

GETTING BETTER, JAYS BY STEP

Our year
2024-25



Contents

Welcome	3
Our Year in Numbers	4
Our Homes	5
General Needs	6
Resident Safety	7
Strengthening Residents' Voice	8
Income Management	9
Tackling Anti-Social Behaviour	10
Supported Housing	11
Ealing DVA	12
Greenwich DVA	14
ReConnect+	15
SafeSpace	16
Equality & Diversity and Volunteering	18
Volunteering	20
Corporate Partners	22
Our Money	23

Welcome

A MESSAGE FROM OUR CHAIR AND CHIEF EXECUTIVE



Susan Kane
Chair



Zaiba Qureshi
Chief Executive

2024-2025 was a year of growth, resilience, and renewed focus. Despite substantial financial pressures, changing national priorities, and ongoing uncertainty for many of the women and families we support, our teams continued to show commitment and care. The challenges have been significant, but so have the achievements. I remain proud of what we have delivered together.

Across the country, conditions for those facing housing insecurity remained difficult. The 2024 General Election placed housing firmly back in public debate, and the new Labour Government's early proposals - including the Renters' Rights Bill and commitments in the Spending Review - indicate long-term opportunities for improved protections and affordability.

Yet these policy shifts do not address the immediate strain on households. Essential costs stayed high, and many women, especially on low incomes, faced regular trade-offs between food, heating, and travel. These pressures contributed to arrears risks, increased demand for temporary accommodation, and a growing need for support.

Global events also shaped the economic landscape. Conflicts, including the war in Ukraine and tensions between Cambodia and Thailand, created ongoing instability.

Protectionist policies and volatile trade conditions added uncertainty. Environmental disasters - from Central European floods to Amazon wildfires and the Indonesian earthquake - further disrupted supply chains and increased costs. Although distant from home, these events influenced rising prices here in the UK, affecting many of our residents directly.

In this environment, our teams showed strength and professionalism. The introduction of the Regulator of Social Housing's new consumer standards in April 2024 was a major milestone for the sector. With a strong focus on safety, timely repairs, communication, and resident involvement, these standards closely reflect our organisational values. Much of our work this year centred on reinforcing the systems and capabilities needed to meet these expectations consistently.

Our supported housing and specialist services remain a cornerstone of our mission. Throughout 2024-25, we supported hundreds of women and families fleeing domestic abuse, rebuilding after homelessness, escaping trafficking, or moving forward after prison. Every statistic represents an individual journey toward safety, independence, and hope, and we remain deeply committed to these services.

Alongside this, we invested in strengthening our General Needs offer. Tenancy audits expanded communication channels, and the launch of our Tenant Portal in June 2025 have already improved how we listen and respond. These steps form part of a wider shift toward more accessible, transparent, and customer-centred services.

We also acknowledge where improvement was required. Repairs performance and communication did not always meet residents' expectations. We listened and acted. Appointing our new repairs contractor, Chigwells, represents a significant commitment to improving repair quality and speed. The

implementation of Awaab's Law in October 2025 brings essential new protections and accountability, and we fully support its aims.

Safety remained non-negotiable. We continued investing in compliance, fire safety, and damp and mould programmes. Our priority is clear: every resident must feel safe in their home.

This year's tenant satisfaction surveys highlighted both strengths and areas for improvement. Residents expressed confidence in staff respect, home safety, and the quality of completed repairs. However, concerns were raised about repair communication, complaints handling, and communal area maintenance. We take this feedback seriously. To address these issues thoroughly, we extended Phase 1 of our "Back to Basics" Corporate Plan by one year, ensuring we stay focused on improving the fundamentals.

Looking ahead, our priorities remain clear: strengthen core services, deepen resident engagement, invest in safe and high-quality homes, and continue supporting the women who rely on our specialist provision. Our Back-to-Basics approach reinforces a simple commitment - doing the essentials well, consistently, and with care.

“
TOGETHER, WITH OUR STAFF, VOLUNTEERS, PARTNERS, AND RESIDENTS, WE ARE BUILDING SAFER HOMES, STRONGER COMMUNITIES, AND BRIGHTER FUTURES FOR WOMEN AND FAMILIES ACROSS LONDON.

Our year in numbers

321



We supported 321 domestic abuse survivors through community-based services.

7,380



Our Greenwich and Ealing telephone advice lines supported 7,380 callers seeking urgent help and guidance.

1,424



We received 1,424 referrals from women needing immediate support across Greenwich, Ealing, and ReConnect+.

150 referrals

We coordinated 150 Sanctuary Scheme referrals, helping households at risk of domestic abuse stay safer in their homes with enhanced security measures.



17



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

52%



of our customer feel they live in a well-maintained home.

59%



of our tenants feel their home was safe.

59%



59% of our residents were satisfied with repairs carried out in 2024-25.

55%



of our customers were satisfied with the time taken to complete repairs.

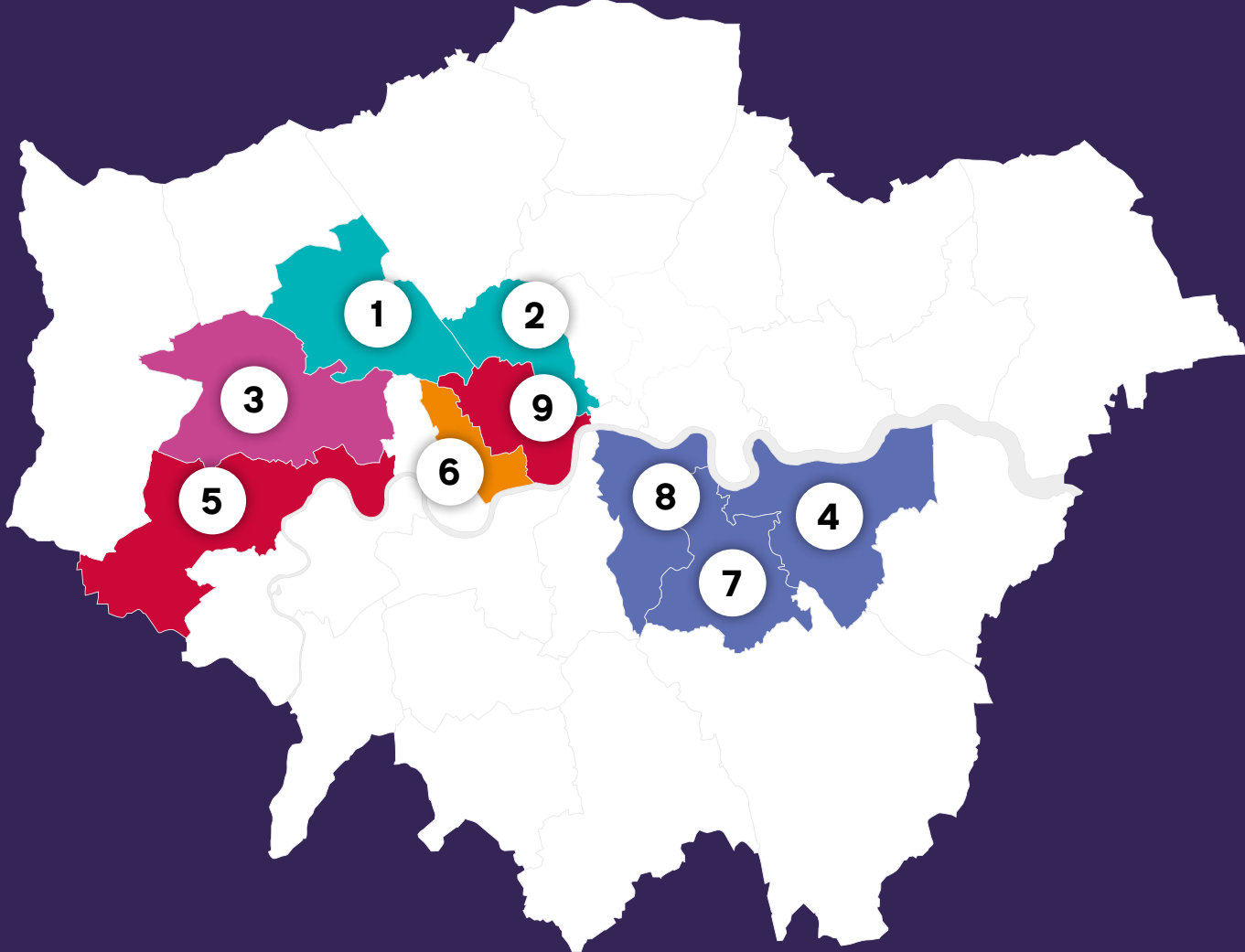
101



101 women and their children were provided with safe refuge accommodation.

Our homes

WE OWN AND MANAGE 891 UNITS ACROSS 9 LONDON BOROUGHs.



General needs

Putting Residents First

The homes and support we provide sit at the heart of everything we do. The updated consumer standards introduced by the Regulator of Social Housing in April 2024 strengthened our focus on what matters most: timely repairs, clear communication, and respectful, resident centred services.

These standards reinforce our longstanding commitment to ensuring every resident feels heard, valued, and supported. Each month, we responded to around [*] repair requests, covering both urgent and routine issues. We understand how important it was to act quickly when something affects safety, health, or comfort, and residents' feedback continued to guide us where we must improve.

We also recognise that some residents experienced delays, incomplete repairs, or unclear communication. Our Tenant Satisfaction Measures showed 55.2% of residents were satisfied with the speed of repairs—below where we want to be. We know how frustrating this has been, and we are taking meaningful steps to put this right.

Making Our Repairs Better

Several changes were introduced to improve the quality, speed, and clarity of our repairs service. A new contractor, Chigwell's, was appointed to take on most day to day repairs—an important step in strengthening reliability, raising workmanship standards, and ensuring residents receive clearer updates throughout the process.

Introducing the New Tenant Portal

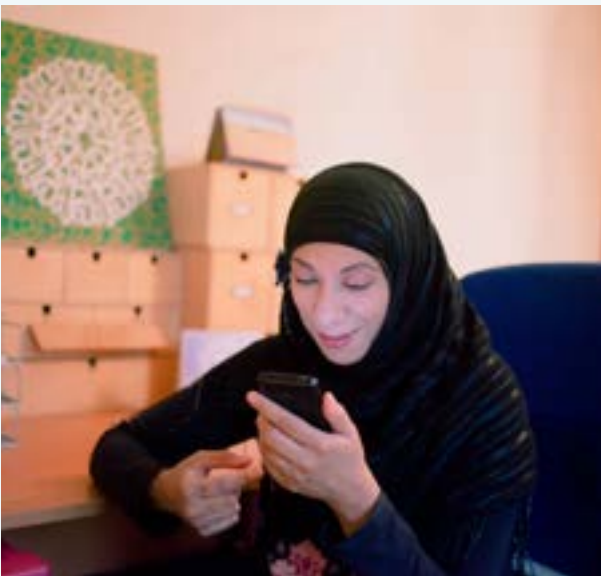
We also launched the new Tenant Portal in June 2025 to make tenancy management easier for residents. Built using feedback shared with us, it lets users update details, report repairs, view rent statements, access documents, and review interactions. By September 2025, 106 residents had signed up and were managing their tenancy confidently.

Looking ahead, our priority is simple: getting the basics right—quicker repairs, clearer communication, and services residents can trust, all core commitments of our 'Back to Basics' Corporate Plan.

Over the next year, we will keep residents updated through Connect, our website, and social media. We will share:

- ✓ improvements to how we communicate repair times
- ✓ changes to how we check repair quality
- ✓ clearer expectations for residents and contractors

Together, we're building a service customers can rely on.



Resident safety

Keeping customers safe remains one of our highest priorities. Our fire safety and compliance programs carried out essential checks throughout the year, including inspections of flat entrance doors, communal doors, and fire alarm systems across all relevant buildings. These checks played a vital role in keeping our homes safe and secure.

We listened carefully to customer concerns about safety-related services and acted quickly. We introduced a new lift maintenance contract to improve reliability and began transitioning to new contractors for key compliance tasks, including communal fire risk assessments. These steps ensure we continue to meet high safety standards and provide residents with confidence and peace of mind.

“

SAFETY IS AT THE HEART OF EVERYTHING WE DO. WE WERE COMMITTED TO ENSURING RESIDENTS FEEL CONFIDENT AND SECURE IN THEIR HOMES EVERY DAY.”

Chris Rutter,
Interim Compliance Manager

Managing our estates

We worked hard to ensure our estates remain well maintained, safe, and welcoming. Improvements to shared spaces and timely responses to resident concerns helped foster homes and neighbourhoods our residents can take pride in.

We completed **896** estate inspections during the period, enabling us to identify and action repairs quickly wherever issues were highlighted. With a larger Estates and Housing team now in place, our increased presence across estates is helping us spot concerns earlier, resolve them faster, and maintain safer, cleaner shared spaces. This proactive approach is working well, as more frequent inspections create more opportunities to engage with residents and prevent issues from escalating.

Going forward, we are focusing on strengthening communication around inspection outcomes

and ensuring all follow up actions are completed within target timescales to further improve the resident experience.

“

WE WANT EVERY ESTATE TO FEEL LIKE A COMMUNITY OUR RESIDENTS ARE PROUD TO CALL HOME. WE WORK CLOSELY WITH TENANTS TO ADDRESS CONCERNS, STRENGTHEN COMMUNICATION, AND MAINTAIN CLEAN, SAFE SURROUNDINGS.”

Khalil Harris, Housing Manager

Strengthening residents' voice

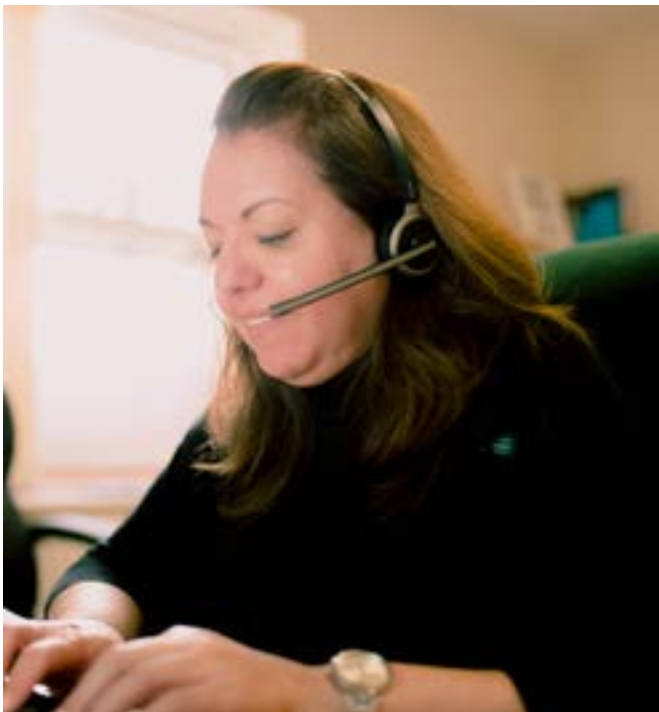
Our Customer First Strategy enables us to build a more open, responsive, and resident-focused organisation. A new engagement structure is being developed to ensure residents played a more meaningful role in influencing our services. It was clear that effective listening - and responding to what residents told us - was vital to delivering fairer, more resilient housing services.

With support from the Tenant Participation Advisory Service (TPAS), we are developing a Customer Panel. Invitations were sent, and we were pleased that many residents expressed interest. We look forward to expanding this work.

Tenancy Audits

Our Neighbourhood Officers carried out tenancy audits to better understand our residents' needs and identify where support may be required. These visits helped us spot issues such as damp or mould early so we could act quickly.

Next year, we will refresh our approach to tenancy audits to ensure they are meaningful, supportive, and tailored to each home.



WHAT WE ACHIEVED



24

tenancy audits completed



166

resident records updated



34

property issues identified and resolved early



Stronger relationships built between residents and housing teams

YOU SAID - WE'RE RESPONDING

Residents told us that communication needed to be better, with some experiencing delays or not knowing who their housing officer was. We listened, and strengthening customer service became a key focus for the year ahead.

We committed to:

- + answering calls more effectively
- + improving how we manage and respond to enquiries
- + continuing to refine our complaints process for fair, prompt resolutions

Income management

Two years on, our partnership with Touchstone Property Services continues to provide support to residents in managing their rent and accessing help when they need it. This collaboration plays an important role in preventing arrears and offering early assistance.

“

BY STAYING CONNECTED WITH RESIDENTS AND OFFERING THE RIGHT SUPPORT, WE'RE HELPING MORE HOUSEHOLDS MAINTAIN STABLE TENANCIES.”

Khalil Harris, Housing Manager

WHAT WE ACHIEVED



613

Touchstone handled 613 enquiries



532

calls were made to offer residents support



Tackling anti-social behaviour

Everyone should feel safe and respected in their home and community. Our Housing Team worked with residents and partner agencies to respond swiftly and sensitively to reports of antisocial behaviour (ASB). We kept our focus on supporting victims, providing clear communication, reassurance, and practical guidance.

The main issues residents reported related to noise disturbances, neighbour disputes including harassment and intimidation, and the misuse of communal areas such as incorrect waste disposal.

Noise remained the most frequently raised concern, reflecting wider trends across the sector and highlighting the ongoing need to reinforce expectations around respectful behaviour and property standards.

Harassment related reports often showed signs of neighbour relationships breaking down, underlining the importance of early intervention and close partnership working to prevent situations from escalating. Environmental ASB - particularly improper rubbish disposal and the misuse of shared spaces - also featured throughout the year, emphasising the value of well maintained communal areas.

These insights have shaped our priorities for the year ahead. We will continue to focus on supporting victims, taking early and proportionate action, communicating clearly, and working closely with local partners to help residents feel safe, secure, and confident in their homes.

THIS YEAR, WE:

- ✓ responded more quickly to high-risk cases
- ✓ improved the support offered to victims through regular updates
- ✓ built stronger partnerships with local authorities and agencies
- ✓ expanded reporting options for residents
- ✓ delivered engagement sessions to help residents recognise and report ASB
- ✓ We received 16 ASB reports over the year. Noise, misuse of shared spaces, and vandalism were the issues raised most frequently.

OUR ASB CATEGORIES



Category 1 (High Risk): Harassment, hate incidents, threats, and drug-related activity.



Category 2 (Medium Risk): Persistent noise, vandalism, misuse of communal areas



Category 3 (Low Risk): Littering, fly tipping, rubbish issues, and graffiti

Looking back on a year of supported housing

“

Our Supported Housing work demonstrates the strength of our refuges, our specialist housing services, and our dedicated teams. We have witnessed the extraordinary resilience and courage of survivors; women and children who were taking steps toward recovery and independence.

EVERY NUMBER IN THIS REPORT REPRESENTS A LIFE CHANGED.

EVERY STATISTIC REFLECTS SOMEONE WHO HAS FOUND SAFETY, SUPPORT, AND THE CHANCE TO BUILD A NEW FUTURE.

Our work is only possible thanks to the commitment of our funders, commissioners, partners, and supporters. Their dedication enables us to continue delivering trauma-informed support and create lasting positive change for women and families across London.”

Jill Maddison,
Director of Supported Housing



Ealing domestic violence and abuse service

Our Ealing DVA service is a lifeline for women and children, delivering critical support when it is needed most.

By providing emotional support, practical help, and dedicated advocacy, we equip survivors to regain confidence, rebuild stability, and shape safer futures.

We continue to work closely with our partner agencies to widen access to crucial help, including housing advice, legal guidance, and financial support.

Our monthly One-Stop-Shop service continues to provide free, immediate advice on housing options, benefits, and wellbeing. We also work with local police, health services, and community organizations to remove barriers and ensure that every survivor can access the services they need.

“

WE STAND AS A LIFELINE; EMPOWERING SURVIVORS TO REBUILD CONFIDENCE, RESTORE STABILITY, AND MOVE TOWARD SAFER FUTURES, WITH OUR PARTNERS AND COMMUNITY BESIDE US EVERY STEP OF THE WAY.”

Monika Szczepankowska,
Deputy Manager, DVA Ealing

THIS YEAR

22

women secured permanent, independent homes after leaving refuge.



149

survivors (145 women and 4 men) engaged with our community-based services and received tailored support.



33

survivors accessed refuge accommodation and specialist, trauma-informed support.



WE ARE GRATEFUL FOR THE ONGOING SUPPORT FROM INDIVIDUAL DONORS AND THE WIDER EALING COMMUNITY, WHO HELP US DELIVER LIFE-CHANGING SERVICES.



“

***MAYA'S STORY**

I'm 19, and before coming to refuge I was living in a controlling and emotionally abusive relationship. I had left home after being rejected by my father for being gay, and I thought my new partner would give me the support I needed. Over time, she became jealous, stopped me from working, controlled my money, and shouted at me every day. I felt isolated and scared.

One night, when she was asleep, I reached out to a friend who recognised it as abuse and contacted Housing for Women. When I arrived at refuge, I was anxious and withdrawn, but staff helped me apply for benefits and understand the dynamics of abuse in LGBT+ relationships.

I joined the Freedom Programme, the gardening club, and the chess club, which slowly rebuilt my confidence. I've also begun reconnecting with my family safely. I'm now enrolled on a Hair and Beauty course and am learning what healthy relationships should look like.”

*Not real name.

“

***SOPHIE'S STORY**

I was referred to Floating Support in February 2024, shortly after my children were taken into care following a traumatic incident. Being arrested on suspicion of harming my own baby shattered me.

I had been experiencing domestic abuse from my ex-partner, but because he was never violent in front of the children, I believed he was a good father. Through key sessions, I learned about power, control, and manipulation, and it helped me finally understand, and forgive myself for what I had been through.

My support worker helped me access mental health support, including Cognitive Behavioural Therapy (CBT), which made a huge difference. They also advocated for me with police and social services, ensuring I was kept informed and supported. Over time, my contact with my children increased, and in July 2024, the court returned both to my full-time care.

I am now rebuilding routine, confidence, and stability, and I finally feel like myself again.”

*Not real name.

Greenwich domestic violence and abuse service

We strengthened our impact in Greenwich, driving meaningful change for the women and families we support. Collaborating with partners, funders, and supporters, we expanded opportunities for safety, recovery, and long-term independence.

Our refuges and floating support services continue to act as a lifeline - delivering advocacy, emotional support, and practical help at every step of each woman's journey. Through tailored education and training, survivors rebuilt skills, restored confidence, and reclaimed independence after trauma.

Collaboration fuelled our progress. Our partnership with the Royal Borough of Greenwich and local organisations ensured every woman could access the resources she needed to rebuild her life with stability and hope.

“

I AM INCREDIBLY PROUD OF WHAT OUR TEAM HAS ACHIEVED. WE STRENGTHENED SUPPORT PATHWAYS, REACHED SURVIVORS WHO HAD LONG STRUGGLED TO ACCESS HELP, AND EMBEDDED PRACTICES THAT PUT SAFETY, DIGNITY, AND EMPOWERMENT AT THE CENTRE OF OUR WORK. THESE ACCOMPLISHMENTS REFLECT THE UNWAVERING DEDICATION OF OUR STAFF AND PARTNERS, AND THE COURAGE OF THE SURVIVORS WHO PLACE THEIR TRUST IN US.”

Caron Stowe,
Head of Domestic Violence and Abuse services

THIS YEAR

50

We helped 50 women move into safe, independent homes after leaving refuge.



172

We guided 172 Floating Support clients as they built greater safety, stability, and independence.



150

We co-ordinated the installation of 150 Sanctuary Schemes, reinforcing home security for survivors.





“

***DALIA'S STORY**

When I was referred to the refuge, I was fleeing abuse from my husband and mother-in-law. I didn't understand English well, and the legal process felt overwhelming, but my support worker guided me through every step. They helped me apply for the Migrant Victim of Domestic Abuse Concession, then supported me through my Indefinite Leave to Remain application, especially when repeating my story became emotionally painful.

I had been living with fear, insomnia, and trauma. I struggled to go out after dark and felt scared of people who reminded me of my abusers. Slowly, through patient support and building trusting relationships in the refuge, I began to feel safe again.

I started English for Speakers of Other Languages and numeracy classes, joined creative activities, and rebuilt my confidence. Over time, I became stronger, even supporting other women.

I've now moved into my own home, managing my benefits and rebuilding my independence. I finally feel hopeful about my future.

*Not real name.

“

***MAREE'S STORY**

I referred myself to Floating Support in September 2024 after reaching breaking point. I had been emotionally abused, controlled, and intimidated by my partner, and during a period when I was grieving my brother, he took advantage of me financially. His behaviour escalated, and when my baby was seriously injured, everything collapsed - police, court, and all four of my children being removed from my care. I was overwhelmed with guilt, fear, and confusion, and I didn't even recognise myself as a victim until a Women's Aid advocate explained it to me.

My support worker met with me every week, helping me understand trauma, coercive control, and why I felt so stuck. We created safety plans, installed security measures, and they helped me access counselling and programmes to rebuild confidence. Slowly, I learned to focus on my wellbeing instead of the perpetrator.

I'm still facing uncertainty, but I feel stronger, more aware, and more hopeful than when I first asked for help.

*Not real name.

RECONNECT+

ReConnect+ remains a vital lifeline for women leaving prison, actively supporting them as they rebuild their lives. Through safe accommodation and wrap-around, trauma-informed support, we guide women as they navigate complex challenges, heal from past trauma, and seize the possibility of a fresh start.

We empower women to reconnect with their communities, strengthen new skills, and build confidence in their futures.

We saw a significant number of referrals this period, including many women with complex needs. Thanks to the expansion of our partnership work, we were able to offer stronger wrap-around support, helping women feel more empowered and better equipped to move take control of their lives. We're proud that 19 women successfully moved on in a positive way, demonstrating the impact of our collective effort and commitment.

THIS YEAR



25

ReConnect+ supported 25 women, and the vast majority (88%) sustained their placements without recall, demonstrating the effectiveness of the service.

“

*JANE'S STORY

I joined Reconnect+ in February 2025 after leaving prison, feeling hopeless, disconnected from my family, and believing sofa surfing was my only option.

I didn't trust professionals, but my worker took things at my pace and created a safe space where I could talk about my fears and dreams. We used different ways of working - walks, vision boards, and chats outside of keywork sessions - which helped me open up and start believing in myself again.

As my confidence grew, I began setting my own goals. Registering with the 999 Club was a turning point. Volunteering there helped me rebuild purpose, and before long, I was offered a part time role. Becoming part of the team made me feel valued for the first time in years.

The biggest milestone was reconnecting with my son after so long apart. Now, I'm preparing to move into my own home and starting to imagine a future filled with stability, pride, and hope.

*Not real name.



SAFESPACE

SafeSpace continues to deliver essential, support to women who have been trafficked to the UK from outside the EU and who have no recourse to public funds.

Unable to access mainstream welfare or housing support, these women rely on SafeSpace as a critical lifeline.

The project is a direct response to the urgent need for both emergency and long-term support for survivors of trafficking. Over the year, we helped women secure legal protection, rebuild safety, and connect with specialist services that support their recovery from severe abuse and exploitation term support for survivors of trafficking.

THIS YEAR

20

women accessed personalised one-to-one support, giving them the space and tools to heal



35

women actively engaged in group workshops that fostered connection and reduced isolation



10

women achieved indefinite leave to remained, securing lasting protection and a safer future



“



*MIRA'S STORY

When I was referred to SafeSpace in 2024, I was dealing with severe trauma, housing instability, and the challenge of limited English after being trafficked to the UK. I felt overwhelmed and unsure of where to turn.

My support worker helped me secure safe accommodation near my sister, which immediately gave me a sense of stability. They also connected me with an Albanian-speaking therapist, and the sessions had a profound impact on my confidence and wellbeing. I began attending ESOL classes and group sessions, which helped me rebuild my independence and feel part of a community again.

Throughout this time, my worker advocated for me, ensuring my immigration case had the strongest possible support. In 2025, I was granted five years' leave to remain. I am now safely housed, receiving financial support, improving my English, and preparing to look for work. For the first time in years, I feel hopeful about my future.”

*Not real name.

Equality and diversity

Our commitment to championing equality, diversity, and inclusion runs through every part of our organisation and every community we serve.

This year, key initiatives highlighted the voices, experiences, and identities of those around us. Highlights included marking the 16 Days of Activism Against Gender-Based Violence, Black History Month, International Women’s Day, and Pride Month across our services and social media.

Celebrating the diverse backgrounds, cultures, and beliefs of our staff and residents remained central to our work. Throughout the year, we recognised major religious festivals, including

Diwali, Ramadan, Hanukkah, and Christmas, and shared messages of goodwill to ensure everyone feels respected, represented, and valued.

Accessibility remains central to everything we do. We ensure that all our communications, including our resident newsletter Connect, our website, and our social media, are written in plain English, allowing as many people as possible to understand, engage with, and act on the information we share.

The graphs show how the rich diversity of our staff mirrors the vibrant communities we proudly serve.

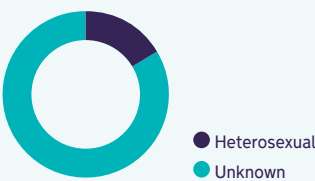
General Needs customers

AVERAGE AGE

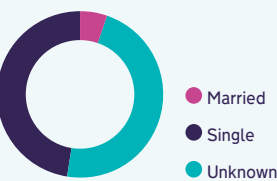
52

Our General Needs customers tend to be older than others we support.

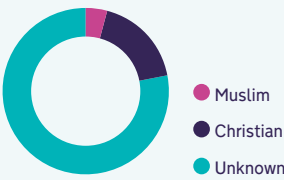
SEXUAL ORIENTATION



RELATIONSHIP STATUS



RELIGION



DISABILITY

11%

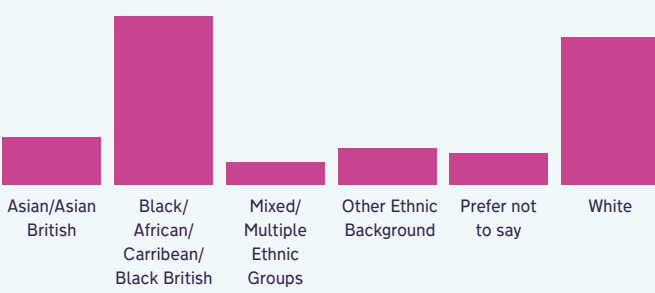
80 of our customers said they have a disability

GENDER

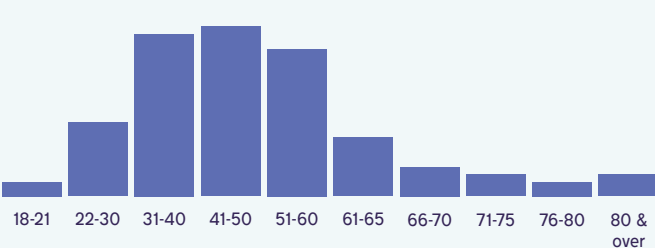
1% 92%

Although most of our customers were women, we also supported 7 male customers last year.

ETHNICITY



AGE BUCKET

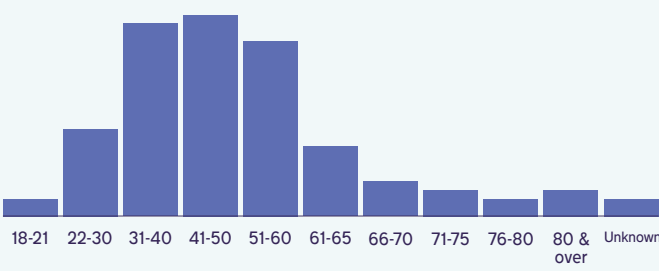


Our staff

AVERAGE AGE

47

AGE BUCKET



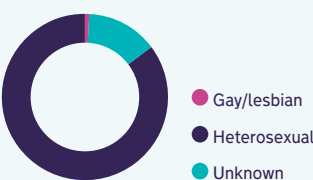
Supported Housing customers

AVERAGE AGE

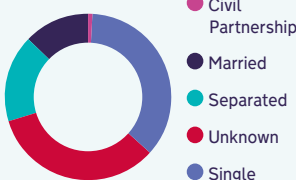
39

Supported housing customers were younger on average – 39 compared with 52 in general needs

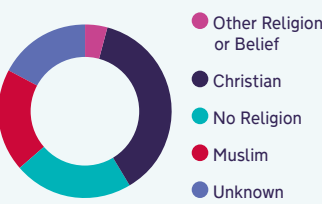
SEXUAL ORIENTATION



RELATIONSHIP STATUS



RELIGION



DISABILITY

24%

46 of our respondents are disabled.

GENDER

12% 88%

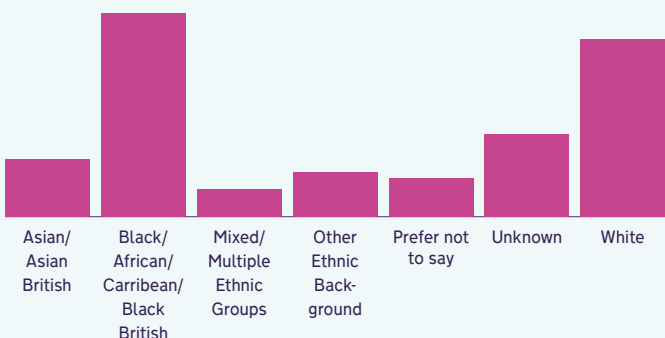
Most staff are women, with a smaller number of men

DISABILITY

17%

183 of the respondents reported having a disability

ETHNICITY

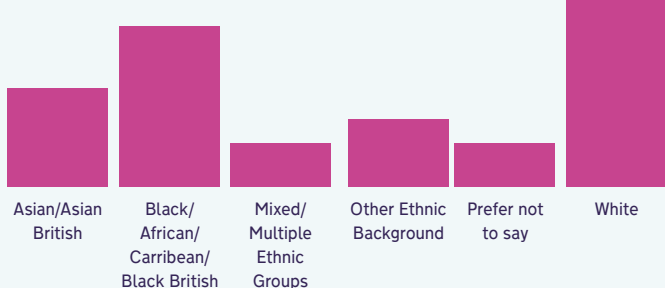


GENDER

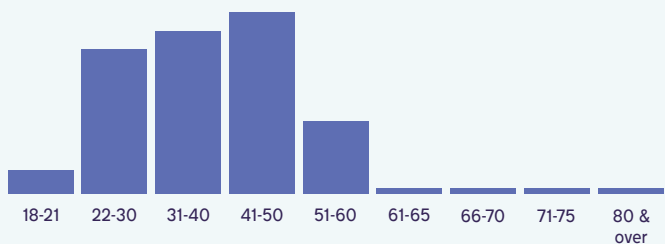
0% 95%

Most customers were women, but we also supported men. 5% did not specify their gender

ETHNICITY



AGE BUCKET



Volunteering

Volunteers are at the heart of our mission. Their energy, compassion, and expertise play a vital role in transforming the lives of women and children across our services.

We saw an inspiring rise in people wanting to get involved, with nearly 100 applications for advertised roles - a powerful reflection of the trust and pride our community places in our work.

We expanded volunteering opportunities into new areas, enabling volunteers to support vulnerable women and children directly while also strengthening our central teams. Their contributions brought warmth, creativity, and essential capacity at a time when demand for our services continued to grow.

Our Social Work Placement Programme also expanded significantly. We welcomed more students and partnered with three universities, helping to build the skills, confidence, and resilience of the next generation of social workers. This investment strengthens the future workforce and ensures lasting support for women and families across London.



TOGETHER, OUR VOLUNTEERS AND STUDENTS CONTRIBUTED ALMOST 2,500 HOURS – GENERATING AN ESTIMATED £32,400 IN SOCIAL VALUE.

Even more importantly, our volunteers brought empathy, dedication, and fresh perspectives that enriched our services and supported women on their journey to safety, stability, and independence.



BECAUSE OF OUR VOLUNTEERS' COMMITMENT, OUR CARE IS RICHER, OUR COMMUNITY IS STRONGER, AND OUR WORK IS LIFTED EVERY DAY."

Chryssy Hunter, Volunteer Co-ordinator

Corporate partners

Our corporate partners play a crucial role in helping us create safer, brighter, and more welcoming environments for the women and children we supported. Their generosity - through volunteering, kind donations, and festive activities - brought comfort, dignity, and renewed hope to families rebuilding their lives after domestic abuse or homelessness.

HITACHI RAILWAYS

Volunteers from Hitachi Rail's Women and Allies Network transformed several of our safe spaces by refreshing and repainting rooms. Their commitment created warm, uplifting environments where families can begin to heal.

KraftHeinz

Kraft Heinz brought festive joy to our refuges, decorating communal areas, donating Christmas trees and decorations, and gifting Christmas jumpers to women and children. Their thoughtful contributions made the holiday season feel welcoming and supportive for families spending Christmas away from home.

Greencore

Greencore supported our Christmas celebrations by donating sandwiches and food platters for festive gatherings across our services. Sharing a meal created meaningful moments of togetherness that lifted the spirits of the families in our care.

HSPG
INSPIRED BY YOU

HSPG assembled generous Christmas gift bags filled with blankets, toiletry sets, craft packs, scarves, shopping vouchers, and more - offering comfort, dignity, and reassurance to women and children arriving with very few belongings.

FIS

FIS Global donated care packages containing toiletries, face wash, fluffy socks, and everyday essentials. These provided immediate comfort to survivors entering our refuges at a moment of deep uncertainty.

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.

STATUTORY BODIES

- MOPAC (Mayor's Office for Policing and Crime)
- Ministry of Justice
- Royal Borough of Greenwich
- London Borough of Ealing

OUR FUNDERS THIS YEAR INCLUDE:



City Bridge Trust

The Mary Kinross Charitable Trust



Intuit QuickBooks



The National Lottery Community Fund

Our money

Income and Expenditure account for year ending 30 September 2025

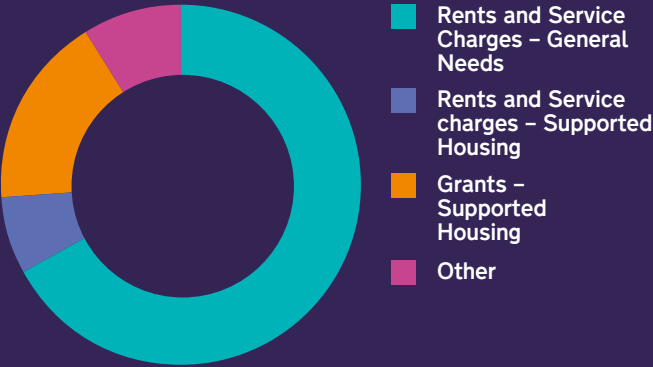
All figures in £000s	2023	2024	2025
Turnover	9,049	9,571	10,270
Operating costs	-10,464	-12,056	-11,308
	-1,415	-2,485	-1,038
Interest receivable	124	82	39
Interest payable	-1,238	-1,275	-1,308
Surplus/Deficit on ordinary activities	-2,529	-3,678	-2,307

Balance sheet at 30 September 2025

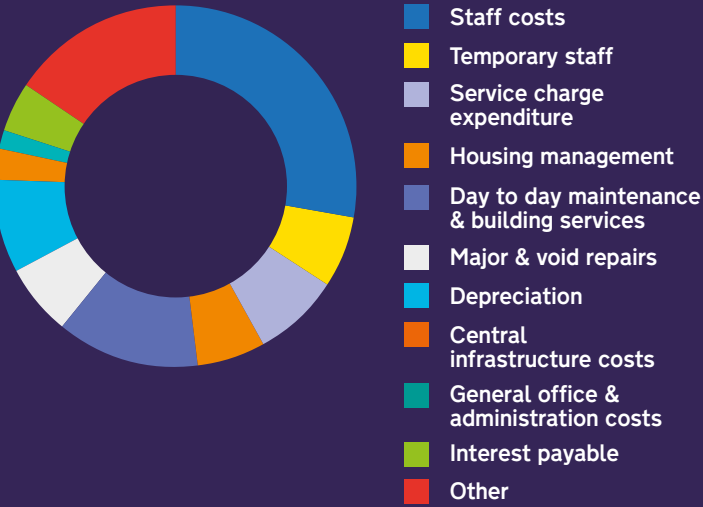
All figures in £000s	2023	2024	2025
Fixed assets	87,324	87,600	87,484
Grants	-	-	-
Depreciation	-16,339	-17,001	-17,744
Investment properties	1,250	1,250	1,250
Investments	5	5	5
	72,240	71,854	70,996
Current assets	5,398	2,983	5,714
Current liabilities	-2,956	-3,160	-3,698
	2,442	-177	2,016
Net assets	74,682	71,677	73,012
Long terms loans/Deferred grants	-66,533	-65,052	-68,226
Reserves	8,149	6,625	4,786
Reserves and long-term financing	74,682	71,677	73,012

Our money

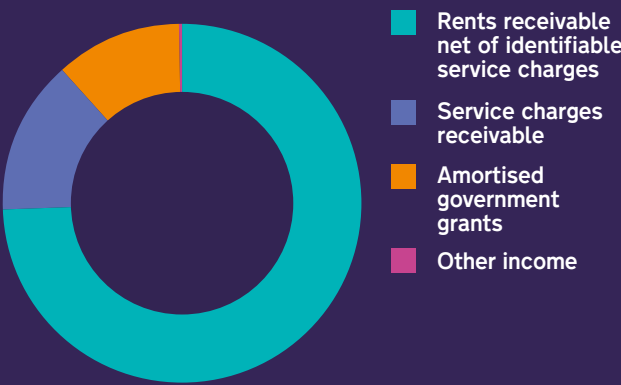
Total Income



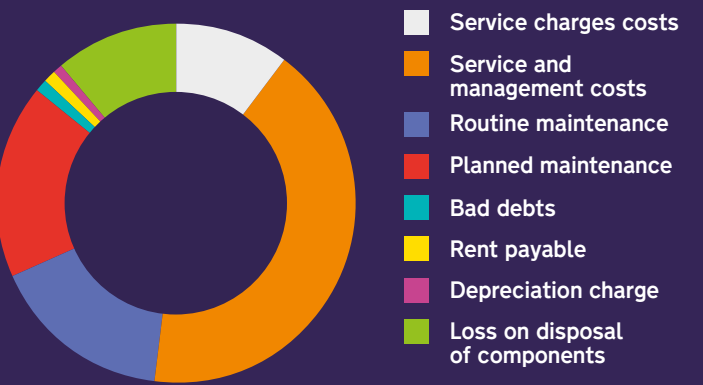
Total Expenditure



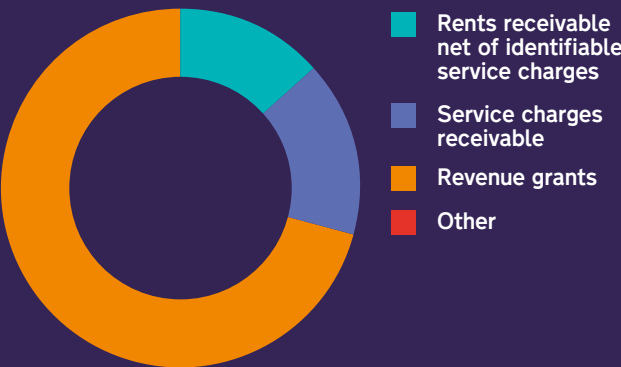
General needs Income



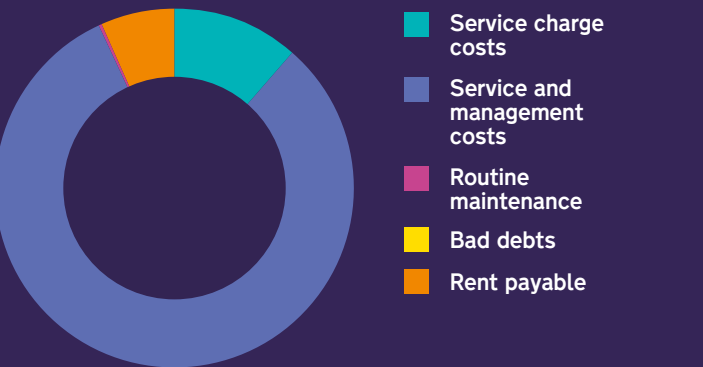
General needs Expenditure



Supported housing Income



Supported housing Expenditure



Our people

TRUSTEES

Chair

Susan Kane

Vice Chair

Carlie Harper-Penman

Chair of Audit & Risk Committee

Simon Basey

Chair of People & Customer Committee

Caroline Davies

Yvonne Akinmodun

Elaine Marshall

Victoria Dingle

Helana Evans

Somayya Yaqub

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

SUPPORT HOUSING FOR WOMEN – MAKE A DIFFERENCE

Empower and transform women lives by donating, fundraising, or volunteering with us. Your support helps women facing domestic abuse, and other challenges to regain independence and dignity. Every contribution no matter how big or small, creates lasting change.

To find out more about how you can support us, visit www.hfw.org.uk



Head Office and Registered Office

Housing for Women
Sixth Floor
Blue Star House
234-244 Stockwell Road
London
SW9 9SP

www.hfw.org.uk

Housing4Women



housing-for-women



Company Registration No. 420651

Homes and Communities Agency
Registration No. L0970

Registered Charity No.211351

Tel. 020 7501 6120

Email. info@h4w.co.uk