



Northamptonshire  
Domestic Abuse Service

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# 2019-20 IMPACT REPORT

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# Overview of our Year

## Our Vision

*NDAS is committed to saving lives, reclaiming lives and improving the lives of individuals and families who are affected by domestic abuse.*

*We believe that everyone, adults and children, has the right to live in a safe environment that allows them to thrive, realise their potential and develop at their own pace.*

*We want to prevent, reduce and minimise the harm inflicted by domestic abuse and help families be happy, healthy and resilient; and for future generations be free from abuse and fear.*



DR RACHEL DUNCAN

NDAS Strategic Director & CEO

2019-20 has represented for me my first full year as Chief Executive of NDAS. It has been a year of immense satisfaction and pride, working with a team of passionate and dedicated staff, identifying strengths and weaknesses, and working with staff and trustees to look to the future. I would like to thank all of the staff for their flexibility and tenacity.

The year started with reduced capacity (due to a contract with the County Council), new staffing structures, amended processes, policies and procedures; and new headquarters in Wollaston, which has helped reduce our running costs and increase capacity to families affected by domestic abuse (and even increase advice capacity with new expertise and personalities to help steer the organisation now and in the future).

It would be remiss not to comment on the challenge that started at the end of 2020 – what was to be an extended lockdown – and only the very beginning of the challenges that have become unprecedented times. They have admirably risen to the challenge.

# A message from our Chair



ELYNIS BLISS, MBE

Chair

In my report last year, I outlined the financial challenges facing the organisation and the determination of the Board of Trustees to meet them through organisational restructure and new strategic direction. I am very happy to report that, under our new CEO Dr Rachel Duncan and her team of committed staff, we are making significant progress towards

goals to increase and diversify our income and regenerate services that had been curtailed after severe cuts in local authority funding.

In the past year we have had an organisational review and produced a new 5 year Strategic Plan. We have sold our office in Northampton and relocated to smaller leased accommodation with annual cost savings. We know that excellent services depend on our team of specialist staff, so we have implemented more flexible working arrangements and a bonus programme to ensure competitive salaries, terms and conditions, together with a support system of regular supervision both clinical and management.

Our key focus for this year, of course, has been to achieve income to support existing Refuge services, restore outreach and children's services and develop other programmes helping victims and families to break free from domestic violence and thrive. This has been the second year that trustees have committed funds from Reserves to support costs whilst

new income was sought. We have been successful with bids to the National Lottery Reaching Communities grant and MHCLG funds and achieved significant income through an ongoing fundraising programme. As we move into 20/21, we have a balanced budget that will not depend on further support from Reserves. We must maintain this focus on diversified income generation.

Our CEO has a strong focus on developing strategic and operational relationships with statutory and voluntary sector partners to ensure NDAS has a voice in the county development of domestic abuse strategies, with a more joined up approach to service development and delivery. With her strong leadership and vision the Board is very confident that we will continue to meet our goals and retain our position as a key provider and strategic partner in the county, tackling the scourge of domestic abuse and providing safe havens and strong support for victims and families.

I am very grateful to everyone who has helped us to reach this point - my fellow Trustees, who collectively as a Board have made the decisions and supported the changes needed to meet the challenges; the hard working staff, and especially all the individuals and organisations that have supported our fundraising efforts. After a difficult couple of years, we can look to the future with confidence and excitement.

## Looking to the future

2020 has been brim full of challenges and opportunities; providing a steep learning curve to climb but impacting individuals. Much of the year has been spent getting to know and reviewing the organisation, its future and define our collective vision and ambitions for NDAS. 2019/20 has certainly been a year of change whilst these changes have been taking place and bedding in.

The financial year ending) and the need to operate at minimum cost due to lack of funding. Staff have had to adapt to have even moved from the NDAS offices in Northampton (which we have operated out of for over a decade) to a new location and overheads. With the support of the Board we have been able to continue delivering our vital services (without additional grant funding, in order to try to meet demand) and our Board of Directors has expanded its focus for the future.

The financial year of 2019-20 in the form of coronavirus. The last few weeks of the financial year were the first few weeks of extraordinary challenges to come. I would however like to thank all staff and trustees for their dedication in meeting this challenge; putting clients first regardless of the personal worries and hardships of lockdown.

# Our Mission

To achieve our vision, **NDAS** will:

- Deliver quality services that are accessible to all, regardless of sex, gender, race, culture or background;
- Work to reduce the number of victims of domestic abuse and reduce the risk faced by victims and their families;
- Empower survivors and their children to rebuild their lives, free from violence and fear;
- Reduce the stigma of domestic abuse and encourage families to access help sooner;
- Raise awareness of domestic abuse, what it is and the impact it has on families;
- Establish ourselves as an integrated part of the communities that we work with and for;
- Be a respected, professional and trusted organisation in the county working closely with other partners;
- Achieve independence through a diversified income that is not reliant on public sector funding;
- Deliver evidence-based services, focusing on a trauma-informed approach to address adverse experiences (and ACEs), promote longer-term rehabilitative change and create positive future outcomes for families.

In order to achieve our mission, **NDAS** will focus on the following individual aims:

1. Raising awareness of domestic abuse;
2. Supporting more victims and families;
3. Delivering quality services and outcomes for clients;
4. Achieving financial security;
5. Developing professional and innovative practice;
6. Developing organisational infrastructure;
7. Strengthening organisational governance.

*“There’s so much stigma about domestic abuse but not enough people actually know what to look out for. They don’t know the different types of abuse and think that it’s normal. NDAS helped me recognise a lot of things that I didn’t see before.”*

# Refuge Support

## Arya's story

Arya came into refuge having been in an abusive relationship for over 10 years. She experienced physical, emotional and financial abuse. Arya was controlled in every way possible and decided to seek help when the perpetrator began to show signs of control over their 15 year old daughter. Arya's daughter struggles with anxiety and depression and the home environment was making this exceptionally worse. Arya contacted NDAS for help, and having gone through our assessment process was offered a place in refuge.

Arya engaged well with the refuge support workers on a weekly basis, and over time became emotionally stronger and more independent. Arya received support around her finances and managed to set up payment plans for her debts.

Arya and her daughter registered with a GP and her daughter got the help required, making her feel better within herself.

Arya's daughter has also now enrolled in college and is looking forward to getting started. With the support of NDAS staff, Arya managed to get a housing transfer, and is now rehoused in a safe location.

With the support from NDAS, Arya has been able to restart her life and finally be free from a life of abuse and torment. When Arya first came into refuge she was very quiet, timid and often couldn't make the simplest of decisions without seeking advice / support first. Arya is now living completely independently, advising that she has never felt so strong and confident in her life.

"The refuge staff have been lovely. Made me feel welcome. I like my room. There's no negatives, all positives.

NDAS has been like a home to me. Provided options, point of call for me. Staff are easy to talk to and I feel safe"

## TOTAL CLIENTS SUPPORTED IN REFUGE



NDAS provide refuge accommodation for **19 women, 69 Children, 3 men and 6 women** with drug and/or alcohol addictions. Thanks to MHCLG funding and a continuing contract with Public Health for our drug and alcohol refuge in 2019/20 we have been able to maintain our safe accommodation provision and the support that is provided to clients alongside this.

We currently run 6 refuges within Northamptonshire.

In February 2020, we were given a substantial grant from MHCLG for the financial year 2020/21. This will able us to open a new refuge specifically to meet the diverse needs of some of our clients.

This means in the near future we will have 7 refuges supporting men, women and children.

## REFUGE OUTCOMES

EACH CLIENT IN REFUGE IS ASKED HOW THEY FEEL ON ENTERING REFUGE AND AGAIN WHEN THEY LEAVE. FIGURES BELOW SHOW THE IMPROVEMENT MADE IN PERCENTAGES.



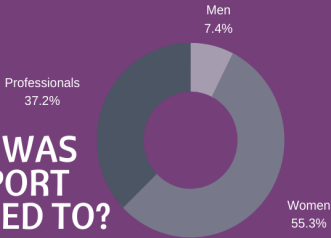
# Advice Line Support

## TOTAL NUMBER OF CALLS ANSWERED

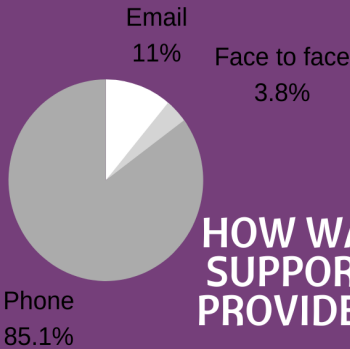
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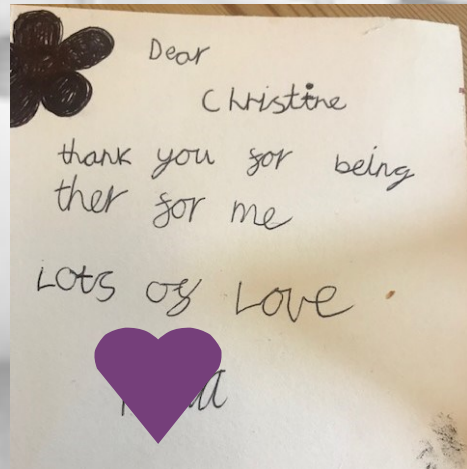
## WHO WAS SUPPORT PROVIDED TO?



## HOW WAS SUPPORT PROVIDED?



'I would have struggled more to understand what had happened to me and make sense of it. It also helped me with my emotional state to carry on and not ruin the rest of my life. Having someone to talk to and who understood, without that I would not have been able to pull myself together as quickly.' - NDAS service user





Our Advice Line continues to answer high numbers of calls from both clients and professionals from partner agencies seeking support and advice. In 2019-20 we answered a total of 1240 calls. This figure includes support provided to professionals as well as clients, who often seek expert guidance when supporting their own clients.

Our advice line is available 24/7 on 0300 0120154.

We also provide a drop in service for those clients that are able to, or prefer to, speak to a support worker face to face. In 2019-20 we met and supported 192 clients via the drop in service.

## Brenda's story

*Brenda called the NDAS advice line in an anxious and agitated state.*

*Brenda had sustained injuries the day prior to her call when her husband tried to stop her leaving a room. He pulled her by her wrist and then by her leg. He also kicked the door off the hinges. The previous month he had grabbed her by the throat during an argument. Things were getting worse every day.*

*A discussion was had with Brenda about how the abuse is escalating. The NDAS Advice Worker stressed to Brenda that she should be aware that her husband could attack her again, potentially causing further injuries or even kill her.*

*After discussing refuge admission, it was established that Brenda didn't want to do this due to starting a new job.*

*Support was provided regarding accommodation options, safety planning, legal orders to protect Brenda. A DASHH risk assessment was also completed.*

*A referral was submitted to MARAC and the Sunflower Centre due to escalation of abuse and potential risk factors.*

*Brenda left her husband to stay with family two days later and applied for a non molestation order through NCDV. She is now happy and living free from abuse.*

# Support for Men

## Adam's story

Adam was admitted into male refuge due to suffering physical, emotional, verbal and sexual abuse for five years in his relationship. He said he was terrified and just wanted to sleep all night without the risk of being hit with a bottle, punched or sexually humiliated. With NDAS's help Adam began slowly to emotionally heal.

Adam identified that he had been in an abusive relationship far longer than he first realised. He hadn't heard of coercion before and came to realise how prevalent this was in his relationship. His perpetrator continued to message him whenever he was down or lonely and slowly Adam realised this and blocked all contact to stop himself being tempted to return the relationship.

During Adam's stay in refuge, he regained his confidence which enabled him to apply for and gain employment. Adam was underweight when admitted into refuge, during his stay his appetite returned and he gained weight. He is now in safe accommodation and no longer needs support from external agencies.

*"Without NDAS I honestly don't think I'd be alive today, my situation was that bad NDAS gave me safety and help I never dreamed I could get. So thank you from the bottom of my heart and special thank you to Helen she is an angel." - NDAS service user*

In 2017, Northampton Women's Aid became Northamptonshire Domestic Abuse Service (NDAS), rebranding to meet the changing landscape of domestic abuse service provision to offer support and advice to male victims. NDAS opened Northamptonshire's first (and only) male refuge in March 2018 and since this time has been more consistently occupied than any other the other refuges for women within the county. In 2018-19, we supported nine men in refuge. We also supported 57 men via our advice line and drop in services.

Since we rebranded and have focused on becoming more accessible to men we have been increasing the number of male victims we have supported. During 2019-20 we supported 124 men on our advice line and 9 men in our male refuge.

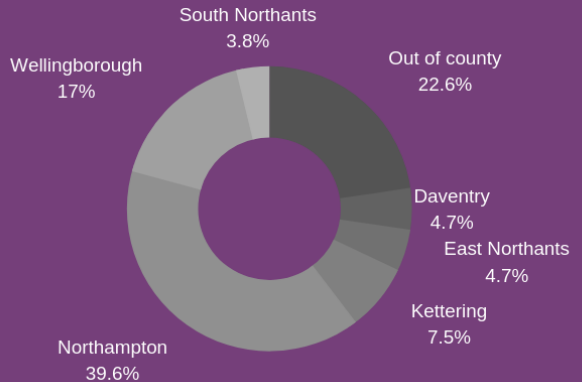
We are continually trying to raise awareness of male victims through our website, which has a dedicated area, as well as posts on social media.

## 9 MALE CLIENTS WERE SUPPORTED IN REFUGE



## ON AVERAGE CLIENTS SPENT 121 DAYS IN REFUGE

## WHERE DO OUR MALE CLIENTS COME FROM?



# Quotes from our clients

## One to one work

*"Where we live is a safe little palace. I am grateful for NDAS and being believed, the knowledge of your support staff and the push to be a better me. "*

*"Knowing there is someone at the end of a phone to talk to, cry with or support me has made me feel human again. "*

*"The way I see it is you have helped me, I have grown in confidence and you are the only person who stick's to her word. You are an asset to NDAS. Thank you for being my support worker when I needed someone who will listen and act for me."*

*"The NDAS approach is totally different to services I have had before, it's so much better. With the help from my support worker I have seen the bigger picture for now and my future. Without her help don't think I'd be here today, she must've been born with a golden heart because of how she helps me so much above and beyond. I can't put it into words."*

*"NDAS has offered me a place of safety, built my confidence and self-esteem. God knows where I'd have ended up without you. Despite the lack of presence in refuge, on the phone I have felt safe and reassured in tasks I never thought I'd have to do or feelings I never thought I'd feel."*

In February 2020, we were given a substantial grant from MHCLG for the financial year 2020/21. This has allowed us to continue providing refuge as well as extending support to include outreach within the community and resettlement support to clients leaving refuge.

NDAS continues to provide access to the Freedom Programme. This programme is an 11 week course designed for female victims of domestic abuse. The course helps women to understand more about healthy relationships, how to identify tactics of the abuser as well as the affect domestic abuse has on children. In 2019-20, 55 clients accessed this group work programme.

## Group work—The Freedom Programme

*"Freedom has shown me the perpetrator's behaviour and what I should be looking for in future relationships. I have loved the sharing of my story with the group and the support I have received"*

*'Freedom has given me my confidence back to enable me to make my own decisions, just simple things like a new hair cut or buying a different brand of food- things I couldn't do before. I can talk to the group and understand this isn't just me, it wasn't my fault. I didn't see it as abusive relationship before but I can see it was one now'*

*'Freedom has been an awakening for me and opened my eyes to a lot of things. Hearing other people's stories make you realise you are not alone. I feel validated and believed. Freedom has taught me to focus and love myself'*

*"I kept asking myself why me? what had a I done wrong? Freedom group made me realise I hadn't done anything wrong, it was not me, it was my ex-partner. It made me understand I am not going crazy'."*

# Events this Year



We attended the Genkiprov and Improvoko International Women's Day event - a celebration! spoken word, comedy, improv and music! At The Pomfret Arms



Thank you to everyone who attended our Charity Ball! Thanks to your generosity we raised a fantastic £1975.50

## Barclays Goes Dancing The Contestants

 Sarah Caldwell Financial Crime	 Bai Carcha BFI	 Natalia Holt Corporate Sales	 Neil Holt IT	 Joel Kio Fraud	 Puja Kukar Change, UK
 Natalia Lynch Marketing	 Annette Mollitt HR, Care & Payments	 Chloe Morgan Retail, UK	 Zeshan Munawar Commercial Payments	 Karen Newton Global Fraud Management	 Suraj Patel UK
 Kate Reynolds BFS Sales	 Amy Smith BFS Design	 Andrew Smith Data Support	 Jamie Smith	 Sonia Stullich Change Management	 Chris Young

Friday 6 March 2020, Deco Theatre Northampton  
Tickets: [thedeco.co.uk](http://thedeco.co.uk)

In aid of  
**Northamptonshire**  
Domestic Abuse Service



NDAS were the chosen charity for Barclays Goes Dancing in March 2020. A wonderful night that raised an amazing £24,000 for us! Thank you to all involved

NDAS owned a large property on Hazelwood Road in Northampton for several years. The decision was made to put this property on the market and rent alternative, smaller office space that we could really make best use of. We are now based in the top floor of premises owned by Scott Bader in Wellingborough.



## How can you support us in the **future...?**

### **Amazon Smile**

Support us whilst you shop! If you log into Amazon using

[www.smile.amazon.co.uk](http://www.smile.amazon.co.uk) and choose us as your charity, Amazon will donate 0.5% of your purchase (at no cost to you!)

### **Northampton Lottery**

Did you know Northampton now has its own lottery? If you buy a ticket you can support NDAS AND have the chance to win up to £25,000. We receive 60p from every £1 spent. Visit [www.northamptonlottery.co.uk](http://www.northamptonlottery.co.uk)

### **Training for professionals**

We hold various domestic abuse awareness courses for professionals.

### **Collection box**

Do you work in a business that might be able to have an NDAS collection box for loose change?

### **Social Media**

If you do nothing else please like our social media pages and share/like our posts. The more people that see our posts, the more likely those that need supporting will see how we can help

### **You could make a real difference!**

**£32** For the price of a takeaway you could fund one nights stay in refuge

**£15** For the price of a round at the pub you could fund us supporting a client with a potentially life saving safely plan

**£25** For the price of a new top you could fund an hours support session with a vulnerable client.

If you would like more information on how you can support NDAS please email us at [info@ndas-org.co.uk](mailto:info@ndas-org.co.uk) or visit [www.ndas.co](http://www.ndas.co)

# Our Supporters



A massive thank you to @dviolenceuk, Badby Church and the Animal Medical Centre for the gifts!



Thank you to Smyths Toy Store Northampton for giving us a 10% discount on children's gifts and many thanks to the Northampton Labour Group and the Faraway Children's Charity for their cash donations.



Some of the stockings for our families - created by the Northamptonshire Independent Social Worker Forum! Thank you



A massive thank you to our friends at Holy Trinity Church in Charlwelton for their kindness and generosity. We were thrilled to attend their carol service and receive so many gifts for our clients.



Thank you to our Unison colleagues for their kind donations for our clients this Christmas!



Thank you to The Labour Group who donated £260. This money will be used to buy Christmas presents for children in refuge.



A huge thank you to all of our supporters this year who have helped us with money, donations and their time. We simply would not be able to keep supporting our clients without your support. Here are just a few photos to show you what we got up to.



Thank you so much to staff and customers at Morrisons, Kettering Road, Northampton for the Easter Eggs and food for our clients in refuge.



Thank you to Wise Investment House Foundation for our hampers for our clients in refuge. WIH is an organisation set up to enrich the lives of vulnerable people and we are so grateful for their support.



Just a few of the gorgeous, knitted toys handmade for our children by Upton and Duston WI. Thank you so much ladies - they are amazing!



Thank you to Della Judd - Changing the way we work for a great coaching session with our staff.



# Thank YOU!

Smyths Toy store  
Badby Church  
Animal Medical Centre  
Wise Investment House Foundation  
Morrisons Kettering  
Morrisons Corby  
Upton and Duston WI  
Della Judd  
Unison  
Holy Trinity Church  
Northamptonshire Independent Social (and many more!)  
Workers  
The Labour Group  
Barclays go dancing  
Step by Step dance group  
Genkiprov and Improvoke  
Lush  
The Black and Blue Charity  
Roger Titman and family  
The Sleep Station  
Cllr Danielle Stone  
Cllr Terrie Eales  
Cllr Gareth Eales  
Hello Red Boxes  
Smurfit Kappa  
Daventry District Council  
Collingtree Church  
West Haddon Craft Group

A huge thankyou to all of our supporters this year who have helped us with money, donations and their time. We simply would not be able to keep supporting our clients without your support.