

Catch22 — Greater Manchester Victims' Services

How Connektivity's myVCU platform is helping Catch22 deliver faster, more joined-up support to victims of crime across Greater Manchester's ten boroughs.

BACKGROUND

Catch22 is a social business with over 200 years' history, delivering more than 100 services that reach 140,000+ people every year. In September 2023, the Greater Manchester Combined Authority commissioned Catch22 to deliver a refreshed Greater Manchester Victims' Services (GMVS) — a free, independent and confidential service for victims and witnesses of crime across the city-region's ten boroughs, co-located with Greater Manchester Police at their headquarters.

Catch22 were clear about what they needed: a case management system that would work with their processes, not force them to reshape the way they operate to fit the technology. Just as importantly, they wanted a vendor who would work alongside them as a development partner — evolving the platform in step with the changing needs of the services they provide, rather than delivering a static, off-the-shelf product.

THE CHALLENGE

- 1 Legacy system & data migration**
Catch22's existing case management system held over 80,000 historical cases. Every record needed to be imported and transformed into the new platform without loss or disruption, preserving continuity for ongoing cases and providing immediate access to the full history of every individual supported.
- 3 Process-led, not technology-led**
Catch22 needed a system built around the way their teams actually work. Off-the-shelf solutions would mean compromising their workflows. They required a platform that could be tailored to capture the right data, at the right time, in a way that felt intuitive to caseworkers.

- 2 Multi-agency, real-time data exchange**
Referrals arrive daily from Greater Manchester Police (via Niche) and Action Fraud, while victims also self-refer through the GMVS portal. Catch22 needed two-way integration with the portal — not just receiving referrals, but sending back case updates as they happen and capturing victim feedback.
- 4 Geographic visibility**
With services spanning all ten boroughs of Greater Manchester, Catch22 needed the ability to track and map where support was being provided — helping them manage resources, identify demand patterns, and demonstrate impact to commissioners.

THE SOLUTION

Tailored to Catch22's processes

The myVCU platform was customised to mirror how the GMVS team operates. Every screen, field and workflow was configured to follow Catch22's processes, ensuring their teams capture the right data in an intuitive, easy-to-follow way — from referral triage through to case closure.

Full data migration

All 80,000+ historical cases were imported and transformed from the legacy system into myVCU. This preserved continuity for active cases while giving the team immediate access to the full history of every individual they have supported.

Niche & Action Fraud imports

Daily automated imports bring new referrals directly from GMP's Niche system and Action Fraud into myVCU, eliminating manual data entry and ensuring no referral is missed.

Two-way portal integration

A two-way connection with the GMVS portal means case updates are sent back in real time as they happen — keeping referrers informed and enabling a closed feedback loop with victims on their experience.

Reporting integration

myVCU has been integrated directly into Catch22's reporting dashboard, providing real-time data on service delivery, geographic coverage, and case outcomes — giving managers and commissioners the insight they need without leaving their existing tools.

A true development partner

Connektivity provides a dedicated Customer Success Manager and ongoing development resources. A joint roadmap ensures the platform evolves alongside GMVS's changing needs — not a static product, but a living partnership.

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| <p>80,000+ Historical cases migrated</p> | <p>10 Boroughs covered</p> | <p>2-way Portal integration</p> | <p>2 Daily imports Niche & Action Fraud</p> |
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THE IMPACT

The myVCU platform is now live and actively supporting victims of crime across all ten boroughs of Greater Manchester. Beyond the technology itself, the implementation has changed the way Catch22's teams work day-to-day and the experience victims receive.

- More time with victims, less time on admin**
Automated referral imports and an intuitive, process-led workflow mean caseworkers spend less time on data entry and system navigation, and more time providing direct support to victims.
- Victims stay informed**
Real-time updates flowing back through the GMVS portal mean victims can see the progress of their case and provide feedback — building trust and improving the experience of accessing support.
- A platform that grows with the service**
Unlike a static, off-the-shelf product, myVCU evolves alongside Catch22's needs. A joint development roadmap and dedicated Customer Success Manager ensure the system keeps pace as services expand and requirements change.
- No victim left behind**
With daily Niche and Action Fraud imports feeding directly into a centralised triage list, every referral is captured and acted on. Nothing falls through the cracks between agencies.
- Stronger evidence for commissioners**
Geographic hotspot mapping and built-in reporting give Catch22 the data they need to demonstrate impact, justify resource allocation, and make the case for continued investment across all ten boroughs.
- Confidence in data integrity**
The successful migration of 80,000+ historical cases means Catch22's teams have the full picture from day one — no gaps in case history, no lost context, and no disruption to ongoing support.

“We’ve been consistently impressed by Connektivity’s agile and solutions-driven approach throughout this project. They have remained focused on tight deadlines and responsive to shifting service requirements, working collaboratively with us at every stage. Their team brings valuable technical and data guidance when needed, always with a curious, can-do attitude. We’ve particularly appreciated their willingness to explore ideas, ask the right questions, and embrace opportunities to develop their platform to better meet the needs of our clients and the wide range of stakeholders we serve.”

PAUL WRIGHT, DIRECTOR OF OPERATIONAL SUPPORT — CATCH22

ABOUT

About Catch22

Catch22 is a social business with over 200 years’ history, designing and delivering services that build resilience and aspiration in people and communities. They work across criminal justice, education, children’s social care, and health and wellbeing, delivering more than 100 services that reach 140,000+ people every year.

GMVS became part of Catch22’s wider victims portfolio, which currently supports victims of crime across Hertfordshire, Nottinghamshire, and Leicestershire.

www.catch-22.org.uk

About Connektivity

Connektivity develops specialist case management software for victim services, restorative justice, and domestic abuse organisations. Their flagship products — myVCU, myRJ, and myDV — support service delivery teams through every phase of the case lifecycle, from referral through to outcome tracking.

Connektivity works as a development partner with its clients, providing dedicated resources and a collaborative roadmap to ensure solutions evolve with the changing demands of frontline services.

- ISO 27001
- ISO 9001
- Cyber Essentials Plus

Ready to transform your victim services?

Find out how myVCU can help your organisation deliver faster, more effective support to victims of crime.

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