Keeping victims & survivors safe
IDAS Annual Review 2015-16
Thank you for your interest in IDAS.

Our charity was established over 40 years ago to support victims and survivors of domestic abuse and sexual violence and is now the largest specialist organisation in Yorkshire.

Through our emergency accommodation, 24-hour helpline and outreach support services we help keep over 4,000 families safe every year.

The past year has been one of many achievements. During 2015, we won funding to provide countywide IDVA, (Independent Domestic Violence Advisor), ISVA (Independent Sexual Violence Advisor) and outreach services to victims and survivors living in the local community. We were delighted to be awarded Safe Lives Leading Lights accreditation in recognition of the quality of these services.

Throughout the year we delivered high quality, intensive support services to over 100 young people and their families through our innovative Respect programme.

We developed a 24-hour helpline and were the first specialist charity in the UK to start using Live Chat as a means of reaching out to more people.

Raising awareness is crucial in ensuring that survivors know about our services and can access support that can be live saving. During the year we ran successful campaigns to reach out to people living in rural areas and to male victims and this resulted in a significant increase in calls to our helpline.

In addition, over 2,000 professionals participated in our online and face to face training, over 1500 people subscribed to our newsletter and we saw a large increase in the number of people engaging with us via social media.

Over the next year we will continue to develop innovative, high quality services focusing on improving support for children and young people and working with whole families to reduce the harm of abuse.

Everyone at IDAS plays a vital role in helping us achieve our objectives. Thank you to all the staff, volunteers, patrons and trustees who have worked so hard throughout the year to promote IDAS and to help us deliver high quality support services.

Sarah Hill,
CEO.
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## Our Services

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About IDAS

IDAS is a registered charity and company limited by guarantee, specialising in supporting all victims of domestic abuse and sexual violence. Based in Yorkshire, IDAS started life in 1974 as York Women’s Aid and was one of the earliest domestic abuse organisations in the UK. We developed into IDAS in 2003 when it was agreed that we should expand to provide services beyond York and start to offer support to male victims.

IDAS objectives are to support anyone who has experienced domestic abuse or sexual violence. We can also offer advice and information to the relatives or friends of people affected by violence or abuse.

Our services include:

- Refuge and dispersed accommodation.
- Countywide community based services including IDVAs (Independent Domestic Violence Advisors), ISVAs (Independent Sexual Violence Advisors) and outreach workers.
- Support to children and young people through our Respect programme and advocacy services.
- A 24-hour helpline.
- Bespoke and free on-line awareness training.
- Access to counselling and therapeutic services.
- Access to support via Live Chat.

Our core services are delivered by fully trained, Safe Lives accredited practitioners overseen by a team of specialist managers. We are committed to providing high quality services that deliver proven outcomes and keep people safer.

Contact details
IDAS
39 Blossom Street,
York,
YO24 1AQ
Web: idas.org.uk
Email: info@idas.org.uk
Helpline: 03000 110 110

Registered charity number: 1102337
Company no: 4984337
Chair’s report

This report sets out our accounts and activities and therefore provides information on the essential role that IDAS undertakes in our county and community.

It is 13 years since IDAS was formed. IDAS continues to excel in providing a range of specialist support and innovative services for all people who have experienced or been affected by domestic abuse.

Since taking up the role of Chair in December two aspects of IDAS have particularly struck me;

• IDAS’s approach – our values are by no means a superficial gloss. Even a short period of time with the IDAS team provides a measure of their deep commitment to the charity’s ethos and values. This is reflected not only within the staff but from the consistent positive feedback we receive from those who use or are connected with IDAS; and

• The loyalty and commitment of IDAS’s supporters and the important contribution they make to the charity and its objectives. Over the year this has included; volunteering, community events, running/walking/cycling long distances, and taking part in supporting IDAS in a host of other ways.

Considerable thanks are due to those trustees who have departed over the last year and who have made such a significant contribution to IDAS. Thanks are also due to our incoming trustees who are committed to ensuring that IDAS remains ambitious for the communities and individuals it will support long in to the future.

Claudia Gilham,
Chair of the IDAS Board (2015 – 2016)
Facts and figures

1 in 3 women experience domestic abuse or sexual violence in their lifetimes and up to 1 in 9 men.

90% of children who live in households where domestic abuse is taking place are aware that it is happening.

Women aged between 16 - 24 are most at risk of domestic abuse and sexual violence but are less likely to report abuse.

70% of adults with enduring mental health illnesses have been the victim of domestic abuse or sexual violence as children or in adulthood.

Over 10,000 reports of domestic abuse were made to North Yorkshire Police during the year.

IDAS dealt with over 4,000 referrals during the year and supported 3,000 families.

IDAS referrals increased by 20% following our #wealldeserve campaign in November 2015.

We received over 2,000 calls to our 24 helpline each year.

100 families were helped through our innovative Respect programme working with young people.
Our Services

Emergency accommodation
During the last year we have successfully re-housed over 70 families who had escaped from their abusive partners. Our accommodation is of a high standard with families having the sole use of their own bedrooms and bathrooms and sharing communal facilities. Refuges and dispersed accommodation are provided in York, Harrogate and Scarborough and we can access other refuges across the UK via the ‘refuges online’ service.

Our refuges are affiliated to WAFE (Women’s Aid Federation of England) which means that we fully support the WAFE principle of an open door policy, believing victims accounts of their experiences rather than requiring ‘proof’ of domestic abuse.

Families can stay in the refuge for a few weeks whilst they seek legal advice and protection or for up to 2 years whilst they wait for new housing. Everyone who stays in the refuge is offered support to meet their needs, including children and young people.

Many people are worried about life in a refuge and are often surprised about the quality of accommodation, support and friendliness of other people living there.

“Without this Refuge and the staff that have supported me on my journey, I wouldn’t be able to have hope for a better life for me and my son. I will look back at my time here as the time I took back my life and it would not be possible without places like this. I will be forever thankful.”
Support in the community

During 2015, we won funding to provide countywide IDVA, ISVA and outreach services to victims and survivors living in the local community. Over the last year we have helped keep over 3,000 people safer through these services. Our support includes guiding people through legal processes, completing extensive safety planning with them and providing emotional support to help overcome the devastating impacts of violence and abuse.

Living with abuse can affect every area of someone’s life so in addition to specific support we also provide holistic support on a range of issues including housing, work and benefits. For additional specialist support we regularly refer to drug and alcohol agencies and therapeutic services.

Children are often the forgotten victims of domestic abuse. Living with abuse can have a big impact on a child’s emotional well-being, their behaviour and their school achievements.

IDAS has limited funding to support young people and children via the innovative Respect programme which works with families where the young person is being abusive and through our Children’s Advocacy service in York. These services have supported over 100 families during the year.

“Thank you all so much for all your help and support. To know that there was someone else out there who really cares was of great comfort to us. When I think back to how these past events were affecting our everyday lives, it is quite unbelievable that we are in such a good place now. I know we still have a long way to go but to know that we are not alone and can call upon your help and support at any time will keep us going. We all thank you so much.”
Work with abusers

A number of our practitioners are accredited to run groups with men who are abusive and have done so in conjunction with the probation service. During 2015, we developed and trialled a successful 14-week ‘Positive Steps’ programme in York, which focused on men whose children were subject to child protection proceedings. Initial results from the group have been hugely positive and the number of police call-outs to the participating families has reduced by 90%. Further groups are planned.

The helpline, live chat and groups

As abuse is not a 9 - 5, Monday - Friday problem, we established a 24-hour helpline. We are now able to help people throughout the weekend and at those times when they most need support.

A positive addition to our services has been the development of Live Chat. Available daily, this has proved really useful for those people who do not have the confidence to speak to someone in person.

Throughout 2015 we have extended the number of groups we offer and now deliver our own ‘Moving on from Domestic Abuse’ groups across the county.
Our referrals

Our referrals came from 39 different sources last year and we supported people aged 0 - 85 with eleven of our clients being over the age of 80.

Referral sources

- Police (56%)
- Self (15%)
- Sexual Assault Referral Centre (7%)
- Social Services (5%)
- Health (3.5%)
- Family and friends (0.5%)
- Other (13%)

Gender

- Female (90%)
- Male (9%)
- Transgender (1%)

Age

- 0 - 19 (13%)
- 20 - 29 (29%)
- 30 - 39 (23%)
- 40 - 49 (20%)
- 50 - 59 (12%)
- 60 - 69 (4%)
- 70+ (3%)
People we’ve supported

Many of the people we support tell us that the service is life-changing. Here are some examples of how we’ve helped.

“My husband and I had been having problems for years but things just got worse after we had the children. I stopped working to be a stay at home mum as my husband had a good job and money wasn’t an issue. We had always argued a bit but slowly the arguments became more aggressive and for the first time I started to get scared of him. He would shout in my face, calling me horrible names. He would accuse me of seeing men whilst he was at work and constantly check up on me by calling and texting all day and sometimes just turning up to see what I was doing.”

“I couldn’t take it anymore and told my health visitor and she gave me the IDAS number. I met with an outreach worker who helped me understand what had been happening to me. It felt such a relief to be able to talk to someone about what was going on. I hadn’t realised how isolated I had become and how low my confidence was. My husband decided to leave and moved to his mum’s.”

“With IDAS support my confidence grew and I felt able to make some positive decisions. I met with a solicitor and began divorce proceedings and put in place a formal contact order. I attended a group run by IDAS which helped me to move on from my experience and would recommend anyone going through similar experiences to make the call to IDAS to get that support.” Sue.

“I was referred to the ISVA after I reported a rape. She was brilliant all the way through. With both me and my Family, especially my Mum. When I needed her she was there - she still is now. The support fitted around me. I needed the most support at court. She prepared me for it, being with someone who knew what was happening and explaining it to me. It was nice to have someone from outside the family and friends for support. You can say things to her you wouldn’t say to family and friends because you don’t have to protect them. Everything with the support was great, I don’t think I could have done it without them.

Tasha
“I was referred to IDAS by the police after leaving my violent husband. I was very worried about the move and how I would cope with being on my own with a young child. My main worry was about the threats made by my husband regarding his rights and that he would take our child out of the country. I did not know what my rights as a mother were and I felt that I had no one on my side. It was on my first appointment with an IDAS worker I was informed I had every right to make reasonable demands on how contact was to be arranged on which days as well as how to keep myself safe whilst dropping off my child to her dad.”

“With support from IDAS I was able to speak to social care about the concerns I had about my child in the care of father and I felt relieved that by involving social care someone could keep an eye on her care whilst she was with her father. During my relationship I had lost my self-esteem and confidence in being able to do things independently as I was told I was good for nothing, but with IDAS I found I could do things and make decisions on my own as well as having the confidence to tell other people what I wanted.”

“Over the next few months IDAS helped me in seeking accommodation and I was over the moon once I was made an offer of a home. I left my previous relationship with very little furniture and was very grateful for IDAS support in gaining financial assistance for essential items for my new home. I know I was one of the lucky ones as I got support when I needed it the most and I hope my story gives courage to other victims to call IDAS.”

Yasmin.
Training and consultancy

IDAS was the first organisation in the UK to develop free, online domestic abuse and rape awareness training.

Since its development more than 5,000 people have undertaken the training, which provides a useful insight into the impacts of abuse and helps to ensure that professionals can respond and offer useful advice to survivors they might be support.

In addition, we have been commissioned to train other professionals across the county, including social workers, family prevention workers and health visitors.

All our training is accredited and ratings on course content and the standard of our trainers is high, with 95% of those feeding back rating IDAS an excellent in both areas.

“I enjoyed this training - very interesting scenarios and real life examples.”

“The real life examples work much better than pretend scenarios. Trainer is clearly passionate about the subject and her knowledge and experience has been invaluable. This training will help me with my ability to carry out case work effectively. Thank you.”

“I feel that the course was excellent and very well presented. The trainer was excellent. I feel much more confident in recognising signs of Domestic Abuse and more confident in working with other agencies.”
Partnership working

For some people, IDAS offers all the support that they need. However, the impacts of abuse can be far-reaching and many will need a range of agencies to help them overcome their experiences. Partnership working is therefore crucial to IDAS and we regularly refer to, and work in partnership with a range of agencies including counsellors, drug and alcohol specialists and debt and benefits advisors.

To offer the best protection for victims, it is often useful to have a multi-agency approach to support ensuring that everyone communicates and understands the risks in particular cases. For high risk cases this is done through the MARAC (Multi-Agency Risk Assessment Conferences) which we always attend along with the police, health teams and social care. The MARAC provides the opportunity for all the agencies to meet and agree the most effective ways to keep victims safe.

The Making Safe scheme operates across North Yorkshire. Making Safe is a scheme that helps remove perpetrators from the family home to ensure that safe support can be offered to the rest of the family without them needing to access refuge accommodation. IDAS are pleased to play a full and active role in Making Safe and have supported over 1,000 families through this service in the last year alone.

Quality and standards

During 2015 we were proud to be awarded Leading Lights status through the national organisation Safe Lives. This means that we’ve achieved a standard of excellence in the delivery of our community based services.

During 2016 we have also applied to become a Mindful Employer and are working to achieve the WAFE Quality Award for our accommodation services.
The difference we make

We pride ourselves on delivering high quality services and we regularly receive excellent feedback from our clients and stakeholders. For many people and families, the support we are able to provide is crucial. Through our services and awareness raising we believe that we have made a significant difference to the lives of thousands of adults and children living in York and North Yorkshire.

We monitor the differences our support makes against 29 different outcome measures and this monitoring shows the significant impacts we have made in the following areas:

**Supported to minimise harm from others.**
This was achieved in 98% of cases where this was a recognised support need.

**Feel greater confidence and able to make positive choices.** 94%

**Better able to manage mental health and well-being.** 96%

**Improved self-esteem.** 94%

**Feel safer.** 98%

The positive outcomes of our support are further 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 think the ISVA service was fantastic, brilliant, amazing. Not a bad thing to say about it. She was a Godsend when it came to court. Courts are scary places. Whenever I needed her she was there at the right time. I’m glad it’s all over - I can move on.”

“Thank you for all the support I have received, many services came and went but my support worker at IDAS was always a constant. I know that I can re-connect with the service in the future if I need to and I would like to say thank you for all the help and guidance I received.”

“The stage between finding out the case was going to court and having the court date was the most difficult, my ISVA filled the void. She reassured me that the emotions I was going through were normal. She always gave me reassurance. The support was person centred not me fitting around support offered. She made me feel less alone, the process affects every part of your life, I had some-one to go to for reassurance. It was most useful to have some-one who was completely impartial to talk to. She kept me up to date with information. She never led the conversation and always asked appropriate questions at the right time.”

“Excellent service given to me. Of all the agencies who dealt with me IDAS were the most helpful and consistent.”
**Plans for the future**

IDAS remain 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 Yorkshire. In addition, we are committed to continual improvement and to developing new and unique services to meet the needs of our clients.

Specifically over the next year, we aim:

- To access more diverse funding streams to enable us to grow and improve services.
- To ensure that our group work packages are accredited.
- To develop our work with perpetrators and abusive couples.
- To provide additional support to children and young people.
- To gain the WAFE Quality Award for our refuge services.
- To ensure that our structure will allow for organisational growth.
- To develop a community champions scheme that will help raise awareness about IDAS services.

"Your help, support and advice has been amazing, I couldn’t have got through all this without you. My family and I are so grateful and will never forget the work that you and IDAS do."
Financial review

Treasurer’s Statement

During the year to 31st March 2016, IDAS annual income increased from £1,284k to £1,838k, (43.1%). The corresponding costs rose from £1,284k to £1,818k, (41.6%).

After net losses on investments of £9.9k, a surplus of £9.7k was retained.

Income from donations, grants and legacies rose by 25.6% to £902k whilst income from charitable activities, principally support charges, rose 67.7% to £815.9k.

The split of income between restricted and unrestricted funds was 45/55 this year compared to 46/54 the prior year.

The balance sheet is strong and can support further growth of services in the coming year. Net current assets were £555.8k at the end of the year with total net assets of £864.2k.

Reserves Policy

Independent Domestic Abuse Services’ Board of Trustees has established a policy whereby the surplus funds not otherwise committed should be the equivalent of 6 months core overheads and 3 months operational costs. We consider that this level of reserves will give Independent Domestic Abuse Services sufficient funds to continue our current activities in the event of a significant reduction in funding.

Reserves should not be allowed to fall below the level of 3 months running costs.

IDAS closely manages costs in line with income, by fund and in total. This ensures that reserves were held in line with the prevailing policy of six months anticipated overhead costs.

The charity’s liquid reserves as at 31st March 2016 amount to £912,458 that has been designated to support general running costs. This amount is the equivalent of 6 months running costs.

Investment Policy

Under the terms of the Memorandum and Articles of Association, the organisation may invest the monies of Independent Domestic Abuse Services not immediately required for its own purposes in or upon such investments, securities or property as may be thought fit. During the year, funds temporarily surplus to operating requirements have been held in higher interest savings accounts. The Board of Trustees regularly review these arrangements with a view to obtaining the best possible rate of interest.
Statement of financial activities (incorporating the income and expenditure account) for the year ended 31 March 2016

<table>
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<tr>
<th></th>
<th>Unrestricted Funds £</th>
<th>Restricted Funds £</th>
<th>Total Funds 2016 £</th>
<th>Total Funds 2015 £</th>
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<tr>
<td><strong>Income and Endowments</strong></td>
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<tr>
<td>Donations and grants</td>
<td>92,324</td>
<td>809,690</td>
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<td>Income from charitable activities</td>
<td>815,891</td>
<td>-</td>
<td>815,891</td>
<td>486,567</td>
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<td>Investment activity</td>
<td>3,205</td>
<td>-</td>
<td>3,205</td>
<td>3,323</td>
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<td>Other income</td>
<td>102,365</td>
<td>14,526</td>
<td>116,891</td>
<td>76,675</td>
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<tr>
<td><strong>Total income</strong></td>
<td>1,013,785</td>
<td>824,216</td>
<td>1,838,001</td>
<td>1,284,334</td>
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| **Expenditure**          |                      |                    |                    |                    |
| Expenditure on charitable activities | (907,534)            | (910,860)          | (1,818,394)        | (1,284,230)        |
| **Total expenditure**    | (907,534)            | (910,860)          | (1,818,394)        | (1,284,230)        |

| **Net income before transfer** | 106,251            | (86,644)          | 19,607             | 104                |
| **Transfer between funds**   | (48,248)            | 48,248            | -                  | -                  |
| **Net incoming resources for the year** | 58,003             | (38,396)          | 19,607             | 104                |

| **Net movement in funds/net income for the year** | 558,003          | (38,396)          | 19,607             | 104                |

| **Other recognised gains and losses** |                        |                    |                    |                    |
| Losses and gains on investment assets | (9,874)            | -                  | (9,873)            | 32,889             |

| **Net movement in funds** | 48,130              | (38,396)          | 9,734              | 32,993             |

| **Reconciliation of funds** |                      |                    |                    |                    |
| Total funds brought forward | 816,081            | 38,396            | 854,477            | 821,484            |

**TOTAL FUNDS CARRIED FORWARD** 864,211 - 864,211 854,477

The Statement of financial activities includes all gains and losses in the year.
All of the above amounts relate to continuing activities.
Full accounts are available on request from info@idas.org.uk

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Structure and governance

Structure
IDAS has a strong structure which allows for the delivery of excellent services and organisational growth.

The Board of Trustees are responsible for strategic development, guaranteeing financial soundness, and ensuring adherence to policies and procedures whilst the Chief Executive is responsible for recommending and implementing strategic development and ensuring the effective management of human and financial resources. A team of Project Managers oversee, support and case management skilled, qualified practitioners.

Over the last year IDAS has further strengthened its management structure with the addition of key posts including Fundraising Manager and Head of Accommodation. These posts will assist in our plans to develop services, identify new funding streams and ensure best practice in delivery, and together with the Chief Executive, now form a senior management team.

Trustee Recruitment and Training
A number of highly skilled and knowledgeable trustees have been recruited from a breadth of sectors during the period following a full skills audit which took place early in the year.

Vacancies are advertised widely using national and local trustee and volunteering internet sites, in volunteer bureaus, the local press, through our statutory and voluntary partners, and with local businesses and organisations. IDAS now has a training and induction package specifically for Board members which ensures that the new trustee understands the responsibilities of their role, the principles of financial management and gains significant awareness about the organisation. IDAS has now strengthened this induction programme with the inclusion of an Away Day enabling the Board to identify and consider priority areas.

Trustee Governance
A review of the board's governance took place during the year. This has led to a revision of the governing documents of IDAS, the Memorandum and Articles of Association, which have been simplified and updated.

The objectives of IDAS have been extended to allow us to provide services regardless of gender. A review of the frequency and content of board meetings and board committees has led to streamlining of main board function and the development of new, working board committees to support governance, audit, finance and performance.

Staff, trustees and professional advisors

Staff
Our staff come from diverse backgrounds and have worked in various settings including social care, criminal justice and counselling services. They all undergo a rigorous recruitment and individual induction process and receive ongoing training and support.

We continue our commitment to all of our Adult Support Workers receiving accredited IDVA (Independent Domestic Violence Advisors) training.
Trustees
The trustees give their time voluntarily and without remuneration. They were, for the time under review:
Jane Adam
Chris Bowran
Diane Ford
Claudia Gilham (Appointed 14/05/2015)
Jill Widgery (Appointed 11/12/2015)
Peter Colley (Appointed 11/12/2015)
James Cannon (Appointed 11/12/2015)
Joanne Beilby (Chair, resigned 11/12/2015)
Bev Gray (Resigned 31/07/2015)
Nicola Squires (Resigned 8/10/2015)
Liz Wilson (Treasurer, resigned 11/12/2015)

Patrons
Joanne Harris Writer
Joolz Denby Artist
Rory Cowan Actor

Bankers
The Unity Trust Bank
Brindleyplace,
9, Brindley Place,
Birmingham
B1 2HB

Independent Auditors
Townend Accountants
Fulford Lodge,
1 Heslington Ln,
Fulford,
York
YO10 4HW

Our supporters
IDAS has some amazing supporters including our volunteers, ambassadors and patrons.

Our volunteers help in a range of ways including befriending clients, fundraising and helping out in the refuges.

Our ambassadors are local people who help raise awareness about IDAS services by giving talks to local groups and spreading the word about our work.

IDAS has also been successful in attracting a number of high profile patrons during 2015 and we are delighted that actor Rory Cowan, writer Joanne Harris and artist Joolz Denby have all given their commitment to helping us develop greater public awareness of domestic and sexual violence and of IDAS services.
Thank you

Along with our volunteers and patrons we are extremely grateful to have the support of a number of businesses and groups across the county and would like to say a big thank you to them and to our commissioners for all the funding and assistance they’ve provided throughout the year.

Businesses and organisations include:
- The Grand Hotel & Spa, York
- Hotel Indigo, York
- The Rattle Owl
- D.E Ford
- Charles & Elsie Sykes Trust
- Aviva
- Christmas in Need
- The CPP Group
- The Soroptomists
- Betty’s Harrogate
- East Coast Main Line
- The Beaverbrooks Charitable Trust
- The Mount School, York
- Parochial Church Council of St Chads
- Rotary Club of York
- Charles Brotherton Trust
- Melbourne Methodist Church
- University of York
- Settle Friends
- Nestle Rowntree
- Rotary Club of York Viking Trust
- Costcutter Ltd
- Merlin’s Magic Wand
- University of York, Women’s Rugby Team
- Western Primary School
- Cocoa Tan, Harrogate
- MG Club, Harrogate
- HC Townsend & Son
- Skipton Building Society Harrogate
- Holy Trinity Church Knaresborough

Our commissioners include:
- The Office of Police and Crime Commissioner
- North Yorkshire County Council
- City of York Council
- Selby District Council

Thank you also to the many individuals who have given their time and raised valuable donations having been so generous in their support of our work, many of whom have completed personal challenge events, held raffles and bake sales and donated monthly through our regular giving scheme. Particular thanks to Andrew Overton who continues to raise awareness and funds through Becca’s Walk in remembrance of his Sister.
Become involved

There are many ways that you can become involved and help IDAS and all those we support.

Volunteer
Volunteering need not be a big commitment. As well as hands on volunteers we are looking to recruit teams of champions who can help us raise awareness about IDAS services.

Fundraise
Many of our support services, particularly those for children are under-funded. Help us help more people by donating money or organising an event. Or why not take part in one of the IDAS events that are organised each year. Last year over 200 people joined us on walks, on our cycle and on the York 10k run.

To donate please visit: www.justgiving.com/idas

Spread the word
Talk about us! We will all have friends and family members who are experiencing domestic abuse and sometimes we are simply not aware of this. By simply talking to people about IDAS and the work we do, you will help raise awareness and help get people talking about their own experiences. This may help someone access the support that they need.

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