



IDAS

Independent Domestic Abuse Services

Working to end abuse

Impact Report and Annual Review 2011

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Introduction

The financial year 2010 - 2011 was a challenging year for individuals and organisations alike. Like many other organisations we have faced reductions in local authority funding and have entered a more competitive environment in terms of generating income from other sources.

Despite this we are pleased that we have not had to reduce the crucial services we provide to victims and their children, and in some areas we have been able to offer additional services.

Our vision is that everyone has the right to live a life that is free of fear, violence and abuse and we will continue to strive to ensure that victims have access to high quality advice, support and accommodation in the coming years.

IDAS values

Our values underpin the work we do and how we do it. They set out our commitment to the people we support, to other organisations and to those we employ:

Empowerment - we are committed to the principles of empowerment and encourage all the individuals who use our services to take control of their futures and make their own choices. Because of this our clients and service users are able to fulfil their potential.

Openness - we are open and accountable to our clients, service users, colleagues, stake-holders and partner agencies.

Respect - we respect individuals' differences and their diversity and we promote the best outcomes for all.

Integrity - we maintain the highest levels of integrity in order to build trust and confidence in our services.

Quality - we care about the quality and reliability of the support and services we provide.

What we do & how we do it

We aim to ensure that those who are escaping or experiencing domestic abuse have access to the best support and services possible.

Part of this is achieved by providing support directly and part of this is done through raising awareness and training.

In the last year we have provided the following:

Outreach support & IDVA services - this includes safety planning and crisis intervention, one to one support around the effects of domestic abuse, support with legal processes and advocacy and advice around housing, debt and benefits issues.

Refuge accommodation - our refuges in York and Harrogate provide emergency accommodation with support for up to 18 individuals or families.

Helpline support - many victims and their families simply want to discuss their options with someone they don't know. Our helpline provides people with support and advice if they don't want to or are not able to meet face to face.

Children and young people - we are pleased that we are able to provide one to one support and advocacy to children living in the York area and to children and young people living in our refuge accommodation.

Training - we are able to provide bespoke training to agencies and individuals. Last year we delivered domestic abuse awareness, children's safety planning and MARAC training to a range of agencies in North Yorkshire.

Group support - during the year we received limited funding to deliver group training to those affected by domestic abuse including the Freedom Programme and Strengthening Families. These have been well received.

Awareness - our website - www.idas.org.uk continues to be a great way to raise awareness and there are over 150 visits to our site every day. The number of people seeking advice and support directly through the website has also increased month on month.

Partnership working - we continue to work closely with other agencies to find the best support for people using our services. We represent our clients at MARAC, MAPP, CAF and child protection strategy meetings. We encourage the contribution of other agencies in the support we provide and regularly refer to health services, children's centres, drug and alcohol services and other relevant organisations on behalf of those we work with.

Challenging perpetrators' behaviour - a number of our team are fully accredited IDAP facilitators and work alongside probation services to deliver the programme in the York and Selby areas.

Our achievements

As well as providing continued excellent support and raising the profile of our services there are also some important achievements to highlight over the last year:

Referrals - referrals to our services increase year on year and last year we received 1,194 referrals to our outreach services and 459 referrals for refuge accommodation. Whilst we are pleased that more people are coming forward to get the support they need we know that there are many more who suffer silently. Reports of domestic violence to the police across York alone continue to be nearly 3,000 a year.

Merger with Harrogate Women's Aid

We have worked hard to finalise the merger with HWA over the past year and we are pleased that all posts are now filled and the team is working to ensure consistency of standards across the service.

Publicity & Training

Our on-line domestic abuse awareness training has now been completed by over 500 professionals and on average between 40 - 50 professionals now complete the training each month.

During the year we received funding to produce our leaflets in different languages including Polish, Mandarin, Urdu and Turkish. These, along with a selection of our posters, are available to download from our website.

MARAC Administration

We received a small amount of funding to pilot the independent coordination of the MARACs in York and North Yorkshire. This has proven successful and we have secured additional funding to continue the service over the next 12 months.

Move-on accommodation

Working alongside Harrogate Families we have secured a number of flats that we will use to assist in the resettlement process for families leaving the refuge.

These are under development and will be ready for use in December 2011. The flats will also give us scope to provide emergency accommodation for people who otherwise wouldn't be able to access refuge, including male victims.

Resources & people

Our staff and volunteers come from diverse backgrounds and have worked in various settings including social care, criminal justice and counselling services.

They all undergo a rigorous induction process and receive on-going training and support. Many of our community based staff are fully accredited IDVAs and we are starting to invest in the WAFE accredited training for our refuge-based staff.

Structure, governance & management

Our trustee board is made up of competent individuals with a variety of skills and professional experience.

The board meets monthly to oversee the development of the organisation and to ensure effective risk management and legal adherence.

Responsibilities for the day to day management and development of services are delegated to the Director and small team of Project Managers.

The difference we have made

Through our service provision and awareness raising we believe that we have made a significant difference to the lives of hundreds of adults and children living in York and North Yorkshire.

This is evidenced in the feedback we receive with over 90% of those providing feedback rating our services as 10 out of 10. People who've used our services tell us:

“

I have received support that I never could imagine being so good.

The service was the best support I had from any public / professional service.

The service saved my life.

Because of your support I am happy, free and in a brilliant relationship with a great man.

The support I was given helped me change my life.

I think the service is amazing.

”

People's stories

Everyone has a different experience and needs different support. Here are just a few stories from the people we've worked with and some of our team.

Trina

The refuge was a place of safety where I had the space and support to break away from the abusive relationship I was unable to leave.

It wasn't an easy decision to move to the refuge. I'd used the IDAS outreach services for some time and the worker eventually suggested that me and my two children would benefit from more intensive support. They suggested this following an incident where my partner and one of his friends assaulted me and locked me in the house. I reported this to the police and needed somewhere safe to stay while the case went to court.

I never wanted to leave the area and staying in the local refuge gave me safety and security and at the same time I was able to keep the children in the same school and be near my family.

When I arrived at the refuge I was surprised – the staff were friendly and understanding and the building itself was bright and clean. The children felt comfortable there.

Before being in refuge I couldn't see a life without violence and I had repeatedly been in violent relationships. I had no self-worth or confidence and my partner had influenced my way of thinking so much that I didn't trust anyone else. Despite this the staff worked hard to keep us safe and guide us through the aspects of the court process. Through support sessions where we talked about the dynamics of abusive relationships I started to feel more in control and confident. I started to be able to visualise a life without violence.

I slowly realised that I was becoming stronger and changing. Once the court case was over I was able to move back home with a non-molestation order in place but most importantly for me I was able to say no when my partner asked me to take him back.

For me and the children, the time we spent in the refuge was invaluable. I can recognise the signs of an abusive relationship and will not repeat the mistakes I made in the past. I now feel free to live my life and can also protect my children from abusive relationships. The staff work hard to protect vulnerable people and I couldn't be more thankful for the things they have done for my family. I hope one day I can volunteer and help other victims because the support and knowledge I have gained from IDAS has helped make my life positive again.

Trina, refuge resident and outreach client

Paul

Paul is an 8 year old boy who came into the Refuge in July 2010, with his mother, Andrea, his older sister and younger brother. They had moved from a different area to escape Andrea's abusive partner who she'd been with for 4 years. Andrea had been subjected to physical and emotional abuse, a lot of which the children had witnessed. The two eldest children had also suffered emotional and physical abuse.

As well as witnessing his mum being assaulted Paul had suffered direct abuse including:

Harsh and extreme discipline, such as having his hands tied behind his back and being made to sit in total silence.

Being hit if he spoke out of turn or answered his step-father back.

Being accused of lying.

Being shouted and sworn at and belittled.

Being pushed and grabbed which often caused bruising.

Not being allowed to express an opinion.

Not being allowed to play.

The effects of this showed in different ways and Paul would constantly demand attention, quickly become impatient and behave aggressively towards others. He would bully his peers and had started displaying other risky behaviour such as shop-lifting and swearing at strangers. He also showed lack of respect to others in particular to women and girls and had a poor relationship with his mum.

I provided Paul with one to one support over a period of four months in the refuge and after he'd left. Paul engaged very well with support and looked forward to his weekly one to ones. During these sessions Paul and I completed a 'support plan' together which looked at his needs and feelings. We regularly talked about his home life experiences and the positives for him in moving into Refuge. We looked at what Paul had lost and how that impacted on him. We also started talking about the triggers for his anger and agreed some ways of him controlling and managing his anger. The support sessions allowed him to think about his emotions and work out how to express these differently. At the same time we worked with Paul's mum to help her gain the confidence in disciplining Paul and setting some boundaries. Paul responded to this.

When Paul left the refuge I continued to provide support for several months.

Paul had made significant progress by the time my work with him ended. This was reinforced by school and mum and more significantly by Paul himself. He showed a good understanding of domestic abuse and right and wrong behaviours. He had higher levels of self-esteem, more control of his anger and better relationships with his mum, siblings and peers and generally showed more respect for others. His mum also continues to engage well with IDAS and other services.

Child Support Worker

Christina

I have been supporting Christina since March 2011. Christina is Polish and we have an interpreter with us during the support sessions. I received the referral for Christina from North Yorkshire Police Protecting Vulnerable Persons Unit due to an assault and threats to kill by her partner while he was holding a knife to Christina. I sent Christina a Polish translated IDAS leaflet to introduce the service and the support available before I made contact.

I initially contacted Christina using Language Line, introducing myself, the service and the support available. Christina had received the leaflet so was aware of the support available to her.

After arranging a suitable interpreter and speaking with Christina through Language Line we arranged to meet.

The support sessions were focused on safety planning, safeguarding Christina and her daughter, Julia, and emotional and practical support. Christina had suffered emotional, financial, sexual and physical abuse from her husband throughout their ten year relationship.

We discussed recognising signs of domestic abuse, the different types of abuse, characteristics of a victim and perpetrator and the cycle of abuse. I provided practical support around benefits. Child benefit, tax credits and council tax departments were contacted in Christina's presence on her behalf to arrange for arrears to be paid or to enquire about a claim.

Safety planning and child contact was also discussed. The CAADA-DASH risk assessment was completed and an emergency MARAC held, due to threats made to remove Christina's daughter from the country and her husband breaching police bail conditions.

Christina was not eligible for legal aid so I completed the paperwork for the statement and the non-molestation order and submitted it to court.

A non-molestation order and occupation order were granted. As the order was granted ex-parte another

court date was set to for both Christina and her husband to attend. On the second hearing the non-molestation order and the occupancy order were granted for a year.

As part of the support provided we also discussed Christina accessing an English language course and this is something she is now enrolled on.

In total I had six sessions with Christina; I still communicate with her through simple text messages and she is safe and well and looking forward to her future.

Independent Domestic Violence Advisor

Jo

I was referred to York women's refuge in 2010 by the Housing Team at York City Council.

I was married for 40 years and had reached a stage in my life where I could no longer continue living under the same roof as my husband. I really felt that I would kill him or I would kill myself. At that point I forced myself to tell someone what was happening and went to the council.

Looking back now I can see that over years I lost any sense of who I was. My husband used to hit me - particularly in the early years - but it was some of the other things he did that made me a prisoner, without the self-confidence to even walk to the shops alone. He would control all the aspects of my life, telling me what to wear and who I could see. He would have affairs with my friends and tell me that other friends hated me. He would force me to have sex with him whenever he wanted. He would tell me how stupid and ugly I was. He would call me names and hit me in front of the children.

It's hard to put in words how this affected me and why I stayed. I suppose the abuse became something I expected and accepted but at the same time it disabled me from leaving.

When I came into the refuge it was not what I expected. Most of the other women were very different from me but were so welcoming. The support workers were calm and patient - they let me take everything at my own pace. I was never forced to tell them things or to make decisions. I never felt judged or criticised and because of this I was more able to open up. My support worker and other women would encourage me to do things and slowly I built the confidence to walk to the local shop by myself. I was also helped in all sorts of practical ways - the staff organised doctors, solicitors, housing, benefits - things I would not have been able to do alone. However it was having the emotional support and encouragement - both through the staff and other women that really allowed me to start recovering from what I'd lived through and helped me start re-building my confidence.

After a few months I started to feel more positive and more like a person. I was encouraged to become the chair of the resident's forum and also became involved in painting a mural on the playroom wall with other women and some art students from St. John's University.

After about 6 months I moved into a flat of my own. My support worker still comes to see me but I am less and less dependent on this support. I have new friends that I made in the refuge and I am re-building other relationships including those with my own children. I am glad I went to the refuge. I have been given the chance to start my life again.

Jo - refuge resident

“ I never felt judged or criticised and because of this I was more able to open up. ”

The year ahead

Like almost every other charity we face the year ahead with concerns about funding. However, we are determined to continue to deliver and develop services that we know are essential for the safety and well-being of thousands of victims and survivors living across the county.

Key Priorities

To continue to provide high quality refuge and outreach services.

To continue to develop our court-based IDVA service ensuring that victims have access to consistent support if they chose to report to the police.

To develop support services for victims of rape and sexual violence - at the moment there are limited specialist services across the county that are able to provide this support.

To prioritise work in schools and to devise healthy relationships publicity to target young people in order that they can recognise abuse before an abusive relationship is established.

For more information on our services you can contact us on info@idas.org.uk

Abbreviations

MARAC - Multi Agency Risk Assessment Conference

MAPPA - Multi Agency Public Protection Arrangements

CAF - Common Assessment Framework

IDVA - Independent Domestic Violence Advisor

IDAP - Integrated Domestic Abuse Programme

WAFE - Women's Aid Federation of England

CAADA - Coordinated Action Against Domestic Abuse

DASH - Domestic Abuse, Stalking and Honour Based Violence Risk Identification, Assessment and Management Model

Financial review

Statement of financial activities (incorporating the income and expenditure account).

Year ended 31st March 2011.

	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
			2011	2010
	£	£	£	£
Incoming resources				
Incoming resources from generating funds:				
Voluntary income	39,965	506,042	546,007	396,331
Investment income	2,553	5,427	7,980	8,519
Incoming resources from charitable activities	266,209	107,044	373,253	311,008
Other incoming resources	39,223	-	39,223	581,700
Total incoming resources	347,950	618,513	966,463	1,297,558
Resources expended				
Charitable activities	(292,885)	(634,429)	(927,314)	(704,203)
Governance costs	(55,353)	-	(55,353)	(67,671)
Total resources expended	(348,238)	(634,429)	(982,667)	(771,874)
Net (outgoing)/incoming resources before transfers	(288)	(15,916)	(16,204)	525,684
Transfers between funds	(37,042)	37,042	-	-
Net (expenditure)/income for the year				
Other recognised gains & losses	(37,330)	21,126	(16,204)	525,684
Reconciliation of funds				
Total funds brought forward	330,635	509,406	840,041	314,355
Total funds carried forward	293,305	530,532	823,837	840,039

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared. All of the above amounts relate to continuing activities. Copies of our full accounts can be obtained from info@idas.org.uk

Thank you

We would like to say thank you to all the individuals and organisations that continue to support us. These include:

A Fry
A Sawkins
Calm Works
CEC – GLP
Charity of Jane Wright
Charles Brotherton Trust
Churches Together in Dunnington
College of Law
Covance Sports Club
Dickens Readers
Easingwold District Lions
Friargate Quaker Meeting
Grove Park Church
Hambleton and Richmondshire Community Safety Partnership
Home Office
Inner Wheel Club Knaresborough
Lidgett Grove Church
LJ & JA Hulme
M Titman

Micklegate York Charity Trust
Mr & Mrs Hardisty
Mr & Mrs Robinson
Mr G Tyson
New Generation Singing Club Haxby
Norman Collinson Charitable Trust
Our volunteers who generously give their time for free
Purey Cust Trust
River of Life Trust
Society of the Holy Child Jesus
Soroptimist International
St Columba's
St Nicholas Church
The Skinners Benevolent Trust
West Park URC Harrogate
Woodland Methodist Church
York & North Yorkshire Probation Trust
York and North Yorkshire Supporting People
York Country Women's Association
York Fund for Women & Girls
York Lions Club
York Safer Communities

Donate

If you would like to donate you can do so by sending a cheque made payable to Independent Domestic Abuse Services to; PO Box 487, York, YO26 0AS.

You can also make a donation direct into our bank account 20145068 sort code 08-60-01.



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