2018-19 IMPACT REPORT
Overview of our Year

A year in numbers

**2018-19**

**TOTAL CLIENTS SUPPORTED**

1632

**WHERE DO OUR CLIENTS LIVE?**

- Out of county: 1019
- Hertsmere: 500
- Enfield: 110

**SOCIAL MEDIA FOLLOWING**

- Facebook: 55
- Twitter: 59

**GROUPWORK SESSIONS HELD**

55

**CLIENTS ATTENDED GROUPWORK SESSIONS**

59

Our Vision

NDAS is committed to saving lives, retaining 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 future generations be free from abuse and fear.

A message from our 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 (this 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 Woodworth and Chris Stammers, 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 put in 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 support delivered by Refugee 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 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 postcode 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.

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 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 evidence base and innovate, measuring the impact of our work for clients and ensuring that we can generate diversified income streams for a more 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!
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.

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 taught 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 asking if 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 in 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 there greeted us over 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.

“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

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.

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 those helped to give her direction and make her 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.

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.
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.

6 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.
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 KhidAid, Family Support Link and Eve.

Uma’s story

Uma had been subjected to controlling behaviour before accessing the NDAS drop-in service. Her partner stopped her from working which led to her being dependent on him for finance. She was not allowed to go out alone or contact people without his permission. He believed she “belonged to him” and he threatened to kill her if she left him for anyone else.

Uma had tried to leave on several occasions but lacked the financial resources to make this possible. Whilst pregnant she had been assaulted by her partner which resulted in her losing her baby, after which she contacted relatives who offered her a place to stay. Uma’s ex-partner traced where she was staying through family and friends and turned up at the address. The police were called but arrived after the ex-partner had fled. Concerns for her own safety and her children’s meant Uma’s relatives asked her to leave. Uma has nowhere to turn so came to the NDAS Advice Centre with just a suitcase. She came to the UK in 2002 as a refugee and had a residency card which stated “Leave to remain until 2020. Work permitted.”

The NDAS Advice Worker referred Uma to the local Homeless team and emailed housing options to make them aware that she was working on finding a refuge place.

A refuge space was eventually located out of county however this space was refused after an assessment as it was thought that Uma did not have access to public funds and was therefore not able to access housing benefit to cover basic costs of being in a refuge. The NDAS Advice Worker would not give up trying to secure Uma a refuge space. Uma herself was considering returning to the perpetrator of the domestic abuse to avoid having to sleep rough.

Uma managed to get a friend to accommodate her overnight and returned to NDAS the following day when she was placed in an emergency room whilst the NDAS Worker continued to look for a refuge space. She was provided with food, toiletries and access to medication that she needed. NDAS and the local authority’s homelessness officer worked together to prove and be able to provide written evidence of Uma’s entitlement to housing benefit. This led her being accepted into refuge with 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."
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.

### 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 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.northampton-lottery.co.uk](http://www.northampton-lottery.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 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 night’s stay in refuge.
- **£15** for the price of a round at the pub you could fund an hours support session with a vulnerable client.
- **£25** for the price of a new toy 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](http://www.ndas.co).
Our Supporters

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.

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

The Buddy Bag scheme provided lots of necessities full of things to comfort children coming into refuge including T-Shirts, 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 Crawland Children’s Centre donated lots of toys and treats for our clients at Christmas time.

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

One of our ex-refuge clients raised a fantastic £300 and bought books for us to give our clients. Thanks to her we now have our own little library.

A-Sistershood 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 Bedsworth & Chris Sharmer. We are so grateful for all they have done for NDAZ. Together they cobbled up an impressive 33 years working for us!
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.

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 Brigade
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
Eart'st Lonely Angels
Creton United Reformed Church
The New Testament Church of God
Northampton Quakers
University of Northampton
Melissa Timms
The Bread and Butter Factory
Croyland Children's Centre
The Lesley Kelly Foundation
Joanne Barlow
Smurfit Kappa
Eddie Stobart Northampton
Councillor Fiona Baker
Mollie Knight
Harriet Quinn
Amy Fox
Aoife Fowley
Beth Hall
Chloe Mayo
Frank Lee
Glenn Woolsley
Kate Higgins
Lydia Stott
Olivia Brazier
Becky Higgins
Ria Steele
Katie Paton
Charlotte Griffiths
Tremaine Richard-Noel
Charlene Henderson
TNT International
Soni Bhundia
Avi Bhundia
Elina Bhundia (age 8)
Krishan Bhundia (age 6)
Pamela Graham
Elsby & Co
Amstee & Co
Wilson Browne Solicitors
(and many more!)
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.

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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."