



IDAS Services

IDAS are still working to fully safeguard our clients, staff and stakeholders during this uncertain and challenging time.

We will:

- 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

- Extend our live chat hours. Live chat will now run from:

10am – 12noon Mon-Fri for professionals
3pm until 6pm Mon-Fri for all

Just visit our website – www.idas.org.uk to access the service between these times.

- 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.

Please bear in mind that our helplines might be busy and consider alternative forms of contact – e.g. email (info@idas.org.uk)