Local Support Services

www.staffordshire-pfcc.gov.uk

Free and confidential services to support individuals to live safe, healthy and fulfilling lives

Commissioned and funded by STAFFORDSHIRE COMMISSIONER
Police | Fire and Rescue | Crime

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Staffordshire Victim Gateway

The Staffordshire Victim Gateway help victims recover from the impact of the crime so they can live fulfilling, independent lives.

The service is the front door for victims of crime providing free, tailored advice, guidance and signposting as well as practical and emotional support, whether the crime has happened recently or in the past.

The Gateway will undertake a managed handover to specialist services based on the needs of the victim.

Eligibility: Adults and children
Exceptions: Victims of anti-social behaviour (ASB) where there is no criminality or crimes against the state
Geography: Staffordshire & Stoke-on-Trent
Can Police refer? Yes
Contact details:

https://svg.org.uk/

0300 303 0588
Mon, Wed, Fri and Sat 9am – 5pm
Tue and Thurs 9am – 8pm

24/7 helpline for victims 0330 303 3778

enquiries@svg.org.uk

Survive

Survive offers a free, non-judgmental and confidential service for victims of sexual assault and abuse, as well as close family members and significant others.

Survive is a free, non-judgemental and confidential service providing practical help, advice and emotional support.

Services include a cope and recover specialist support service, including Independent Sexual Violence Advisors (ISVAs) and Children's Independent Sexual Violence Advisors (CHISVAs). A counselling and therapy service (including pre-trial) is also available for victims, as well as close family members and significant others.

Eligibility: Residents over the age of 4, including historic or current victims
Exceptions: Victims of child sexual exploitation (CSE)
Geography: Staffordshire & Stoke-on-Trent
Can Police refer? Yes
Contact details:

https://staffordshirewomensaid.org

survive@staffordshirewomensaid.org

24/7 Helpline – 0300 330 5959

New Era

New Era provides free, confidential support for all those affected by domestic abuse including adults, children and families.

New Era's Victim Service
Free confidential support is available for victims of domestic abuse, 24 hours a day, 7 days a week by phone or live web-chat. The service also has dedicated specialist advisors working with LGBTQ+; Black, Asian, Minority Ethnic and Refugee (BAMER) communities; male victims and older victims, as well as those with a disability. Specialist support is available for both adults and children.

New Era's Behaviour Change Service
New Era's Behaviour Change service provides help to anyone who is displaying unhealthy or abusive behaviour within their relationship and wants to change this. The service also supports children displaying abusive behaviour towards parents/carers.

New Era's Domestic Abuse in the Workplace Champion Programme
New Era also provides a free of charge, domestic abuse in the Workplace Champion programme, helping employers to support their staff who may be affected by domestic abuse.

Eligibility: Adults & children affected by domestic abuse
Geography: Staffordshire & Stoke-on-Trent
Can Police refer? Yes
Contact details:

https://www.new-era.uk/

new-era@victimsupport.org.uk (general enquiries)

Helpline for victims

24/7 helpline - 0330 303 3778

Helpline for perpetrators

Monday-Friday, 9am-5pm
Helpline - 0300 373 5772

New Era is funded by the Staffordshire Commissioners Office (SCO) together with Staffordshire County Council and Stoke-on-Trent City Council, and is operated by Victim Support.

Sexual Abuse Referral Centres (SARCs)

Sexual Assault Referral Centres (SARC) offer free, confidential healthcare and compassionate support to adults and children who have experienced sexual assault, including rape.

SARC services include:

- 24/7/365 acute trauma-informed healthcare and support
- Immediate over-the-phone rape and sexual assault support
- In-person rape or sexual assault crisis support and healthcare including access to medications if needed
- 24/7/365 comprehensive forensic medical examinations
- Collection and storage of forensic samples
- Comprehensive risk assessments
- Referrals to specialist counselling and Independent Sexual Violence Advisors (ISVA) support

Adults Service: Grange Park
Eligibility: Adults and children aged 16+
Geography: Staffordshire & Stoke-on-Trent
Can Police refer? Yes
Contact details:

https://grangepark.org.uk/
grangepark.sarc@nhs.net
24/7 helpline for victims 0330 223 0099

Children's Service: West Midlands Regional CYPSAS
Eligibility: Children from birth to 17-years-old and 18-25-year-olds with complex needs
Geography: Staffordshire and Stoke-on-Trent
Can Police refer? Yes
Contact details:

https://westmidsregionalcypsas.co.uk
wmppaeds.sarc@nhs.net
0330 223 0099

Harmony

Harmony helps victims recover from the impact of ASB, whether they choose to report incidents to the Police or not.

Harmony provides a specialist support service, including tailored advice, guidance, information and practical and emotional support.

A confidential, impartial mediation service between both or multiple parties who may be neighbours, near neighbours or community members is also available.

Furthermore, the service offers free training / awareness raising sessions for professionals.

Eligibility: Adults and children

Exceptions:

- Forms of ASB where there is no identifiable victim such as begging / vagrancy, abandoned vehicles, prostitution
- Street parking
- Environmental pollution
- Street noise
- Related matters as a result of concerns around a licensed premise
- Noise deemed to be a result of lifestyle differences or normal living
- Cases where mediation does not relate to ASB e.g. family / marriage

Geography: Staffordshire and Stoke-on-Trent

Can Police refer? Yes

Contact details:

https://www.victimsupport.org.uk/resources/harmony-asb-support-service-staffordshire-and-stoke-on-trent/

0330 1757 258
Monday to Friday 9am – 5pm (excl. bank holidays)

0808 1689 111
Out of hours support line

Restorative Justice (RJ)

A free, effective, high quality restorative justice service across Staffordshire and Stoke-on-Trent, which offers a range of victim-led RJ interventions to help victims cope and recover from the impact of crime and the harm they have experienced.

The service also offers training and awareness for professionals.

Please note: officers can refer into the service via Niche.

Eligibility: Adult and children victims and adult offenders

Exceptions:

- Victims and offenders of ASB
- Restorative practice in educational settings
- Offenders under the age of 18 years.

Geography: Staffordshire & Stoke-on-Trent

Can Police refer? Yes

Contact details:

https://svg.org.uk/support-rj/

restorative.justice@victimsupport.org.uk

0300 373 2558
Monday - Friday, 9am – 5pm

Uniting Staffordshire Against Hate

Uniting Staffordshire Against Hate (USAH) provides a free, confidential advice, guidance and information service, as well as emotional and practical support to all victims of hate crime or incidents.

USAH is available to victims of hate crime / incidents who either live in Staffordshire or were targeted when visiting the area on more than two occasions.

The service also offers free training / awareness raising sessions for professionals.

Eligibility: Adults and children

Exceptions: Cases of discrimination as covered by the Equalities Act 2010

Can Police refer? Yes

Geography: Staffordshire and Stoke-on-Trent, including repeat victims where 2 or more crimes/incidents have occurred in the County but the victim lives out of area

Contact details:

https://usah.co.uk/

help@usah.org.uk

0330 0881 339
Monday to Friday 9am – 5pm (excl. bank holidays)

Navigator and Tailored Support

Catch22 deliver a Navigator and Tailored support service to identify and support children and young adults who are involved in, at risk of being involved in, or affected by violence and its associated harms.

Evidence suggests that following a violent or traumatic incident, presentation at hospital or custody, can be a period when individuals may be open to receiving support.

Once identified, the Catch22 Navigator will work with them to build trust and signpost them to appropriate services, or provide direct support through the Tailored Support Service.

Eligibility:

- Police custody: children aged 10-18 years old.
- Hospitals and other healthcare providers: children & young adults aged 10-25 years old.

Geography: Staffordshire & Stoke-on-Trent

Can Police refer? Yes

Contact details:

https://www.catch-22.org.uk/find-services/navigator-and-tailored-support-service/

catch22navigator@catch-22.org.uk

07764810729

Referral form

Child Criminal Exploitation

The service has a strong preventative focus and aims to identify and target children who are **vulnerable** to being criminally exploited.

Action for Children's work focuses on group initiatives and 1:1 support. All referrals are made by schools/education providers. The service will signpost referrals that do not fit the criteria and will be working collaboratively with other agencies to maximise capacity, resources and reach.

Eligibility: 9-16-year-olds (up to 25 for those with special educational needs/disabilities). Support in primary schools with be for years 5 & 6.

Geography: Staffordshire & Stoke-on-Trent

Can Police refer? No. But they can inform schools that they need to make a referral.

Contact details:

staffordshireCCE@actionforchildren.org.uk

Pre-Arrest Diversion Scheme (PADS)

PADS is a Community Resolution officers can use to refer individuals found in possession of a personal use quantity of illegal drugs to specialist support, offering offenders the opportunity to address their drug use. Initial Assessments are via phone.

A one-to-one assessment is conducted to identify the needs of the individual and to provide help in accessing support services for any needs. For example: substance use treatment for dependent or problematic drug use; housing; employment; gambling; exploitation; and safeguarding.

Eligibility:

- Offenders aged 12+
- Offenders must accept responsibility for the possession without a reasonable excuse or statutory defence

Geography: Staffordshire & Stoke-on-Trent

Can Police refer? Yes

Contact details:

Staffordshire Police Justice Services Support Unit

As determined by the initial assessment individuals may then either attend an online group session, or a further 1-2-1 telephone/online intervention.

Business Crime

The service delivers specialist support to businesses impacted by crime to help them get back on their feet as soon as possible and to prevent them from being a repeat victim of a business crime.

The service, which is delivered by Staffordshire Chambers of Commerce, can support any crime against a business, from theft and burglary through to cybercrime and fraud.

Business Crime Advisors are trained to deliver tailored advice and support to help victims of crime and can also refer them to a number of different organisations that can provide specialist advice and support at no initial cost.

Eligibility: Small to medium enterprises (SMEs), whether they report the crime to the Police or not

Geography: Staffordshire & Stoke-on-Trent

Can Police refer? Yes

Contact details:

https://staffordshirechambers.co.uk/projects/business-crime/

info@staffordshirechambers.co.uk

01782 202 222

Drug Interventions

Drug and alcohol use is known to have a strong correlation with offending behaviour. These interventions are aimed at providing opportunities throughout the criminal justice system to identify and address drug and alcohol related issues amongst offenders.

Support workers are available in criminal justice settings to assess and refer drug and alcohol users into Orders such as Drug Rehabilitation Requirements and Alcohol Treatment Requirements, whilst also engaging them in psychosocial support to address the reasons underlying their substance use.

Staffordshire service: STaRS
Eligibility: Prison release, court orders ATR/DRR, RA, open to Probation/IOM
Can Police refer? Yes, through RA appointment
Contact details:

https://www.staffstars.org/

Referral form

0300 124 0356

starscj@mpft.nhs.uk

Stoke-on-Trent service: City Drug and Alcohol Service (CDAS)
Eligibility: Anyone in the criminal justice system in Stoke-on-Trent with substance use issues (children, young people, or adults)
Can Police refer? Yes, through DTOA in custody, direct arrest referrals, IOM meetings, or YOS links
Contact details:

https://www.scdas.org.uk/

referrals@sotcdas.org.uk

Referral form

01782 283 113

Floating Housing Support

Offploy support adults who have criminal convictions and are experiencing homelessness or facing housing insecurity to obtain permanent tenancies in the community and provides floating support until they have achieved as much independence as control over their lives as possible.

The support ensures service users have the information they need to enable them to maintain their accommodation/tenancy and provides advise to achieve and maintain independence.

The service focuses on people have a previous history of offending and are at risk of re-offending. They may also have other support needs, including but not limited to, mental health, drug and alcohol misuse, and/or other addiction issues.

Eligibility: Referrals are accepted for individuals who meet all of the following:

- Have a criminal conviction
- Have an active housing need
- Present with at least one additional barrier such as:
  - Mental ill-health
  - Financial difficulty or debt
  - Lack of employment or training
- Not already receiving equivalent case management support, such as:
  - IPS (Individual Placement and Support)
  - Restart scheme
  - Refuge or specialist housing services
  - Drug and alcohol recovery programmes
- Willing and able to engage for a full 16-20-week period
- Capacity to work towards goals, attend regular check-ins, and participate meaningfully

Geography: Staffordshire & Stoke-on-Trent

Can Police refer? Yes

Contact details:

Complete the referral form and return to referrals@offploy.org.cjsm.net

Space Scheme

The Space scheme provides an opportunity to engage with children during the summer holidays and provides opportunities to help nurture, support and develop them.

By bringing together public, voluntary and private sector organisations Space can offer support to 8-17-year-olds to help increase their skills, improve their health and wellbeing and create opportunities, while also aiming to reduce level of anti-social behaviour.

Hundreds of activities take place each year including swimming and gym sessions, youth club sessions, DJing and wildlife experiences.

Eligibility: 8-17-year-olds
Geography: Staffordshire and Stoke-on-Trent
Can Police refer? Yes
Contact details:

https://staffordshirespace.uk/

Contact form

Personal, Social, Health, Economic (PSHE) Education Service

The Pan-Staffordshire PSHE Education Service supports the development and delivery of age (and stage) appropriate, quality, consistent and inclusive PSHE education across the City and County.

The service helps education providers to build confidence through training, resources and professionals networks and allows parents/carers and children to shape local PSHE provision.

Eligibility: Education providers
Geography: Staffordshire & Stoke-on-Trent
Can Police refer? No
Contact details:

https://pshestaffs.com/

Contact form

Stoke-on-Trent

ellie@staffscvys.org.uk

Staffordshire

natalie@staffscvys.org.uk

Stalking Support

The Staffordshire Victim Gateway is the front door for victims of all crime. It provides assessment, tailored advice, practical and emotional support. It will also facilitate access for victims into specialist support or signpost to national helplines as needed.

Eligibility: Adults and children

Exceptions: Victims of anti-social behaviour (ASB) where there is no criminality or crimes against the state

Geography: Staffordshire & Stoke-on-Trent

Can Police refer? Yes

Contact details:

https://svg.org.uk/

0300 303 0588
Mon, Wed, Fri and Sat 9am – 5pm
Tue and Thurs 9am – 8pm

24/7 helpline for victims 0330 303 3778

enquiries@svg.org.uk

Commissioner's Community Safety Fund

Alongside the Police, agencies including local authorities have a statutory duty to prevent and tackle crime and anti-social behaviour (ASB). No one agency can resolve these issues in isolation, so a partnership approach is invaluable.

The Commissioner recognises the value of local knowledge of community concerns and the options available to address them.

As part of his commitment to driving down crime and ASB, the Commissioner's Community Safety Fund is available to support projects and initiatives which focus on addressing local crime and community safety priorities.

This funding is allocated to the nine Community Safety Partnerships (CSPs) operating across Staffordshire and Stoke-on-Trent, each made up of representatives from the Police, local authorities, the Fire & Rescue Service, health and the Probation Service.

- Each CSP receives £10,000, with £20,000 given to Stoke-on-Trent, to address community safety-related concerns, reduce crime and ASB and enhance public confidence.
- An additional pot of £100,000 is also available for CSPs to bid in to for individual projects and initiatives.
- £10,000 has also been awarded to each of the 10 Local Policing Teams in Staffordshire to address priorities set by the Government's Neighbourhood Policing Guarantee.

For more information and to contact your local CSP visit: www.staffordshire-pfcc.gov.uk/what-we-do/local-community-safety-fund

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www.staffordshire-pfcc.gov.uk