



Northamptonshire
Domestic Abuse Service

2018-19 IMPACT REPORT

0300 0120154

www.ndas.co
info@ndas.co

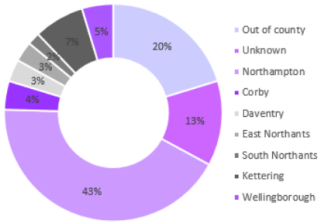
Overview of our Year

A year in numbers

2018 - 19

TOTAL CLIENTS SUPPORTED

1632



WHERE DO OUR CLIENTS LIVE?

1019



500



110



SOCIAL MEDIA FOLLOWING

55

59



GROUPWORK SESSIONS HELD

CLIENTS ATTENDED GROUPWORK SESSIONS

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

A message from our Chair



GLYNIS BLISS, MBE

NDAS Chair

This year has been a challenging one for NDAS; as I reported a year ago, the local financial landscape made it important for the county to secure national funding to support Refuge services. Sadly, the bid from Northamptonshire was not successful; the lack of a county partnership strategy for domestic abuse with sustainable plans surely being one factor. This was out of our control (bids could only be made by Local Authorities), but the outcome, together with the end

of County Council contracts, did reinforce our determination to secure a more diverse form of income, with focus on local fundraising, trusts and grants.

This year the Board has also focused on reducing costs and a more strategic focus to our management team; in March 2019 we implemented a new post of Strategic Director, replacing our two joint CEOs. I would like to pay tribute and thanks to Ann Bodsworth and Chris Starmer who, working together, led our staff team and services for many years, achieving significant development and success along the way. It is thanks to their good husbandry that we can underpin our costs from reserves whilst new strategy is put into place. Our new Strategic Director is Dr Rachel Duncan, who has the broad experience, knowledge and expertise needed to lead the organisation forward in this new direction.

Our core work of providing safe and supportive Refuge provision for victims of domestic abuse and their children continues, including a refuge for male victims and one for victims

with drug/alcohol issues. Although accommodation costs can be covered through housing benefit, much of the essential wrap-around work delivered by Refuge Support Workers is not – we must fundraise for those. With the end of NCC contracts we have also lost the teams providing early intervention and work with children and perpetrators, which does so much to prevent escalation, repeat victimisation and family breakdown.

With support from some boroughs and districts we continue to provide locality based drop in and advice work, but consultation with staff has highlighted frustration that they can no longer provide the follow up and longer term services needed. This has reinforced the need to grow our income in a way that allows self determination in allocation of resources, with accessible evidence based service provision, eliminating post-code lottery and short term approaches dictated by contracts.

The challenges are great, our determination greater. We are not daunted; we are excited and energised, with full confidence in our wonderful team of staff, now led by Rachel, to take us in our new direction. Despite a turbulent year, you will see in this report how many people affected by domestic abuse have been helped. I pay tribute to our staff doing very difficult work despite change and uncertainty. I thank all the Trustees who give their time and expertise freely. Everything we do is focused on helping victims of domestic abuse; I urge our local authorities to show a matching commitment by working in partnership and with the voluntary sector to develop and deliver a sustainable strategy for the thousands of adults and children in this county whose lives are blighted by the dreadful effects of domestic abuse.

Elynis

Looking to the future

Coming into post in just March this year, I have already been so well supported, ready to take on my first year as chief officer at NDAS. I am lucky enough to have come into an organisation with amazing and passionate staff members, a creative and dedicated management team, and a really supportive Board; and even though the challenges we face are considerable, I have every confidence that we can successfully tackle those challenges together with drive and enthusiasm.

So what does the future hold? Having recently completed an organisational review and refreshed our strategy, NDAS continues to be committed to supporting victims and their families; but we will also be working hard to improve our evidencebase and innovate, measuring the impact of our work for clients and ensuring that we can generate diversified income streams for a more secure and sustainable future.

I am really excited for the journey ahead and look forward to reporting on all of our achievements and triumphs in next year's report!

Rachel.

Objectives for 2018-19

- *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.*

*“There’s so much stigma
to look out for. They a*

In her own words...

Caroline was in refuge with NDAS for 7 Months.

I was in a relationship with my perpetrator for nearly 3 years. At the start of the relationship, he convinced me that he was my 'saviour' because I was brought up in an abusive home. He bought me all the things my mother didn't. Necessities, like feminine hygiene products. As the relationship progressed, he made it clear to me that I "would be dead if it wasn't for [him]".

He isolated me, ruined my friendships and wouldn't let me go to any appointments without him. I needed permission and to rely on him financially to go out. Even this would mean, providing him with receipts and bus tickets for every penny spent. He would call me constantly whilst I was out to make sure that I wasn't with anyone that he didn't want me around. He would even seek confirmation from the people I was with.

It took me a very long time to even acknowledge that I was a victim of domestic abuse. I could have lost my child over it. One day I thought "enough is enough. I'm terrified. I can't even have a conversation with anyone in front of him. I'm stepping on eggshells all the time." From that moment on, I set up a safety plan and used professionals to help me end my relationship safely.

I went into refuge in January last year. The police took me to the first refuge because I was an emergency case. I went into refuge with nothing but a dying phone with no charger. When we arrived, the lady who worked in there greeted us ever so nicely. She tried her hardest to make me feel safe but I was still really scared! I was still really close to the man I was fleeing so NDAS staff protected me like you wouldn't believe. I was provided all essentials on my first night there. I was also escorted everywhere so that I would be safe if I crossed paths with him.

It took me a very long time to realise I was being abused and watching the TV program "Murdered by my boyfriend" was the eye opener I needed to acknowledge that I was a victim. It shouldn't have to get to that extent before realising but it's similar for a lot of people. In some cases, it's too late.

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. They also gave me hope for my future and I've come a long way since then.

Without NDAS, there's a chance that I wouldn't be here today to tell my story.

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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

Kathy's story

Kathy had a difficult childhood and left home at an early age to live in a different area. She was groomed and suffered abuse including being forced to take drugs. She was put into dangerous situations with unsuitable adults. Craig came into her life around 9 years ago and continued the abuse. Kathy was subjected to emotional, psychological, physical and controlling abuse. Threats to kill her were made on a regular basis. She suffered strangulation regularly during her time with Craig. Kathy spent time in prison for shop lifting and led a chaotic and unsafe existence; she self-harmed and was diagnosed with several other mental health conditions. Her physical health suffered as a result of her drug taking and she almost lost her life due to this.

"Kathy was subjected to emotional, psychological, physical and controlling abuse. Threats to kill her were made on a regular basis."

Craig was sent to prison for assaulting Kathy and when he was due to be released Kathy felt vulnerable and applied for a space at NDAS specialist refuge for women with substance misuse issues. Kathy started on methadone and rarely takes drugs anymore. She attended a lot of courses whilst in refuge and these have made her understand and accept that what happened to her was not her fault. Kathy now has a good understanding of the processes perpetrators use to take control of people and feels she would be able to spot the early warning signs in the future. Kathy also had support with addressing her mental health issues. She found one to one sessions have been particularly useful and these helped to give her direction and make me feel better she finds herself becoming anxious. She now feels empowered and is being supported to make her own choices and decisions about her life moving forward.

TOTAL CLIENTS SUPPORTED IN REFUGE

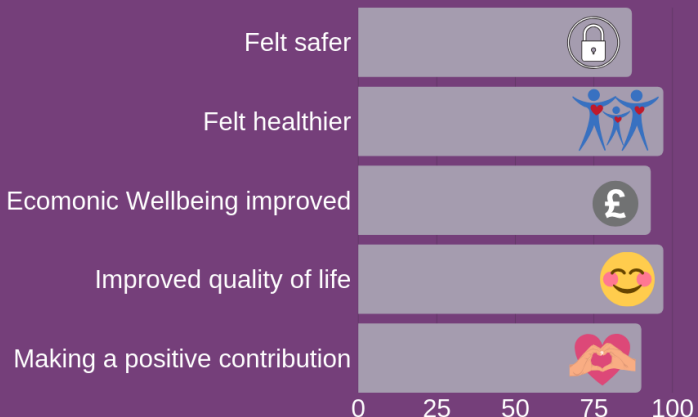


2018-19 has been a difficult year for NDAS refuge provision. We currently run 6 refuges within Northamptonshire, however currently, only one of these refuges has funding that covers support costs. We are very reluctant to close refuges as the need for them is so great so the decision was made that NDAS will provide a basic refuge service to our clients using our charitable reserves. We are only able to do this until 31st March 2020. We are working towards raising the funds to be able to keep our refuges open past this date.

Currently we are able to provide refuge accommodation for 34 women, 45 Children, 3 men and 6 women with drug and/or alcohol addictions. The demand for refuge far exceeded availability with only 17% of clients that requested refuge being accepted.

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.



One to One Work

Amisha's story

Amisha is 34 and has two children aged 11 and 13 years old. She was subjected to horrific abuse by her ex-partner who is currently serving a prison sentence. Amisha's children witnessed the abuse. Amisha was referred to NDAS by her youngest child's school who requested support for both Amisha and her children.

The children's school attendance was extremely poor as they were terrified to leave their mother. Amisha and her children were all suffering from anxiety and post-traumatic stress disorder symptoms.

Amisha attended The Freedom Programme for 11 weeks. Although painful initially, it quickly became evident through appearance and body language that her mental health was improving. She was able to understand the contents of the programme and relate them to her own experiences. She was able to start to see how the children had been affected and change some of her behaviours to ensure they felt safe. Amisha implemented suggested strategies at home to support building the children's self-esteem.

"The children's school attendance was extremely poor as they were terrified to leave their mother."

One to one sessions were completed with both children. The children gained in confidence and shared their feelings and anxieties with the Support Worker. They then asked the support worker to share some of these with mother which allowed them to build a happier relationship and understand each other's needs. The NDAS Support Worker arranged for both children to have access to the school nurse post-intervention to ensure continued support is available should it be needed.

Things have improved dramatically for the family since working with NDAS. Amisha feels that she had started to get both her family and her life back. The children are both happier at school and their attendance has improved. The eldest child has told her mother she feels more confident in sharing her anxieties and has started to feel that she may be able to achieve things in her future.

We have been providing one to one support to men, women and children impacted by domestic abuse as part of our contract with Northamptonshire County Council. This contract has been in place for several years and ended in March 2019 due to Northamptonshire County Council making the decision to bring this work in house.

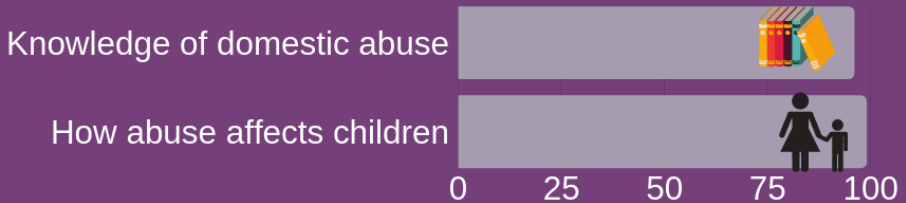
The intervention work in 2018-19 evolved to become more holistic to include the whole family working together (when appropriate). An initial session was held with each client which enabled the Domestic Abuse Prevention Worker, along with the written information provided by a Social Worker, to tailor a bespoke approach appropriate to the needs of each client. This enabled NDAS to focus on each client as an individual and adapt sessions accordingly.

In 2018-19, we supported **74** perpetrators, **114** victims and **150** children that had witnessed domestic abuse in the home.

ONE TO ONE OUTCOMES

EACH CLIENT IS ASKED HOW THEY FEEL WHEN STARTING A 6 WEEK COURSE AND AGAIN WHEN THEY FINISH. FIGURES BELOW ARE SHOW IN PERCENTAGES.

ADULTS IMPROVED KNOWLEDGE OF BELOW AREAS



CHILDRENS IMPROVED KNOWLEDGE OF BELOW AREAS



Advice Line Support

TOTAL HOURS OF SUPPORT PROVIDED BY ADVICE LINE

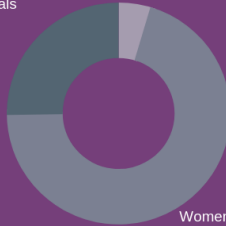
717



WHO WAS SUPPORT PROVIDED TO?

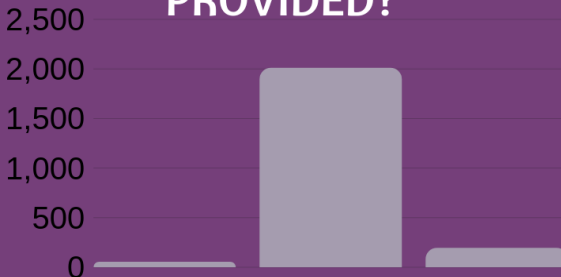
Professionals
25.2%

Men
4.6%



Women
70.2%

WHAT SUPPORT WAS PROVIDED?



Emails Answered

Calls Answered

Drop in clients seen

Uma's story

Uma had been subject to co-
working which led to her be
without his permission. He

Uma had tried to leave on
had been assaulted by her
her a place to stay. Uma's
and friends and turned up a
ex-partner had fled. Concern
relatives asked her to leave
Centre with just a suitcase
residency card which stated

The NDAS Advice Worker r
housing options to make th

A refuge space was eventu
thought that Uma did not
basic costs of being in a ref
herself was considering ret

Uma managed to get a frie
placed in an emergency roo
toiletries and access to me
together to prove and be a
accepted into refuge with a

The advice centre continues to answer high numbers of calls from both clients and professionals and from partner agencies seeking support and advice. In 2018-19 we supported a total of 1241 people. This figure includes support provided to professionals as well as clients. We often provide expert guidance to fellow professionals seeking support for their clients. Our advice line is available 24/7 on 0300 0120154.

NDAS continues to provide access to the Freedom Programme at our Northampton advice centre. 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 2018-19, 59 clients accessed this group work programme, with over 90% stating that it had a positive impact on them.

We offer ongoing support, including room provision, to many other partner agencies including KidsAid, Family Support Link and Eve.

controlling behaviour before accessing the NDAS drop-in service. Her partner stopped her from being dependent on him for finance. She was not allowed to go out alone or contact people she believed she "belonged to him" and he threatened to kill her if she left him for anyone else.

several occasions but lacked the financial resources to make this possible. Whilst pregnant she partner which resulted in her losing her baby; after which she contacted relatives who offered ex-partner traced where she was staying through family at the address. The police were called but arrived after the ns for their own safety and their children's meant Uma's e. Uma has nowhere to turn to so came to the NDAS Advice e. She came to the UK in 2002 as a refugee and had a d "Leave to remain until 2020. Work permitted".

referred Uma to the local Homeless team and emailed them aware that she was working on finding a refuge place.

ally located out of county however this space was refused after an assessment as it was have access to public funds and was therefore not able to access housing benefit to cover fuge. The NDAS Advice Worker would not give up trying to secure Uma a refuge space. Uma turning to the perpetrator of the domestic abuse to avoid having to sleep rough.

end to accommodate her overnight and returned to NDAS the following day when she was n whilst the NDAS worker continued to look for a refuge space. She was provided with food, dication that she needed. NDAS and the local authority's homelessness officer worked able to provide written evidence of Uma's entitlement to housing benefit. This led her being another provider within the county.

"Uma tried to leave on several occasions but lacked the financial resources to make this possible."

Support for Men

Ryan's story

Ryan is 27 and had been experiencing domestic abuse for several years from his ex-partner Juliet. In their relationship, she was controlling and often violent towards him. She was using drugs and alcohol and had mental health issues. Juliet became pregnant and the abuse continued. After the birth she would often assault Ryan whilst he was holding the baby. He would often be covered in bruises and bite marks.

It was agreed that the couple would part ways and have joint parental responsibility but Ryan became increasingly concerned for the baby when in the care of Juliet. He decided to flee to Northampton with the baby, who was then 12 weeks old.

Ryan's health visitor referred him to the NDAS Advice Line for support. Ryan was helped to get legal aid and supported throughout the legal process. Juliet was charged with harassment and a non-molestation order was granted that prevented his partner from contacting him. Ryan was also provided nappies and food to support him and his son.

NDAS spent time talking to Ryan about what domestic abuse is and that men can be victims as much as women can. Support was also given to navigate housing benefit and income support whilst Ryan got back on his feet.

Ryan is working again and has set up his own business. He has secured a privately rented property for him and his son. They are both now thriving and happy, looking forward to a positive future.

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.

We are working hard to encourage more men to seek support and to recognise that there is no shame in admitting that they are affected by domestic abuse.

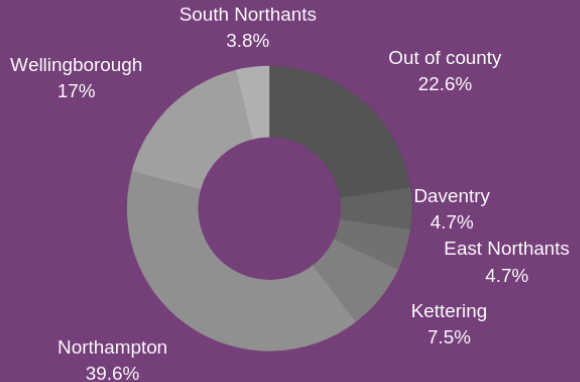
"After the birth she would often assault Ryan whilst he was holding the baby. He would often be covered in bruises and bite marks."

**9 MALE CLIENTS
WERE SUPPORTED
IN REFUGE**



**ON AVERAGE CLIENTS
SPENT 121 DAYS IN REFUGE**

**WHERE DO
OUR MALE
CLIENTS
COME FROM?**



Events this Year

The Lab Northampton
8 March · 🌐

Goddess Katie Paton is again hosting the yearly celebration of International Women's Day, Systersonic for Northampton Domestic Abuse Services. Suggested Donation £3.
Thank you Katie, your are an absolute shining star!



£105

Systersonic at The Lab March 2019. Thanks to Katie Paton, the Labour Club and all the artists who played



£225

Pam's 30 day draw-athon
March 2019.



£1124

This is what makes us Girls Event Dec 2018. Thanks to Harriet Quinn and all of the contributing artists (named on page 18/19)



£540

Christmas Quiz at The Pomfret Arms Dec 2018
Thanks to Lisa Eversden, Willy Rushton and all of the staff at The Pomfret Arms

This year has been spent focusing on fundraising. When we found out we would not be receiving any funding from the Government in 2018-19 we started a fundraising campaign. This campaign was started in October 2018 with a target of £100,000. This is the amount that it costs us to provide a very basic level of support to our clients in five refuges.

We were overwhelmed by the response, many people donated, held events for us and we even got on the telly! We managed to raise over £16,000 by the end of March 2019. Given the amount of time we had to fundraise in, this was an amazing achievement! Here are just a few of the many highlights from our campaign



NDAS in the media

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 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

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 or visit www.ndas.co

Our Supporters



The Buddy Bag scheme provided lots of rucksacks full of things to comfort children coming into refuge including PJJs, Book, toothbrush and paste



The wonderful staff at Eddie Stobart's donated lots of Easter Eggs for our children in refuge.



Baby Basics is a charity that provides Moses baskets full of essentials and treats for new mothers in need. Our clients have had several of these baskets and were thrilled with them!



The staff at Croylund Children's Centre donated lots of toys and treats for our clients at Christmas time.

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. Here are just a few photos to show you what we got up to.

Last year our supporters managed to raise an amazing £17,500!!



One of our ex refuge clients raised a fantastic £800 and bought books for us to give our clients. Thanks to her we now have our own little library.



The Black and Blue Charity bought our refuge clients lots of shoes, clothing and toiletries from our Amazon wish list



A-Sisterhood supports, empowers and protects women around the world. They donated some of the proceeds from a charity event.



We said a fond farewell to our Joint CEOs Ann Bodsworth & Chris Starmer. We are so grateful for all they have done for NDAS. Together they racked up an impressive 33 years working for us!

Thank YOU!

A Sisterhood

Councillor Terrie Eales

The Cockerill Masonic Charity

Collars and Cuffs

KAB Seating

Midland Langar Seva Society

Northamptonshire Police

Councillor Jane Birch

Clipper Logistics

Northampton Association for the
Blind

1st Northamptonshire Boys Bri-
gade

The Pomfret Arms

Jehovian Wormleighton

St Marys Church, Great Brington

Naturally Norfolk

Sills and Betteridge Solicitors

Barclaycard

Bosworth Independent College

Upton and Duston WI

Systersonic

The Black and Blue Charity

Baby Basics

The Great Recycling Project

South Northants Council

Earths Lonely Angels

Creaton United Reformed Church

The New Testament Church of
God

Northampton Quakers

University of Northampton

Melissa Timms

The Bread and Butter Factory

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Croyland Children's Centre

Becky Higgins

The Lesley Kelly Foundation

Ria Steele

Joanne Barlow

Katie Paton

Smurfit Kappa

Charlotte Griffiths

Eddie Stobart Northampton

Tremaine Richard-Noel

Councillor Fiona Baker

Charlene Henderson

Mollie Knight

TNT International

Harriet Quinn

Sonul Bhundia

Amy Fox

Avi Blundia

Aoife Fowley

Elina Blundia (age 8)

Beth Hall

Krishan Blundia (age 6)

Chloe Mayo

Pamela Graham

Frank Lee

Elsby & Co

Glenn Woolsley

Anstee & Co

Kate Higgins

Wilson Browne Solicitors

Lydia Stott

(and many more!)

Olivia Brazier

In loving memory



Lynda Hayes 24th May 1957 - 5th June 2018

Lynda worked for NDAS as a Domestic Abuse Prevention Worker from 2014 until she passed away in 2018. She was a woman dedicated to improving the lives of the families she worked with, especially children who had witnessed domestic abuse.



Cllr Mary Butcher 26th April 1956 - 4th July 2019

Cllr Butcher became a Borough Councillor in 2007 and went on to become a County Councillor for Oakley, Corby. She was never afraid to stand up for what she believed in and became the voice of the never-ending struggle for domestic violence services in the county. We thank Cllr Butcher for her years of support.



" There is no excuse for domestic abuse."