

# STRENGTHENING FOUNDATIONS

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Our year  
2023-2024



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# Welcome

## A MESSAGE FROM OUR CHAIR AND CHIEF EXECUTIVE



**Susan Kane**  
Chair



**Zaiba Qureshi**  
Chief Executive

**2023/24 marked the second year of the 'Back to Basics' phase of our Corporate Plan, where we have focused on 'Strengthening Foundations' and advancing our plans to deliver improved services to our customers.**

The external environment remained challenging. The war in Ukraine entered its third year, and towards the end of the year, the Israeli-Palestinian conflict in the Middle East showed some signs of a lasting ceasefire. Several natural disasters also made headlines, most notably Hurricane Helene and flooding in Spain – stark reminders of the world's changing climate. While there was a shift towards right-wing politics in many parts of the world, here in the UK, Keir Starmer led a new Labour Government to victory in July 2024. The Government promised to build 1.5 million homes, raise the minimum wage, improve employment rights, and restore NHS funding during its five-year term – all of which are set to positively impact our customers.

Although inflation has decreased this year, many customers and their families continue to face challenges due to the lingering effects of price

rises, particularly in food and fuel. These issues disproportionately affect our women residents, who are often single parents, on benefits, or in lower-paid jobs.

Our tenant satisfaction survey, which now includes the Regulator's Tenant Satisfaction Measures, was carried out in March and December 2024. While there are still areas where we need to improve, we were encouraged by the positive impact of our 'Customer First' strategy. We saw a significant increase in satisfaction with complaint handling, as well as notable improvements in satisfaction with communal areas and the way we address antisocial behaviour (ASB).

We aim to build on tenant satisfaction and engagement further in the coming year with the relaunch of a Customer Panel. We hope this panel will work with us to improve services for all our customers.

At our Childers scheme, we conducted additional surveys to confirm fire safety arrangements and continued to scope the remediation works required across the scheme.

**In the latter half of the year, we commissioned a comprehensive asset review. Together with our stock condition survey results, this will determine our short- and medium-term investment strategy. We are currently securing additional funding to support this work.**

We were delighted to extend our Ministry of Justice-funded Reconnect+ project with an additional property delivered through our long-standing partnership with London & Quadrant. This project provides shared accommodation and trauma-informed support to women with complex needs upon their release from prison. Our zero-recall success rate is a testament to our skilled staff and empowering service delivery model. Next year, we will work with the Greater London Authority to explore further development of this project, with a view to providing an alternative to custody.

There are further challenges ahead. We await the detailed national standards that will underpin the Supported Housing (Regulatory Oversight) Act 2023 and will refine our Supported Housing strategy accordingly. We have self-assessed against the Social Housing Regulator's new Consumer Standards and developed a clear improvement plan to address any gaps, which we hope will lead to higher satisfaction levels. Like others, we are awaiting the detailed requirements under Awaab's Law to ensure we can better support tenants in receiving prompt action on damp, mould, and other repairs.

**We were proud to contribute to HRH Queen Camilla's ITV documentary, Behind Closed Doors, which highlighted the ongoing and pervasive issue of domestic violence and abuse. The programme gave staff and survivors a platform to raise awareness of this important issue with a wide audience and offered practical advice to those seeking help.**

This year, we launched our People Strategy, which sets out our plan to attract, recruit, retain, and support the right staff in delivering their roles and, in turn, improving services. Our people remain our most valuable resource, and we annually celebrate their individual and team achievements through our EPIC Recognition Awards. This year, we were also delighted to recruit a new Volunteer Co-ordinator and relaunch our volunteer programme. The programme offers individuals opportunities to develop their skills and improve their employability while bringing diverse experiences to the workplace.

**WE EXTEND OUR HEARTFELT THANKS TO ALL OUR STAFF, VOLUNTEERS, INTERNS, AND BOARD OF TRUSTEES, WHO DEDICATE THEIR TIME AND EFFORTS TO ACHIEVING OUR MISSION. YOUR SUCCESS IS OUR SUCCESS!**

# Our year in numbers

291



We supported 291 domestic abuse survivors through community-based support services.

4,819



We carried out 4,819 repairs to tenants' homes.

8126



callers were supported by our Greenwich and Ealing Domestic Violence and Abuse telephone advice lines.

£1.357m

In total, we invested £1,357,000 in our Compliance, Damp & Mould, and Fire Safety programmes to keep our properties and residents safe.



21



kitchens and bathrooms were fitted to tenants' home

1424



referrals were made to our combined Supported Housing Services.

# 151 referrals

We supported the co-ordination of 151 referrals for 'Sanctuary schemes', helping households at risk of domestic abuse to stay more safely in their homes with enhanced security measures.



89



women were provided with safe accommodation in our domestic abuse refuges.

17



We delivered community-based support to 17 men escaping abuse.

16



fire doors were fitted to improve safety in tenants' homes.

# Our homes

WE OWN AND MANAGE 891 UNITS ACROSS 9 LONDON BOROUGHES.



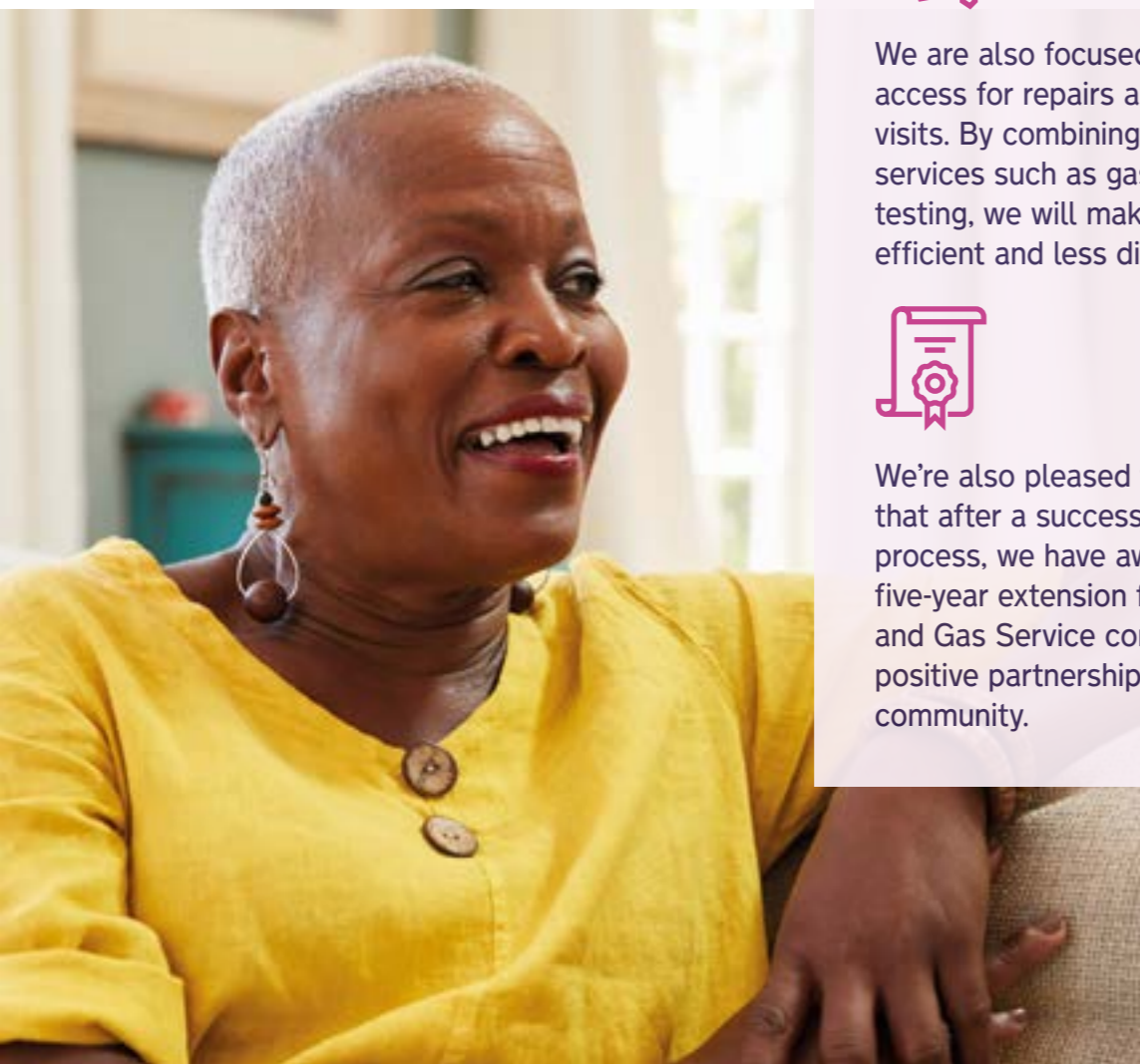


# General Needs Housing

## OUR WORK

At the heart of our mission are the homes and services we provide to our customers. Last year, we worked closely with our partners, MCP and Watret, to manage **4,819** routine repairs. This marked an increase of **267** compared to last year.

We're proud of the progress we have made. Our goal is to complete all routine repairs within 28 days. We have exceeded this target, completing repairs in an average of **12 days**. But we're not stopping there – we are committed to continuously improving our repair services.



## LOOKING AHEAD



Looking ahead, we're excited to take a more proactive approach through Active Asset Management. This will help reduce repairs over time and ensure the long-term sustainability of our homes.



We are also focused on improving access for repairs and reducing missed visits. By combining visits for essential services such as gas and electrical testing, we will make the process more efficient and less disruptive for you.



We're also pleased to announce that after a successful retendering process, we have awarded Watret a five-year extension for our Heating and Gas Service contract, continuing a positive partnership that benefits our community.

# Resident safety

We remain committed to ensuring the safety of our residents through our compliance and fire safety programmes.

In the coming year, we will continue annual visits to check flat entrance and communal doors, and fire alarm systems across all relevant blocks.

We value your support in helping us improve efficiency, particularly when it comes to accessing these important checks. Working together, we can ensure our homes are still safe and secure for everyone.

Our team continues to share updates via our website, social media channels, and our Connect newsletter to ensure a smooth process and keep our customers informed about these visits.



In total, we invested **£1,357,000** in our Compliance, Damp & Mould, and Fire Safety programmes to keep our properties and residents safe.

# Managing our estates

We have listened to your feedback about cleaning and grounds maintenance on our estates, and we're responding with a new plan. Our experienced Estates Team will guide the development of a cyclical works programme for both internal and external areas.

This programme will begin later this year, with a focus on prioritising properties based on need. We're keen to make our estates even better places to live.

“

John Wheatman, Head of Asset, said:

**OUR TEAM IS DEDICATED TO IMPROVING ESTATE MANAGEMENT. OUR INTERNAL MANTRA IS 'WARM, SAFE AND DRY,' REFLECTING OUR COMMITMENT TO CREATING SAFE AND WELCOMING COMMUNITIES."**

# Putting our residents first

We are committed to listening to your feedback and working together to improve the services that matter most to you. Through our Customer First Strategy, we have embraced a “Back to Basics” approach, creating more opportunities for engagement and collaboration.



**We responded to 9,946 contacts this year, with 91% answered within two working days. This achievement reflects our commitment to improving customers service.**

“

**THE WORK OF HOUSING FOR WOMEN'S STAFF HAS MADE A REAL DIFFERENCE – NOT JUST FOR THEIR RESIDENTS AND STAFF, BUT ALSO IN STRENGTHENING THE PARTNERSHIP BETWEEN OUR ORGANISATIONS. A TRUE WIN-WIN FOR ALL.”**

Lewisham Council

## OVER THE PAST YEAR, WE HAVE

- ✔ Started working with the Tenants Participation Advisory Service (TPAS) to create a Customer Service Panel and a Customer Sounding Board. These forums will offer flexible ways for you to get involved, no matter how much time or little you can spare. Our first meeting is scheduled for summer 2025.
- ✔ Acted on your feedback to improve communication by installing communal noticeboards to ensure important information is accessible.
- ✔ Redesigned communal spaces, working with residents and local authorities to improve shared gardens and address safety concerns.
- ✔ Strengthened our connections with you through increased home visits and tenancy audits, ensuring we understand your needs and the condition of your homes.



“

## \*MS BECK'S STORY

I absolutely love my flat and the support I've received from Housing for Women. I've been a resident since 1998, and throughout the years, they've always gone above and beyond to help me. Recently, they supported me in clearing my flat and have been working tirelessly to find me alternative accommodation, as I can no longer manage the 28 communal steps.

My son has also been really impressed with my Neighbourhood Officer. She stayed in regular contact, kept me updated about the properties I've viewed and consistently checked in to ensure I felt informed and supported every step of the way.

**BEING A HOUSING FOR WOMEN RESIDENT HAS BEEN SUCH A POSITIVE EXPERIENCE. WHEN THE TIME COMES TO LEAVE, I KNOW I'LL BE TRULY HEARTBROKEN TO SAY GOODBYE TO MY HOME.**

\*Not real name

“

## \*MS TAYLOR'S STORY

I am so grateful for the support my daughter and I received when we moved into our new home. It has truly transformed our lives. We're over the moon with how beautiful it is and couldn't be happier here.

**THANK YOU, HOUSING FOR WOMEN, FOR HELPING US WITH THE TRANSFER TO THIS WONDERFUL PLACE. WE WILL ALWAYS BE THANKFUL FOR EVERYTHING YOU'VE DONE FOR US.**

\*Not real name.





# One year on: How Touchstone Property Services has supported our customers

We are dedicated to delivering the best service to our customers. In December 2023, we partnered with Touchstone Property Services to manage our rental income. We're proud of what we have achieved together over the past year.

“

Ethel Fosu, Head of Housing, said:

**WE'RE PROUD OF OUR PARTNERSHIP WITH TOUCHSTONE AND THE POSITIVE IMPACT IT HAS MADE FOR OUR CUSTOMERS. THIS COLLABORATION SHOWS WHAT WE CAN ACHIEVE WHEN WE WORK TOGETHER TO SUPPORT YOU."**



## HERE'S A LOOK AT WHAT WE HAVE ACCOMPLISHED:



### Better Rent Collection:

Since December 2023, the number of tenants in arrears has decreased by **41%**, and arrears have been reduced by **£93,000**. This reflects Touchstone's proactive approach to helping you stay on top of rent payments.



### Growing the Team:

To enhance support, Touchstone recruited a dedicated Income Officer. This role helps provide tailored support to our residents.



### Staying Connected:

Touchstone has responded to **4,840** enquiries and made **7,158** calls, texts, and emails to customers offering reminders, guidance, and assistance. These efforts helped you stay informed and empowered to make prompt payments.

# Equality and Diversity

We are committed to promoting Equality and Diversity within our organisation and the communities we serve. Over the year, we celebrated key initiatives to promote inclusion. These included campaigns for 16 Days of Activism Against Gender-Based Violence, Black History Month, and International Women's Day. We also marked Pride Month on our social media channels.

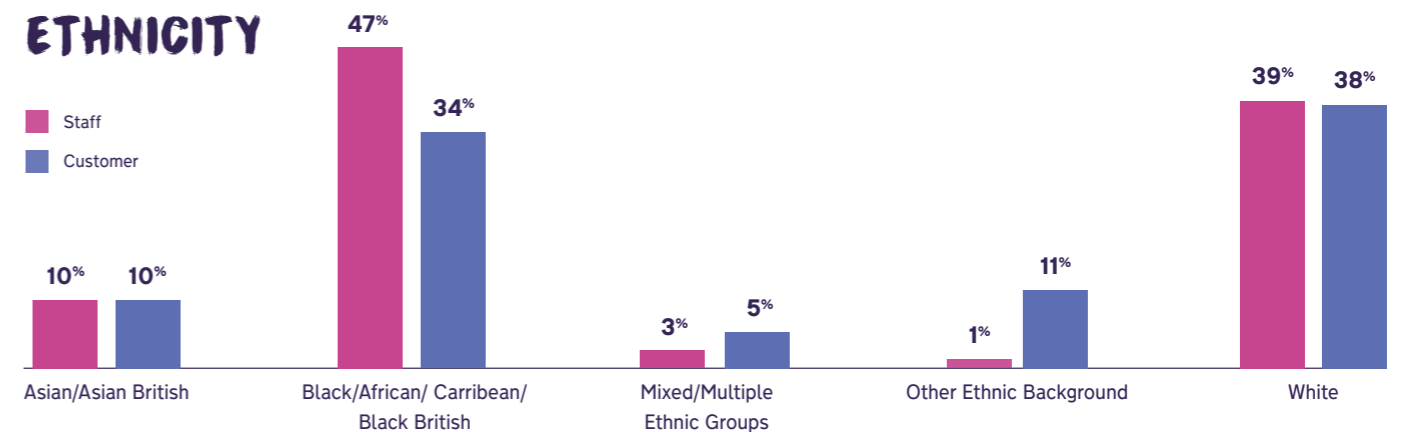
We take pride in supporting the diverse backgrounds and beliefs of our staff and residents. This includes recognising key religious holidays such as Diwali, Ramadan,

and Hanukkah. We share messages of goodwill on our social media to ensure everyone in our community feels respected and valued.

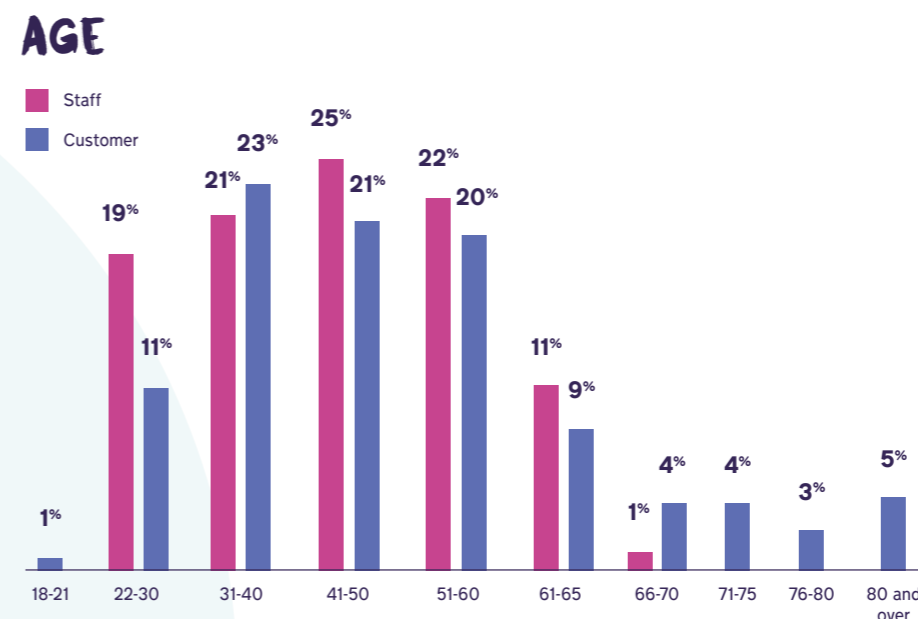
Accessibility is at the heart of our work. We have ensured all our communications, from our resident newsletter Connect to our website and social media, are written in Plain English so many of our customers can easily understand and engage with the information we share.

**The graphs below show the diversity of Housing for Women staff, reflecting the community we serve.**

## ETHNICITY



## AGE



## DISABILITY

**13**

**13% of our customers are disabled.**

**6**

**6% of our staff are disabled.**

# Tackling anti-social behaviour

Our Housing Team is dedicated to tackling anti-social behaviour (ASB) in a victim-centred, responsive way. We work closely with local partners to create safer estates and neighbourhoods for our tenants and the wider community.

Between 1 October 2023 and 30 September 2024, we received 47 reports of ASB, with the most reported behaviours listed below.

## ANTI-SOCIAL BEHAVIOUR BY CATEGORY



■ Cat 1  
■ Cat 2  
■ Cat 3

## ANTI-SOCIAL BEHAVIOUR BY TYPE



■ Verbal Abuse (18)  
■ Drugs (2)  
■ Other (9)  
■ Noise - including noise from pets (10)  
■ Communal/environmental (7)

### THIS YEAR, WE HAVE STRENGTHENED OUR APPROACH TO PREVENTING AND ADDRESSING ASB. WE HAVE:

- ✓ Installed bollards to prevent unauthorised parking and reduce noise disturbances.
- ✓ Redesigned and replaced communal bin and storage areas to eliminate ASB.
- ✓ Reviewed communal door access arrangements to prevent unauthorised entry.
- ✓ Promoted clean and safe communal areas by completing 4,859 repairs.
- ✓ Enhanced caretaking services were provided to address the issue of rough sleepers in communal spaces.
- ✓ Taken decisive action, including obtaining a closure order and evicting a tenant where



### Category 1 (high risk):

Serious issues, such as:

- + Hate incidents
- + Violence or threats of violence
- + Harassment or bullying
- + Crack houses



### Category 2 (medium risk):

Less serious but still concerning issues, such as:

- + Misuse of shared spaces
- + Moderate noise complaints
- + Vandalism
- + Problems with gardens



### Category 3 (low risk):

Minor issues that still need attention, such as:

- + Minor noise complaints
- + Neighbour disputes
- + Littering
- + Running a business without permission
- + Leaving doors open in shared areas
- + Graffiti or vandalism in shared areas
- + Fly-tipping
- + Poor rubbish storage

# Volunteering

Volunteers are at the heart of Housing for Women's work, helping us support more women and children. This year, their time, passion, and dedication had a huge impact, from directly assisting customers in our DVA services, to contributing to our central services; finance and fundraising. In return, we provided meaningful roles, supervision, and training to ensure volunteers felt valued.

Corporate partners also played a vital role, supporting through fundraising, decorating refuges, and distributing festive hampers.

Over the year, we welcomed **32** new volunteers who generously contributed nearly **1,500** hours of their time. Their dedication, hard work, and compassion helped us create safer, brighter futures for women and children.



**OUR VOLUNTEERS ARE AT THE HEART OF EVERYTHING WE DO. THEIR DEDICATION ENABLES US TO PROVIDE MORE SERVICES AND SUPPORT TO WOMEN AND CHILDREN WHEN THEY NEED IT MOST. EVERY CONTRIBUTION MAKES A REAL DIFFERENCE."**

**Chryssy Hunter, Volunteer Co-ordinator**

Visit [www.hfw.org.uk](http://www.hfw.org.uk) to learn more about volunteering with Housing for Women. Together, we're empowering women to thrive.



# Supported and Specialist Housing

## HOUSING FOR WOMEN FEATURED IN ITV DOCUMENTARY

We were pleased to have our work featured in an ITV documentary on domestic abuse. Titled Her Majesty the Queen: Behind Closed Doors, the programme (which aired in November 2024)

included HRH Queen Camilla and highlighted the voices of survivors and advocates striving to raise awareness and improve services and responses to domestic violence and abuse.



Queen Camilla visited on our refuges in the Royal Borough of Greenwich, where she spoke with survivors and staff. Their stories, along with others, showcased the critical importance of our work and we were proud to be part of this powerful awareness raising event highlighting the impact of domestic abuse on women's lives.

“

Zaiba Qureshi, Chief Executive of Housing for Women, said:

**WE WERE PLEASED TO CONTRIBUTE TO THIS CRUCIAL CONVERSATION AND TO HAVE HM QUEEN CAMILLA VISIT OUR REFUGE SERVICES.**

**DOMESTIC ABUSE IS AN ISSUE THAT AFFECTS MANY, AND IT WAS ESSENTIAL THAT SURVIVOR VOICES WERE AMPLIFIED AND GIVEN A PLATFORM TO BE HEARD. WE HOPE THIS DOCUMENTARY WILL RAISE AWARENESS AND GIVE COURAGE TO THOSE EXPERIENCING ABUSE TO SEEK HELP.”**

# EALING DVA

Our Ealing Domestic Violence and Abuse Services support women and children experiencing domestic violence. Over the year, we empowered survivors to rebuild their lives through advocacy and practical emotional support. We worked with multiple partner agencies to secure housing, legal advice, and financial independence for survivors.

Our monthly One-Stop-Shop launched this year, offering free guidance on housing, benefits, and wellbeing. Partnering with local police, Mind, and Advance, it supports women facing challenges such as mental health issues, substance use, and barriers to accessing services.

“

## \*VARDA'S STORY

Varda was referred to our Floating Support Service after her children were removed from her care.

Varda shared, “Last year, my world fell apart. My children were taken away after a traumatic incident. I discovered a mark on my baby's body and called an ambulance. My ex-partner and I were arrested, and the accusations shattered me. I didn't realise the danger until it was too late.”

Through Housing for Women's Floating Support Service, Varda received the tailored support she needed. She began to recognise and understand her experience of abuse and, with our team's help, started to rebuild her life.

\*Not real names.

Our teams have delivered many positive outcomes over the year including:

24

successful move-ons from refuge to independent accommodation



166

survivors accessing Floating Support (community based) services (156 women and 10 men)



34

survivors – provided with refuge accommodation and support.



Through tailored support, we help women overcome challenges, rebuild family stability, and empower them to achieve independence and begin their recovery journeys.

These achievements illustrate our teams ongoing commitment to Housing for Women's mission.

**We are grateful for the ongoing support from individual donors and the wider Ealing community.**



# GREENWICH DVA

Our Greenwich Domestic Violence and Abuse Service is proud of the transformative impact our services have had on women and families this year. Together with our partners, funders, and supporters, we have created opportunities, fostered hope, and supported recovery.

Our refuges and floating support services remain a lifeline for women and families. We offer women vital support and advocacy on their journey towards safety and independence. Through tailored education and training, we empower service users to build skills and confidence to sustain their recovery after facing violence and abuse. Collaboration is at the heart of our work. Partnerships with the Royal Borough of Greenwich and local services ensure that every woman we support has access to comprehensive resources to rebuild her life.

## OUR ACHIEVEMENTS

This year, we're proud to have:



Helped **89** individuals secure independent accommodation.



Supported **190** Floating Support clients to navigate challenges and achieve stability.



**151** Sanctuary Schemes were facilitated to enhance home security and peace of mind.

“

### \*TANYA'S STORY

When I was referred to Housing for Women's Greenwich DVA Service by my housing officer, I felt like my life was falling apart. I was a victim of domestic abuse, overwhelmed by fear, anxiety, and financial strain. My husband controlled every aspect of my life. I was sleeping on the floor while he slept comfortably in a bed. I felt unsafe and irrelevant, with no voice or freedom.

Reaching out to them changed everything. My support worker listened without judgement, helped me rebuild my confidence, and stood by me every step of the way, including securing a court order for my husband to leave our home. For the first time in years, I felt hope.

My children are happier now, seeing the positive changes in me. Thanks to the support I've received, I've transformed my life. My home is finally a safe, joyful place.

Looking to the future, I want to return to education and work, rediscover my potential, and give back to the community. To any woman in a similar situation, please reach out for help. You're not alone, and with the right support, things can get better.

\*Not real name

“

### \*OSTIEL'S STORY

When I approached Housing for Women, I was in a dark place. My husband's behaviour was deeply harmful, and it was taking a toll not just on me but also on my children. I felt trapped, hopeless, and fearful of being judged.

Reaching out changed everything. My support worker truly listened and never judged me. Through the Freedom Programme, I learned about abuse dynamics and realised it wasn't my fault. That knowledge gave me the strength to stand up for myself and leave.

Living with my husband, I was constantly told I was useless and a failure. Over time, I started to believe it. With support, I recognised my worth and refused to endure further abuse. Leaving created a safe, peaceful home for my children and me. Their happiness inspires me every day.

I remain hopeful for the future. I want to work, become independent, and help other women facing abuse.

To anyone in my situation: hold on to hope. Speak out—staying silent only deepens the pain. With the right support, life can change. I'm living proof.

\*Not real name



“

**Caron Stowe**, Services Manager for Greenwich, said

**THIS YEAR'S ACHIEVEMENTS WOULDN'T HAVE BEEN POSSIBLE WITHOUT THE DEDICATION OF OUR STAFF, THE GENEROSITY OF OUR DONORS, AND THE RESILIENCE OF THE WOMEN WE SERVE. TOGETHER, WE'RE BUILDING BRIGHTER FUTURES AND EMPOWERING WOMEN TO RECLAIM THEIR INDEPENDENCE WITH DIGNITY AND CONFIDENCE."**

# RECONNECT+

ReConnect+ is our flagship service for women rebuilding their lives after leaving prison. By combining safe accommodation with holistic, trauma-informed support, we help women overcome complex challenges, past trauma, and abuse, empowering them to embrace change and believe in a brighter future.

This year, ReConnect+ celebrated an important milestone with the opening of a second house. This expansion means we can now provide a safe and stable environment for even more women, giving them the chance to rebuild their confidence and take meaningful steps towards independence.

The project offers a wide range of support tailored to the individual needs of each woman. Social activities like arts and crafts, cooking sessions, cinema trips, and wellbeing days bring residents together, while workshops on topics such as debt management, well-being, and life skills help them prepare for independent living.

We're also building partnerships with local businesses to offer volunteering opportunities, giving women the chance to gain valuable experience and strengthen their skills.

Our support includes budget planning, welfare benefits help, training and development, and rebuilding relationships with children and other family members. Together with life skills training, this helps women move forward and reduce their risk of reoffending.

“

## \*KIRANYA'S STORY

In April 2024, I started working with ReConnect+, who quickly recognised the challenges I was facing, including court fines and debts. With their support, we addressed my finances, including having some Thames Water debt written off and setting up manageable payment plans. Once I regained control of my finances, ReConnect+ helped me transition to independent living. They referred me to the council and even attended my housing appointment to support me. When the council process was slow, they worked with a letting agent and found me a flat with an independent landlord. The flat, near Lewisham Hospital, is perfect for my health needs. I now have a safe, stable space and enough room for family visits. I'm grateful for the tailored support and excited to move forward with my independence.

\*Not real name.



## CELEBRATING ACHIEVEMENTS



Throughout the year, we celebrated the resilience and achievements of the women we support. A highlight was the International Women's Day workshop, where a Time2RISE speaker inspired attendees with practical tools and motivation, reinforcing the belief that they can thrive and succeed.

### A community of support

ReConnect+ is built on the dedication of our staff, volunteers, and community supporters. Together, we're creating a strong network that helps women rewrite their stories and build brighter futures, one step at a time.

### Examples of achievements

One woman supported by the project has started her own business as an eyelash technician, and another is about to begin an exciting new job at Crystal Palace Football Club.

## ZERO RECALLS TO PRISON



Over the past year, no women were recalled to prison – a testament to the stability and support provided by ReConnect+ and the motivation and determination of the women who used this service to rebuild their lives after prison.

“

Lorraine Edwards, Deputy Manager, ReConnect+ said:

**RECONNECT+ PROVIDES AN ESSENTIAL SERVICE TO THE WOMEN WE SUPPORT. IT'S ABOUT MORE THAN JUST PROVIDING A ROOF OVER THEIR HEADS – IT'S ABOUT CREATING A NURTURING ENVIRONMENT WHERE THEY CAN REBUILD THEIR LIVES. THE EMPOWERMENT AND SENSE OF COMMUNITY WE HAVE FOSTERED HAS HELPED WOMEN REGAIN THEIR CONFIDENCE, PURSUE THEIR GOALS, AND WORK TOWARDS A BRIGHTER FUTURE. IT'S TRULY INSPIRING TO WITNESS WOMEN'S JOURNEYS AND SEE THE TRANSFORMATIVE IMPACT THAT STABLE HOUSING AND SUPPORT HAS ON THEIR WELL-BEING."**



# SAFESPACE

Our SafeSpace Project provides crucial support to single women over 18 who have been trafficked to the UK from outside the EU and have no recourse to public funds. Established in 2008, this service was created in response to survivors' need for long-term help to recover from trauma.

Over the past year, we have provided personalised support to 18 women. Through regular face-to-face and phone sessions, women received tailored wellbeing and safety plans, counselling, and access to group activities.

Our co-production-themed workshops focus on providing essential life skills like speaking and writing English, cooking, and health wellbeing. These activities help rebuild confidence and independence.

A further 25 women participated in group workshops aimed at reducing isolation, fostering friendships, and offering safe spaces to share experiences. During the year, we organised various trips in London, providing women with a safe opportunity to explore their neighbourhood and feel included in the wider community.

Our support is tailored to meet each woman's individual needs. This includes providing laptops for training—generously donated by our partners at Hibiscus Initiatives—facilitating job searches, and helping women access cultural or religious spaces. Our team also collaborates with immigration solicitors to help women secure their immigration status and supports those with the right to remain in the UK in finding appropriate housing.

25

women attended group workshops to build connections and reduce isolation.



18

women received personalised support.



2

women secured indefinite leave to remain in the UK.



“

Valentina Spencer, SafeSpace Support Worker, said:

**AT SAFESPACE, WE ARE COMMITTED TO EMPOWERING SURVIVORS OF HUMAN TRAFFICKING AND MODERN SLAVERY TO REBUILD THEIR LIVES WITH DIGNITY AND HOPE. THROUGH PERSONALISED SUPPORT, SAFE SPACES, AND PRACTICAL RESOURCES, WE HELP WOMEN REGAIN THEIR INDEPENDENCE, BUILD CONFIDENCE, AND PLAN TOWARDS A HOPEFUL FUTURE.”**

“

## \*MS SETTLE'S STORY

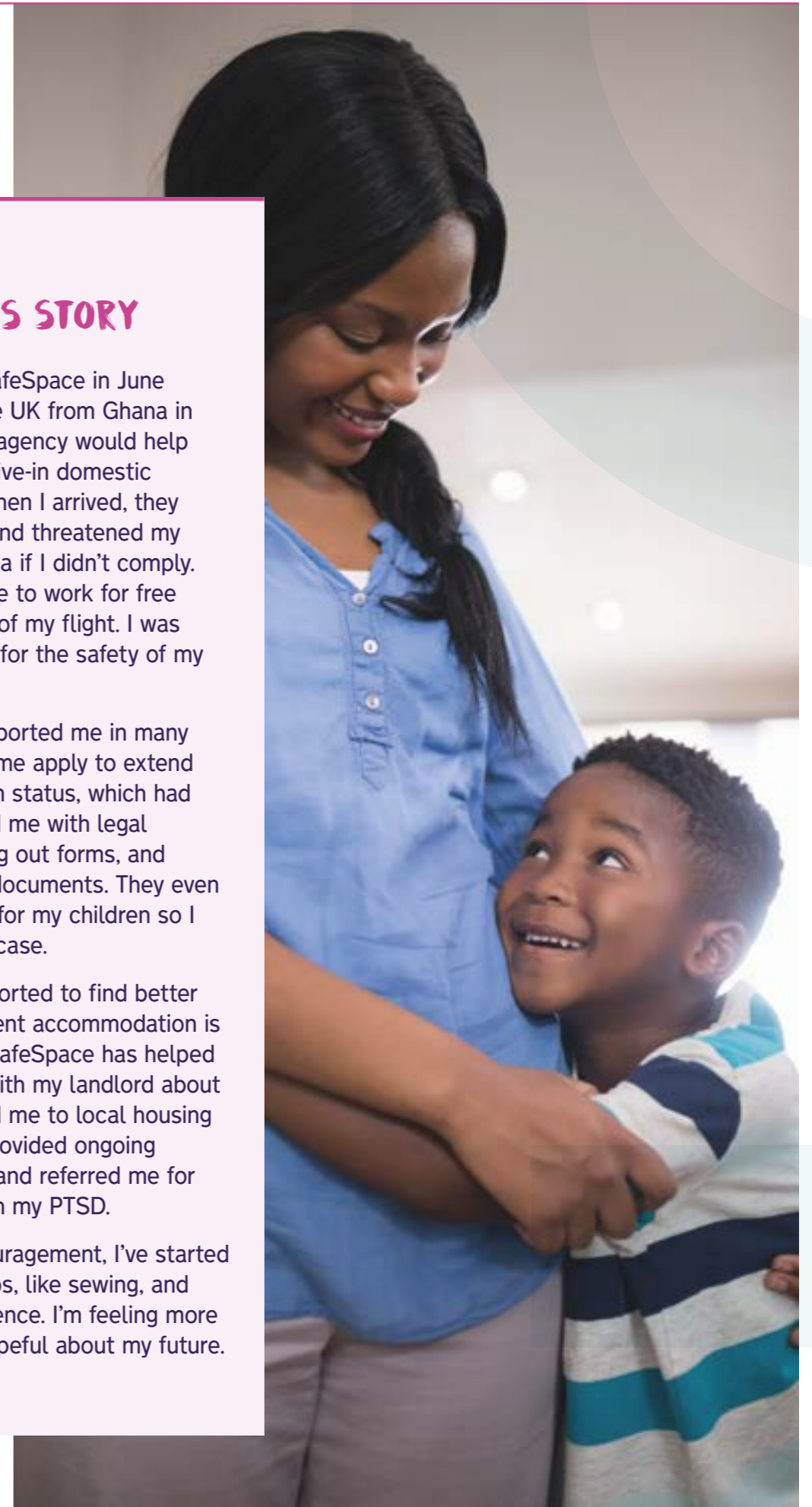
I was referred to SafeSpace in June 2024. I came to the UK from Ghana in 2020, believing an agency would help me find work as a live-in domestic worker. However, when I arrived, they took my passport and threatened my family back in Ghana if I didn't comply. They also forced me to work for free to pay off the cost of my flight. I was terrified, especially for the safety of my two children.

SafeSpace has supported me in many ways. They helped me apply to extend my Leave to Remain status, which had expired, and helped me with legal appointments, filling out forms, and understanding my documents. They even arranged childcare for my children so I could focus on my case.

I'm also being supported to find better housing as my current accommodation is in poor condition. SafeSpace has helped me communicate with my landlord about repairs and referred me to local housing services. They've provided ongoing emotional support and referred me for therapy to help with my PTSD.

Through their encouragement, I've started attending workshops, like sewing, and have gained confidence. I'm feeling more empowered and hopeful about my future.

\*Not real name.



# Our money

## Income and Expenditure account for year ending 30 September 2024

All figures in £000s	2022	2023	2024
Turnover	8,415	9,049	9,571
Operating costs	-8,823	-10,464	-12,056
	<b>-408</b>	<b>-1,415</b>	<b>-2,485</b>
Interest receivable	20	124	82
Interest payable	-718	-1,238	-1,275
Surplus/Deficit on ordinary activities*	-1,106	-2,529	-3,678

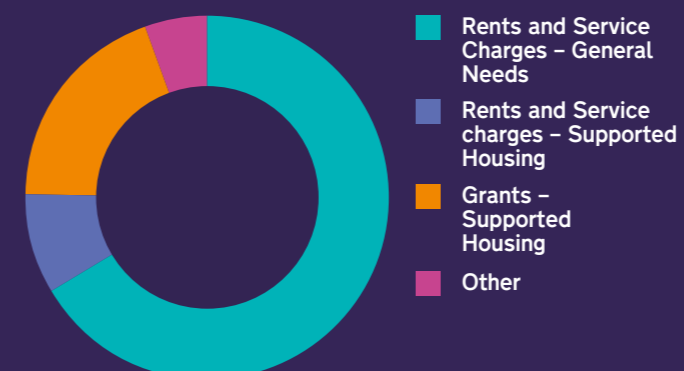
## Balance sheet at 30 September 2024

All figures in £000s	2022	2023	2024
Fixed assets	86,222	87,324	87,600
Grants	-	-	-
Depreciation	-15,527	-16,339	-17,001
Investment properties	1,250	1,250	1,250
Investments	5	5	6
	<b>71,949</b>	<b>72,240</b>	<b>71,854</b>
Current assets	11,916	5,398	2,983
Current liabilities	-3,774	-2,956	-3,160
	<b>8,141</b>	<b>2,442</b>	<b>-177</b>
Net assets	80,091	74,682	71,677
Long terms loans/Deferred grants	67,884	66,533	65,052
Reserves	12,207	8,149	6,625
Reserves and long-term financing	80,091	74,682	71,677

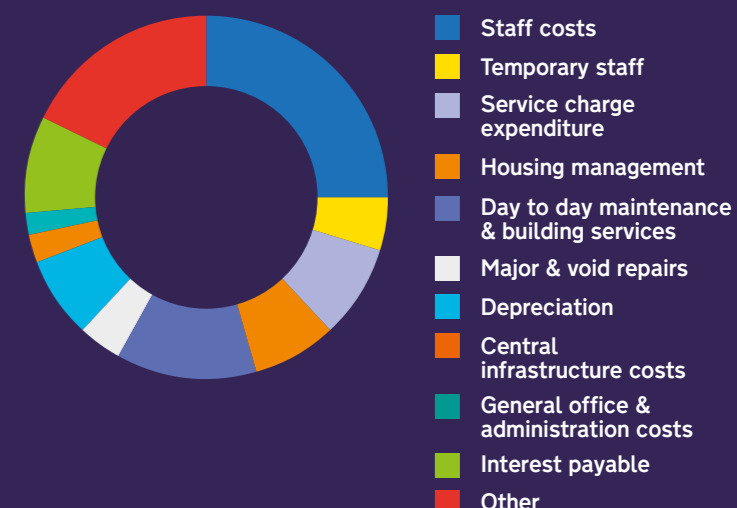
\*NOTE: In 2024, the sale of a fixed asset produced a surplus of £3,325, which is recognised below this line in the Income and Expenditure account.

# Our money

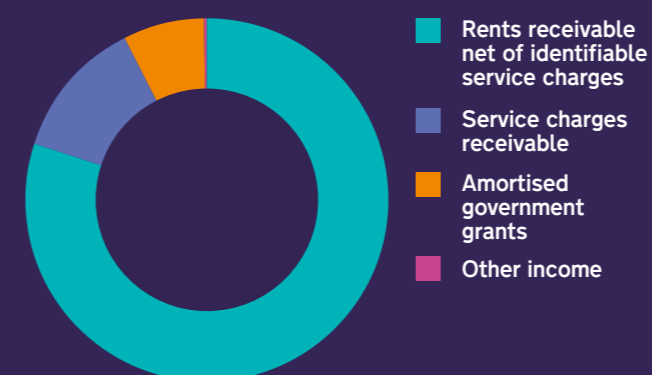
## Total Income



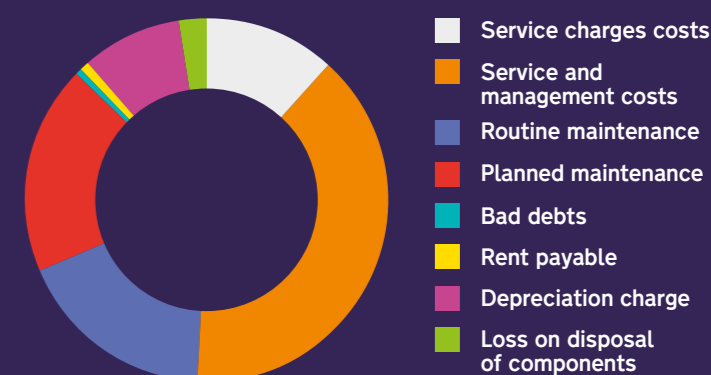
## Total Expenditure



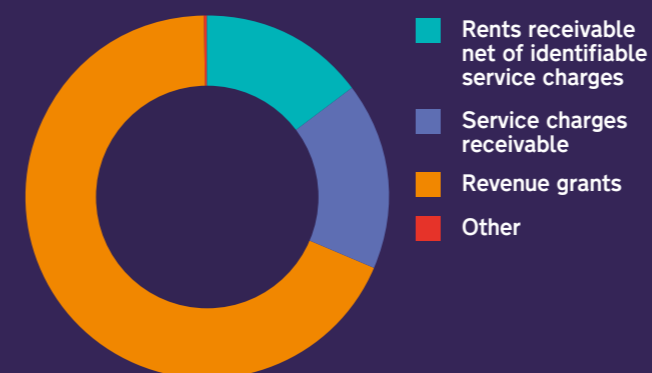
## General needs Income



## General needs Expenditure



## Supported housing Income



## Supported housing Expenditure





## OUR THANKS

In 2023/24, we continued to diversify our income despite a challenging year. We are extremely grateful to everyone who supports us, including our corporate sponsors, trusts and foundations, and our individual donors. Without your generosity, none of our work would be possible to provide safer lives and positive futures for women and children.

## OUR FUNDERS THIS YEAR INCLUDE:



City Bridge Trust

The Mary Kinross Charitable Trust



Intuit QuickBooks



The National Lottery Community Fund



Building Relations PR

## STATUTORY BODIES

MOPAC (Mayor's Office for Policing and Crime)

Ministry of Justice

Royal Borough of Greenwich

London Borough of Ealing

## SUPPORT US

Support Housing for Women Empower and transform women lives by donating, fundraising, or volunteering with us. To find out more about how you can support us, visit [www.hfw.org.uk](http://www.hfw.org.uk)

## CHIEF EXECUTIVE

Zaiba Qureshi

## SENIOR MANAGEMENT

**Director of Finance & Resources and Deputy CE**  
Susan Croft

**Director of Operations**  
Mark Lake

**Director of Supported Housing**  
Jill Maddison

**Interim Director of Finance**  
Anita Darko

## TRUSTEES

**Chair**  
Susan Kane

**Vice Chair**  
Carli Harper-Penman

**Chair of Audit & Risk Committee**  
Simon Basey

**Chair of People & Customer Committee**  
Troy Henshall

Caroline Davies

Yvonne Akinmodun

Elaine Marshall

Victoria Dingle

Helena Evans

Somayya Yaquob

## Head Office and Registered Office

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Housing4Women   

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