

newsletter

November 2016

This newsletter is about the **Newcastle Integrated Domestic Abuse Service (NIDAS)**, commissioned by **Newcastle City Council** and delivered by **Thirteen Care and Support** and their partner, **Changing Lives**. The newsletter is to keep you informed and updated on what's happening, what's being planned and how you can continue to be involved.

New start date for NIDAS

NIDAS will go-live on **1 December 2016**, this is slightly later than planned due to an unforeseen delay in the building being handed over to the landlord, Leazes Homes. The new building is at the heart of the integrated service and not only does it provide safe purpose built, self-contained accommodation for women and children, but it also provides office space for refuge and resettlement staff and hot-desking for the outreach workers and the Independent Domestic Violence Advisors and Independent Sexual Violence Advisors when they're not supporting clients in the community or co-located elsewhere.

Current services are still able to offer specialist support until NIDAS goes live, so please continue to make referrals as normal. Some organisations will continue to provide domestic abuse services after 1 December, for example West End Women and Girls will deliver The Safe Project offering 1 to 1 practical and emotional support for victims and survivors of domestic abuse, and Safe4Life; a prevention and recovery course.

What support does NIDAS provide?

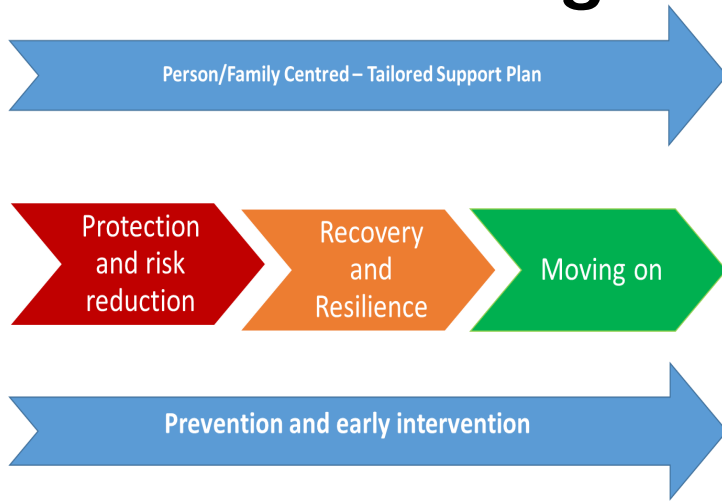
Support will be delivered through:

- a single point of contact through a 24 hour telephone service which provides information, advice and guidance, carries out an assessment of need and also admits people into the service;
- crisis accommodation and resettlement support for women, and their children, within the new building. There's a range of 1, 2 and 3 bedroomed apartments including one which is fully DDA compliant—a total of 14 self-contained units of accommodation;
- specialised support for children, young people and families who are accessing the integrated service;
- preventative outreach support for men and women; and
- Independent Domestic Violence Advice (IDVA) and Independent Sexual Violence Advice (ISVA) for people at high risk of harm.

What's happened so far?

We held a joint pre-launch event with Thirteen Care and Support, and Changing Lives on 2 November 2016 and it was very well attended by 40 people, representing more than 30 referral agencies. Thirteen Care and Support, and Changing Lives gave an overview of their experience of delivering domestic abuse and specialist women's services, and described the service model and referral pathway for NIDAS. Let us know if you'd like a copy of the presentations.

The NIDAS integrated pathway



A model of support that:

- is progressive, person-centred and asset-based. We build support plans around the strengths of the individual and their stated goals and priorities;
- uses evidence-based approaches and interventions to help people move on, achieve lasting change and sustained independence;
- takes an approach to support that is relationship-driven and based around people - talking and listening; and
- uses a robust approach to risk management, and safety planning and regular reviews.

NIDAS...the facts

If you attended the NIDAS pre-launch event at Mansion House on 2 November, you may have heard, or picked up a leaflet, from a group that is campaigning against the 'closure of specialist domestic violence services'. We think it's important to clarify some of the statements made so that NIDAS staff are reassured that their experience and specialist skills are valued, and anyone accessing support from NIDAS can be confident they will receive the specialist support they need:

- 1. Statement**—Thirteen Care and Support will not provide a specialist domestic violence service for women in this city and they will not provide women-only accommodation.
Fact—Newcastle Council has commissioned a service that will be delivered from a new purpose built building that contains 14 units of accommodation for single women, and women and their Children. Only male children up to the age of 16 years may reside there, and with their mother. Outreach support and the IDVA and ISVA services will be accessible to women and men; we know that women are significantly more at risk of domestic abuse than men, however there is a need to ensure that men are also able to receive safe and specialist support.
- 2. Statement** - Thirteen Care and Support have no history of providing specialist support for victims of domestic violence and do not understand the needs of women and children.
Fact—Thirteen Care and Support have provided refuge and emergency accommodation for women escaping domestic abuse for more than 10 years and also offer specialist outreach support. To also ensure NIDAS meets the needs of women and children, the Council undertook a programme of primary research with women, children and young people to understand their views and their experiences of domestic abuse support, including refuge accommodation. This invaluable information informed our commissioning approach and was shared with stakeholders and current providers to ensure that the service model being developed would build on current good practice, but also identified gaps in provision, giving a unique opportunity to improve the service offer.
- 3. Statement**—Thirteen Care and Support will replace skilled staff with generic job descriptions.
Fact—The skilled workforce transferring to NIDAS from current domestic abuse services will retain their specialist skills and experience. New staff appointed to NIDAS all have demonstrable experience of working in domestic abuse service or are specialist children and family workers.
- 4. Statement** - Thirteen Care and Support don't have a plan for the transfer of clients to their building.
Fact—Thirteen Care and Support will meet with each client to develop an individualised transition plan that offers appropriate accommodation and considers the needs of the family to ensure they are transferred safely into the new service in a way that minimises impact or distress.

What's next? Make referrals from 1 Dec

The website and telephone number will be live from 7am on 1 December. A referral form can be found on the NIDAS website and can also be made through the Newcastle Gateway for authorised users.

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