

How do I get in touch?

York IDAS - **01904 646036**

Harrogate IDAS - **01423 858335**

Craven & District IDAS - **01756 794400**

Hambleton & Richmondshire IDAS -
01609 749123

www.idas.org.uk

advice support accommodation

Outreach Services

Your Support



IDAS

Independent Domestic Abuse Services

Charity no. 1102337

What is Independent Domestic Abuse Services (IDAS)?

IDAS is a registered charity that provides support, advice and accommodation to people who are escaping from or living with domestic abuse. Domestic abuse can include physical, emotional, financial, mental or sexual abuse. For more information about what domestic abuse is you can visit www.idas.org.uk

We work across York, Harrogate, Craven, Hambleton & Richmondshire and our outreach services are free and confidential.

Who funds us?

We receive a lot of our funding from the government through the Supporting People department as well as from donations and trusts. For more information on Supporting People, you can visit: www.northyorks.gov.uk/supportingpeople

What does IDAS outreach service provide?

The support we provide is discussed and agreed with you but can include:

- » **Organising practical measures to make you and your home safer,**
- » **Supporting you through the criminal or civil court process,**
- » **Helping you with re-housing and benefits claims,**

- » **Emotional support – helping rebuild your confidence and self-esteem.**

Your support plan

In the majority of cases we will provide support through an 'individual support plan'. This means you will have your own plan and any actions we take will be discussed and agreed with you.

You can ask for a review of your support plan at any time.

If you don't want a formal support plan we can still provide you with support and how we do this will be negotiated with you.

Confidentiality

We work with you in the strictest of confidence. We will never share information about you with your (ex) partner or other individuals and we will normally only give information to other agencies with your consent. The only time we would give agencies (the police, social services, GPs) information without informing you is if we have serious fears about your safety or the safety of a child or other vulnerable person.

Safeguarding you and your children

Everyone who works for IDAS is fully CRB checked and undergoes high quality training. They have a duty to be professional and have to abide by policies and procedures that protect both you and them. This means that they cannot form a friendship with anyone they are supporting. It also means that they will always treat you with respect

and work to safeguard you and your children. You can ask to see any of our policies by emailing us info@idas.org.uk or ringing **01904 646026**

Comments and complaints

We always want to learn from feedback and seek to put right any mistakes we make. If you have a comment or complaint to make you can either speak to your support worker or ring Sarah Hill on **01904 646026** or email: director@idas.org.uk to discuss your concerns.

Access to out of hours support

Unfortunately we are unable to offer out of hours support but there is a national 24 hour domestic violence helpline (0808 2000 247) if you need to speak to someone.

Ending the service

We will work with you to agree when you want us to stop providing you with support. You can end the service at any time.

Getting involved

Once your support has ended you might be interested in keeping in touch or volunteering. For more information on this you can contact us on info@idas.org.uk. To see any of our policies just ask your worker or contact us via email.