



North Surrey
Domestic Abuse
Service

NSDAS 2024/25 IMPACT REPORT



CONTENTS

01

CEO FOREWORD

P03

02

ABOUT NSDAS

P04

03

OUR VISION

P05

04

THE YEAR IN REVIEW

P06

05

THE PROBLEM

P07

06

OUR IMPACT

P08

07

CLIENT AFFIRMATIONS

P10

08

CLIENT VOICE

P11

09

CASE STUDY

P12

10

2025/26 GOALS

P13

11

ACKNOWLEDGMENT & THANKS

P14

12

CONTACT US

P15

CEO FOREWORD

"Dear Friends,

As I reflect on this past year, I am filled with gratitude and admiration—for our NSDAS community, our clients, our partners, and most importantly, for you. Together, we have proven that when compassion meets commitment, remarkable change is possible.

Thanks to your support, we reached over 1000 adults and children in Elmbridge, Epsom and Ewell with our vital services.

It has not been without challenges. The past year reminded us of the fear so many face daily. Yet, our community stood up to offer these much-needed services in the face of uncertain funding, a society that in some ways seems more divided than ever on VAWG and misogyny, new and emergent threats with the internet and social media, statutory services that are close to breaking. That resilience is something we carry forward into the coming year.

Looking ahead, we are more determined than ever.

Our vision and mission remains clear: to work globally towards a world free from domestic abuse, and locally to offer the services to empower survivors to live lives free from domestic abuse and to build healthy relationships.

We will do this by staying true to our values of being privileged to support our clients. By being passionate, collaborative, inclusive, act with compassion and respect. We will advocate for our clients, respect confidentiality and we want to be open to continuously learn.

On behalf of our entire team, thank you for standing with us. This report is more than numbers and stories—it is a testament to what we achieve together.

With gratitude, Sarah McLeod"

- Sarah Mcleod, CEO
September, 2025

ABOUT NSDAS

Supporting Survivors of Domestic Abuse in North Surrey Since 2003

North Surrey Domestic Abuse Service (NSDAS) has supported thousands of survivors across Elmbridge, Spelthorne, and Epsom & Ewell for over 20 years. We provide free, confidential, and independent advice, practical help, and emotional support — empowering individuals and families to live lives free from domestic abuse.

What We Do:

We offer tailored support to meet the needs of each survivor, including:

- One-on-one advice and emotional support
- Specialist recovery groups: Hope 2 Recovery and Power to Change
- Refuge referrals and property security for high-risk clients
- Awareness training for professionals and communities
- Limited support for children not living with the alleged perpetrator

Who We Support:

We support anyone affected by domestic abuse, regardless of sex, race, ability, gender, religion, or income level.

Our Approach

We believe in empowering survivors to make informed choices that protect themselves and their families.

How We Help

Our team provides:

- Personal safety planning
- Support at key appointments (e.g. court, housing)
- Property security assessments
- Recovery support for children and adults
- Strategic partnerships to strengthen survivor outcomes

Working Together

NSDAS is a proud member of the Surrey Domestic Abuse Partnership (SDAP) — a coalition of charities working together to provide consistent, high-quality support across Surrey.



OUR VISION, MISSION, AIMS & VALUES

Vision

We want everyone to live in a world **free from domestic abuse**.

Locally, we align with the Surrey Against Domestic Abuse Strategy to ensure individuals:

- Access the right support at the **right time and place**
- Are **empowered** to live free from abuse
- **Build healthy relationships** for themselves and their families
- See perpetrators held **accountable and supported to change**

Mission

- To **eradicate** domestic abuse through proactive education, preventative advocacy, and changed mindsets.
- To **empower** adults and children who have experienced or are exposed to domestic abuse by preserving and protecting their mental and physical health and wellbeing.
- To offer holistic support and empowerment in a **safe and supportive environment**.

Aims

For Clients:

- To be client-led: **“done with them, not to them.”**
- To empower survivors to **recover and rebuild**.
- To reflect and amplify the **voices of our clients**.
- To **advocate** for our clients.

For Clients, Staff, Volunteers, and Trustees:

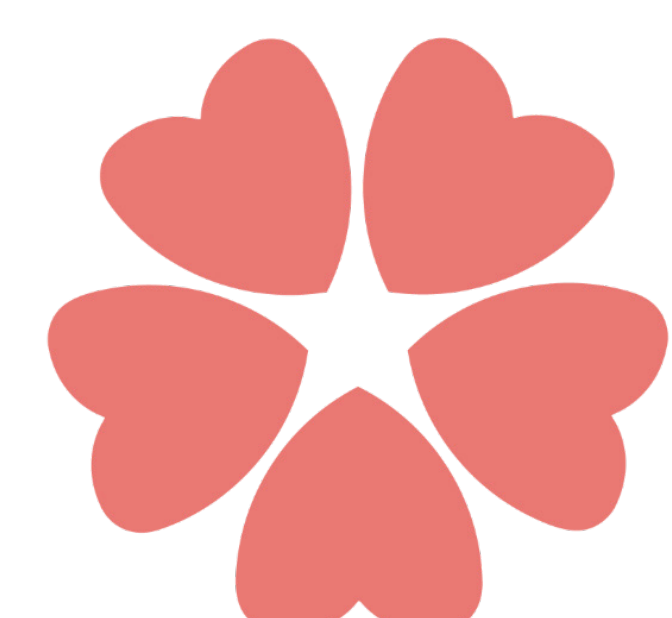
- To provide a **safe and non-judgemental** environment for all.
- To **support and develop** one another in everything we do.

For the Wider Environment:

- To raise **awareness** of domestic abuse and its impact.
- To actively **challenge** injustice and discrimination.
- To review our **impact** to ensure we are meeting our aims and values.

Values

- We feel **privileged to support** our clients.
- We are **passionate** in our desire to end domestic abuse.
- We are **collaborative and inclusive**.
- We act with **compassion and respect**.
- We respect **confidentiality**.
- We believe in a continuous **learning** environment.



NSDAS

THE YEAR IN REVIEW

2024/25

A New Chapter Begins

On 1 April 2024, North Surrey Domestic Abuse Service (NSDAS) became an independent charity, transitioning from Citizens Advice Elmbridge (West). This seamless transfer included all staff, contracts, and services — ensuring uninterrupted support for survivors.

Led by a new CEO and Trustee Board, NSDAS began its journey with a clear focus: stability, continuity, and client wellbeing.

Key Milestones

- **Independent Charity Status:** Successfully launched NSDAS as a standalone organisation
- **Women's Aid Accreditation:** Achieved in October 2024, affirming our commitment to high standards of support
- **Safeguarding Strengthened:** Regular reviews and enhanced oversight embedded into practice
- **Client Support Maintained:** Despite increased demand, services remained consistent and high-quality
- **Partnerships Sustained:** Continued active role within the Surrey Domestic Abuse Partnership (SDAP)

New Logo

We're proud to unveil our new logo, created with pro bono design support, reflecting our local roots and core values:

- Cowslip-inspired – a flower native to Surrey
- Heart-shaped petals – symbolising care and compassion
- Central star – representing freedom and hope
- Updated colours – aligned with SDAP partners
- Modern styling – reflecting our renewed identity

This fresh visual identity marks an important step in our journey as an independent charity, reinforcing our commitment to collaboration, care, and empowerment.



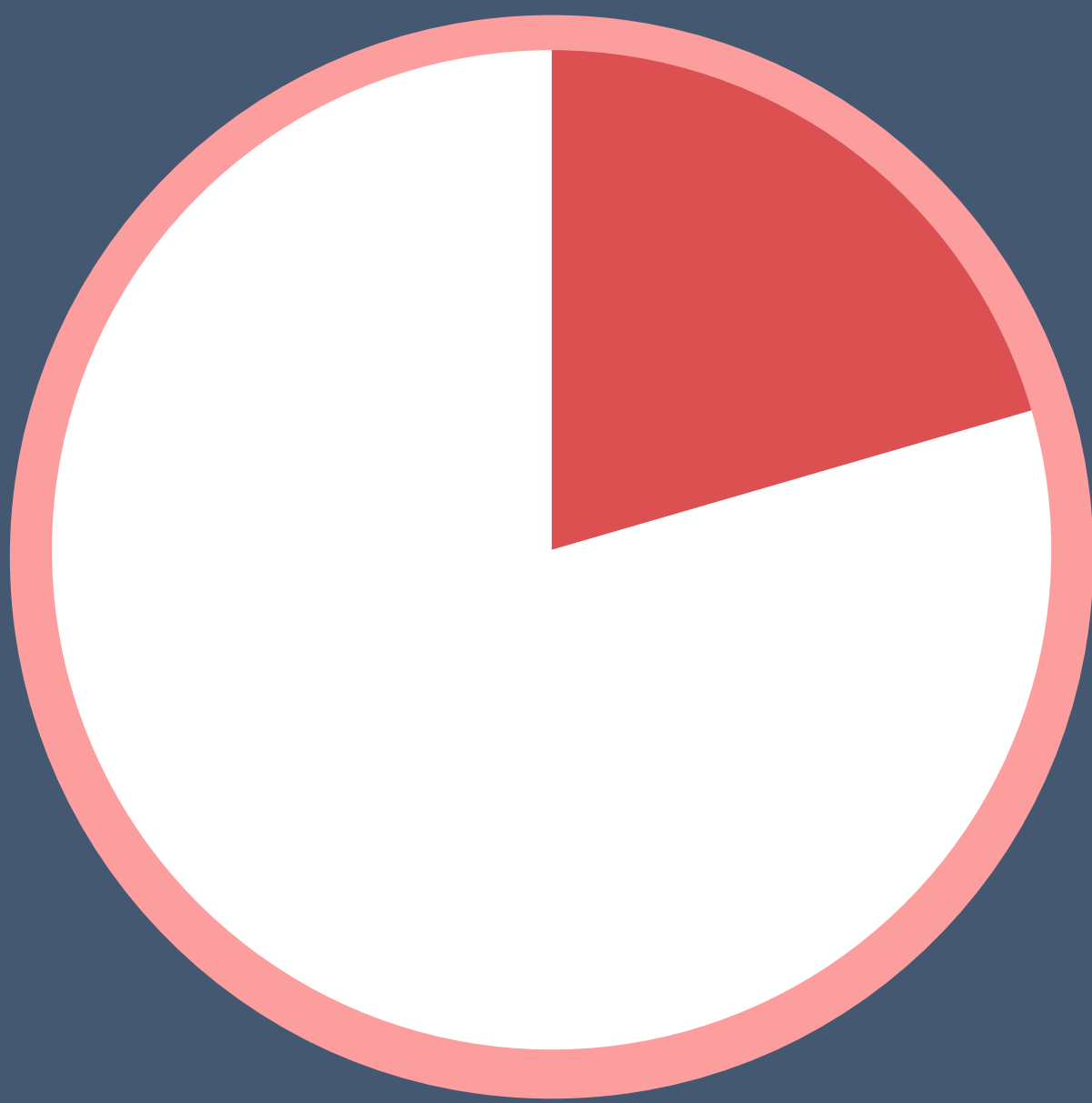
**North Surrey
Domestic Abuse
Service**

THE PROBLEM

National Overview (England & Wales)

2.3 million adults (4.8%) experienced domestic abuse in the year ending March 2024
6.6% of women
3.0% of men
(ONS Crime Survey, 2024)

851,062 domestic abuse-related crimes recorded by police
Representing 15.8% of all offences
(ONS Police Recorded Crime Data, 2024)



Approximately 1 in 5 adults (20.5%) have experienced domestic abuse since age 16.
Source: ONS

Surrey Overview

(Source: Healthy Surrey Domestic Abuse Needs Assessment)

11,102 referrals were made to domestic abuse outreach services between April 2021 and September 2022, representing 7,729 individuals.
The Surrey Domestic Abuse Helpline receives around 4,750 contacts per year.

Domestic abuse was identified in:
5,573 contacts to the Children's Single Point of Access (C-SPA)
2,533 completed child and family assessments

Refuges are seeing more survivors with No Recourse to Public Funds (NRPF), which:
Limits access to housing support
Places additional financial strain on services

OUR IMPACT

Outreach

Delivered in partnership with the Surrey Domestic Abuse Partnership (SDAP), our outreach service remains a vital first point of contact for those experiencing domestic abuse. Clients can self-refer via our website or helpline, and we also receive referrals from police, health professionals, children's centres, and other agencies.

Our dedicated outreach team of 19 staff, including qualified Independent Domestic Violence Advisers (IDVAs), provides practical advice and emotional support. This year, we received 3,005 referrals (a 5.8% increase), reflecting growing demand. We advocated for 26 high-risk clients at Multi-Agency Risk Assessment Conferences (MARAC), ensuring coordinated safety planning.

Recovery and Support Programs

We delivered a range of programmes to empower survivors at every stage:

- **Hope2Recovery:** Six-week programme for clients preparing to leave abusive relationships (3 programmes, 37 clients).
- **Power2Change:** Volunteer-led follow-on for those who have left the perpetrator (8 programmes, 96 participants).
- **Bridge the Gap / Changing Future:** Intensive, wrap-around support for clients with complex needs, delivered with 11 partner agencies.
- **Henry Smith Emotional Support Project:** Emotional support for approximately 190 clients post-outreach.
- **Sanctuary Scheme:** In partnership with Surrey Council and SDAP, enabling survivors to remain safely in their homes.
- **Steps2Change:** Support for families where the alleged perpetrator is participating in a behaviour change programme.
- **Police Advocate:** Our advocate works alongside police, supporting clients, attending call-outs, and delivering domestic abuse training to officers.

Children and Young People

We supported 380 children and young people (aged 5–19), helping them understand and recover from the impact of domestic abuse. Support was delivered through one-to-one sessions, group work, and partnerships with schools and family centres.

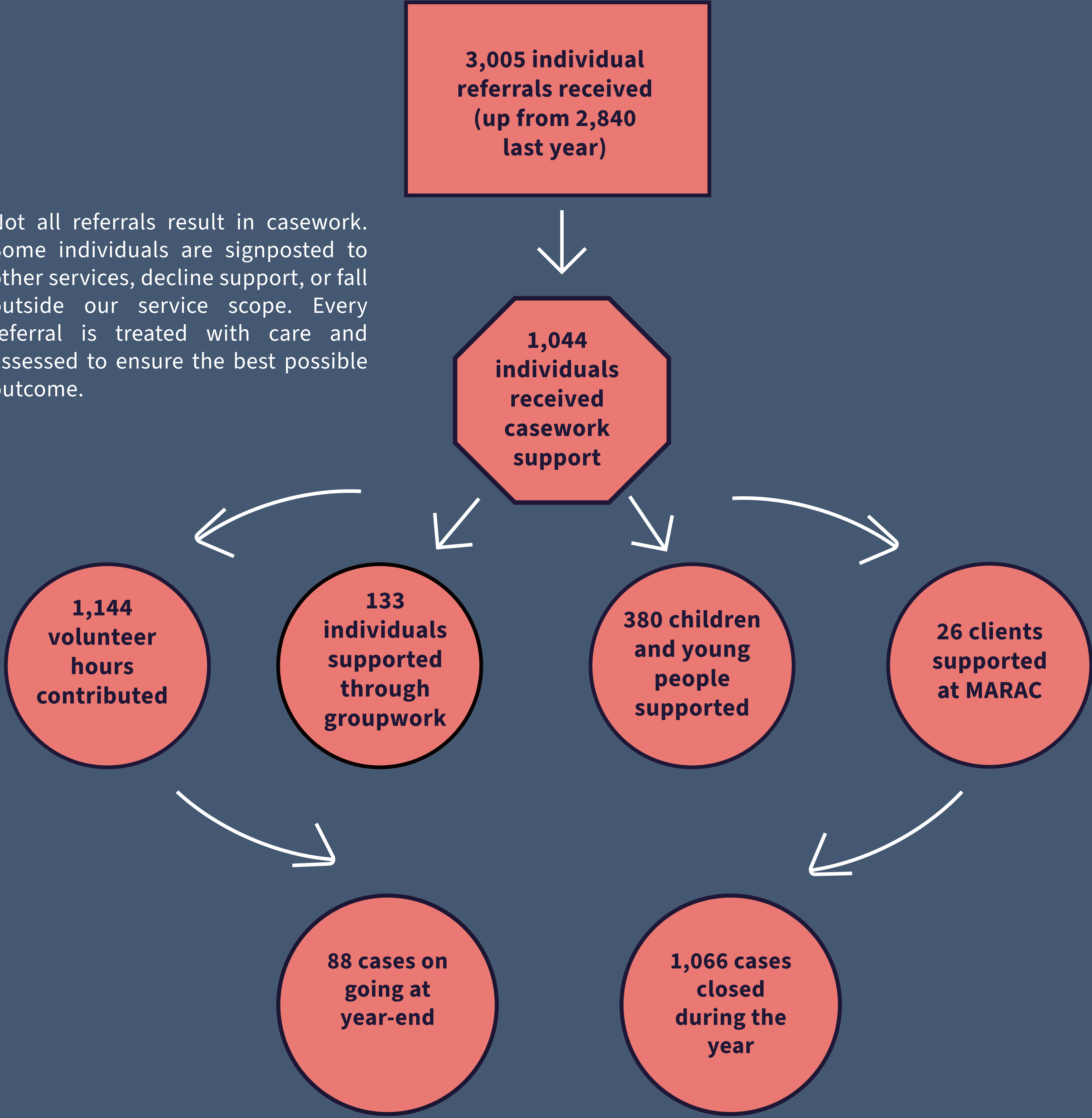
Volunteer Contribution

Our work is strengthened by 10 volunteers, who contributed over 1,144 hours this year. Their dedication enhances our capacity and strengthens our connection to the community.

OUR IMPACT

Impact Summary (April 2024 - March 2025)

Not all referrals result in casework. Some individuals are signposted to other services, decline support, or fall outside our service scope. Every referral is treated with care and assessed to ensure the best possible outcome.



Source: Oasis

These figures reflect the ongoing demand for our services and the dedication of our team in delivering compassionate, empowering support.

CLIENT AFFIRMATIONS

"I wanna say a big thank you to you for all your help and support throughout the difficult times I've been through. You are my saviour and help me realise that I am stronger than I ever thought."

- June, 2024

"You have been amazing, an absolute balm for my soul and just what I needed. I honestly cannot thank you or praise you support enough. Wonderful service!"

- July, 2024

"Words cannot explain how grateful I am for everything that you have done. Thank you for standing by us, for believing in me, for your support, for not giving up on me. Thank you for going out of your way to help us, thank you for making sure we have a roof over our heads. I can't thank you enough."

- April, 2024

"Thank you from the bottom of my heart for being so patient and lovely with me"

- September, 2024

"I now feel able to attend a support group with others and I look forward to continuing my journey of recovery. You all do such wonderful and important work, and I can't thank you all enough."

- February, 2025

"It made her feel at ease how you delivered DVDS to her and she really appreciated it from the victim point of view as some disclosures can be hard to take and accept."

- November, 2024

CLIENT VOICE – POWER2CHANGE FEEDBACK

Emotional Impact

- “The course has given me hope and a more positive outlook.”
- “Learning how to gain my power back and know that does not make me selfish.”
- “Talking through things with other ladies that have been through the same.”

Quality of Delivery

- “X is a good communicator and made space for every member to be heard.”
- “Facilitators showed patience, care, and knowledge.”
- “X spoke with experience and a reassuring tone.”

Improvement in Self-Esteem

- “I gradually felt less nervous and less down on myself with each session.”
- “I am not defined by the people that hurt me. I deserve to be loved and need to love myself.”
- “I now know my self-worth.”

Reduction in Isolation

- “The group became a little community for those eight weeks.”
- “I tell myself that I matter too and deserve to go out and make new friends.”
- “I have confidence in moving toxic people out of my life.”

Wellbeing Strategies Learned

- “I have techniques to deal with feelings of despair and low self-esteem.”
- “I have learned to listen to my gut and know when to reach out.”
- “It has helped me to reflect and take learning.”

Impact on Parenting

- “I learned a lot about the impact of abuse on children.”
- “It is important to listen to children and validate their feelings.”
- “Focusing on myself will ultimately help my children in the long run.”

CASE STUDY

SUPPORTING A HIGH-RISK CLIENT THROUGH CRISIS AND RECOVERY

Background

NSDAS received a referral for a client identified as high-risk through a multi-agency process. The client was initially reluctant to engage with services, expressing concerns about statutory involvement and the emotional toll of sharing her experiences. She disclosed a complex set of challenges including physical injuries, substance misuse, financial hardship, and emotional distress. Despite recognising the risks, she was unsure about leaving the relationship.

Building trust

Understanding the client's hesitations, NSDAS provided a safe, confidential space for her to speak freely. Over time, she began to open up about the abuse, her mental health, and feelings of isolation. The team worked to build trust through consistent, non-judgemental support, helping her feel heard and understood.

Holistic Support

Over several months, NSDAS offered tailored support across multiple areas of need:

- **Safety and Emotional Wellbeing:** Supported the client in exploring options around leaving the relationship, accessing help for self-harm, and managing suicidal thoughts.
- **Practical Support:** Signposted to services for debt advice, housing support, and financial planning.
- **Health and Recovery:** Encouraged engagement with healthcare professionals, addiction services, and trauma-informed counselling.
- **Self-Esteem and Independence:** Helped the client identify her strengths, explore employment opportunities, and understand healthy relationships.
- **Social and Family Support:** Facilitated reconnection with supportive family members and explored safe accommodation options.

Positive Outcomes

With ongoing support from NSDAS, the client made significant progress:

- Moved to a safer living environment.
- Took steps to address financial challenges, reducing stress.
- Engaged with health services and began recovery from substance misuse.
- Accessed specialist counselling and reduced self-harming behaviours.
- Rebuilt confidence and began exploring work opportunities.
- Reported feeling more hopeful and less overwhelmed.

Client Feedback

The client described the support as “a great weight lifted” and shared that having a consistent, safe space to talk made a meaningful difference. She highlighted the importance of feeling listened to and supported without judgement.

2025/26 GOALS

Fundraising

Secure replacement funding for services facing discontinuation and obtain additional funding to sustain and enhance current service delivery.

We are seeking additional funding to:

- **Replace Henry Smith Funding:**

After six years, this funding is ending. We need to secure new support to continue offering emotional support to 200 clients, delivered by a team of 10 volunteers coordinated by a paid staff member.

- **Expand Children's Services:**

We currently have funding for just one dedicated children's worker, who can support up to six children at a time. While this support is invaluable, it's not enough to meet the growing demand. Last year, we were only able to work with a small number of children, and many more remain on our waiting list. Additional funding would allow us to expand our team, ensuring that no child has to wait for the support they need.

- **Extend Counselling Provision:**

Our £10,000 counselling budget only covers part of the year, leaving a gap in support for those who need it. Client feedback shows this service is highly valued and effective, and with more funding, we could offer counselling to more clients throughout the year.

Partnership Working

Strengthen our local partnership network to enable collaborative, holistic support for clients across the areas they need most.

Community Engagement

Increase our visibility and deepen relationships within the community to ensure individuals know where and how to access help.

Preparing for the Future

Proactively respond to upcoming changes at both local and national levels, including:

- Local Government Reorganisation (Surrey LGR)
- National developments in Violence Against Women and Girls (VAWG) policy, legislation, and government strategy
- Emerging issues such as technology-facilitated abuse (AI Tech Abuse)

ACKNOWLEDGEMENT & THANKS

We are deeply grateful to everyone who has contributed to the work of North Surrey Domestic Abuse Service this year. Our impact would not be possible without the dedication, generosity, and partnership of so many.

- To the **survivors** who bravely reach out, rebuild their lives, and remind us daily why this work matters — thank you for your courage and trust.
- To our **volunteers**, whose time, compassion, and strength form the beating heart of our service — we are endlessly thankful for your commitment.
- To our **staff**, who give their expertise and empathy every day — your unwavering support helps shape safe futures.
- To our **community and corporate partners**, including local councils, charities, and businesses — your belief in our mission turns into food parcels, safe spaces, grants, and awareness campaigns that ripple through the community.
- To the funders and donors, whose financial support provides lifelines and hope — your kindness empowers recovery, advocacy, and prevention.

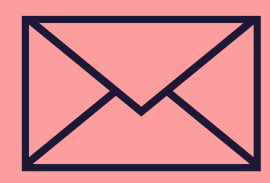
And finally, to every person who has stood with us, whether by sharing our message, attending our events, or lending a listening ear, thank you for making this vision a shared reality.

Together, we build safety. We build resilience. We build hope.

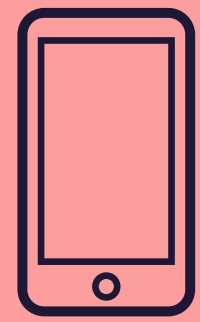
We extend our sincere gratitude to our funders, whose generous support enables us to continue making a meaningful difference in the lives of those we serve.



CONTACT US



outreach@nsdas.org.uk



01932 260690



www.nsdas.org.uk



OUR PARTNERS

North Surrey Domestic Abuse Service (NSDAS) is part of the Surrey Domestic Abuse Partnership, a group of four charities working together to support survivors across the county and build a future free from domestic abuse.

If you live elsewhere in Surrey, one of our partner organisations can support you:

East Surrey Domestic Abuse Service

T: 01737 771350

E: support@esdas.org.uk

www.esdas.org.uk

South West Domestic Abuse Service

T: 01483 898884

E: swr@swsda.org.uk

www.swsda.org.uk

Your Sanctuary

T: 01483 776822

E: outreach@yoursanctuary.org.uk

www.yoursanctuary.org.uk





North Surrey Domestic Abuse Service

Registered Charity Number 1203855

Part of the Surrey Domestic Abuse Partnership

