



STAYING PUT
Domestic & Sexual Abuse Support Services

2024/25

Annual Impact Report

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Executive summary

Our CEO, Yasmin Khan, our Chair of Trustees, Paula Gardner and Trustee Ruth Houghton look back over the past year.

This report covers Staying Put and its subsidiary, Solace Housing Association. We are pleased to present the Trustees' Report for the year ending 31st March 2025.

Staying Put delivers innovative, trauma-informed services to people, predominantly women and children, affected by domestic abuse and sexual violence. Over the past year, we've remained committed to being responsive, collaborative and survivor-led. We've reviewed our operations, strengthened our strategy, and continued building for the future.

Violence against women and girls (VAWG) remains a widespread human rights issue. National data shows 2 million women face male violence annually, representing 20% of police-recorded crime. One woman is killed by a man every three days in the UK. The government and West Yorkshire leaders have pledged to make streets safer and halve VAWG within the decade. At Staying Put, we believe tackling VAWG requires a collective, society-wide response, including working with male allies.

We know survivors heal best when supported to remain safely in their homes. Our approach, reflected in our name, is built around enabling that, through wraparound support rooted in a feminist, intersectional ethos. We put survivors' voices at the centre, ensuring services

are effective, consistent, and rights-informed.

Safeguarding is central to our values. Our board and leadership take this responsibility seriously, recognising the long-term impact of abuse on individuals and communities. Between April 2024 and March 2025, our inclusive services remained open to all affected by violence and abuse. Despite external pressures, we continued to Listen, Believe and Act.

We've strengthened collaborations with partners including Survive and Thrive, Hope and Light, West Yorkshire Pathfinder, Bradford Council, Bradford ICB, and others. Our joint focus on prevention, early intervention and reducing duplication aims to tackle all forms of VAWG regionally.

We have made strong progress on our 2024–25 strategic priorities and are on track with our five-year plan, centred on sustainability and growth. A strategic refresh is planned for 2025–26.

As we face economic uncertainty and rising demand, our work remains more vital than ever. We begin the year from a stable financial base. Our deepest thanks go to our dedicated staff and volunteers, our expert board, and our funders and partners for their unwavering support.

Though challenges remain, we move forward from a solid foundation, guided by survivor voices, strong partnerships and a proven track record of delivering impact.

Intro

About us

Staying Put is a multi-award-winning domestic abuse and sexual violence charity working with survivors across the Bradford District.

Over the past 24 years, we have grown from a small team to over 75 strong dedicated, professional and compassionate staff. We are proud to be one of the largest and most established domestic abuse and sexual violence charities in the region.

This growth has been tough but through brilliant leadership from our trustees and a highly skilled workforce, we have been able to achieve this in a consistent and sustainable way. We have gone from helping around 100 survivors a year, to touching the lives of over 18,000 people in the year ending March 2025.

From 2025/26 our new West Yorkshire Pathfinder Partnership will be delivering across West Yorkshire.

- We listen
- We believe and
- We act

Our ethos

At Staying Put, we proudly adopt a feminist approach to our work. We acknowledge that women and girls face discrimination due to their gender, and we reject the ideology that women are worth less than men.

Our leadership is, and will always be, predominantly women-led. Our work is structured to empower women who have faced abuse and violence, mainly at the hands of men, to help them thrive, and achieve their full potential.

Domestic abuse and sexual violence can affect any gender, but it disproportionately affects women and girls. Domestic abuse is a gendered crime.

Feminism helps everyone. A more equal society, with a balance of power, will ensure that everyone's needs are addressed, and everyone can live a life free from oppression.

We practice intersectional feminism. Intersectionality is the concept that all oppression is linked. We recognise how other forms of oppression due to class, race, ethnicity, sexual orientation, gender identity, and disability, can overlap with and exacerbate gender discrimination.

Everyone has their own individual experiences of discrimination and oppression, and we understand that the most marginalised voices are the ones who are often silenced.

Looking back- review of the year

Our year in figures- OFD



18,595

Total enquiries
through our One
Front Door



STAYING PUT
Domestic & Sexual Abuse Support Services

6,913

Referrals to
our service



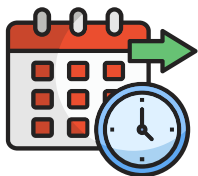
99%

Positive
feedback from
clients



462

Webchat
enquires



1,173

Clients receiving short
term work



62%

DA car engagement rate

Please note that this
audience has complex
needs and is usually
reluctant to engage with
services.



806

Total number of DA
Car referrals

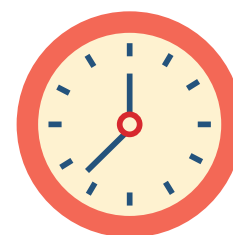
Looking back- review of the year

Our year in figures- Community team



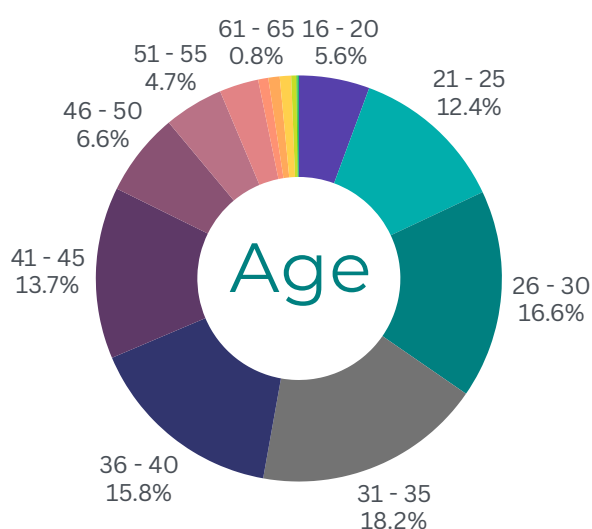
3,202

Individual referrals into
Community Services
Teams

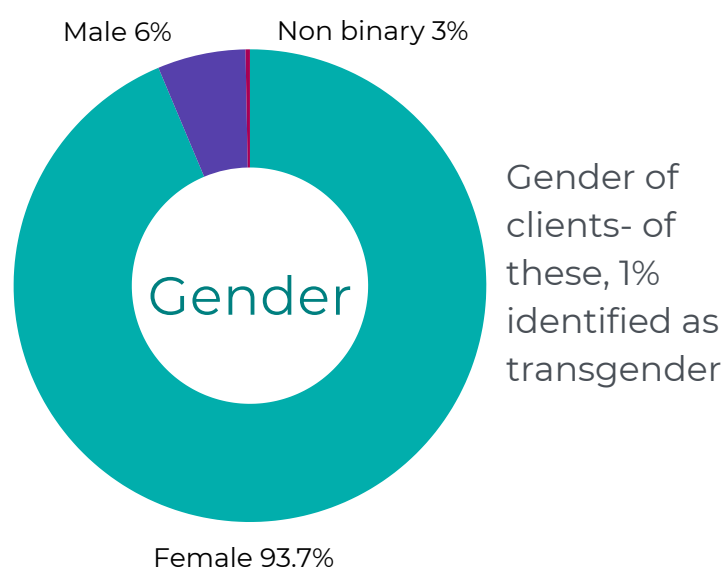


6,721

Total IDVA/ISVA support hours.



Age of clients



Gender of
clients- of
these, 1%
identified as
transgender



2,019

Clients receiving IDVA/ISVA
support



1,183

Onward referrals, signposting,
advice, and guidance provided to
both survivors and professionals

Looking back- review of the year

Our year in figures- Accommodation



386

Total referrals to the accommodation service



141

Adults and children supported across accommodation services



91%

Of clients were better able to manage their mental health



94%

Average occupancy



94%

said coming to the service had made a positive difference to their lives



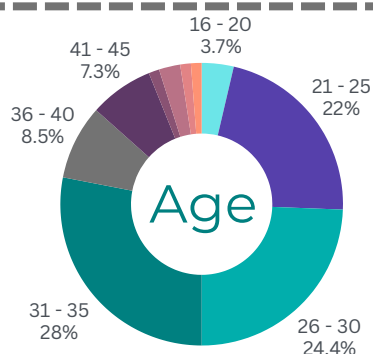
68

Number of adults that moved on from the service. Of these:

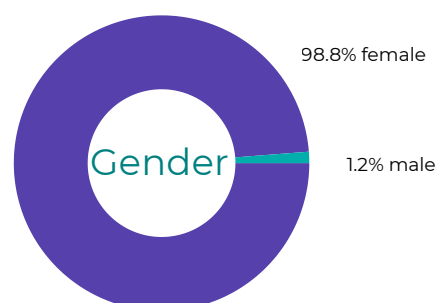


12

moved on from refuge into our dispersed as a step towards independent living



Age of residents



Gender of residents

Our impact

Children and young people



Our specialist team helped

64

children and young people to feel safe, welcome and secure whilst in our accommodation service.



84%

Of children had increased involvement in hobbies or leisure activities after leaving accommodation



45

Children and young people safely relocated into more permanent housing



142

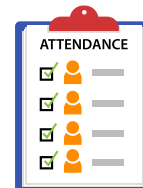
Young people attended healthy relationship workshops and/or drop-in sessions for 1-1 support at the following schools:

- Motive8 College
- Keighley College & Shipley College
- Bradford Grammar
- Bradford College
- Bradford University
- Delta Hanson



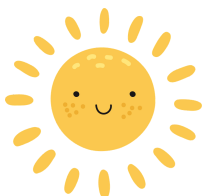
77%

Of children had increased confidence after living in our accommodation



54%

Of children had improved attendance at school after using our accommodation services.



This year we've had sensory spaces and outdoor wellbeing spaces installed across our refuges which provide safe spaces for children and young people to use.



Families in our accommodation services have also had trips to Flamingo Land and Web Adventure Park, as well as theatre and museum trips, which many of the families would never have had the opportunity to access.

Our partnerships



Survive and Thrive is a partnership of three charities, Staying Put, Family Action and WomenCentre, to provide a fully inclusive holistic domestic abuse service adopting a think family approach.



Solace Housing Association's purpose is to provide safe accommodation for people moving on from domestic abuse, to enable them to lead independent lives.



Hope and Light provides mental health support to the Black African, Black Caribbean, Central and Eastern European, and South Asian communities recognising the diversity within and beyond these groups through a range of culturally responsive services.



The West Yorkshire Pathfinder IDVA Service aims to improve the court experience and outcomes for children and families involved in private law proceedings.

These partnerships enable us to put the voice of survivors at the heart of what we do. Our trauma informed care aims to avoid re-traumatising the person experiencing domestic abuse and sexual violence by prioritising safety, trust, collaboration and empowerment. It means understanding cultural factors when helping people and creating an environment where people are supportive and understanding of this.

Survive and Thrive

Together we provide:



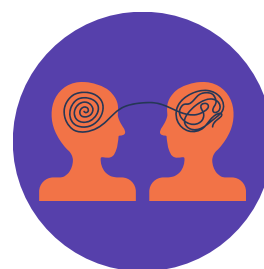
A single point of contact through our One Front Door helpline



Outreach support



Temporary, safe supported accommodation



Group work and counselling



Practical support to stay safe at home and target hardening



Work with families to strengthen their relationships



Work with children to reduce symptoms of trauma



Work with service users and professionals to help them understand the impact of domestic abuse



Our impact

One Front Door

One Front Door Helpline

Our One Front Door (OFD) helpline is a free, confidential gateway to domestic abuse support across Bradford. Available by phone and live web chat, it connects callers to the right services—quickly and safely.

We offer:

- A freephone helpline for anyone in need
- Live chat for discreet, instant support
- Fast referrals to specialist services, both internal and external

Access to IDVA/ISVA teams, counselling, legal advice, children's services, home safety upgrades, and more

Over the past year, our team provided life-changing support to over 63% of callers, guiding them from crisis to safety.

DRAM & MARAC

Our expert Independent Domestic Abuse Advocates (IDVAs) take part in Daily Risk Assessment Meetings (DRAM) with police and social care teams to identify and support high-risk victims.

We also attend MARAC meetings to represent survivors and help shape multi-agency safety plans, always ensuring the survivor's voice is heard.

Based at the DASV Hub, our team promotes early intervention and tailored, whole-family support—especially for those underserved by traditional services.

DA Car

In partnership with police, our Domestic Abuse Car operates 7 days a week, reaching the most at-risk and hard-to-reach survivors.

Last year:

800+ face-to-face visits were made

Engagement rates reached an impressive 62%

This mobile response has become a vital tool for connecting with survivors in real time and addressing complex needs on the ground.



Our impact

Community

Community Outreach Team

Supported clients across diverse communities with complex needs, including MARAC referrals—bridging gaps and bringing vital services closer to those most in need.

Community IDVA Team

Delivered high-impact, trauma-informed support to high-risk survivors across Bradford. Through safety planning, advocacy, and legal guidance, the team enhanced cross-agency work and deepened links with Housing Options and MARAC. They also led training and awareness sessions to strengthen local safeguarding.

Early Intervention & Prevention Team (EIP)

A standout year of growth and innovation. From peer support and survivor-led self-defence to “Power of Change” programmes and healthy relationships workshops in schools and colleges, the EIP team empowered individuals district-wide. Launched a dedicated LGBT+ peer group and trained professionals for better early response.

ISVA Team

Despite legal system delays, the team provided expert support to survivors of sexual violence. Trusted advocates throughout complex cases, they influenced practice through forums and panels, pushing for system change while meeting growing demand.

GP IDVA Team

Embedded domestic abuse support into four GP surgeries, offering confidential, trauma-informed care. Trained staff to recognise and respond to abuse early—bringing help closer to home.

HIDVA Team (Hospital IDVAs)

Supported patients across maternity, older adult, and NHS staff groups. Embedded domestic abuse response into daily hospital routines, led impactful training, and responded swiftly to safeguarding concerns—despite funding challenges.

Accommodation

We deliver tailored, trauma-informed support to residents, focused on safety, wellbeing, and independence. By co-creating risk management, safety plans, and support packages, we safeguard families while promoting empowerment.

Using a Whole Family approach, we ensure children and young people are supported and heard. Our work aligns with Staying Put’s mission—providing high-quality support to those at highest risk.

We’ve maintained strong occupancy rates across our 4 refuges and 11 dispersed properties. This year, we enhanced our spaces with refurbished facilities, sensory play areas, and wellbeing gardens, making them more welcoming and therapeutic.

Support includes:

- 1:1 and group sessions for adults and children
- Specialist IDVA, mental health, recovery, and children’s services
- Help with immigration, language support, disabilities, substance misuse, and more

We saw more clients secure immigration status, boost income, and move into sustained independent tenancies.

Our work was recognised with the highest grade from the Supported Housing Improvement Programme (SHIP)—a testament to our commitment to quality, safety, and impact.

We’re proud of our progress and look forward to raising standards even higher in the year ahead through collaboration and continued innovation.



Victoria

Multiple incidents of physical, emotional and psychological abuse as well as being submitted to stalking and controlling and coercive behaviour.

Fully assessed

Victoria was fully assessed by a Domestic Abuse Support Worker on the Helpline Team, advised of the support available and encouraged to report incidents to the Police which she did the following day.

We also spoke to Children Social Care on the same day to share our concerns.



DA Car visit

We made multiple attempts to contact Victoria, kept the referrer and Social Care updated and sent a Domestic Abuse Car to meet her at a save address.

During the DA Car visit, it was established that Victoria could no longer stay at her friend's address, therefore referral was made to our Supported Accommodation Team and they were able to offer Victoria a space at one of our refuges.



Solicitor appointment

She was also able to follow up on the solicitor appointment that was made for her during the assessment and discuss appropriate injunction orders to protect both herself and her child.

With the help of the professionals, Victoria was able to gain access to her child who came to join her in safe accommodation, only a few days after the initial disclosure was made to us.



“How can we help?”

Victoria fled to Bradford from another city and we were told that there were serious concerns of immediate risk to a young child. She wasn't allowed to take her child with her and the perpetrator was blocking all access.



Information sharing

We were able to liaise with the referrer, who made sure that appropriate information was shared with the local children social care services, and we spoke to Victoria on the same day. She was scared to report the abuse to police in case the situation escalated.



Move to refuge

Victoria and her daughter were able to move into our secure refuge space within a few days of the referral being made.



Practical and financial help

Victoria and her daughter had a tailor made support package including practical and emotional support- help with staying safe and reducing risk of further harm, accessing health, education, benefits, support with court and meetings with solicitor and Social Services. They were also supported by the Mental Health Advocate with their wellbeing and the Children's service supported them to establish a strong parent-child relationship.

Victoria decided to report to the Police, her abuser was arrested and placed on bail.



Today

They are both doing really well, have since moved from refuge into our dispersed accommodation that allows them to live more independently, both receiving continued care from the allocated workers. They are awaiting a court date when Victoria will be able to testify against her abuser.

*Name and some specifics about the case have been changed to protect this family's identity.

Ensuring quality

Quality, safeguarding and governance

Following the successful re-accreditation of the Women's Aid Federation England National Quality Standards Award in October 2023, we remain committed to delivering high-quality, trauma-informed, and responsive services to adults and children across Bradford District.

Our Quality Assurance Group continuously monitors and reviews service delivery to ensure resilience, consistency, and adaptability in a challenging sector. Audits and feedback mechanisms help us identify risks and make timely improvements, ensuring fair access across all services.

Over the past year, we've focused on deepening our trauma-informed approach. All staff are now trained to at least Level 1, with managers completing specialist leadership training. We strive to recruit a workforce that reflects the communities we serve, ensuring our services are inclusive and culturally sensitive. A trauma-informed lens is now applied to all policies. Additionally, a co-produced language guide—developed with input from service users and staff—supports sensitive, inclusive communication.

Equity, Diversity, and Inclusion remain central. Recent progress includes launching an LGBT+ peer support group, recruiting specialist mental health and youth advocates, and training an IDVA to support LGBT+ individuals. In the coming

year, we aim to appoint champions to raise awareness of neurodiversity and disability in the workplace.

Our newly appointed Safeguarding Lead is embedding a strong safeguarding culture across the Staying Put Group. All staff, volunteers, and trustees receive training aligned to their roles to ensure safe, responsive services.

We continue to support the Domestic Homicide Review (DHR) process as active panel members and are involved in the Domestic Abuse Multi Agency Protection Order (DAMAPO) workstream. We also contribute to Safeguarding Adult Reviews and Serious Case Reviews as needed.

Governance remains strong and collaborative, with the Staying Put and Solace Housing Association Boards and Senior Leadership Team working to the Charity Governance Code. Joint Annual Board Development Days support shared learning and unified action planning.

As we move forward, we remain committed to celebrating success, learning from challenges, and working with commissioners, researchers, and stakeholders to trial, evaluate, and enhance our services.

Ensuring quality

COMPLIMENTS

"So understanding and compassionate listened to me and didn't judge me. Also reassured me when I was telling my story to them. Absolutely lovely women. Told me about all the services I can access and all the orders I need to protect me and my child. I finally felt heard for the first time and that was a really big thing for me."

"Excellent service! Very supportive, good communication, friendly staff on both the front door line and my ISVA support. I could not have got this far without her unwavering support and advice!"

"Really friendly call operator, great sensitive and patience explaining all our options and the proceedings"

"Listened - let me speak, even when it was difficult for me to speak about my circumstance"

"The advisor was very considerate, empathetic and understanding. She was patient and willing to help, informative and supportive."

"Very kind and caring, validated my feelings, gave me lots of options and signposted me to other relevant services. All my needs were met"

Communications

Social Media

This year the social team have been focussing on more 'helpful' content and content featuring our staff and colleagues. This content has received higher engagement levels.

Next year we will be exploring co production opportunities.



We reached

61,200

people between April
2024 - March 2025

We had

8,509

profile visits

and

2,724

interactions



We reached

15,089

people between April
2024 - March 2025

We had

929

profile visits

and

298

interactions



We had

961

page views between
April 2024 and March 25

We had

379

post reactions

We had

7%

engagement rate

This year we have been looking at how best to represent our partnerships on the website and how to best bring our brand story to life. This work is still ongoing.

Between March 2024 and March 2025, we had

23K

users



We have reduced posting to our X channel due to the instability of the channel and audiences on the channel.



As of January 2025 we used the capacity from posting to X to begin posting to Bluesky.

Fundraising

Funds raised

Staying Put is now gradually transitioning to Digital Fundraising and Corporate Support, reducing the number of Trust and Foundation applications, but increasing the average amounts requested.

£855,130

Total in grants

£18,395

Total in donations

£1,258

Total in GiftAid

Priorities for 2025

Internal & Capacity Building

Staff salaries, training resources and 'Core' Funding.

Services for Service Users

Funding to continually deliver existing and new EIP Projects; money for the provision of Target Hardening measures, (house alarms, house repairs, ring-doorbells, personal alarms); money to assist service users with a range of personal needs, plus an ongoing

pot of money for annual 'celebration days' at the refuges (E.G. Christmas parties/Christmas dinner, barbecue days/days out in the summer).

Comm's and IT

Money for laptops, desk tops, mobile phones and a new telephone system for OFD.

Solace

Money to help secure additional properties, and/or, pay for refurbishment, repairs and upgrades to those properties we purchase

Refuges

Money to complete the refurbishment and an ongoing 'pot' of money in reserve to replace items damaged, lost or broken, and to cover the costs associated with redecoration

London Marathon

We have two guaranteed places in the next four London Marathons, commencing in 2026.

2025 Marathon stats:

56,640 runners ran, of those, the 15,000 charity runners raised a total of £75 million for charities. The official charity partner, Enthuse, saw over £30 million raised on their platform alone.

A world record total of 840,000 people applied for places, which means that 783,360 people didn't get a place and these are the people that will apply to the Charities that have charity places available.

Campaigns

Autumn Ball

£4,074 raised

This year we held an Autumn Ball to raise money for Staying Put. The event included guest speeches from Alison Lowe and Lisa Bell, as well as a performance from SoundProofBox.

We had support from corporate sponsors Makin Dixon, Willisicroft, Iceotope and Atkinson Firth. We also invited our clients and wider community to attend.

The event raised our profile and provided much needed funds.



Brew With Your Bestie

£2,754 raised

This was our first digitally focused campaign and we aim to grow this year on year.

To raise money, we asked our corporate partners to hold a coffee morning on International Women's Day with all the proceeds coming to us. As well as this, we asked the public to have a brew with their besties and donate the cost of the brew to us.

Finally, The Bothy and Skylight Lounge coffee shops in Bradford supported the campaign by posting to their social channels and putting up posters.

Thank you to staff for supporting this campaign, as well as InCommunities, Makin Dixon, Willisicroft and Apex Solicitors for hosting coffee mornings for us.



Scan to donate!

Our people

Looking after our people

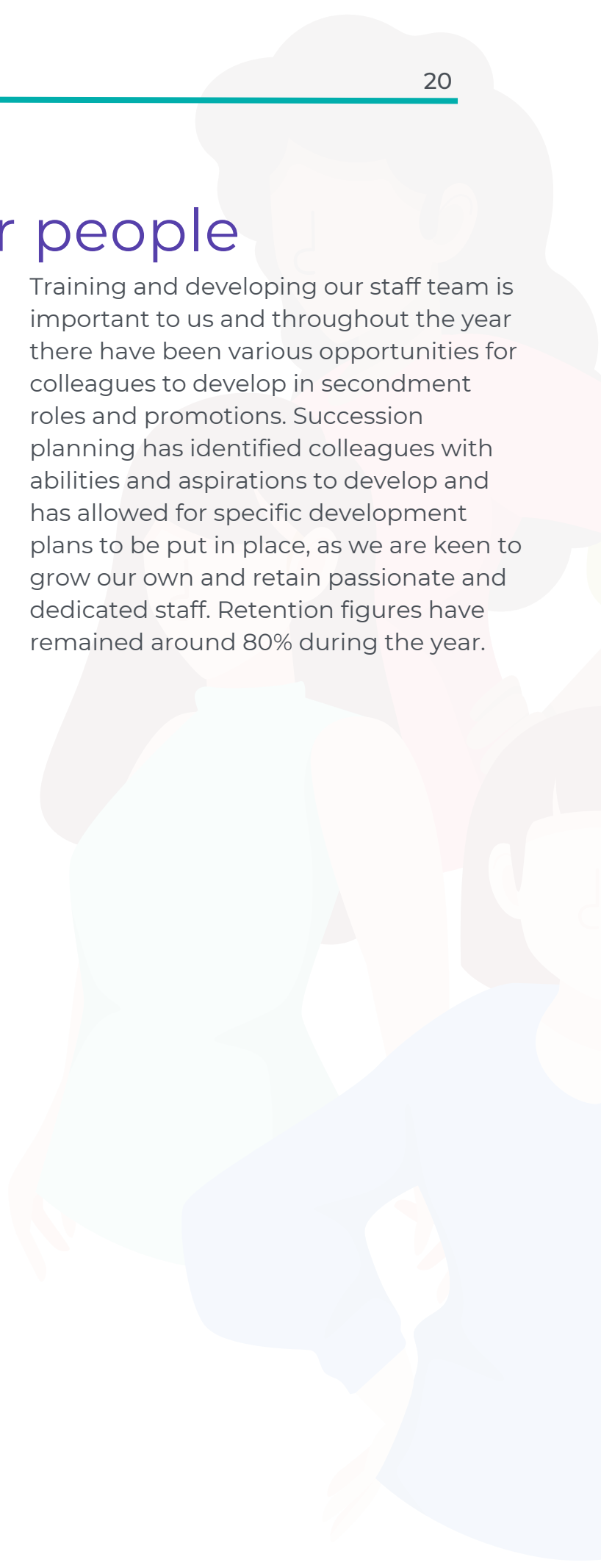
We continue to strive to make Staying Put a great place to work and this year the employee survey has shown positive results again, with almost 80% of respondents feeling valued and over 80% feeling supported by their line manager, one of the key working relationships. 94% of people have been supported in their professional development.

During the year we have had the Simply Health healthcare plan in place which has been promoted at regular intervals. The usage figures showing it is used and valued amongst staff, helping them to manage their physical health. In terms of mental wellbeing support, we continue to provide and actively promote both Employee Assistance Programmes we offer to the team. We also encourage the use of our external clinical supervision providers for front-line colleagues.

The Employee Forum, introduced in the previous year, halted in October 2024 and has since been disbanded following consultation with staff. To replace this the Senior Leadership will meet with staff quarterly at team meetings and over Teams, to ensure staff gain insight to our progress against our strategy and future developments, as well as them being able to ask direct questions.

As with previous years, the Board showed their appreciation to the staff team by gifting £50 shopping vouchers at Christmas.

Training and developing our staff team is important to us and throughout the year there have been various opportunities for colleagues to develop in secondment roles and promotions. Succession planning has identified colleagues with abilities and aspirations to develop and has allowed for specific development plans to be put in place, as we are keen to grow our own and retain passionate and dedicated staff. Retention figures have remained around 80% during the year.



Our people

Looking after our people

Employee Survey results

94%

Feel supported in their professional development

83%

Feel supported by their line manager

83%

Feel they receive praise and recognition

83%

Feel a sense of psychological wellbeing at Staying Put

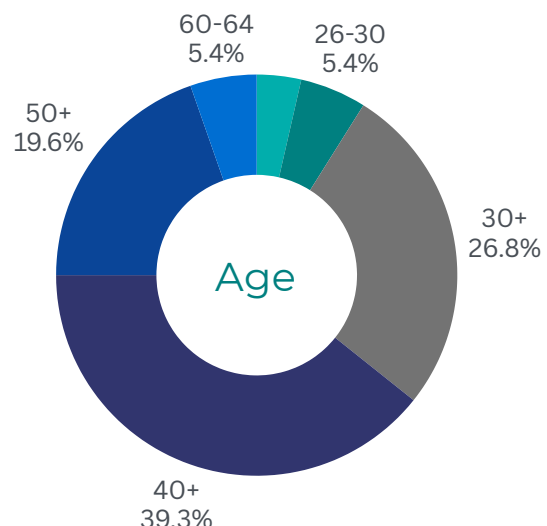
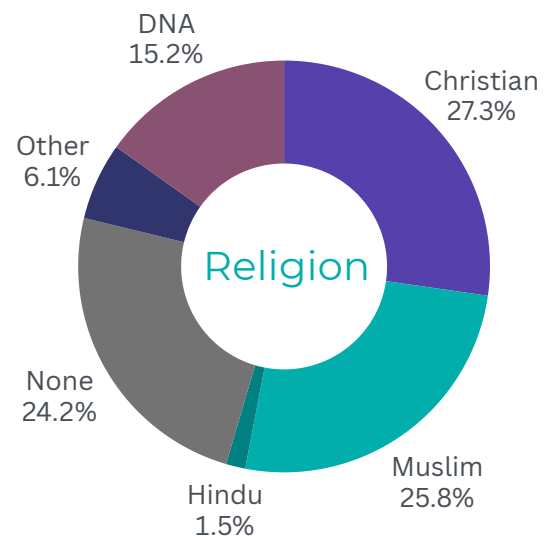
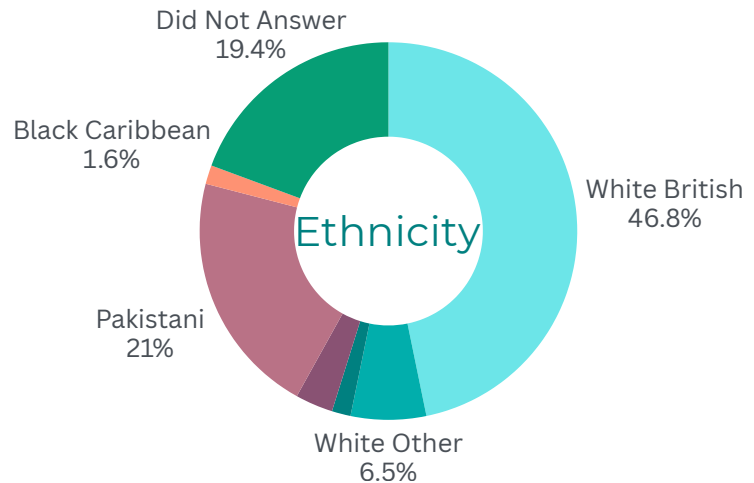
79%

Feel valued as an employee

75%

Feel we care about their wellbeing

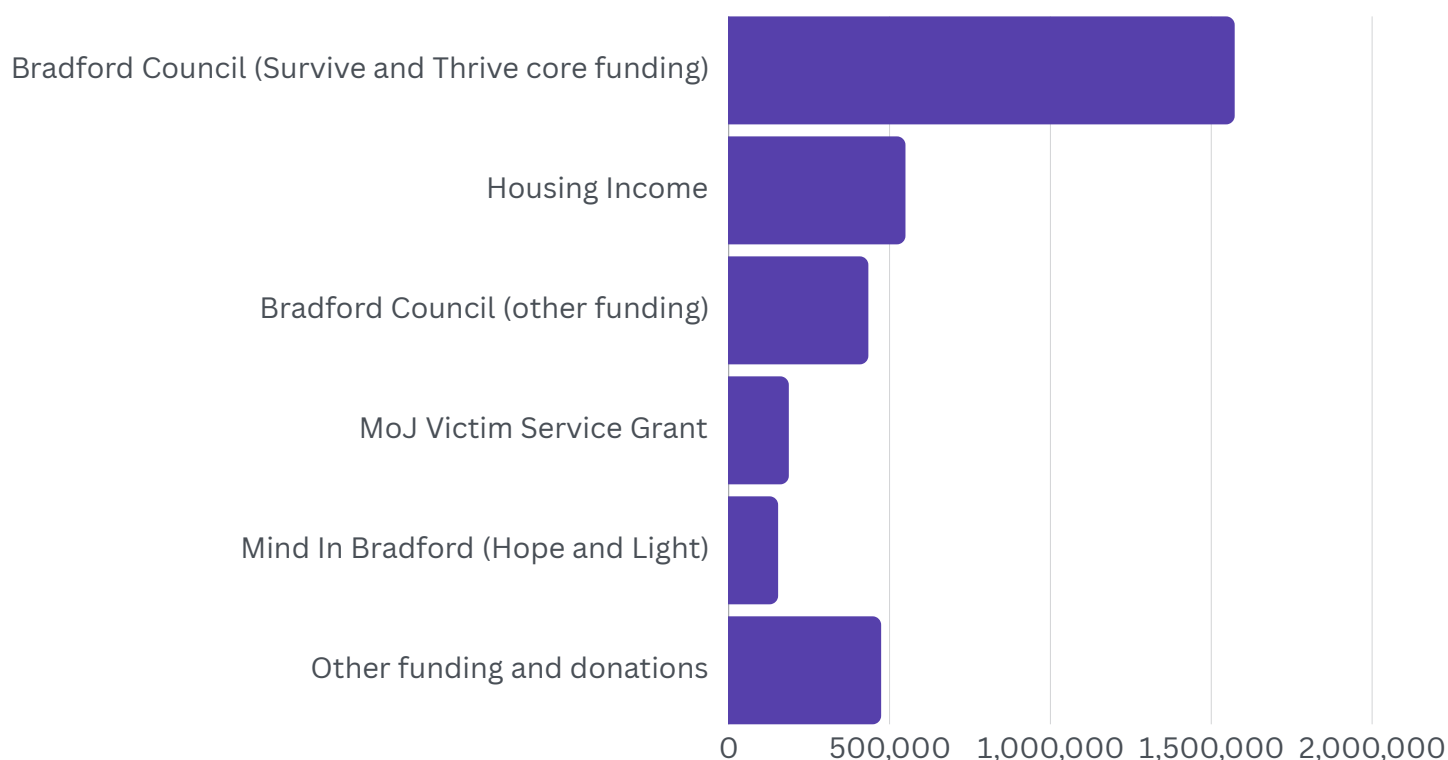
Demographics



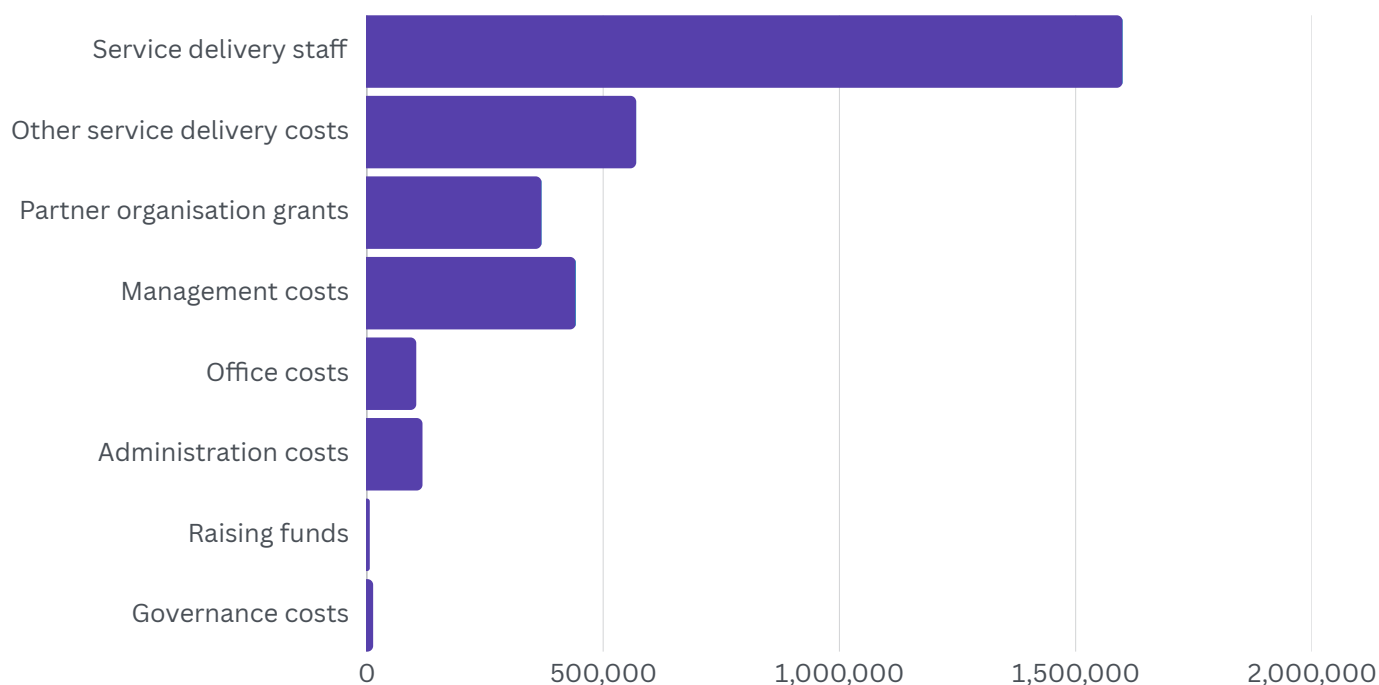
Finances

The incoming and outgoing figures are for the Staying Put Group, including Solace Housing Association.

Total incoming £3,370,839



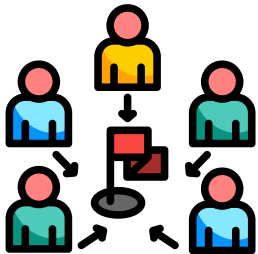
Total outgoing £3,221,907



Priorities for 2025-2026



Focus on Early Intervention and Preventive work along with supporting the Government's vision to halve Violence Against Women and Girls by 2035



Mobilise the Survive and Thrive contract and West Yorkshire Pathfinder IDVA Service followed by a period of consolidation



Strengthen sustainability through growing our pool of financial supporters and corporate donors



Maintain strong partnerships, locally, regionally and nationally



Achieve full registration for Solace Housing Association with the Social Housing Regulator and start to build housing stock

Our people

Senior leadership team

Yasmin Khan

Chief Executive Officer

Anita Pluckwell

Head of Operations & Client Care

Adrian Byrne

Head of Finance & Corporate Services

Staying Put Board of Trustees

Paula Gardner

Chair/Trustee

Mehreen Nadeem

Deputy Chair/Trustee and member of Governance, People and Services

Helen Hirst

Chair of GPS/Trustee (resigned 24th May 2024)

Rukayat Busari-Akinoshun

Trustee- appointed 30th August 2024

Ruth Houghton

Trustee

Katy Mullin

Trustee- (resigned 16th October 2024)

Jamil Ismail

Trustee

Malcolm Hardy

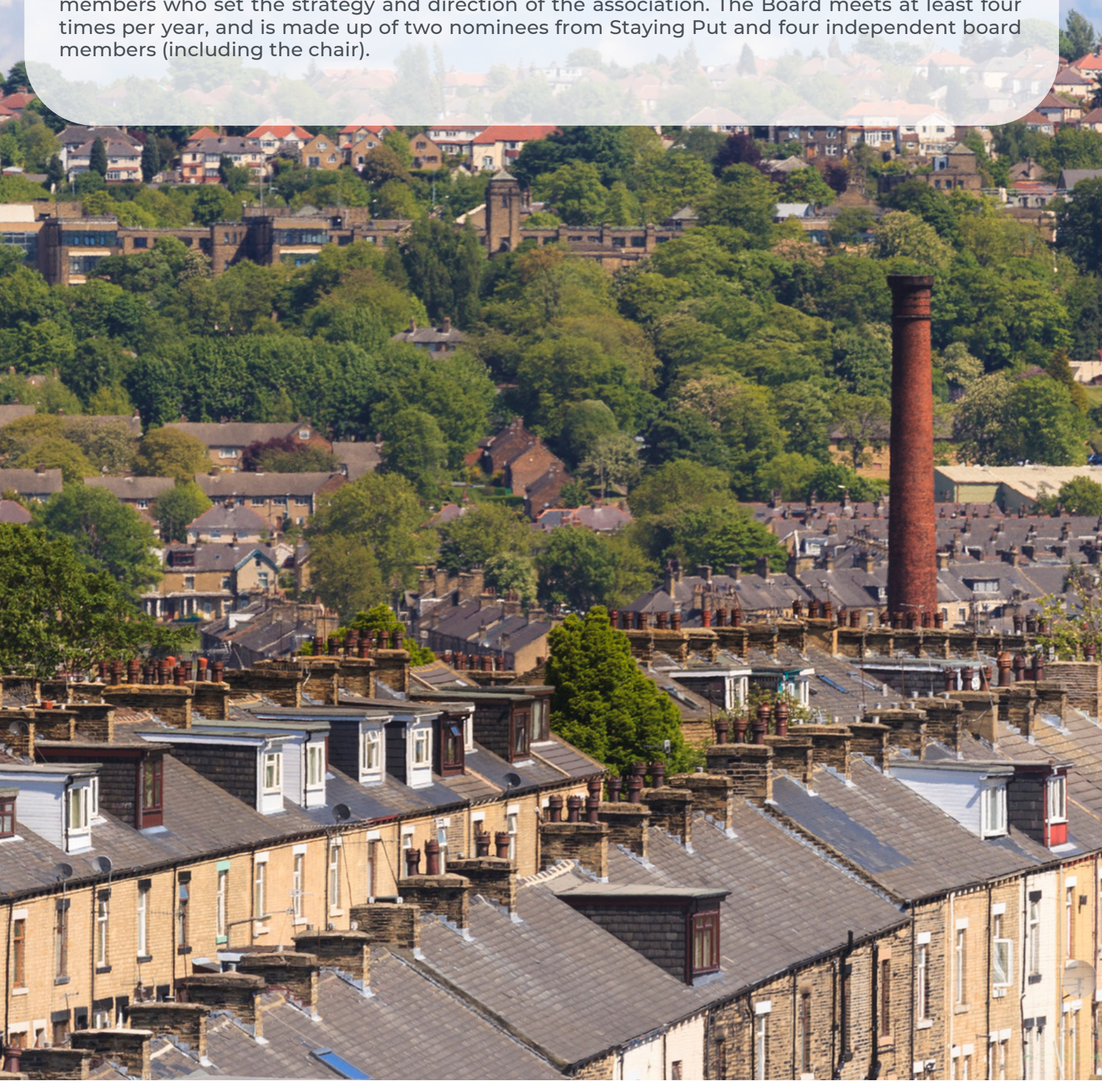
Deputy Chair of Fundraising Audit and Finance/Trustee

Adrian Gaughan

Trustee and member of Fundraising Audit and Finance

Solace Housing Association

In August 2021, we launched Solace Housing Association, registered as a Community Benefit Society, which is seeking registration with the Social Housing Regulator as a registered provider of social housing. It was formed to take over and manage Staying Put's property portfolio. Solace Housing Association is governed by a board of six non-executive board members who set the strategy and direction of the association. The Board meets at least four times per year, and is made up of two nominees from Staying Put and four independent board members (including the chair).



Solace Board Members

Hugo Stephens

Chair and Independent
board member

Sally Watts

Deputy Chair

Dr. Amanze Ejiogu

Independent board member

Mohammed Shabir

Independent board member

Paula Gardener

Staying Put Nominee

Malcolm Hardy

Staying Put nominee



Staying Put is a domestic abuse and sexual violence charity working across the Bradford district. We support women, men and children who are survivors of domestic abuse and sexual violence.

Staying Put



<https://stayingput.org.uk/>



0808 2800 999



referrals@stayingput.org.uk



@stayingputuk/



@StayingPutUK



/stayingputUK



/stayingputuk