# 

**New Era Domestic Abuse Services from 1 October 2023**

**IMPORTANT INFORMATION, PLEASE READ**

**Bulletin 001 – 04/09/23**

‘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:

1. Outline of the new pan Staffordshire DA services operating from 1 October 2023;
2. Invitation to attend a DA Stakeholder workshop in September 2023 to hear more of the new service and raise any questions;
3. Update from New Era Victim service including service contact details;
4. **NEW** Children’s Neutral Front Door to DA services including service contact details;
5. Update from New Era Perpetrator service, **NEW** contact details for referrals to the new Perpetrator service and **NEW** voluntary programmes of rehabilitation.

1. **Outline of the new pan Staffordshire DA services operating from 1 October 2023;**

The New Era brand and the services provided have been in place for 5 years. New contracts have recently been put in place by the Staffordshire Commissioner’s Office (Lead Commissioner), working with Staffordshire County and Stoke-on-Trent City Councils (Co-commissioners) for the continued provision of New Era’s DA services from 1 October 2023.

From this date, the **New Era DA Victim Service** will continue to be **delivered by Victim Support**.

With significant experience of delivering perpetrator services in other areas of the UK, from 1 October 2023, the **DA Perpetrator Service** will **also be delivered by Victim Support**.

Based on the feedback from stakeholders, service providers and service users, the new arrangements will include a few new features and for the perpetrator service, new contact details, and it’s important that you recognise and adopt these within your organisation from the beginning of October.

1. **Invitation to attend a DA Stakeholder workshop in September 2023 to hear more of the new service and raise any questions;**

To aid understanding of these new elements, three stakeholder events are scheduled to take place on line throughout September 2023, to enable you to hear first-hand of the new arrangements and to raise any questions you may have.

You are encouraged to attend one of these sessions and share this information with colleagues across your organisation.

On-Line, EventBrite Stakeholder Sessions

Simply sign into one of the following sessions through <https://www.eventbrite.co.uk/o/new-era-ending-relationship-abuse-37251124253> to hear details of New Era’s service offer from 1 October 2023. Until this date, current arrangements/referrals details into the service are unchanged.

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| **No** | **Eventbrite Session** | **Date** | **Time** |
| 1 | Staffordshire Police | 15 September 2023 | 10-11am |
| 2 | All Stakeholders | 22 September 2023 | 10-11am |
| 3 | Social Care, Safeguarding & Education | 25 September 2023 | 10-11am |

1. **Update from New Era DA Victim service;**

Services provided by the Victim service remain unchanged and include:

* Public Helpline (24/7/365)
* Live web-chat facility (24/7/365)
* Stakeholder referral processes
* Triage and Early Intervention team
* Initial needs & risk assessment (DASH) & emergency planning
* Safeguarding
* Co-location 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 caseworker
* Victim led support and safety plan;
* Safety, Housing, Finances, Children, and Legal advice;
* MARAC / Partnership Hub representation
* Emergency accommodation, refuge access & support
* Support at court;
* Step down to targeted support, recovery & Peer support
* Multi-agency approach

**Access to New Era DA Victim Service**

**Access (Victim Service, including neutral front door)** - 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 centres/rural areas.

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| **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) and webchat – victims only | 0300 303 3778 |

Please note that the freephone number is 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.

Please ensure that your referrals contain **all relevant information** to support the risk assessment.

1. **NEW – Neutral Door for children (aged 17 years and under)**

All children aged 17 years and under to be referred to the Children’s Neutral Front Door. Please note that incorrect referrals of children to the New Era service will returned to the referring agency.

* 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 PERPETRATOR
* 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

**Access to New Era DA Children’s Neutral Front Door (all children aged 17 years and under)**

**Access** - 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-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) plus webchat – victims only | 0300 303 3778 |

Please note that the freephone number is 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.

Please ensure that your referrals contain **all relevant information** to support the risk assessment.

**All children** must be referred through the Neutral Front Door. Referrals of children to the Perpetrator service will be returned to the referring agency. Following assessment, children will be referred to the Victim or Perpetrator service.

1. **Update from New Era DA Perpetrator service**

* **NEW** Service Contact Details
* **NEW** Public Helpline
* **NEW** Stakeholder referral processes
* Initial needs & risk assessment
* Ongoing needs & risk assessment
* Safeguarding
* Integrated Support Service (ISS)
* MARAC / MATAC process
* Multi-agency approach
* **NEW** Neutral Front Door referral process for children aged 17 years and under
* Joint working with Social Care (Children)

Programmes of support

Standard Risk -

* Out of Court Disposal programme (Changing Direction) – 3 sessions
* **NEW** Standard Risk programme (Changing Direction) – 3 sessions
* Face to Face Group Work

Medium Risk -

* **NEW** Turning the Spotlight: ‘’Healthy Relationships” programme - 10 sessions
* **NEW “**U Matter” Child on Parent Abuse programme – 6 sessions
* Face to Face Group Work & 1-2-1 Work

High Risk –

* **NEW** Turning the Spotlight: ‘They Matter’ programme – 27 group sessions
* Face to Face 1-2-1 work (before and after group)

Services for Children -

* 1-2-1 support – dedicated caseworker

**Access to New Era DA Perpetrator 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** |

Please ensure that your referrals contain **all relevant information** to support the risk assessment

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.

**All children** must be referred through the Neutral Front Door. Referrals of children to the Perpetrator service will be returned to the referring agency. Following assessment, children will be referred to the Victim or Perpetrator service.

**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. |