

Children and Young People (CYP)

New Era also supports children and young people, aged between five and 17, who have experienced or witnessed domestic abuse. Our dedicated team of CYP domestic abuse practitioners offer both individual and group support programmes.



Consent and confidentiality

We work with you in a confidential way. We will only share information without your permission if we are worried about your safety, someone else's safety, or have a safeguarding concern.

If information is shared, we will always try and discuss with you, why we are passing this on and what happens next.

Sometimes the best way to help might be to involve other agencies. In these cases, we will always ask your permission to share your information.

New Era services:

Visit our website www.new-era.uk

Support for victims

Helpline **0300 303 3778**

Web and Live Chat www.new-era.uk

Email new-era@victimsupport.org.uk

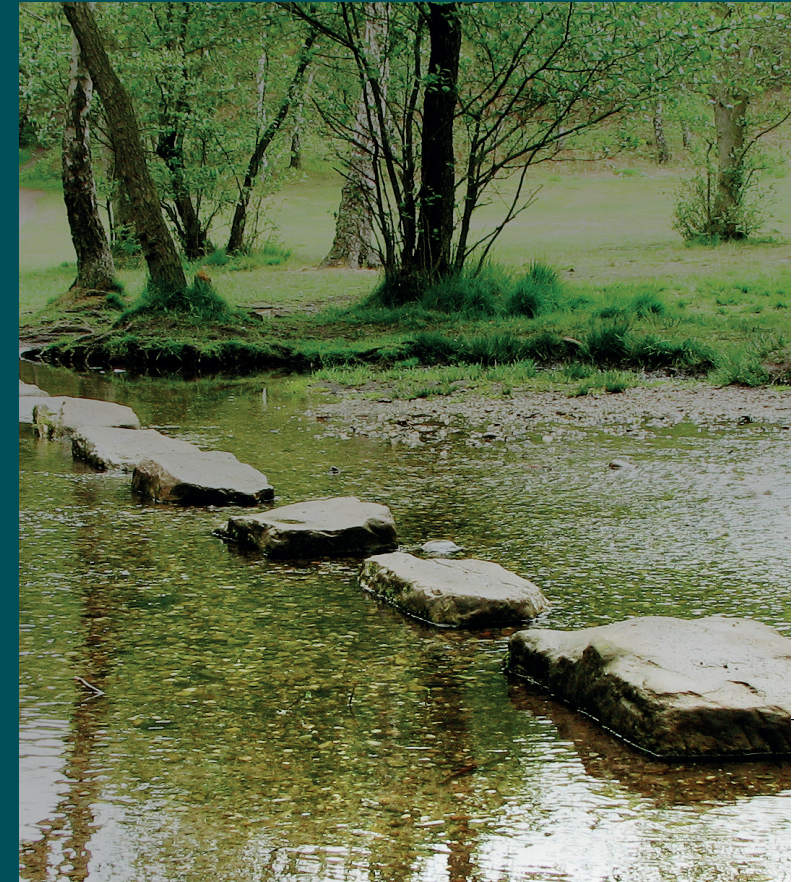
Services for perpetrators

Helpline **0300 373 5772**

Email behaviour-change@new-era.uk

All services are free and confidential

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



Support for victims of domestic abuse



Website www.new-era.uk

New Era is delivered by Victim Support



Across Staffordshire and Stoke-on-Trent

What is domestic abuse?

Domestic abuse takes many forms. It is never acceptable and includes psychological, emotional, physical, financial, sexual and verbal abuse. If you're suffering domestic abuse, you're likely to feel isolated, hurt, upset and scared.

Domestic abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality.

Coercive control is now recognised as the behaviour that underpins domestic abuse. It is a pattern of behaviour which seeks to take away the victim's sense of self, minimising their freedom and violating their human rights. Here are some examples of how coercion works:

- **Creating isolation.** Limiting your contact with friends and family;
- **Depriving you.** Constantly and deliberately taking away food, medicines or restricting your basic needs somehow;
- **Managing your time.** Controlling your movements – what you do, when you do it and for how long – and checking up on you excessively;
- **Restricting your everyday activities.** This might include anything from hobbies, where you go, who you see, to what you wear and when you can sleep;
- **Degrading you.** Repeatedly putting you down, using name-calling or bullying behaviour to make you feel worthless and humiliated;
- **Restricting your ways of communication.** Taking away your mobile phone, laptop or other devices, monitoring or restricting your social media and other online activities, including the type of information and services you're allowed to access, using spyware, changing passwords or hiding things;

- **Controlling where you go.** Restricting your movements so you're unable to leave the house or use a car or public transport to get to work, attend an appointment or visit family and friends;
- **Destroying your things.** This could be something of sentimental or material value to you – big or small – or even deleting emails and text messages that were important to you;
- **Holding the purse strings.** This can include constantly monitoring, commenting on and restricting your spending or giving you only a limited amount of money to spend (possibly from your own account);
- **Making unreasonable demands.** Which may include making changes to your appearance, daily routine or sex life. Often followed up with threats or intimidation – involving you or sometimes your children – pressure or physical restraint if you don't comply, for which you're often left blaming yourself.

Abuse can also encompass stalking and harassment both of which are criminal offences. If your partner's behaviour isolates you from friends, family or colleagues, then it's important to seek help.

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

Support for victims:

- Operating across Staffordshire and Stoke-on-Trent, victim services are available for everyone, with safety and recovery prioritised;
- Specialist help is available for all victims, 24-hours a day, seven days a week. The service also provides a live online chat facility;
- We aim to end relationship abuse through a wide range of individual and group support interventions for adults, children and young people for as long as it is needed;
- Specially trained staff are able to help you, whether you've made a report to the police or not.

Services available

One-to-one support

New Era provides tailored individual support focussed on coping with the effects of domestic abuse and recovery from the harm caused. Support is available through our Independent Domestic Violence Advisors (IDVAs) and Domestic Abuse Practitioners (DAPs) who will jointly plan and co-ordinate services. You will be involved in all decision making throughout, and support will be at your pace.

Our specially trained professionals will:

- Listen to you in a non-judgemental way, prioritising your safety and confidentiality;
- Provide information and take action to help you stay safe;
- Provide emotional support and help with accessing housing, benefits and legal advice;
- Ensure you get practical advice for you and your family;
- Explore options and encourage you to make your own choices;
- Give you time to think and offer continued support regardless of the decisions you make;
- Help you to support any children who may have been involved.

Group work

We offer early intervention programmes designed to help participants develop confidence, self-esteem and an understanding of safety within intimate and close relationships. The programmes incorporate a wide range of techniques, tools and activities designed to cover key aspects, such as the impact of trauma, understanding of safety, self-awareness, education and skills for change. The programmes aim to improve outcomes for all family members.