# 

**New Era Domestic Abuse Services**

**IMPORTANT INFORMATION, PLEASE READ & DISTRIBUTE**

**Bulletin 002 – 21/03/24**

‘New Era’ (www.new-era.uk) is the holistic Domestic Abuse (DA) service operating across Staffordshire and Stoke-on-Trent. Offering help and support to all those affected by domestic abuse across the area, it provides free and confidential support for victims, perpetrators and their families.

This information bulletin provides the following:

**2023-2028**

1. Tri-partite funding for DA Victim and Perpetrator Service (referred to as Behaviour Change Service);
2. Victim service offer for Adults;
3. Behaviour Change service offer for Adults;
4. Children’s service offer via Children’s Neutral Front Door;
5. Mechanism to secure New Era marketing literature.

This approach to sharing DA related information began in 2018 and through the new service contracts, quarterly bulletins will continue to be produced and circulated.

**Please read, digest and share information with all colleagues with an interest in or with work areas that support or align to the domestic abuse agenda across Staffordshire and Stoke-on-Trent.**

**2023-2028**

1. **Tri-partite Funding for DA Services pa**

|  |  |  |  |
| --- | --- | --- | --- |
| **2023 onwards** | **Victims £pa** | **Behaviour Change £pa** | **Total £pa** |
| **Total** | **£2,875,221.00** | **£500,000.00** | **£3,375,221.00** |

As will clearly be recognised, the total financial envelope for the newly let DA Victim and DA Perpetrator (herein after known as the Behaviour Change Service) contracts commencing on 1 October 2023 remains the same significant annual investment as was made in the year to 30 September 2023. Funding is provided under a tri-partite arrangement by Staffordshire Commissioner’s Office (SCO & Lead Commissioner), Staffordshire County Council and Stoke-on-Trent City Council).

In response to the DA Act, 2023-2024 sees both Staffordshire County Council and Stoke-on-Trent City providing investment into DA service provision from the Statutory Safe Accommodation Duty. Additionally with funding from the County led Adult Specialist Worker (ASW) and BRFC opportunities no longer available, this shortfall of DA related investment has been made up by the Commissioner’s Office.

Whilst the overall total financial investment is unchanged, demand has significantly increased year on year and is expected to continue to grow.

Services have again been developed through partnership working by the Staffordshire Commissioner’s Office (SCO), Staffordshire County Council, Stoke-on-Trent City Council, Staffordshire Police and Safeguarding and based on the Domestic Abuse Needs Assessment (2021), national best practice, stakeholder engagement, service user feedback and with the support of both SafeLives and Respect.

All opportunities to secure additional funding and investment to support further predicated growth in demand continue to be explored.

1. **ADULT VICTIM SERVICES**
2. **Adults Victim Offer**

Victim service offers spans prevention (Tier 1), Early Intervention (Tier 2), Targeted Support (Tier 3) and Acute Support (Tier 4) with an Integrated Support Service (ISS) providing the essential bridge between this service and the Behaviour Change Service. Support is provided for victims, potential victims, families, communities, businesses and stakeholders.

Services include:

* Public Helpline (24/7/365);
* Live web-chat facility (24/7/365);
* Triage and Early Intervention;
* Initial needs & risk assessment (DASH) & emergency planning;
* Safeguarding;
* Co-location at hospitals and other multi-agency venues;
* Peer Support;
* Outcome measurement;
* Support from DA Practitioner / IDVA (including specialists for LGBTQ+, Male victims, Older victims, victims with Disabilities and Black, Asian and racially minoritised people);
* 1-2-1 support – dedicated caseworkers;
* Victim led support and safety plan;
* Safety, Housing, Finances, Children, and Legal advice;
* MARAC / Police Harm Reduction Hub representation;
* Emergency accommodation, refuge access & support;
* Support at court;
* Step down to targeted support, recovery & Peer support;
* Multi-agency approach.

1. **Adults Victim Programmes of Support**

**Appropriate programme of intervention will be determined following New Era risk assessment:**

|  |  |  |
| --- | --- | --- |
| **Adults** | **Intervention Name** | **Intervention Type** |
| **Tier 2** | iMatter | Group – 8 sessions |
| **Tier 3** | Targeted Support | 121 DA Practitioner |
| **Tier 4** | Acute Support | 121 IDVA |

1. **Adults Victim Access to Support**

Single low-cost telephone number operational 24/7/365; Live webchat; 24 hour cover via National Supportline; Dedicated email addresses (secure and non-secure); multi-agency co-location (including hospitals), regular drop ins in key town centre’s/rural areas.

|  |  |
| --- | --- |
| **Mechanism** | **Detail** |
| Web referral | [https://new-era.egressforms.com](https://new-era.egressforms.com/) |
| Email | [New-era@victimsupport.cjsm.net](mailto:New-era@victimsupport.cjsm.net) (secure)  [New-era@victimsupport.org.uk](mailto:New-era@victimsupport.org.uk) (non-secure) |
| Phone (24/7/365) Victims only | 0300 303 3778 |
| Live Chat – Victims only | www.new-era.uk |

Please note that the freephone number and Live Chat facility are for **VICTIMS ONLY**, it is not for professionals to request case updates – this must be done by email. If the phone line is in regular use by professionals then victims in urgent need may not be able to get through.

Referrals must contain **all relevant information** to support a risk assessment.

1. **ADULT BEHAVIOUR CHANGE SERVICES**
2. **Adults Behaviour Change Offer**

The Behaviour Change service offers spans prevention activity led by Victim Service (Tier 1), Early Intervention (Tier 2), Targeted Support (Tier 3) and Acute Support (Tier 4) with an Integrated Support Service (ISS) providing the essential bridge between this service and the Victim service. Support is provided for perpetrators, potential perpetrators, families, communities, businesses and stakeholders.

Services include:

* Public Helpline (9-5pm Monday to Friday);
* Stakeholder referral processes;
* Initial needs & risk assessment ;
* Ongoing needs & risk assessment;
* Safeguarding;
* Integrated Support Service (ISS);
* MARAC / MATAC process;
* Multi-agency approach.

1. **Adult Behaviour Change Programmes of Support**

**Appropriate programme of intervention will be determined following New Era risk assessment:**

|  |  |  |
| --- | --- | --- |
| **Adults** | **Intervention Name** | **Intervention Type** |
| **Tier 2** | Changing Direction | Group – 3 sessions |
| **Tier 2** | Changing Direction - Out of Court  Disposal (OoCD) | Group – 3 sessions |
| **Tier 3** | Healthy Relationships programme | Group – 12 sessions |
| **Tier 4** | Acute Support | 121 Behaviour Change Caseworker support |
| **Tier 4** | They Matter | Group / 121 – 27 week programme |

1. **Adults Access to Behaviour Change Service**

Single low cost telephone number operational Mon-Fri 9-5; Dedicated email addresses (secure and non-secure).

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| **Mechanism** | **Detail** |
| Email | [Behaviour-change@victimsupport.cjsm.net](mailto:Behaviour-change@victimsupport.cjsm.net%20) (secure)  [Behaviour-change@new-era.uk](mailto:Behaviour-change@new-era.uk) (non-secure) |
| Phone Mon-Fri 9-5pm | **0300 373 5772** |

Referrals must contain **all relevant information** to support a risk assessment, including the details of current or ex-partner and consent for the referral.

Please ensure that, if a Service User is/was known to Probation Service, or has previously undertaken a New Era Perpetrator programme, this is highlighted in your referral.

1. **CHILDRENS SERVICES**
2. **Children Service Offer via Children’s Neutral Front Door**

**All children** (aged 17 years and under) access New Era Victim and Behaviour Change service via the **Children’s Neutral Front Door** where they will undergo assessment.

From this point they may be supported **either** within the Victim service or the Behaviour Change service.

(Please note that incorrect referrals of children direct to the New Era Behaviour Change service will returned to the referring agency.

Referrals must contain **all relevant information** to support a risk assessment.

Services include:

* Public Helpline (24/7/365);
* Live Web-chat facility (24/7/365);
* Partner agency referral;
* Initial needs and Risk Assessment (Roots to Support);
* Allocation to appropriate support VICTIM OR BEHAVIOUR CHANGE with parental/carer consent (under 17 yrs);

Support within Victim Service or Behaviour Change service will incorporate:

* Individual Support Plan (Age appropriate);
* 1-2-1 support – dedicated caseworker;
* Multi-agency approach, working closely with Children’s services;
* Direct and/or indirect support via non-offending parent (competency based);
* Step down to targeted support and recovery;
* Outcome measurement.

1. **Children - Victims Programmes of Support**

**Appropriate programme of intervention will be determined following New Era risk assessment:**

|  |  |  |
| --- | --- | --- |
| **Children** | **Intervention Name** | **Intervention Type** |
| **Tier 2** | Familial DA – ‘weMatter’ | Group - 8 sessions |
| **Tier 3** | Targeted Support | 121 CYP Practitioner |
| **Tier 4** | Acute Support | 121 CYP Practitioner / YPVA |

1. **Children – Behaviour Change Programmes of Support**

**Appropriate programme of intervention will be determined following New Era risk assessment:**

|  |  |  |
| --- | --- | --- |
| **Children** | **Intervention Name** | **Intervention Type** |
| **Tier2** | ‘uMatter’ Child on Parent  Abuse  ‘parentsMatter’ | Group – 6 sessions (Child)  Group – 8 sessions (Parent) |
| **Tier 3** | Dating Detox – 13 -17 yrs  Own relationship DA | Group – 10 sessions (Child only) |
| **Tier 3** | Respect Young Person Perpetrator  Programme – 8 yrs plus | Group or 121, 20 plus sessions for Child and Parent |
| **Tier 4** | Acute Support | 121 CYP Behaviour Change Caseworker |

1. **Children’s Access - Neutral Front Door (all children aged 17 years and under)**

Single low cost telephone number operational 24/7/365; Live webchat; 24 hour cover via National Supportline; Dedicated email addresses (secure and non-secure).

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| --- | --- |
| **Mechanism** | **Detail** |
| Web referral | [https://new-era.egressforms.com](https://new-era.egressforms.com/) |
| Email | [New-eraCYP@victimsupport.cjsm.net](mailto:New-eraCYP@victimsupport.cjsm.net) (secure)  [New-eraCYP@victimsupport.org.uk](mailto:New-eraCYP@victimsupport.org.uk) (non-secure) |
| Phone (24/7/365) - Victims only | 0300 303 3778 |
| Live Chat | www.new-era.uk |

1. **Mechanisms to secure New Era marketing literature**

Details of the New Era services are available on the New Era website, [**www.new-era.uk**](http://www.new-era.uk)

The services have a range of marketing literature available on request, by emailing: new-era@victim support.org.uk

**Tripartite DA Service Commissioners:**

**Helen Davies, Staffordshire Commissioner’s Office (**[**helen.davies@staffordshire-pfcc.gov.uk**](mailto:helen.davies@staffordshire-pfcc.gov.uk)**)**

**Nathan Dawkins, Stoke-on-Trent City Council (**[**nathan.dawkins@stoke.gov.uk**](mailto:nathan.dawkins@stoke.gov.uk)**)**

**Alice Walters, Staffordshire County Council (**[**alice.walters@staffordshire.gov.uk**](mailto:alice.walters@staffordshire.gov.uk)**)**

**Bulletin Summary**

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| --- | --- | --- |
| **Bulletin No** | **Issue Date** | **Content** |
| 001 | 04/09/23 | Outline of the new pan Staffordshire DA services operating from 1 October 2023;   * Invitation to attend a DA Stakeholder workshop in September 2023 to hear more of the new service and raise any questions; * Update from New Era Victim service including service contact details; * NEW Children’s Neutral Front Door to DA services including service contact details; * Update from New Era Perpetrator service, NEW contact details for referrals to the new Perpetrator service and NEW voluntary programmes of rehabilitation. |
| 002 | 21/03/24 | **2023-2028**   * Tri-partite funding for DA Victim and Perpetrator Services and cascade responsibility for stakeholders; * Victim service offer for Adults; * Behaviour Change service offer for Adults; * Children’s Neutral Front Door service offer; * Mechanism to secure New Era marketing literature. |