

About New Era

New Era is a holistic service tackling domestic abuse across Staffordshire and Stoke-on-Trent.

It provides consistent emotional support and practical help for victims, their families, including children, wherever they live and regardless of whether they have reported the abuse or when it happened.

The services available to victims are wide-ranging and tailored to the needs of the individual and the risks to them and others.

It also provides support to perpetrators to address and change their abusive behaviour.

The effectiveness of the service is measured regularly to support our aim of ending relationship abuse.



Anyone can become a victim of domestic abuse.

It isn't just about violence and physical assaults, domestic abuse can take many different forms. Coercion, threats, intimidation, isolation, stalking, emotional, sexual or economic control can also be used as a form of abuse within a relationship.

Domestic Abuse is a crime – if you are in any danger please call 999.

New Era services:

Visit our website www.new-era.uk
Refer via our online web referral form at new-era@egressforms.com

Support for victims

Helpline **0300 303 3778**
Web and Live Chat www.new-era.uk
Email new-era@victimsupport.cjism.net

Support for Children & Young People
Helpline **0300 303 3778** (Press option)
Email new-era.cyp@victimsupport.cjism.net

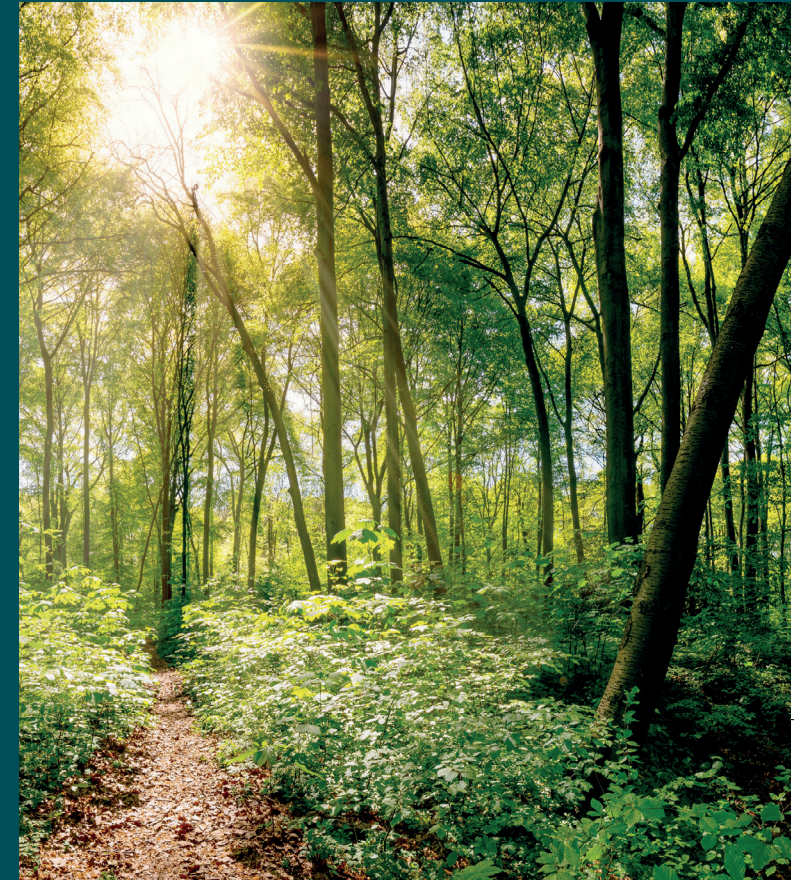
Support for perpetrators

Helpline **0300 373 5772**
Email Behaviour-change@victimsupport.cjism.net

All services are free and confidential

We will only share information without permission if we are worried about a person's safety, or have a safeguarding concern.

July 2024



Information for Partner Agencies



Website www.new-era.uk

New Era is delivered by Victim Support



Across Staffordshire and Stoke-on-Trent

Support for victims

New Era works with victims and potential victims of domestic abuse.

We have support available for all people at all risk levels, ages and gender including specialists working with:

- Male victims
- Black, Asian and Racially Minoritised people
- Older victims
- LGBTQ+ victims
- Victims with Disabilities
- Children and Young People (CYP) who have witnessed abuse or experienced it in their relationships.

What support is available?

■ One-to-one and tailored support

Individual support from a Domestic Abuse Practitioner (DAP) or an Independent Domestic Violence Advisor (IDVA) to determine the most appropriate response based on the level of risk. We support an individual's emotional wellbeing, as well as practical matters, such as advocacy with other agencies, providing support at court and advising on housing-related matters.

Group work programmes:

- *iMatter* – an eight session support and recovery programme, normally spread over consecutive weeks, for women who have experienced domestic abuse
- *ParentsMatter* – an eight session support and recovery programme, normally spread over consecutive weeks, for parents experiencing abuse from their dependants.

Services for Children and Young People (CYP)

Specialist support for CYP affected by domestic abuse:

- Childrens Neutral Front Door – an assessment stage to ensure young people get the right service intervention as early as possible
- **One-to-one support**
Individual support from a CYP DAP using age appropriate tools and techniques.

Group work:

- *WeMatter* – an eight session support and recovery programme for CYP aged 8–16 years affected by domestic abuse
- *uMatter* – a six session service for CYP on verge of harming in their own relationships with parents (aligned with ParentsMatter) or partner.

Prevention and campaigns

A key part of the New Era service is actively taking messages to the wider community, workplaces and schools to raise awareness of what domestic abuse is, the services available and how they can be accessed by victims and perpetrators alike. The overriding message is that domestic abuse should not be tolerated and is everyone's business.

Employers are encouraged to participate in our specialist Workplace Champions programme. Employees who volunteer to become a Workplace Champion receive specialist training from New Era to enable them to raise awareness of domestic abuse in the workplace and to signpost colleagues to the most appropriate service.



Integrated partner link worker

The New Era teams ensure both parties are supported wherever possible. A dedicated support worker liaises between the services to review risks and arrange specified support.

Early intervention

Support is available to potential victims and perpetrators at risk of abuse occurring within their relationship. For those already within a risky relationship, we aim to intervene as early as possible to reduce the likelihood of harm occurring.

Services for perpetrators

New Era works with anyone who wants to change their abusive behaviour in their relationship.

Our Behaviour Change services are for everyone at all risk levels, ages and gender. We have specialist service for CYP in their own abusive relationships or those displaying abusive behaviour towards others, often as a direct result of experiencing DA themselves. CYP can only be referred to the behaviour change service via the Children's Neutral Front Door following assessment.

What support is available?

■ One-to-one and tailored support

Professional assessment and support provided by qualified specialist workers.

■ Group work programmes

Changing Direction – an early intervention programme designed as an introduction to understanding the nature of power and control and the practice of behaviour change which can also be used by police as an out of court disposal.

Healthy Relationship Programme – a shorter group work programme of up to 12 sessions to help address abusive behaviours in a relationship.

■ *theyMatter*

A longer intervention of up to 30 sessions. *theyMatter* involves more intense support and risk management. The course aims to encourage participants to acknowledge their behaviour and develop an insight into their own triggers and factors that influence them to help understand the impact that it has on others. *theyMatter* helps participants to develop strategies to deal with behaviour and support them to overcome barriers to change.

Our programmes are voluntary and will need partner agency support to promote the benefits and encourage engagement.

Consent is needed from potential participants for us to contact them. Please ensure this is provided with the referral.

We require detailed information to ensure the risk is managed and participants receive the most suitable support. We also require the contact details of associated partners/victims.