

## 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.

*Your worker*

Your worker's name

Your worker's contact number

## How do I get in touch?

### IDAS Helpline (Sheffield)

**Tel: 0808 808 2241**

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

 Like us on Facebook

 Follow us on Twitter @idasfor100

 Instagram @idasfor100

### Women's Aid 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

### Mens Advice Line

**Tel: 0808 801 0327**

### Samaritans

**Tel: 116 123**

Free phone 24 hour

### GALOP national LGBT+ domestic abuse helpline

**Tel: 0800 999 5428**

*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.*



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The support  
you will  
receive from  
IDAS

Visit

**idas.org.uk**

or call our free and  
confidential helpline

**0808 808 2241**



Charity no. 1102337

## What is IDAS?

IDAS is a specialist charity supporting local people and families in Sheffield who are affected by domestic abuse.

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

Domestic abuse can include physical, emotional, financial, mental or sexual abuse. It is carried out by someone you are close to, including current or ex-partners and family members. The abuse can continue for many years after the relationship has ended and can have long-lasting impacts on your emotional and physical well-being.

*“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 1-2-1 support, group work, help to access emergency accommodation 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, sometimes called a sanctuary scheme,
- 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 housing in local refuges and other accommodation.

## Your support plan

In the majority of cases we will provide support through a Cope and Recovery or Individual Support Plan. This means you will have your own plan and any actions we take will be discussed and agreed with you.

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.

We can also provide you with an interpreter if you need one.

## 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 person at risk.

## 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](mailto:info@idas.org.uk) or ringing 0808 808 2241.

## 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 0808 808 2241 and ask to speak to a manager. There is also more information about this on our website at: [www.idas.org.uk](http://www.idas.org.uk)

