

Working Together: A Trauma-Informed Approach in Peterborough

A Charter for collaboration and support for
people who have been subjected to
domestic abuse and/or sexual violence.



Development of this Charter

This Charter was developed from the work of frontline staff working with people in Peterborough who have been subjected to domestic abuse and/or sexual violence.

They understand the importance of working with people which honours their lived experience, in a way which is kind, empowering and recognises they are the experts in their recovery.

Purpose of this Charter

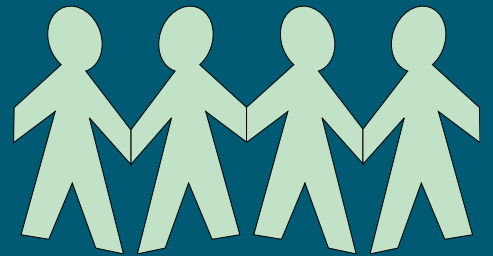
This Charter sets out shared values, principles, and ways of working for organisations, professionals, volunteers, and partner agencies supporting survivors of domestic abuse and sexual violence across Peterborough.

It aims to:

- Promote consistent, trauma-informed, and person-centred practice
- Strengthen collaboration across services
- Improve safety, trust, and outcomes for survivors
- Support reflective, inclusive, and accountable working cultures

This Charter should be used as a living document to guide practice, partnership discussions, service development, and continuous improvement.

Our Shared Commitment



We recognise that survivors are experts in their own lives. We commit to working with survivors rather than to them, to support recovery, autonomy and safety without placing unrealistic responsibility on individual people.

All partners signing up to this Charter commit to embedding trauma-informed principles across policy, practice, supervision, and partnership working.



Trauma- Informed Framework

This Charter is explicitly aligned with recognised trauma-informed principles, including

- Empowerment and Choice
- Cultural Humility, Diversity, Equity and Inclusion
- Trustworthiness and Transparency
- Safety
- Collaboration

These principles underpin all aspects of our work and partnerships.



Empowerment and Choice



We understand empowerment as supported choice, not abandonment or pressure.

We commit to:

- Affirming clearly and consistently that survivors are not at fault for the abuse they have been subjected to.
- Providing flexible models of support and varied engagement options.
- Actively building confidence, self-esteem, and a sense of agency for those we work with.
- Recognising and celebrating progress, including small or incremental steps
- Avoiding the misuse of the term “empowerment” to justify withdrawing support or placing responsibility solely on clients.
- Using grounding and stabilisation techniques (e.g. breathing exercises, sensory tools) when appropriate
- Seeking regular feedback and focusing on tangible, client-defined outcomes

Cultural Humility, Diversity, Equity and Inclusion



We recognise that experiences of abuse and access to support are shaped by identity, culture, and structural inequality.

We commit to:

- Collecting, analysing, and using demographic data to improve access and address gaps in those accessing services.
- Ensuring services and spaces are physically, culturally, and psychologically accessible
- Actively avoiding assumptions, stereotypes, or one-size-fits-all responses
- Seeking specialist advice and partnership support from relevant agencies and services
- Embedding reflective practice to identify and challenge bias
- Encouraging open conversations among staff about inclusion and equity
- Reinforcing inclusive practice through supervision, training, and leadership

Trustworthiness and Transparency



We recognise that trust may have been repeatedly broken in the lives of those who we work with. Trust must therefore be built intentionally and consistently.

We commit to:

- Being transparent and honest about what we can and cannot offer
- Setting clear expectations, boundaries, and roles
- Maintaining confidentiality within agreed safeguarding frameworks
- Providing consistent support and communication wherever possible
- Following through on commitments or explaining promptly when circumstances change
- Practising active listening and maintaining a non-judgemental stance

Safety



Safety is a shared responsibility for clients, staff and volunteers.

We commit to:

- Providing access to clinical supervision and mental health first aiders
- Implementing lone-working policies, buddy systems, and check-in procedures
- Using appropriate safety measures such as personal alarms, Hollie Guard, CCTV and secure environments
- Undertaking regular risk assessments and co-producing safety plans with those using the service.
- Considering online and digital safety as part of routine safety planning.
- Maintaining clear emergency procedures and robust safeguarding training

Collaboration



Collaboration with people who have been subjected to domestic abuse and/or sexual violence

We commit to:

- Listening carefully to what survivors tell us they want and need
- Acting on those priorities wherever possible
- Sharing ideas and co-creating plans rather than imposing solutions
- Inviting and valuing feedback at all stages of engagement
- Practising professional generosity, presence, and reliability

Collaboration Across Agencies

We commit to:

- Approaching challenges with a solution-focused, collective mindset
- Avoiding a “not my job” culture and recognising shared responsibility
- Understanding the roles, thresholds, and constraints of partner services
- Sharing knowledge appropriately to improve outcomes and reduce duplication
- Using inclusive, respectful language in all inter-agency communication
- Being transparent and honest about what we can and cannot offer
- Setting clear expectations, boundaries, and roles
- Following through on commitments or explaining promptly when circumstances change
- Practising active listening and maintaining a non-judgemental stance

Practical Tools and Shared Resources

To support consistent practice, partners are encouraged to use and develop shared tools, including:

- Grounding and stabilisation techniques
- Client connection or working agreements
- Up-to-date contact lists and referral pathways
- Emergency protocols and escalation processes



Accountability and Review

Organisations and individuals adopting this Charter commit to:

- Embedding its principles into everyday practice
- Using supervision, reflective spaces, and partnership forums to review alignment
- Welcoming constructive challenge where practice falls short
- Reviewing and updating the Charter annually to reflect learning and changes within Peterborough, and any changes nationally.

Closing Statement



By adopting this Charter, we commit to trauma-informed, survivor-centred practice across all responses to domestic abuse and/or sexual violence in Peterborough.

We recognise the impact of trauma and commit to working in ways that prioritise safety, trust, choice, collaboration, empowerment, and cultural humility. We will work transparently and in partnership, hold ourselves accountable to these principles, and continually improve our practice.

Together, we commit to creating services and systems that are safer, more inclusive, and more effective for survivors.

Signatories

The following agencies have signed up to this Charter, organisations and partners affirm their commitment to upholding its principles and embedding trauma-informed, survivor-centred practice across their services.



**Cambridgeshire
& Peterborough**
Domestic Abuse & Sexual
Violence Partnership



RAPECRISISPARTNERSHIP
CAMBRIDGE & PETERBOROUGH



Cambridgeshire
Deaf Association



Support and Contacts

The Peacock Project

Domestic abuse support service for anyone over 16 in Peterborough

01733 894964

referrals@wa-support.co.uk

www.peterboroughwomensaid.co.uk

IMPAKT Domestic Abuse Support Service (DASS)

Outreach service for housing and support, working with victims and survivors in the community in Cambridgeshire

0300 373 1073 (freephone)

<https://impakt.org.uk/dass/>

DASSreferrals@impakt.org.uk

Sexual Assault Referral Centre

0800 193 5434

www.theelmssarc.org

Cambridgeshire & Peterborough Domestic Abuse and Sexual Violence Partnership

www.cambsdasv.org.uk

Living Keys

www.livingkeys.co.uk

Peterborough Rape Crisis Care Group

<https://prccg.org.uk/>

Cambridge Rape Crisis

<https://cambridgerapecrisis.org.uk/>

Peterborough IDVAS

peterboroughidvas@peterborough.gov.uk

Duty IDVA: 07983 345580

Cambridgeshire IDVAS

IDVA.Referrals@cambridgeshire.gov.uk

01223 823521

Angels Foundation

www.angelsfoundation.org.uk

National Domestic Abuse Helpline

0808 2000 247

www.nationaldahelpline.org.uk

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