



PCC Commissioned Victim Services 2024-25

This document provides information on the services that have been commissioned by Northumbria 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 one support type so please take time to read all services available to find the right one for you.

Contents

	Page
Northumbria Victim and Witness Service (NVWS) – Northumbria’s core victim referral and assessment service	2
Support services for adults	3 – 11
Victims of sexual violence and abuse	3
Victims of domestic abuse	4 – 8
Victims of stalking and harassment	8
Victims of hate crime	9
Victims with mental health needs	9
Victims of violent crime (violence against the person)	10
Victims of exploitation (including modern slavery and sexual exploitation)	10
Victims with other vulnerabilities (including criminal justice system support, older people and road crime victims)	11
Support services for children and young people	12 – 18
Victims of sexual violence, abuse and exploitation	12 – 13
Victims of domestic abuse	13 – 17
Victims of other crime types (including hate crime, exploitation and violent crime)	17 – 18

Northumbria Victim and Witness Service (NVWS) – Northumbria’s core victim referral and assessment service

Service Overview	Victims/Survivors Supported	Website & Contact	Geographical Coverage
<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 witnesses needs to ensure the right emotional and practical support is provided through the court process • A consistent service across the board so no matter where people live they receive a good service which leaves them with a positive experience • 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. • Support for victims of stalking – please see the ‘victims of stalking and harassment’ section below for more detail. 	<p>Adults, children and young people</p>	<p>Website - Homepage</p> <p>Website - Contact Page</p>	<p>Northumbria force wide</p>

Support services for adults

Victims of Sexual Violence and Abuse				
Organisation	Service Overview	Victims/Survivors Supported	Website & Contact	Geographical Coverage
Northumbria Victim and Witness Service (NVWS)	<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. Specialist ISVA for LGBT+ 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"> Specialist one to one practical and emotional support, and counselling, 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. 	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	<p>Specialist Counselling for Victims/Survivors of Sexual Violence</p> <ul style="list-style-type: none"> Specialist counselling for men who have been 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 	Men (aged 16+)	<p>Website - Homepage</p> <p>Website - Contact Page</p>	Northumbria force-wide

Changing Lives	Sexual Exploitation ISVA <ul style="list-style-type: none"> Independent Sexual Violence Advisor (ISVA) support for women who have been sexually exploited, including women who have sexually exploited through sex work. ISVAs are 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 & Contact Page	Newcastle
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Victims of Domestic Abuse				
Organisation	Service Overview	Victims/Survivors Supported	Website & Contact	Geographical Coverage
Newcastle Women's Aid	Domestic Abuse Flexible Support (DAFS) <ul style="list-style-type: none"> Support for women victims of domestic abuse 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 (aged 16+)	Website - Homepage Website - Contact Page	Newcastle
Tyneside Women's Health	Safer Women <ul style="list-style-type: none"> One to one and group support for women who have experienced domestic abuse One to one counselling 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 	Women (aged 18+)	Website - Homepage Website - Contact Page	Gateshead, Newcastle and North Tyneside

	<ul style="list-style-type: none"> 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. 			
Wearside Women in Need (WWiN)	<p>IDVA and Counselling for Adults</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. 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. One to one counselling. 	Adults (aged 16+)	Website - Homepage Website - Contact Page	Sunderland
Community Counselling Cooperative	<p>Man's Hour</p> <ul style="list-style-type: none"> One to one counselling for men who have been victims of domestic abuse and sexual violence Peer support groups to create greater resilience, coping strategies and increased self-awareness 	Men (aged 16+)	Website - Homepage Website - Contact Page	Northumbria force-wide
Women's Health in South Tyneside (WHiST)	Counselling and Support Services	Women (aged 16+)	Website - Homepage	South Tyneside

	<ul style="list-style-type: none"> • Counselling service for women who are victims of domestic abuse and/or sexual abuse, including specialist counselling for ethnic minority victims 		Website - Contact Page	
Cygnus Support	Domestic Abuse and Sexual Violence Counselling <ul style="list-style-type: none"> • Responsive one to one counselling for victims of domestic abuse to help them cope and recover from their experiences. 	Adults (aged 18+)	Website - Homepage Website - Contact Page	Northumberland
Oasis Community Housing	Empower: Group and 1:1 Support <ul style="list-style-type: none"> • One to one practical and emotional support, and group support for women victims of domestic abuse • Weekly drop-ins and peer support group 	Women (aged 16+)	Website - Homepage Website - Contact	Gateshead
Angelou Centre	Building Positive Lives <ul style="list-style-type: none"> • Specialist holistic, culturally intuitive, support for black and minoritised 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 (aged 18+)	Website - Homepage & Contact Page	Northumbria force wide
Northumberland Domestic Abuse Services (NDAS)	Domestic Abuse Practitioners: Offering Practical and Emotional Support	Adults (aged 16+)	Website - Homepage	Northumberland

	<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 		Website - Contact Page	
Harbour Support Services	Harbour Next Steps <ul style="list-style-type: none"> Specialist support and assistance victims of domestic abuse One to one sessions to assess immediate safety, provide information and establish the support each victim will need 	Adults (aged 16+)	Website - Homepage Website - Contact Page	North Tyneside and Northumberland
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 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
NIDAS	IDVA/ISVA Service <ul style="list-style-type: none"> Independent Domestic Abuse Adviser (IDVA) / Independent Sexual Violence Advisor (ISVA) – practical and emotional support for victims of domestic abuse and sexual violence, including helping a victim navigate the criminal justice system and working with the different statutory agencies to provide wrap-around support. 	Women and girls (aged 14+)	Website - Homepage & Contact Page	Newcastle
Domestic Abuse Support Service Northumberland (DASSN) – Harbour Support Services	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 (aged 16+)	Website - Advice & Contact Page	Northumberland

Pride Action North (formerly Northumberland Pride)	Support for LGBTQ+ Victims of Domestic Abuse and Sexual Violence <ul style="list-style-type: none"> A range of support services for LGBTQ+ victims of domestic abuse and sexual violence including: <ul style="list-style-type: none"> One to one support including counselling Telephone support Mental health and wellbeing bags Support groups 	Adults, children and young people aged 8+	Website - Homepage Website - Contact Page	Northumbria force area
Apna Ghar	Sahara Project – Emotional and Practical Support <ul style="list-style-type: none"> Emotional and practical support for ethnic minority victims of domestic abuse and sexual violence including one to one support and group sessions. 	Adults aged 18+	Website - Homepage Website - Contact Page	South Tyneside
Impact Family Services	IDVA Service Independent Domestic Violence Advocate for domestic abuse victims. 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 aged 16+	Website - Homepage Website - Contact Page	South Tyneside

Victims of Stalking and Harassment				
Organisation	Service Overview	Victims/Survivors Supported	Website & Contact	Geographical Coverage
Paladin National Stalking Advocacy Service (NSAS)	Independent Stalking Advocacy Caseworker (ISAC) <ul style="list-style-type: none"> Practical, emotional and advocacy support for victims of stalking and harassment Support through the criminal justice system 	Adults (aged 18+)	Website - Homepage Website - Contact Page	Northumbria force area

Northumbria Victim and Witness Service	Independent Stalking and Harassment Advocate (ISHA) <ul style="list-style-type: none"> • Practical, emotional and advocacy support for victims of stalking and harassment • Support through the criminal justice system 	Adults (aged 18+)	Website - Homepage Website - Contact Page	Northumbria force area
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Victims of Hate Crime				
Organisation	Service Overview	Victims/Survivors Supported	Website & Contact	Geographical Coverage
Connected Voice	Hate Crime Connected Voice Advocacy <ul style="list-style-type: none"> • Direct advocacy casework and emotional support for victims of hate crime • Awareness-raising sessions to victims and potential victims 	Adults (aged 18+)	Website - Homepage & Contact Page	Northumbria force area
Pride Action North (formerly Northumberland Pride)	Support for LGBT+ victims of hate crime <ul style="list-style-type: none"> • Practical, emotional and counselling support for LGBT+ victims of hate crime 	Adults, children and young people aged 8+	Website - Homepage Website - Contact Page	Northumbria force area

Victims with Mental Health Needs				
Organisation	Service Overview	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 • One to one counselling • Support through the criminal justice system 	Adults (aged 16+)	Website - Homepage Website - Contact Page	Northumbria force area

Victims of Violent Crime (Violence Against the Person)				
Organisation	Service Overview	Victims/Survivors Supported	Website & Contact	Geographical Coverage
Tyneside and Northumberland Mind	<p>ReVOC – Resilience for Victims of Crime</p> <ul style="list-style-type: none"> One to one practical and emotional support for victims and witnesses of violent crime (excluding domestic abuse and sexual violence) Support through the criminal justice system 	Adults (aged 18+)	<p>Website - Homepage</p> <p>Website - Contact Page</p>	Northumbria force-wide

Victims of Exploitation				
Organisation	Service Overview	Victims/Survivors Supported	Website	Geographical coverage
Changing Lives	<p>Liberty Project and GAP/MAP</p> <ul style="list-style-type: none"> Specialist practical, emotional and therapeutic support for victims of exploitation including sexual exploitation, modern slavery, trafficking, forced labour, domestic servitude, and forced involvement in criminal activity A range of tools will be used such as DBT skills, trauma recovery programmes and one to one interventions to help victims learn skills to manage their emotions and reduce further victimisation. 	Adults (aged 16+)	<p>Website - Homepage & Contact Page</p>	Northumbria force-wide

Victims with Other Vulnerabilities				
Organisation	Service Overview	Victims/Survivors Supported	Website	Geographical coverage

<p>North East Law Centre</p>	<p>Supporting Victims Legal Advice Project</p> <ul style="list-style-type: none"> • Legal advice (including family and immigration law) and support for victims of crime. This includes: <ul style="list-style-type: none"> ○ Advice and options open to a victim of domestic abuse in terms of legal remedies including prohibitive orders to prevent abuse and/ or threat of physical abuse ○ Welfare rights issues including refuge, housing, benefits, and employment issues ○ Advice and support for victims with no recourse to public funds to regularise their immigration status, to obtain access to public support ○ Support for victims to make credible applications to the CICA scheme 	<p>Adults (aged 18+)</p>	<p>Website - Homepage</p> <p>Website - Contact Page</p>	<p>Northumbria force-wide</p>
<p>Age UK Gateshead</p>	<p>Just Me</p> <ul style="list-style-type: none"> • Practical and emotional 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 	<p>Adults (aged 50+)</p>	<p>Website - Homepage</p> <p>Website - Contact Page</p>	<p>Gateshead, South Tyneside and Newcastle</p>
<p>Brake</p>	<p>National Road Crime Victim Service</p> <ul style="list-style-type: none"> • Practical and emotional support for road crime victims through the Brake Helpline 	<p>Adults (aged 18+)</p>	<p>Website - Homepage & Contact Page</p>	<p>Northumbria force-wide</p>

Support services for children and young people

Victims of Sexual Violence, Abuse and Exploitation				
Organisation	Service Overview	Victims/Survivors Supported	Website & Contact	Geographical Coverage
Northumbria Victim and Witness Service (NVWS)	<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. Specialist ISVA for children and young people who have experienced 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"> Specialist one to one practical and emotional support, and counselling, 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. 	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
Children North East	<p>SAFE Project</p> <ul style="list-style-type: none"> Therapeutic support for victims of child sexual abuse including one to one counselling and play therapy. 	Children and young people (aged 0+)	<p>Website - Homepage</p> <p>Website - Contact Page</p>	Northumbria force-wide

Someone Cares	Specialist Counselling <ul style="list-style-type: none"> Counselling and well-being sessions for young people who have been victims of sexual violence and/or domestic abuse 	Children and young people aged 11+	Website - Homepage Website - Contact Page	Northumbria force-wide
The Children's Society North East	Mentoring and Resilience Programme <ul style="list-style-type: none"> One to one tailored mentoring and resilience programme for children and young people who have been affected by child sexual exploitation 	Children and young people aged 10 to 18 years	Website - Homepage Website - Information for Young People	Northumbria force-wide
Bright Futures	Sexual Violence & Exploitation Prevention and Support Project <ul style="list-style-type: none"> Tailored one to one support for young women who have been a victim of sexual violence, abuse and exploitation. Community based detached outreach work, youth work provision and preventative educational sessions 	Young women aged 11 to 25 years	Website - Homepage Website - Contact Page	South Tyneside

Victims of Domestic Abuse				
Organisation	Service Overview	Victims/Survivors Supported	Website & Contact	Geographical Coverage
Wearside Women in Need (WWiN)	Children and Young People's IDVA Support, Therapeutic Support and Counselling <ul style="list-style-type: none"> Children's Independent Domestic Abuse Advisor (CHIDVA) support and advocacy for children One to one therapeutic services, including counselling, for C&YP affected by domestic abuse Parental engagement interventions focused on enhancing the non-offending parent's readiness for and ability to support their child's engagement with therapeutic services. 	Children and young people aged 4+	Website - Homepage Website - Contact Page	Sunderland

	<ul style="list-style-type: none"> • Joint interventions for children and the non-offending parent, including those that address the impact of domestic abuse on their relationship/ attachment 			
Community Counselling Cooperative	<p>Bright Eyed & Bushy Tailed</p> <p>Therapeutic interventions for children and young people who have experienced domestic abuse including:</p> <ul style="list-style-type: none"> • One to one therapeutic support which has strong creative and expressive elements including play-therapy techniques • Parental engagement interventions focused on enhancing the non-offending parent’s readiness for and ability to support their child’s engagement with therapeutic services. Joint interventions for children and the non-offending parent, including those that address the impact of domestic abuse on their relationship/attachment 	Children and young people aged 4+	Website - Homepage Website - Contact Page	Newcastle, Gateshead and South Tyneside
Angelou Centre	<p>Ma Simba</p> <p>Specialist multi-lingual and culturally competent support for black and minoritised children and young people who have experienced domestic abuse including:</p> <ul style="list-style-type: none"> • One to one therapeutic services • Parental engagement interventions focused on enhancing the non-offending parent’s readiness for and ability to support their child’s engagement with therapeutic services. • Joint interventions for children and the non-offending parent, including those that address the impact of domestic abuse on their relationship/ attachment. • 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 	Children and young people aged 4+	Website - Homepage & Contact Page	Northumbria force wide

	system and working with different agencies and organisations to provide wrap-around support.			
Harbour Support Services	<p>IDVA Service</p> <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 aged 12 to 18	Website - Homepage Website - Contact Page	North Tyneside
SURT	<p>Children and Young People's IDVA</p> <ul style="list-style-type: none"> Children and Young People's Independent Domestic Violence Advocate for domestic abuse victims. 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 aged 11 to 17 years	Website - Homepage Website - Contact Page	South Tyneside
Acorns	<p>Children and Young People's Outreach Team and Recovery Service</p> <ul style="list-style-type: none"> Practical and emotional support to cope and crisis support for children and young people who have experienced domestic abuse including: <ul style="list-style-type: none"> 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 	Children and young people aged 4+	Website - Homepage Website - Contact Page	North Tyneside and Northumberland

	<ul style="list-style-type: none"> • Trauma informed therapeutic work including: <ul style="list-style-type: none"> ○ One to one therapeutic services for C&YP affected by domestic abuse ○ Parental engagement interventions focused on enhancing the non-offending parent’s readiness for and ability to support their child’s engagement with therapeutic services. ○ Joint interventions for children and the non-offending parent, including those that address the impact of domestic abuse on their relationship/ attachment. 			
Action for Children	<p>Breaking the Cycle Trauma informed therapeutic work for children and young people affected by domestic abuse including:</p> <ul style="list-style-type: none"> • One to one therapeutic services, including counselling • Parental engagement interventions focused on enhancing the non-offending parent’s readiness for and ability to support their child’s engagement with therapeutic services. • Joint interventions for children and the non-offending parent, including those that address the impact of domestic abuse on their relationship/ attachment. 	Children and young people aged 4 and above	Website - Homepage Website - Contact Page	Newcastle
Impact Family Services	<p>Safe Hands Trauma informed therapeutic work for children and young people affected by domestic abuse including</p> <ul style="list-style-type: none"> • Arts based intervention – an 8-week group work programme based on 3 hours per session • Individual sessions for children who unable to partake in a group setting 	Children and young people aged 4 and above	Website - Homepage Website - Contact Page	South Tyneside

	<ul style="list-style-type: none"> Parental engagement interventions focused on enhancing the non-offending parent's readiness for and ability to support their child's engagement with therapeutic services. 			
NIDAS (Changing Lives)	IDVA/ISVA Service <ul style="list-style-type: none"> Independent Domestic Abuse Adviser (IDVA) / Independent Sexual Violence Advisor (ISVA) – practical and emotional support for victims of domestic abuse and sexual violence, including helping a victim navigate the criminal justice system and working with the different statutory agencies to provide wrap-around support. 	Women and girls (aged 14+)	Website - Homepage & Contact Page	Newcastle

Victims of Other Crime Types				
Organisation	Service Overview	Victims/Survivors Supported	Website & Contact	Geographical Coverage
Children North East	Therapeutic Support for Young Victims of Crime <ul style="list-style-type: none"> Therapeutic support for young victims of various crime types, including hate crime, violent crime and exploitation. Support includes talking therapies, EDMR, play therapy and CBT. 	Children and young people aged 5 to 25 years	Website - Homepage Website - Contact Page	Northumbria force-wide
Streetwise Young People's Project	Practical and Emotional Support for Young Victims of Crime <ul style="list-style-type: none"> Practical and emotional support for young victims of various crime types, including hate crime, violent crime and exploitation. One to one counselling Peer support groupwork sessions will engage ethnic minority young men affected by crime, exploitation and/or hate crime, focussing on positive relationships, informed decision making, respect, power and consent. 	Children and young people aged 11 to 25 years	Website - Homepage Website - Contact Page	Northumbria force-wide

	<ul style="list-style-type: none">• EmpowHER programme provides a safe space for young women to explore issues affecting them and will focus on recovery and wellbeing, building young women's self-worth and self-esteem while reducing the risk of re-victimisation and/or re-traumatisation.			
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