

# Catch22 — Norfolk & Suffolk

## Victim Care

How Connektivity helped Catch22 mobilise a new victim care service across Norfolk and Suffolk at pace — migrating data, customising the platform, and going live without a single victim losing support.

### BACKGROUND

Catch22 is a social business with over 200 years' history, delivering more than 100 services that reach 140,000+ people every year. In October 2025, Catch22 was commissioned by the Norfolk and Suffolk Police and Crime Commissioners to deliver a new Norfolk & Suffolk Victim Care Service — a free, confidential and non-judgemental service supporting victims and witnesses of crime across both counties, regardless of whether the crime has been reported.

As with their Greater Manchester service, Catch22 needed a case management system that would adapt to their way of working rather than the other way around. But this time there was an additional pressure: a tight mobilisation timeline as they transitioned from the existing provider. Catch22 needed to be confident that every victim currently receiving support would continue to do so without interruption on day one.

### THE CHALLENGE

#### 1 Rapid mobilisation

Catch22 was transitioning from the existing provider and needed the new system ready for go-live on a tight timeline. There was no room for delay — victims across Norfolk and Suffolk were relying on continuity of service from the moment the contract went live.

#### 3 Norfolk & Suffolk specific requirements

The service had its own data capture needs distinct from Catch22's other contracts. Key data fields needed to be added or customised, and new requirements specific to Norfolk and Suffolk had to be built into the platform before go-live.

#### 2 Data migration before go-live

All active and historical case data from the outgoing provider needed to be migrated and transformed into the new system before the service launched. This was critical to ensuring no victim was forgotten or left without support during the handover.

#### 4 No victim left behind

The overriding priority was a smooth transition. Every victim currently in the system — whether actively receiving support or awaiting contact — needed to be accounted for and visible to Catch22's team from day one, with no gaps in service.

### THE SOLUTION

#### Customised for Norfolk & Suffolk

Connektivity worked with Catch22 to add new data fields and tailor the myVCU platform to meet the specific requirements of the Norfolk & Suffolk contract — ensuring the system captured everything the service needed from day one, in a workflow that matched how the team operates.

#### Pre-launch data migration

All case data from the outgoing provider was imported and transformed into myVCU ahead of go-live. This meant Catch22's caseworkers had immediate access to every active case and full historical context, ensuring a seamless transition with no victims falling through the gaps.

#### ADT import integration

Automated daily ADT imports bring new police referrals directly into myVCU, removing manual data entry and ensuring every referral is captured and triaged promptly.

#### Customer portal integration

A one-way integration with the Norfolk & Suffolk customer portal feeds incoming referrals and self-referrals directly into myVCU, providing a single point of entry for all new cases regardless of how victims access the service.

#### Reporting integration

myVCU has been integrated into Catch22's reporting dashboard, providing real-time data on service delivery, case volumes, and outcomes — giving managers and the Police and Crime Commissioners the insight they need.

#### A true development partner

Connektivity provides a dedicated Customer Success Manager and ongoing development resources. A joint roadmap ensures the platform continues to evolve as the Norfolk & Suffolk service matures and requirements change.

2

Counties covered

Oct '25

Go-live on schedule

ADT

Daily police referral import

0

Victims lost in transition

THE IMPACT

The Norfolk & Suffolk Victim Care Service launched on schedule in October 2025 with every active case migrated and visible from day one. Here is what the implementation has meant for Catch22, victims, and commissioners.

- Seamless transition, zero disruption**

The pre-launch data migration meant that not a single victim was lost or forgotten during the handover from the previous provider. Caseworkers could pick up every active case from day one with full context.
- Caseworkers focused on support, not admin**

Automated ADT imports and portal integration remove the manual burden of data entry. Caseworkers can focus on what matters — providing empathetic, victim-led support across Norfolk and Suffolk.
- Commissioner confidence**

Real-time reporting integration gives the Norfolk and Suffolk Police and Crime Commissioners clear visibility of service delivery, case volumes, and outcomes — supporting accountability and evidence-based decision making.
- Mobilised at pace**

Despite the tight timeline, Connektivity delivered a fully customised, tested and data-loaded platform ready for go-live — giving Catch22 the confidence to take on the contract knowing the technology would be ready.
- A system shaped by the service**

The platform was tailored to Norfolk & Suffolk’s specific data and workflow needs from the outset. Catch22’s teams are working with a system that follows their process, not one that dictates it.
- Built to evolve**

With a dedicated Customer Success Manager and a joint development roadmap, the platform will continue to grow alongside the service as it matures and the needs of Norfolk and Suffolk’s communities become clearer.

*“Getting NSVCS live within the required timeframes really depended on a responsive and flexible way of working, and Connektivity played a key role in making that happen. This was a complex onboarding with lots of moving parts, and the Connektivity team were consistently supportive, adaptable and easy to work with throughout. They worked alongside us to problem solve in real time, brought strong technical insight when it mattered, and genuinely cared about helping us deliver the best possible service. That approach made a real difference and has laid the foundations for a strong, trusted partnership.”*

**JOE RABY, ASSISTANT DIRECTOR — 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.

Norfolk & Suffolk Victim Care is part of Catch22’s wider victims portfolio, which also supports victims of crime across Greater Manchester, Hertfordshire, Nottinghamshire, and Leicestershire.

[www.catch-22.org.uk](http://www.catch-22.org.uk) · [nsvictimcare.org](http://nsvictimcare.org)

**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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