none"> • One to one tailored counselling for men and boys who have been victims of sexual violence and abuse 	Men and boys	<p>Website - Homepage</p> <p>Website - Contact Page</p>	Northumbria force-wide
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 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. 	Children and young people aged 10 to 18 years	<p>Website - Homepage</p> <p>Website - Information for Professionals</p> <p>Website - Information for Young People</p>	Tyne and Wear

<p>Bright Futures</p>	<p>Sexual Exploitation Prevention and Support Project</p> <ul style="list-style-type: none"> • Support for young women aged at risk or who are victims of sexual exploitation • 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. • Support for young women going through the criminal justice system. 	<p>Young women aged 11 to 25 years</p>	<p>Website - Homepage</p> <p>Website - Contact Page</p>	<p>South Tyneside</p>
<p>Streetwise Young People's Project</p>	<p>Specialist Counselling, Wellbeing Group Work and Outreach Work for Young Victims of Crime</p> <ul style="list-style-type: none"> • Specialist advice, support and therapeutic services for young people who are/have been victims of sexual abuse, exploitation, domestic abuse/violence, physical assault, hate crime or other, helping them cope and recover from their experiences • 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 • Outreach team in the community focussing on the health and safety of young people, identifying the signs of child sexual abuse, sexual exploitation and domestic abuse. 	<p>Children and young people aged 11 to 25 years</p>	<p>Website - Homepage</p> <p>Website - Contact Page</p>	<p>Northumbria force-wide</p>

<p>NSPCC</p>	<p>Letting the Future In</p> <ul style="list-style-type: none"> • Therapeutic intervention programme for children and young people who have been sexually abused • Support is provided through one to one creative activities to help children overcome their trauma and reduce their psychological and behavioural symptoms. <p>Please note – this programme closes in October 2021 and is no longer taking referrals.</p>	<p>Children and young people aged 4 to 17 years</p>	<p>Website - Homepage</p> <p>Website - Contact</p>	<p>Northumbria force-wide</p>
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Victims of Domestic Abuse				
Organisation	Service	Victims/Survivors Supported	Website & Contact	Geographical Coverage
Newcastle Women's Aid	<p>Domestic Abuse Flexible Support (DAFS)</p> <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 • 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 • Varying levels of support so there can be a quick response, minimising waiting times for support 	Women	<p>Website - Homepage</p> <p>Website - Contact Page</p>	Newcastle
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. 	Women (aged 16+)	<p>Website - Homepage</p> <p>Website - Contact Page</p>	Gateshead, Newcastle and North Tyneside

Wearside Women in Need (WWiN)	IDVA Service <ul style="list-style-type: none"> • Independent Domestic Violence Adviser (IDVA) service for victims of domestic abuse. IDVAs provide practical and emotional support, including support through the criminal justice system and working with different agencies and organisations to provide wrap-around support. • WWiN have a specialist IDVA for high risk (MARAC) and repeat victims of domestic abuse with an aim to: <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. 	Adults (aged 16+)	Website - Homepage Website - Contact Page	Sunderland
	Counselling Service <ul style="list-style-type: none"> • One to one counselling for adult victims of domestic abuse 	Adults aged 16+		

	<p>Children and Young People’s Therapeutic Support and Counselling</p> <ul style="list-style-type: none"> • ‘Healing Together’ programme to address the immediate needs of children and young people affected by domestic abuse • One to one counselling for children with higher level needs offering a 12 session model of integrated therapy and targeted group activities. • Links made between Adult and Child Work to repair the parent-child relationship and establish a sustainable way forward. 	Children and young people aged 4 and above		
Community Counselling Cooperative	<p>Man’s Hour</p> <ul style="list-style-type: none"> • One to one peripatetic counselling for men who have been victims of domestic abuse, sexual violence and abuse, assault and harassment • Monthly peer support groups to create greater resilience, coping strategies and increased self-awareness 	Men (aged 16+)	Website - Homepage Website - Contact Page	Northumbria force-wide
	<p>Bright Eyed & Bushy Tailed</p> <ul style="list-style-type: none"> • Therapeutic interventions for children and young people who have experienced domestic abuse • One to one therapeutic support which has a strong creative and expressive elements including play-therapy techniques • Group work which supports children and young people to recover through exploring self-worth, relationships, creating narratives, resilience and empowerment • Group work for children and their non-offending parent focussed on repairing the parent-child relationship 	Children and young people aged 4 and above	Website - Homepage Website - Contact Page	Gateshead, South Tyneside, and Newcastle

Women's Health in South Tyneside (WHiST)	Counselling and Support Services <ul style="list-style-type: none"> • Counselling service for women who are victims of domestic abuse and/or sexual abuse. 	Women (aged 16+)	Website - Homepage Website - Contact Page	South Tyneside
Cygnus Support	Domestic Abuse and Sexual Violence Counselling <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 	Adults, children and young people	Website - Homepage Website - Contact Page	Northumberland
Oasis Community Housing	Empower: Group and 1:1 Support <ul style="list-style-type: none"> • One to one and group support for women victims of domestic abuse • Weekly drop-ins and peer support group 	Women (aged 17+)	Website Homepage Website - Contact	Gateshead
Angelou Centre	Building Positive Lives <ul style="list-style-type: none"> • Specialist holistic, culturally intuitive, support for ethnic minority women and their children who have been victims of domestic and/or sexual abuse • Accessible advocacy support to reduce victimisation and improve safety • ISVA and IDVA support available – specialist practical and emotional support for victims of sexual violence and domestic abuse, including helping a victim navigate the criminal justice system and working with the different statutory agencies to provide wrap-around support. • Trauma-informed therapeutic interventions for sexual violence victims 	Women, children and young people	Website - Homepage Website - Contact Page	Northumbria force wide

	<p>Ma Simba</p> <ul style="list-style-type: none"> • Specialist multi-lingual and culturally competent support for ethnic minority children and young people who have experienced domestic abuse • One to one therapeutic sessions • Therapeutic group activities incorporating play therapy through creative art • Survivor workshops for children and young people to engage in discussion and education programmes relating to healthy relationships, consent and resilience • Parent and child support groups. 	Children and young people aged 4 and above		
<p>Northumberland Domestic Abuse Services (NDAS)</p>	<p>Domestic Abuse Practitioners: Offering Practical and Emotional Support</p> <ul style="list-style-type: none"> • One to one practical and emotional support for all victims of domestic abuse across Northumberland, including those living in rural isolation • Support through the criminal justice system • Specialist group courses available including the Freedom Programme, Freedom Forever and The Recovery Toolkit • One to one mentoring to improve self-confidence, resilience and the ability to live a safe and independent life for adults who have had multiple abusive relationships, and those most at risk of returning to abusive relationships. 	Adults	<p>Website - Homepage</p> <p>Website - Contact Page</p>	Northumberland
<p>Barnardo's</p>	<p>TRI-DAS: Supporting Mental Health and Wellness Recovery</p>	Women, children and young people	<p>Website - Homepage</p> <p>Website - Contact Page</p>	Northumbria force wide

	<ul style="list-style-type: none"> Specialist counselling and therapeutic support for women and children that have been victims of domestic and sexual abuse 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 			
Harbour Support Services	Harbour Next Steps <ul style="list-style-type: none"> Specialist support and assistance 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 Live chat facility available on Harbour's website so victims can access support during evenings or weekends. 	Adults (aged 16+)	Website - Homepage Website - Contact Page	North Tyneside
	IDVA Service <ul style="list-style-type: none"> Independent Domestic Violence Adviser (IDVA) support for children and young people who have been victims of domestic abuse. IDVAs provide practical and emotional support, including support through the criminal justice system and working with different agencies and organisations to provide wrap-around support. 	Children and young people		
North East Law Centre	Supporting Victims Legal Advice Project <ul style="list-style-type: none"> Legal advice (including family and immigration law) and support service for victims of domestic abuse and also victims with other vulnerabilities. 	Adults, children and young people	Website - Homepage Website - Contact Page	Tyne and Wear

	<ul style="list-style-type: none"> • Domestic abuse support – specialist support for male and female victims of all levels of risk of domestic abuse; outreach provision for black and minority 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. 			
West End Women and Girls Centre	Safe 4 Life Domestic Abuse Recovery Course <ul style="list-style-type: none"> • Support for women 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. 	Women (aged 18+)	Website - Homepage Website - Contact Page	Newcastle
	Domestic Abuse Peer Educators <ul style="list-style-type: none"> • Specialist support for girls and young women who have experienced domestic abuse, including a specialist worker for black and minority victims • Independent Domestic Violence Adviser (IDVA) for victims of domestic abuse. IDVAs provide practical and emotional support, including support through the criminal justice system and working with 	Girls and young women aged 11 to 25 years		Northumbria force-wide

	<p>different agencies and organisations to provide wrap-around support.</p> <ul style="list-style-type: none"> • 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. • Preventative DV workshops will be provided in schools, colleges and youth work settings • The promoting of the DV Champions Network in schools 			
Gateshead Council Domestic Abuse Team	<p>Virtual Support Groups for Domestic Abuse Victims</p> <ul style="list-style-type: none"> • Online support groups for victims of domestic abuse in Gateshead 	Adults	Website - Advice & Contact Page	Gateshead
	<p>IDVA Service</p> <ul style="list-style-type: none"> • Independent Domestic Violence Adviser (IDVA) service for victims of domestic abuse. IDVAs provide practical and emotional support, including support through the criminal justice system and working with different agencies and organisations to provide wrap-around support. 	Adults, children and young people		
Riverside Community Health Project	<p>Domestic Abuse Support for EU Migrants</p> <ul style="list-style-type: none"> • One to one and group support for victims of domestic abuse • A focus on supporting women from the Eastern European community who often have No Recourse to Public Funds (NRPF) 	Adults	Website - Homepage Website - Contact Page	Newcastle

Being Woman	<p>RAIN – Survive to Thrive</p> <ul style="list-style-type: none"> • One to one and group support for black and minority women who have been victims of domestic abuse • Skill classes, well-being packs and emergency supplies are available to women who access support. 	Women	<p>Website - Homepage</p> <p>Website - Contact Page</p>	Northumberland
Apna Ghar	<p>Apna Sahara</p> <ul style="list-style-type: none"> • Information, advice and guidance and emotional support for black and minority women and their children • Promotion of their rights and awareness of domestic abuse. 	Women, children and young people	<p>Website - Contact Page</p>	South Tyneside
Impact Family Services	<p>Domestic Abuse Link Worker</p> <ul style="list-style-type: none"> • Practical and emotional support for victims of domestic abuse 	Adults (aged 16+)	<p>Website - Homepage</p> <p>Website - Contact Page</p>	South Tyneside
	<p>Safe Hands</p> <ul style="list-style-type: none"> • Group-based and 1:1 work with children and young people affected by domestic abuse • The programme is designed to introduce children to protective behaviours based on two core principles – everyone has the right to feel safe all of the time and there is nothing so awful that you can't talk to another person about. 	Children and young people aged 4 and above	<p>Website - Homepage</p> <p>Website - Contact Page</p>	
Building Futures East	<p>East End Women Local Programme</p> <ul style="list-style-type: none"> • One to one advice and support and group sessions for victims of domestic and sexual abuse • Support includes the Freedom Programme, one to one coaching, self-esteem and confidence 	Women	<p>Website - Homepage</p> <p>Website - Contact Page</p>	Northumbria force-wide (focus in East Newcastle)

	workshops, creative therapeutic arts programmes and employability support to improve financial resilience.			
Northumberland Pride	One to One and Group Wellbeing Support <ul style="list-style-type: none"> Support for LGBT+ victims of domestic and sexual abuse in Northumberland Support on offer includes one to one support, group support and welfare checks and resources. 	Adults	Website - Homepage Website - Contact Page	Northumberland
Domestic Abuse Support Service Northumberland (DASSN)	IDVA Service <ul style="list-style-type: none"> Independent Domestic Abuse Adviser (IDVA) Practical and emotional support for victims of domestic abuse, including helping a victim navigate the criminal justice system and working with the different statutory agencies to provide wrap-around support. 	Adults	Website - Advice & Contact Page	Northumberland
Children North East	Ways to Happiness <ul style="list-style-type: none"> Specialist counselling for children and young people who are vulnerable/have mental health issues following a crime or who have been victims of crime, with a focus on supporting domestic and sexual abuse victims 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 	Children and young people aged 11 to 25 years	Website - Homepage Website - Contact Page	Northumbria force area

	<ul style="list-style-type: none"> • Support for and involvement of parents (where the child consents to it) 			
	<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 	Adults, children and young people		
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 children and young people who 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. 	Children and young people aged 11 to 18 years	Website - Homepage Website - Contact Page	North Tyneside and Northumberland

	<p>Children and Young People’s Recovery Service</p> <ul style="list-style-type: none"> • Therapeutic recovery support for children and young people who have experienced domestic abuse • One to one counselling and play therapy • Group work for children and young people affected by domestic abuse • Group work for children and their non-offending parent focussed on repairing the damage to their relationship caused by domestic abuse 	Children and young people aged 4 and above		
Action for Children	<p>Breaking the Cycle</p> <ul style="list-style-type: none"> • Therapeutic 1:1 support children and young people who have experienced domestic abuse including a mix of: • Play therapy, art therapy and sand tray therapy for younger children • 1:1 counselling sessions for older children and young people • Parental involvement focussed on hearing and responding to the needs of the child 	Children and young people aged 4 and above	Website - Homepage Website - Contact Page	Newcastle

Victims of Hate Crime				
Organisation	Service	Victims/Survivors Supported	Website & Contact	Geographical Coverage
Connected Voice (formerly Advocacy Centre North)	Hate Crime Connected Voice Advocacy <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 	Adults (aged 16+)	Website - Homepage & Contact Page	Northumbria force area

Victims with Mental Health Needs				
Organisation	Service	Victims/Survivors Supported	Website & Contact	Geographical Coverage
Tyneside and Northumberland Mind	ReVOC – Resilience for Victims of Crime <ul style="list-style-type: none"> • One to one support for victims and witnesses of crime with mental health needs • Support through the criminal justice system • 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 	Adults (aged 16+)	Website - Homepage Website - Contact Page	Northumbria force area

Victims with Other Vulnerabilities				
Organisation	Service	Victims/Survivors Supported	Website	Geographical coverage
Age UK Gateshead	<p>Just Me</p> <ul style="list-style-type: none"> • Fast track mental health support for individuals who live in fear of crime or who are victims of crime • 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 	Adults (aged 50+)	<p>Website - Homepage</p> <p>Website - Contact Page</p>	Gateshead, South Tyneside and Newcastle
The Prince's Trust	<p>Empower</p> <ul style="list-style-type: none"> • Programmes for young victims of crime looking to get back into training, education or employment • Young people will be supported to build confidence, self-esteem and resilience • Starting points for a young person to explore a sector and make positive choices about their next steps 	Young people aged 16 – 25 years	<p>Website - Homepage</p> <p>Website - Contact Page</p>	Northumbria force-wide
Nepacs	<p>Therapeutic Support for Children Affected by Parental Imprisonment</p> <ul style="list-style-type: none"> • One to one listening and therapeutic support for children and young people impacted by the imprisonment or community sentence of a parent or close relative 	Children and young people aged 8 – 17 years	<p>Website - Homepage</p> <p>Website - Contact Page</p>	Northumbria force-wide