

IDAS Information for our stakeholders

Coronavirus (Covid 19)

IDAS will work to fully safeguard our clients, staff and stakeholders during this uncertain and challenging time.

We will continue to:

- Provide emergency refuge accommodation in North Yorkshire and Barnsley.
- Deliver 1-2-1 support to people affected by domestic abuse and sexual violence using methods other than face to face meetings e.g. video calling, live-chat or telephone support.
- Keep our helplines open as usual:

North Yorkshire / Barnsley:	03000 110 110
Sheffield:	0808 808 2241
National 24-hour helpline:	0808 2000 247

- Please bear in mind that our helplines might be busy and consider alternative forms of contact – e.g. email (info@idas.org.uk)
- Work in close collaboration with partner agencies to continue to safeguard people at risk, including providing Sanctuary measures where these are needed.
- Seek and continue to share information with partners in order to safety plan around high-risk cases.
- Provide emergency face to face appointments where these are essential.

However, in response to the new government guidance, from the 23rd of March we will:

- Provide the vast majority of our support of community clients (IDVA and ISVA services) via video calling, telephone, email or live-chat.
- Cancel all training and events for a period of at least six weeks.
- Cancel all drop-ins, coffee mornings and groups for at least four weeks.

We will provide further updates over the coming weeks and wish you all the very best during these difficult times.

IDAS - Safe lives, free from abuse and violence