

Access to out of hours support

We can provide you with support sessions outside of normal working hours if this is more convenient for you. Our helpline is open 7 days a week and we also have a Live Chat facility that you can access from our website.

There are also some national helplines that you might find useful. These include the National 24 hour domestic abuse helpline on 0808 2000 247 and Rape Crisis on 0808 802 9999.

Getting involved

Once your support has ended you might be interested in keeping in touch or volunteering to become a peer mentor or IDAS champion. For more information about this you can contact us on info@idas.org.uk. You can also find us on Facebook and on Twitter.

How do I get in touch?

IDAS Helpline

Tel: 03000 110 110

Email: info@idas.org.uk Web: idas.org.uk

 Like us on Facebook

 Follow us on Twitter @idasfor100

National Domestic Abuse Helpline

Tel: 0808 2000 247

Free phone 24 hour

Rape Crisis National Helpline

Tel: 0808 802 9999

12 - 2.30pm and 7 - 9.30pm every day including holidays

Samaritans

Tel: 116 123

Free phone 24 hour

We all deserve safe lives, free from abuse and violence.



Thank you to all our supporters for allowing us to use their images on our publicity.



04/2020

The support you will receive from IDAS

Visit

idas.org.uk

or call our free and confidential helpline

03000 110 110*

*This number may show up on your phone bill



Charity no. 1102337

What is IDAS?

IDAS is a charity supporting local people and families who are affected by domestic abuse or sexual violence.

Domestic abuse can include physical, emotional, financial, mental or sexual abuse. It is carried out by someone you are close to and often continues after the relationship has ended.

Sexual violence can happen in any number of circumstances and at any age and might be committed by someone close to you or a stranger.

The support you receive from IDAS is provided free of charge.

“I feel like the support you gave me has given me my life back. You made me feel like I’m not alone and realise that he is the one with the problem, not me”.

Who funds IDAS?

We receive a lot of our funding through Local Authorities, the Police and Crime Commissioner as well as from donations and fundraising. Our community of IDAS supporters and champions boost our services by volunteering, giving and fundraising.

How can we support you?

The support we provide includes emergency accommodation, community based services and access to helplines and counselling.

If you get support in your own home through our community based services we will discuss and agree with you what you want help with. This can include:

- organising practical measures to make you and your home safer,
- supporting you through the criminal or civil court process,
- helping you with rehousing and benefits claims,
- emotional support - helping rebuild your confidence and self-esteem.

We are also able to find you safe, emergency accommodation through our network of refuges.

Your support plan

We will offer you regular support sessions at agreed times and will develop a support plan with you. Your support plan helps set out your goals and records any actions that we will take to help you meet these. If you have goals which are best supported by other agencies we can help you access these.

If you have children we will also consider their needs as part of the plan.

You can ask for a review of your plan at any time.

If you don’t want a formal support plan we can still

provide you with support and how we do this will be negotiated with you.

Confidentiality

We work with you in the strictest of confidence. We will never share information about you with your (ex) partner or other individuals and we will normally only give information to other agencies with your consent. The only time we would give agencies (the police, social services, GPs) information without informing you is if we have serious fears about your safety or the safety of a child or other vulnerable person.

Safeguarding you and your children

Everyone who works for IDAS is fully checked and undergoes high quality training. They have a duty to be professional and have to abide by policies and procedures that protect both you and them. This means that they cannot form a friendship with anyone they are supporting. It also means that they will always treat you with respect and work to safeguard you and your children. You can ask to see any of our policies by emailing us info@idas.org.uk or ringing 03000 110 110.

Comments and complaints

We always want to learn from feedback and seek to put right any mistakes we make. If you have a comment or complaint to make you can either raise these with your support worker or ring our helpline on 03000 110 110 and ask to speak to a manager. There is also more information about this on our website at: [idas.org.uk](https://www.idas.org.uk)

