



**Northamptonshire
Domestic Abuse Service**

Impact Report 2022-23



Supporting families impacted by domestic abuse for over 40 years

www.ndas.co

Tel: 0300 0120154



Our Vision

A world without domestic abuse where everyone is free from fear

Our Mission

Abolishing abuse for all

SAVING LIVES

RECLAIMING LIVES

REBUILDING LIVES



Building on our successes over the past few years, we will focus on the following priorities and aspirations to maintain our strategic and improvement journey, and continue to develop our staff and services by ensuring that:

- 1. NDAS is a great place to work**
- 2. NDAS is a responsive organisation**
- 3. NDAS is a resilient organisation**
- 4. NDAS is a professional organisation**
- 5. NDAS is a well-respected and trusted local organisation**



Bev McConnell

NDAS Chair

The value of an organisation always depends on the quality of its people and we are truly blessed to have a wonderful team of staff and volunteers to deliver our vital services and provide the essential backroom support.

I was reminded of this when I attended a recent NDAS Staff and Trustee Away Day. These are rare events when we can all get together to explore how we work together and our visions for the future.

At this event it was joyful to see the universal energy, enthusiasm and dedication within a large group of people, from different teams and areas, but all easily working together to achieve the aims of the day. All working with one Common aim, to improve the lives and safety of adults and children who are affected by domestic abuse. All with one vision, to eradicate the blight on our society that is domestic abuse.

The work is difficult, complex and often not immediately rewarding. On a daily basis they hear horrific victim experiences from people who have been made to feel worthless, hopeless and useless.

They persevere; encouraging, supporting, listening, until those clients or children are confident and ready to talk and believe that there is a way out, a path that we can help them take to a better and safe life. Whether it's in one of our Refuges, a community setting, school, online, by phone, text or email, we are accessible and will reach out time and again. Our people do not give up.

It is heartening to hear from victims who have become survivors through the support of our Service and moved on to better lives. Our programmes aimed at adults, children and families are always oversubscribed.

Our front line services could not deliver without the support of our backroom services - finance, payroll, HR, IT, income generation and fundraising or general management and supervision. Do not for a minute think we have rooms of people doing this, our management team is only 6 people, but they cover an awful lot!

I salute them all, front room and back room, they all make up the family that is NDAS. Together with the whole Board of Trustees, we thank them for their work and service.

Bev

DR RACHEL DUNCAN

NDAS CEO



Each year brings with it its own challenges and opportunities – and with them, the chance for agile approaches, creative solutions and achievements.

Each year, we organisationally set ourselves ambitious goals and 2022-23 has been no different; however, I am blessed to be surrounded by passionate and motivated colleagues and trustees to help us meet these challenges.

Informed by client, staff and trustee input, April 2022 saw the launch of our new strategic plan and delivery priorities for 2022-2025 for ensuring that:

1. NDAS is a great place to work.
2. NDAS is a responsive and inclusive organisation.
3. NDAS is a resilient organisation.
4. NDAS is a professional organisation.
5. NDAS is a well-respected and trusted local organisation.

As a result of these priorities, we have been busy focusing our improvements and developments both internally and externally.

Organisationally we have prioritised our staff – recognising that they are our greatest asset – focusing on staff wellbeing (launching a new appraisal process, an employee assist programme, a mental health first aider project and wellness assessments) and developing rewards and incentives for staff (introduction of length of service annual leave increases and improved occupational sick pay terms and conditions).

In terms of service delivery, we have continued to try to reach as many people impacted by domestic abuse as possible. To that end we have extended our portfolio of group work programmes, been working on ensuring our services are more accessible to everyone and looking at ways to improve our support to clients. This has included delivering group work for black and brown women in partnership with Creating Equalz, launching a group work programme for male victims, inducting a new LGBTQ+ diversity lead and opening two new safe accommodation flats where we can accommodate a more diverse range of individual clients, to name a few developments amongst many other achievements.

In all of this, capacity has remained a constant challenge and sadly led to the heartbreaking decision to close our children's outreach waiting list in October 2022 so we could focus on those children already identified as needing our support. We have continued to lobby local commissioners and apply for grants to try and address this. Positively, however, we have dramatically expanded our volunteer base in 2022-23 developing the roles of volunteer befrienders, group work volunteers and children's activity volunteers, which are working really well and helping us to provide even more support to those who need it.

None of this of course would be possible without our most amazing staff team, an amazing Board of Trustees and continued support from the public. A massive thank you to those who support us and our work – and to those victim survivors who are brave enough to seek help, who use our services and who trust us to help them stay safe and rebuild their lives free from fear.

Your bravery and courage continue to inspire us every day.

#equal

Rachel.

In

2022-23

WE SUPPORTED



SOME OF THE WAYS WE HAVE SUPPORTED CLIENTS

Resettlement

21

Outreach

87

Refuge

121

Children's Work

161

WE ANSWERED 2047 CALLS ON OUR ADVICE LINE

GROUP WORK SESSIONS HELD 259

357 CLIENTS ATTENDED GROUP WORK SESSIONS

SOCIAL MEDIA FOLLOWING

3479



846



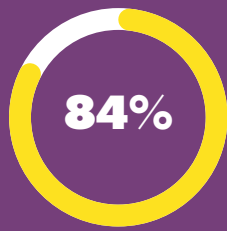
873



32



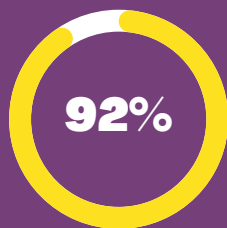
Feedback from clients



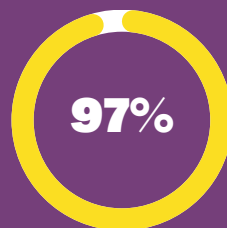
of our clients said that NDAS have made a positive difference in their lives (up 3% from 21-22)



of our clients said that they were listened to and believed by staff (up 5% from 21-22)



of our clients said that NDAS would come back for support again if they needed to (up 2% from 21-22)



of our clients said that they received non judgemental support from NDAS (up 6% from 21-22)



TRAINING

SUPPORTING PROFESSIONALS

- We offer specialist training in various aspects of domestic abuse to professionals that work with families impacted by abuse.
- Both training programmes detailed below are CPD accredited.
- We have introduced a new programme designed to look at the impact domestic abuse has on children and young people
- We also deliver bespoke courses to housing providers and in education settings.

We provide tailored training programmes to HR departments and/or Line Managers. This training will result in:

- Increased awareness of domestic abuse in the workplace
- How to spot the signs of abuse
- How to "ask the question" and deal with the answer
- Ensure your staff feel safe at work and increase productivity
- Save your company money
- Provide vital funding to support a local charity



The impact of domestic abuse on children and young people

This course includes:

- What is Domestic Abuse?
- Effects Domestic Abuse may have on Children and young people
- What might you see?
- Extra-Familial Harm
- Ways to work with Children and Young People who may have experienced Domestic Abuse
- Local and National services
- High Risk Red Flags

Domestic abuse awareness

This course includes:

- Knowledge on what domestic abuse is
- Awareness of the extent of this and children
- What impact it may have on victims and children
- The best response and who can help.
- Honour-based abuse
- Introduction to the MARAC process
- DASH risk assessments
- Safety planning

ADVICE AND SUPPORT

Our advice service

Our specialist advice workers are available 24/7 via our Advice Line and are on hand to provide guidance and support to a range of people - whether you are experiencing domestic abuse yourself, or you have concerns about someone you know or you are a professional working with a family and need expert help.

We can also offer advice through our online chat facility on our website which is available from 9.00am to midnight every day, through Facebook Messenger and directly by email.

Face-to-face drop-in appointments are available at a range of partner agency locations throughout Northamptonshire as well as online virtual drop-in sessions twice a week, where clients can video call our advice workers if safe to do so.

Even if victim survivors are not ready or able to move on, we always highly recommend speaking to one of our workers, who can tell you what your options are, give you advice on how to stay safe - and importantly, just be there and listen.

WE SUPPORTED

2047 PEOPLE

WAYS WE WERE CONTACTED

234

Email

24

In Person

593

Phone

81

Online

WHO WE SUPPORTED

77



Men

81



Unknown

449



Women

342



Professionals

”
After speaking
to the advice
line worker, I
felt as if there
was a way out



Marie's Story

Marie called the NDAS advice line asking for refuge. She was 6 months pregnant and her partner was not happy about the pregnancy. Marie has been with her partner Jason for 2 years and throughout this time, he has been very controlling as well as physically and emotionally abusive. He has also threatened to punch her in the stomach to hurt their baby.

When Marie told Jason she wanted to leave the relationship, he launched a violent attack on her. Marie planned to sneak out of the house as soon as he went out. Our advice worker spoke to her at length about the potential escalation of abuse during pregnancy. Marie was terrified of leaving but also of staying and putting herself and her unborn child at further risk.

A safety plan was put in place and Marie was advised not to put herself at risk and if we called when he was present, to say that it was a sales call. The risk that Marie was in caused our advice worker to call the police and ask them to go to her location to get her into refuge. They attended and our advice worker was able to speak to Marie and complete a refuge assessment. She was admitted to refuge the same day and was provided with emotional support and a safe place to stay.

Marie did not stay for long in refuge; she returned to her perpetrator. However, during her short stay, she was provided with safety, support, and a deeper understanding there is support for domestic abuse survivors – Marie continues to be supported by the police to keep herself and her unborn baby safe.

On average, victim/survivors try to leave their perpetrators 5 times before being successful. When Marie feels ready to try again, we will be here to support her.

“
I would be dead
if I hadn't gone
into Refuge”



Kiara's Story

Kiara was in a relationship with Owen for 3 years and lived together with Kiara's 3-year-old son from a previous relationship. At the start of their relationship, Owen was very attentive and loving but this quickly turned into controlling behaviour, wanting to know where she was at all times and deciding what she could wear and how she spent her money.

Things escalated when she became pregnant and Owen started to strangle her and make threats to kill her. She fled to a refuge in Cornwall where she had the baby. Sadly, her baby daughter died from Sudden Infant Death Syndrome when she was 2 weeks old. Due to the circumstances, Owen was able to contact her regarding the funeral as she returned to their hometown where her family still lived. He started to stalk her and when he saw her at the funeral was extremely aggressive towards her.

Kiara called our Advice Line seeking refuge due to continued threats to kill her. She was admitted the next day. We worked with her and her son to help them not only recover from the severe domestic abuse she had suffered, but also from the grief from the death of her infant daughter.

Kiara was given practical help to register with a GP and look at nurseries for her son as well as help navigating the legal system for her ex-partners prosecution. We also supported to recover from the abuse with regular one to one sessions as well as attending our 'You and Me Mum' group work programme. Our children's support worker worked with her son to help him come to terms with losing his baby sister, as well as to recover from the trauma of seeing his Mum hurt and frightened.

Kiara was helped to apply for housing and has recently moved into her own property, after 8 months in refuge with her son. We are still working with them through our resettlement programme to ensure that she settles into her new life.

SAFE ACCOMMODATION

Keeping you safe

Refuge saves lives and has done in thousands upon thousands of cases. It works by providing temporary accommodation, security and specialist support for families fleeing domestic abuse and operates like a safety network available across the UK.

When clients first arrive in refuge, we offer them a package that contains toiletries, bedding and other essential items. We also provide emotional support and listen whilst they talk through the trauma they have suffered. Within the first two weeks of being admitted into refuge a comprehensive support and safety plan is put together.

NDAS currently run 9 refuges in Northamptonshire providing safe accommodation to 34 adults and 49 children at any one time. Within this portfolio, we have provision for men (3 units) and for women (20 units), and specifically for women with substance misuse issues (5 units) and women from diverse communities (3 units).

We opened 2 new flats in November 2022 (comprising of 3 units), which will enable us to respond to a wider variety of clients including trans and non-binary survivors, larger families and clients with specific or complex needs that we would struggle to respond to in existing refuge provision.



Support in the community

You don't have to be in refuge for NDAS to support you. There are a range of ways that we help families and individuals in our communities.

We offer intensive one-to-one support for male and female victims of domestic abuse living in Northamptonshire. After an initial assessment and risk assessment, support and safety plans are completed and weekly trauma-informed support for up to twelve weeks is delivered in the community around a person-centred action plan.

We also offer groupwork programmes and are currently running VOICE (Victims of Intimate Coercive Experience) as our main programme for victims of domestic abuse. We also run Your Power to Change groups for individuals who are displaying the behaviours of a perpetrator.

These groups are run both in person, and virtually and are run separately for men and women.

GROUPWORK PROGRAMMES

YOUR POWER TO CHANGE

10 week programme for individuals displaying behaviours of a perpetrator

Aims of the programme:

- To provide a clear understanding of what domestic abuse is and consider how these behaviours are experienced through the eyes of both victim and children.
- To allow participants to identify unhealthy behaviours and explore strategies to work towards positive change.
- The programme also examines how positive parenting can implement change.

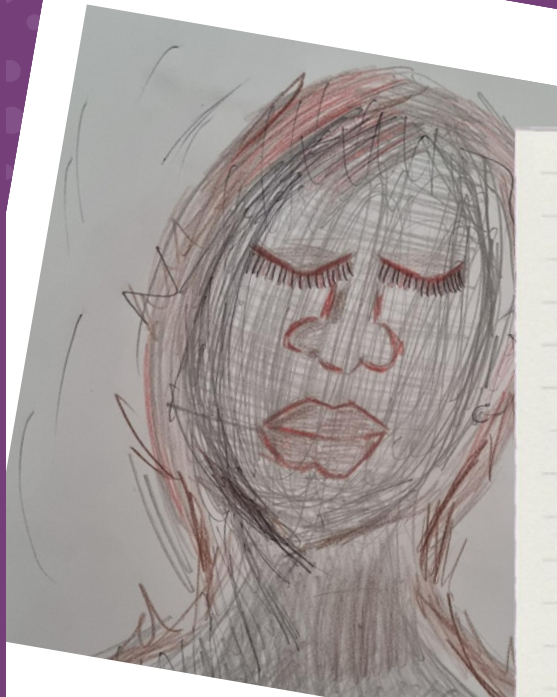


VOICE (VICTIMS OF INTIMATE COERCIVE EXPERIENCE)

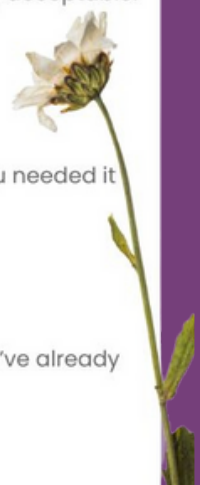
10 week programme for male or female victims of domestic abuse

Aims of the programme:

- To deepen understanding of intimate partner relationship abuse
- Develop insight into barriers victim survivors face when seeking help
- Explore the context of abusive behaviour both in situ and post separation
- Improved knowledge and understanding of the impact of trauma
- Develop understanding and practice of self-care



To those of you that have to do this course
 That feel this is punishment while our perpetrator shows no remorse.
 To those of you that struggle for time,
 the single mums, the workers and the ones barely getting by,
 every week now 7-9
 12 week commitment when all we need is to unwind.
 To those that are sceptical
 you're about to realise none of what you've been through is actually acceptable.
 For those happy hiding
 This course isn't to keep us constantly reminding,
 nor is it to bring doubt to anything we're deciding.
 You'll find it's only being on camera that makes it frightening.
 To those living with their mind quite closed,
 a coping mechanism now or you're only way of protection when you needed it
 most.
 Still haunted by our ghosts,
 it's like the chance to rid of them is what fears us most.
 For those that may need reassurance,
 stand in front of the mirror and be proud of your endurance.
 The damage is done, scars permanent but you survived that so you've already



My knight in shining armour Sweet and kind, a charmer I let you in It felt like such a win	Your words felt so cruel Every conversation a duel Days and days of torment Left my mind feeling bent
My nights were no more lonely You became my one and only My days filled with hope I could now truly cope	Then you finally left I never felt so bereft Alone, afraid, and scared I really thought you'd cared
You became my children's father In the absence of their own There was no one else we'd rather Have the pleasure to have known	The months went by so slowly And I felt so very lonely Your silence was so loud I felt alone in every crowd
We married at the alter You swept me off my feet Along came our daughter Our family now complete	My children kept me going My fight for life growing Day by day improving Without your disapproving
The comments started slowly I tried so very hard Not to be so lowly To avoid your disregard	I began to feel able, to see the real me Free to just be No more doubtful voices I was making my own choices
You didn't like my questions Told me I was mad You didn't like my suggestions And I felt so very sad	My children all now grown I no longer feel alone Confident and happy With a little bit of sassy



Our groupwork clients were very creative and produced several pieces of artwork as well as two amazing poems



I have been encouraged to attend groups that have improved my confidence and self esteem greatly.

Chini's Story

Chini has been married to her husband Kingsley for 25 years. They have two children, a 17 year old boy and 9 year old girl. The abuse started as soon as they got married, but Chini accepted this as normal behaviour. It has only been in the last few months that she has realised she has been experiencing abuse. She has been subjected to financial, physical and emotional abuse as well as coercive control. She previously made excuses for his behaviour but had now had enough.

She called the national helpline and was given NDAS's contact number. She called us and, after completing an assessment, was accepted into refuge. We helped her to access "Rail to Refuge" as she had no money and was travelling to Northamptonshire from Liverpool, and Chini and her two children arrived that evening.

Chini was supported to find her children school places and applied for benefits available to her. Whilst these benefits were being processed, she was supported to visit a local foodbank and provided with vouchers for essentials.

She attended our VOICE programme which quickly helped her understanding of domestic abuse and helped her recognise many characteristics from her relationship which she had only recently realised was abusive. We helped her to access trauma counselling, which helped her a great deal. Chini was signposted to Dostiyo, a local charity that provides support to Asian women. She also attended our domestic abuse Recovery Toolkit course, which is a specialist group work programme for black and brown victims of domestic abuse.

Chini was keen to return to employment, as she hadn't been allowed to work by her abuser. She was encouraged to talk to her work coach at the Job Centre about this and was signposted to a job fair at the library where she signed up to a business admin course. She completed the course while in refuge and on leaving was about to start a customer service course.

Chini spent 5 months in refuge with us and is now living in her own home with her children, just starting to work, with the children happy and settled at school.

INCLUSIVITY

At NDAS, we are passionate about diversity and ensuring that anyone, regardless of their gender identity, sexual orientation, race or religion has the same access to support when they need it. We know that it is extremely difficult to break free from domestic abuse.

On average, someone will try to leave at least 5 times before they are successful. Imagine trying to do this when you don't speak any English, or if you don't have the right to basic financial support. This is the case for many people who are trying to leave abusive and controlling relationships.

In addition to our male refuge, opened in 2018 and our diverse needs refuge in 2020, we opened two new flats in late 2022. These flats allow us to provide dispersed accommodation to a range of clients including transgender and gender fluid individuals.

We also provide a groupwork programme designed specifically for black and brown victims of abuse.

We have two Diversity Leads who are dedicated to these specialist cases and to help us build relationships with diverse communities.

DOMESTIC ABUSE DOESN'T DISCRIMINATE



DOMESTIC ABUSE RECOVERY TOOLKIT

TAILORED TO MEET THE NEEDS OF BLACK AND BROWN FEMALE VICTIMS OF DOMESTIC ABUSE

- This programme is tailored specifically for black and brown female victims of domestic abuse.
- Delivered in partnership with Creating Equalz, the course helps women understand, challenge and help remove the voice of the perpetrator and take away feelings of guilt.
- You must have left the abusive relationship to participate.



WORKING WITH CHILDREN

We provide outreach support to children and young people in the community as well as to those that stay with us in refuge. Sessions are offered to all children in refuge, with support provided to access school and nursery places. We also plan and deliver a range of activities throughout the year.

Our support programmes for children use age-appropriate, trauma-informed approaches to help them to safely share their experiences, understand that they are not to blame and not alone. We introduce ways to stay safe and start trusting again, and help to build self-confidence, independence, support networks and positive relationships.

Sessions are tailored to the needs of each child but always include safety planning, thoughts and feelings, healthy/unhealthy relationships, support networks and understanding the different types of abuse; and also empower parents to manage behaviours that can be associated with trauma in a safe way.

We have been working hard to build on the range of groupwork sessions we offer to parents and children. To that end, our specialist workers have devised two brand new in house programmes, 'Me and Others' and 'Me and Us'.



Me and others

This programme aims to provide young people aged 11-16 with an opportunity to explore and learn about what relationships are all about. It highlights what healthy and unhealthy relationships look like, our personal boundaries within these relationships and where to go if we need help regarding this.

We want to equip young people with the tools and confidence to make safe choices within relationships and empower them to practice these alongside utilising their support network if they have any concerns.

Who's in charge?

A child to parent violence programme aimed at parents whose children (aged 8-18) are being abusive or violent to them or appear out of parental control.

Part 1 – Aims to change parental attitude and reduce blame, guilt and shame.

Part 2 – Explores the use of consequences to change unwanted behaviour and empower the parent.

Part 3 – Supports parents to make changes within the home alongside advanced topics such as anger, assertiveness and self-care.

You and me Mum

A programme for mum's which aims to empower, support and further develop your role as a mum by understanding the needs of children and young people who have lived with domestic abuse.



Me and us

This programme aims to provide children aged 5-11 with an opportunity to explore and learn what relationships are all about.

It considers what makes a relationship healthy or unhealthy.

We want to equip children with the knowledge to make safe choices and have the confidence to share concerns with their trusted adults.





I have been encouraged and signposted to groups that have improved my confidence and self esteem greatly.

Tabitha's Story

Tabitha is 11 and was referred to NDAS for support by her school. Tabitha's parents had recently separated, and she was now living with her Mum but seeing Dad regularly. The family is from Romania and most of their friends and family are still there.

Initially, Tabitha was reluctant to open up to our support worker: she knew her parents argued but did not believe that this was an issue. Our support worker talked about scenarios rather than directly about the family situation. A couple of sessions in, an incident occurred, where Dad had forced his way into the house and Tabitha witnessed him being aggressive towards her Mum. This was the first time Tabitha had witnessed her Dad be aggressive. After this incident, she opened up much more and began to talk through some behaviours she had witnessed by her Dad that had made her feel 'sad and uncomfortable'. She explained that her Dad would often say unkind things about her Mum.

We identified that both parents were speaking to Tabitha as if she were an adult and would discuss things with her that were not appropriate. As a result, Tabitha was worried about her Mum and that she was the only one her Mum could talk to. We provided support for Mum to identify what was appropriate to share and what she should hold back.

The sessions changed from being generic 'healthy relationship' topics, to speaking in more depth about the relationships she had seen within her close family. Tabitha would speak as though she was the adult of the house, looking after her Mum.

Tabitha was sad for the sessions to end, as she felt as if she could now speak about the situation at home. We supported her to identify who her 'safe trusted adults' were and created a point of contact for her in secondary school which she did not have before. Mum also felt this way, and stated she had never spoken to anyone about her struggles since she has been on her own as she feared this would be used this against her. We encouraged Mum to start attending group work sessions to help her deal with the abuse she had suffered.

Last year, our amazing supporters raised a whopping..... **£83,646!!**



We were named as the Charity of the year by Wellingborough golf club, who raised a HUGE £13,500 for us throughout the course of the year!



THANK YOU TO ALL OF THE ORGANISATIONS THAT HAVE SUPPORTED US THIS YEAR



“ We would like to make a special thank you to a local family who make a large regular donation which allows us to provide crisis vouchers for families who come into refuge with nothing. ”



We are extremely grateful for the ongoing support of two local benefactors who have gifted us a very generous donation for the last 3 years. This money covers over half of the yearly cost of providing support in our male refuge.

Thanks also to...

Kirsty Macfarlane
Julia Hawes
Julia Lucaci
Tania McKnight
Mark Behan
Lindsay Checkley
Maxine Chapman

Pamela Pringle
Liz Fairey
Rachel Bennett
Pam Adams
Adrian Harr
Helen Perumalla
Heather Wilkins
Claire Lovitt

Roger Titman
Sarah Cleverly
Rebecca Jones
Jude Wait
Demi Kennedy
Judy Jordan
Jeanette Clarke
Claire Britton
Project Linus

Hunsbury Hill WI
Delapre Primary School
West Hunsbury WI
Isebrook Hospital
Welford WI
Holy Cross Church, Daventry
Lings Primary School
St Marys Church, Badby
Barclays WIN Northampton
The Faraway Childrens Charity



SAVING LIVES
RECLAIMING LIVES
REBUILDING LIVES

Northamptonshire
Domestic Abuse Service



KEEP HOUSE, 124 HIGH STREET, WOLLASTON, WELLINGBOROUGH NN297RJ

Charity No: 1070741

Company Number: 2978532