



Haven

Domestic Abuse Service

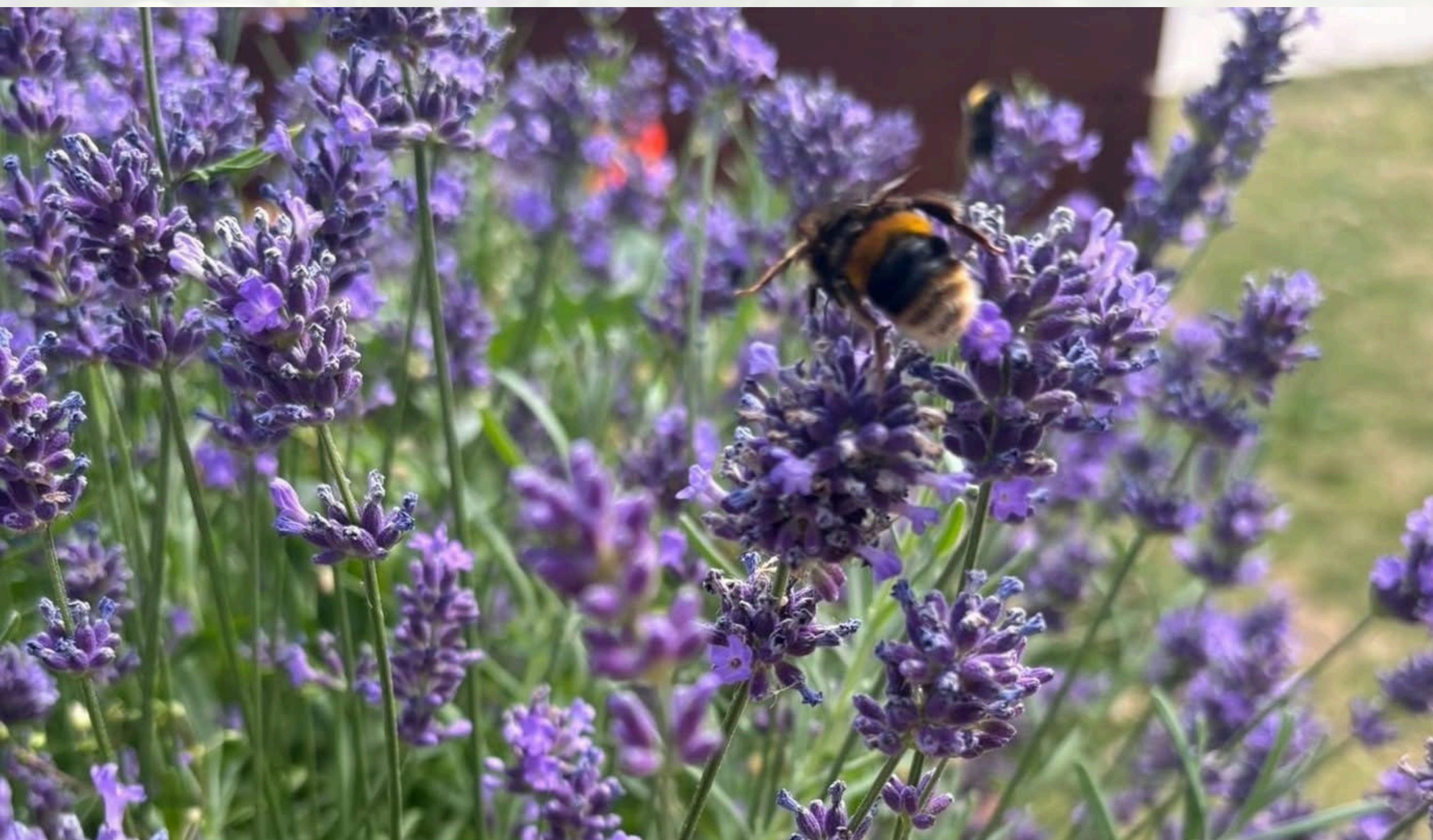
Charity no. 519445

ANNUAL REPORT 2024/2025

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On



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CONTENTS

- Our Vision, Mission & Values
- Board of Trustees and Chair's Report
- CEO's Report
- Who Are We?
- Facts & Figures
- Our Services
- Our Accommodation
- Our Year In Photos
- Moments To Be Proud Of 2024/2025
- Our Team
- Feedback
- Case Studies
- Thank you!
- How can you help?

Our amazing playroom - decorating donated by 'The Painting Lady'



Our Vision, Mission & Values

VISION:

A society in which victims are safe from actual or threatened domestic abuse and all forms of violence against individuals.

MISSION:

To prevent domestic abuse and violence against individuals and ensure high-quality services are available for survivors that are bespoke and needs-led.

The values and principles that guide our work are very important to us and are founded on:

TEAMWORK:

As a passionate and innovative team we look to recruit individuals who are empowered, motivated and experienced. Together we want to support our team to achieve excellence.

EMPOWERMENT:

Create an environment where survivors can be empowered to flourish and continue to work towards reaching their potential.

COLLABORATION:

We are committed to working together with survivors, our membership and with external partners, sharing knowledge and expertise to maximise every opportunity.

ENABLING:

Keep survivors’ voices at the centre of our work and holding ourselves individually and collectively accountable for our actions and act accordingly.

SAFE:

Adhere to all Safeguarding Legislation.

EQUALITY:

All victims and children of domestic abuse and violence to feel safe, valued and supported by our non-discriminatory and non-judgemental ethos.

QUALITY:

Haven Domestic Abuse Service to maintain excellence through the delivery of outstanding services that meet the needs of victims in South Lincolnshire.

PERSPECTIVE:

Domestic abuse is the exercise of control by one person, over another, within an intimate or close family relationship; the abuse can be sexual, physical, financial, emotional or psychological.

It is usually a pattern of behaviour, and happens regardless of sex, age, carer responsibility, class, disability, gender identity, immigration status, ethnicity, geography or religion.

Art work created by children in the refuge



Feedback from a family who stayed with us at Haven House:

My experience with at the refuge has been absolutely amazing and nothing what I expected as my first experience was a living hell which I think a small part of it drove me back to the abuser but this time I can say hand on heart I was given a safe space to heal without any outer stress which allowed me to break from karmic cycles and rewarded me with a new beginning.

Staff went above and beyond to support me and my son and even he started to relax straight away which was lovely to see, staff taught us how to cook to a budget which I absolutely love learning new recipes, walks, gardening, crafting and trips which allowed me to forget the storm I had been living in. I will be forever grateful for Boston refuge for picking me up out of darkness and showing me the light.

This refuge has amazing staff working here such beautiful souls every single one of them, thank you so much for supporting me and my son we will be internally grateful”



Chair of Trustee's Report

Good afternoon, everyone.

I'd like to warmly welcome you all to our Annual General Meeting for 2024/2025.

It is both a privilege and an honour to be Chair of this amazing charity. Over the years, I have had the pleasure of witnessing the service evolve and grow in response to the changing and often complex needs of those we support. This has only strengthened my admiration for the dedication and passion of everyone involved.

Our incredible team and Board of Trustees continue to demonstrate an unwavering commitment to delivering high-quality support to individuals and families affected by domestic abuse. Each team member brings their own unique skills, knowledge and experience and together, they create a service that is truly life-changing. I cannot thank them enough for all that they do, every single day.

As always, the landscape we work within is ever-changing. The needs of our service users have grown in complexity, and while we continue to adapt, the challenge of securing sustainable funding remains a significant hurdle.

Sadly, we were unsuccessful in securing the LCC Refuge Contract in June this year. This was, of course, a huge disappointment. However, what has been truly inspiring is the team's response. Rather than allowing this setback to define us, they have continued to push forward with strength, resilience and determination to deliver a tremendous level of support. To each and every one of you—thank you. Your dedication is what keeps this service going.

Amidst the challenges, we also have much to celebrate.

Our recent rebranding has been incredibly successful and is now well embedded in the community. It has given our charity a renewed identity one that reflects our values, vision and the impact of our work. We are extremely proud of this achievement.

This year has also seen the development of exciting new collaborations with local services and educational settings. One particular highlight is our partnership with Boston College, where we worked together to create the Haven Domestic Abuse Service video. For those of you who haven't seen it yet, Chloe will be sharing it shortly.

We're also honoured to welcome two very special guest speakers today, who have both accessed our services and are bravely sharing their personal journeys with us. We are deeply grateful to you both. Your stories are powerful and we know they will leave a lasting impact on everyone in this room.

Before we move on, I would like to once again thank all of you for attending today and for your ongoing support of our charity. Your belief in our mission is what enables us to keep going.

I'll now hand over to our CEO, Sarah.

Thank you.

2024/2025

Board of Trustees

Chair/Treasurer:
William Herbert

Vice Chair:
Marie Chapman

Sophia Barnes
Karen Brown
Rev. Julie Doddrell
Lesley Hammond
Veronica Robinson
Lisa Walmsley
Judith Warnes

CEO's Report 2024/2025

I start my report with firstly saying a huge thank you to the team, without the dedication of the staff and trustees it would not be possible to deliver such amazing services to the people we support.

I am very proud of the commitment that staff give every day, they go above and beyond to ensure victims feel safe and listened to. This is not an easy career, but we have shown over the last year some huge successes and continue to enhance our service all the time.

This year we took on a huge challenge after lots of consultation and work with the team, service users, volunteers and Trustees to launch our new service name to Haven Domestic Abuse Service, thank you to all involved. This has been received extremely positively by partner agencies and clients and reflects the amazing work we are doing for all victims.

Over the last year the service has continued to offer safe accommodation to victims fleeing domestic abuse, the intense work with the residents and children really does help with their journey to recovery. The refuge team provide a safe place for them to make huge changes to their lives and grow together as a family free from the abuse. We see laughter and lots of tears, but the best part is when you see them move on into the next stage, a new home to build new memories, at this stage staff can offer move on support to make the transition as smooth and easy as possible, this time in the journey as happy as it is, can be just as stressful as when they first arrived with us. With huge thanks to our Team Leader, Charlotte, who oversees the daily running of our safe accommodation.

With the never ending work our Funding & Communications Officer Chloe puts in, and our successful Reaching Communities grant through the National Lottery, we are now able to offer Translation Hubs and widen our reach to offer face to face Rural Community Hubs across the South of Lincolnshire, we have some amazing venues where these drop ins are delivered and work collaboratively with other organisations to give a safe space for victims to come and seek advice and emotional support. Our hub workers come with a wealth of knowledge to get the very best outcomes for those seeking support.

Our Child Support workers not only give immense support to all the children in refuge, but they also deliver in schools & colleges to raise awareness of Healthy Relationships and Domestic Abuse this can then lead onto 1-1 work with children that witness the abuse. The work with all the children sees huge changes in their behaviour and making them feel supported and settled.

Early in 2025 we were very fortunate to receive funding from The Mark Benevolent fund to place a garden room within our refuge grounds, this means that we have a lovely space that can be used for counselling, 1-1's or just to give the adults a calm relaxing space to just enjoy some peace and quiet.

Our 'Sponsor a room' initiative has been hugely successful this year, we have been able to keep the rooms looking fresh and homely with the monies received, this all helps to replace bedding, furniture, flooring, curtains and all of the items that make the rooms feel welcoming. This is so important to ensure women and children get the best start possible in refuge.

As I say every year there is so much more that goes into a service such as ours, this just gives a brief overview of the last financial year. Thank you to all our supporters, funders and donors and everyone that has been involved in making a real difference.

Thank you,

Sarah



Who are we?

Supporting victims of domestic abuse and their families since 1987

Since 1987, Haven Domestic Abuse Service has been delivering specialist support to those affected by domestic abuse. Over the years our services have expanded significantly. While we continue to provide refuge to individuals from across the country, we also focus on reaching people living in the rural communities of South Lincolnshire.

We support men, women, and children who are currently living with, or have experienced domestic abuse.

Our team of skilled and compassionate practitioners is dedicated to making a meaningful difference in the lives of those we serve. We are committed to sharing our values and mission not only with the people who rely on our support but also with our partners and stakeholders. As a trusted voice within the community, we leverage our local knowledge and connections to help us achieve our goals.

This commitment to helping those in need is reflected in the growth of our charity since its inception. Our refuge accommodation has expanded from just four units to seventeen, and we offer a wide range of prevention and awareness programs across South Lincolnshire. These include school outreach, rural community hub support, move-on services, the Freedom Programme and the Hope 2 Recovery course.

The words of those we have helped...

“He was my first boyfriend, my first intimate partner and the father to our son. He told me what I could and could not wear, he had my bank card, he stopped me from seeing family and friends because he did not like them”

“My partner tells me every day that I am worthless and ugly, he tells me that I will never find anyone better than him. When he hurts me he bruises me in places that no one would see and then says he is sorry and will not do it again. This then then repeats a few days later”

“My wife would hack into my social media accounts, accuse me of cheating and tell my children that I was a ‘waste of space’. She would take my money and spend it on alcohol”

1 in 6 men and 1 in 4 women will experience domestic abuse within their lifetime..

In May 2022, we proudly opened Haven House — a purpose-built refuge providing a safe space for up to twelve families escaping domestic abuse. Alongside this, we continue to operate five dispersed properties throughout South Lincolnshire, while also running our preventative projects and community support services. Recognising that our original name no longer fully represented the breadth and evolving nature of our work, we undertook a consultation process with the help of an expert, our community and supporters.

Thanks to funding from Lloyds Bank Foundation, we were excited to unveil our new name, Haven Domestic Abuse Service, at our AGM in October 2024. Since October 2024, we have worked hard to embed our new name into the local community. We have received a great deal of positive feedback and are proud to say that our new identity is now well recognised. This fresh identity has also opened exciting new doors for collaborations and partnerships, helping us to strengthen our impact even further



Facts & Figures

In 2024/2025 we directly supported...

307 Adults

Through our...

Boston Hub: 60

Counselling: 35

Dispersed: 10

Freedom Programme: 43

Hope 2 Recovery: 15

Holbeach Rural Community Hub: 18

Long Sutton Hub: 2

Move On Accommodation: 10

Moving On Together: 7

Outreach: 1

Refuge Accommodation: 51

School Intervention Parent Referrals: 3

Resettlement - Moving On from Refuge: 16

Spalding Hub: 32

Sutton Bridge Hub: 4

122 Children

Through our...

Dispersed Accommodation: 10

Refuge Accommodation: 73

School Intervention 1-1: 31

Move On Accommodation: 8

"My experience with at the refuge has been absolutely amazing and nothing what I expected as my first experience was a living hell which I think a small part of it drove me back to the abuser but this time I can say hand on heart I was given a safe space to heal without any outer stress which allowed me to break from karmic cycles and rewarded me with a new beginning.

Staff went above and beyond to support me and my son and even he started to relax straight away which was lovely to see, staff taught us how to cook to a budget which I absolutely love learning new recipes, walks, gardening, crafting and trips which allowed me to forget the storm I had been living in. I will be forever grateful for the refuge for picking me up out of darkness and showing me the light.

This refuge has amazing staff working here such beautiful souls every single one of them, thank you so much for supporting me and my son we will be internally grateful ❤️



♡ To All the Incredible Staff at Haven House ♡
There're no words that can truly express how grateful I am for absolutely everything you've done for me, [redacted]. I still vividly remember the day we arrived, you welcomed us with warmth, kindness and lots of love! Thank you for always sparing time for us when we needed and every effort you made to help us rebuild our lives has meant the world to me.
From the bottom of my heart, thank you for being there when we needed you the most. I will always remember and appreciate every moment, everything you've done for us ♡♡♡ Love [redacted]

I just want to say thank you for all you guys have done, not just for my family but for every other too.
You guys are kind, patient, compassionate, and generous, and I could be more grateful.
I'm being honest leaving Dad was hard but I could understand why we had to leave

Art work created by attendees of our Freedom Programme



Our Services

Rural Community Hubs

Our Rural Community Hubs are a place where victims of domestic abuse, their family or friends who are concerned can seek support and advice. Hubs are held in Boston and across the very rural parts of South Lincolnshire, where our experienced domestic abuse workers meet and support local victims.

In this informal, confidential setting, people can discuss their experiences and concerns with a professional who understands and can help victims to safety plan and if they are ready, end the abuse they and their children are experiencing. In January 2025 we began our translation hub, supporting those whom english is not their first language, through their domestic abuse recovery journey.



We were grateful to receive funding through the BTAC Awards to offer translation services within our hubs. We offered a trial period and due to the success we are now funded through The National Lottery Reaching Communities to continue to deliver this vital service! See above our posters translated to Polish and Latvian.

Our Work in Schools and Colleges

Our work in Primary and Secondary schools helps children and young people gain an understanding of healthy and unhealthy relationships, with opportunities to ask questions either within the group or in private. This year we were delighted to receive additional funding through the National Lottery Reaching Communities grant, allowing us to expand our work into sixth forms and colleges. This extension enables us to support even more young people, responding directly to concerns raised by local colleges about the needs of their students

Experienced, well trained child support workers deliver workshops in a way that is interesting, age related and informative. The delivery has a huge impact on students and teaching staff as most have very little, if any, awareness of domestic abuse prior to the sessions. By working with pupils from a young age, we raise awareness and give them the knowledge to recognise domestic abuse, helping towards prevention. Our relationship with the local schools continues to grow, they trust our work. We work alongside the Lincolnshire Council Stay Safe Partnership within secondary schools

Through their extensive experience of front-line working with children and young people, who have witnessed domestic abuse we provide anonymised ‘real life stories’ during our delivery; this is always received well and helps children and young people to understand the effects.

Disclosures during school sessions or afterwards shows this work creates a space where children feel safe to discuss and understand how this affects them all as a group. One-to-one work following disclosure allows us to support the child, help them understand what they are going through and their feelings, whilst giving them further knowledge into domestic abuse, safety planning and offering coping strategies.

Feedback from teachers in primary and secondary schools has described the workshops as ‘vital, essential, fantastic, well-pitched and invaluable’

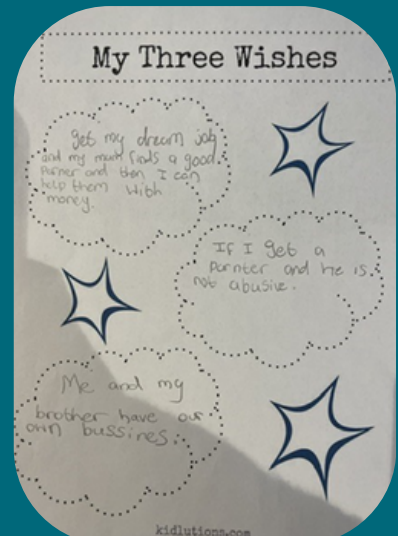
“The session has deeply influenced me; I now know what is healthy and what is unhealthy in a relationship”

“We are all boys in this school so don’t really talk about relationships but this has helped me to realise how I should be treated in a relationship and how I should treat my partner”

“Thank you for delivering this in such a sensitive way, my Dad was abusive and I thought I would find the session really difficult but it was so informative”

“I now know who I can talk to if I am worried about myself or someone else”

“I always thought domestic abuse was just physical but I realise that controlling someone is really unhealthy”



One to one sessions in schools enable us to work directly with children and young people to discuss their wishes and feelings and educate them for their future.



Our Services

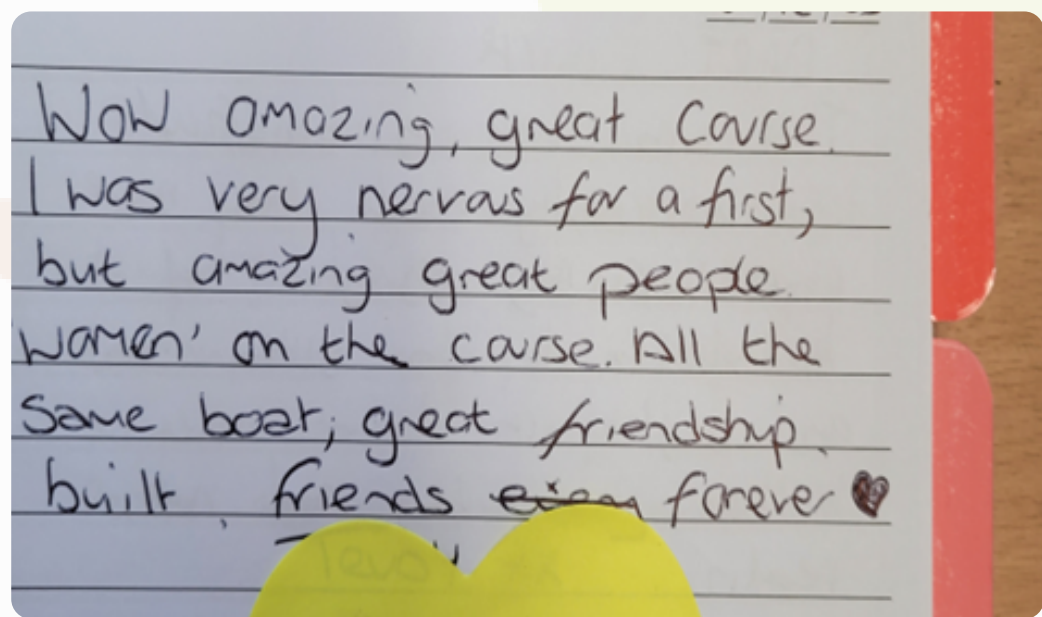
Moving On Together

Haven Domestic Abuse Service provides free, specialist support to individuals and families affected by domestic abuse.

In addition to this, victim-survivors can access extended support through the ***Moving On Together Scheme***, which is a project ran by a pool of volunteers.

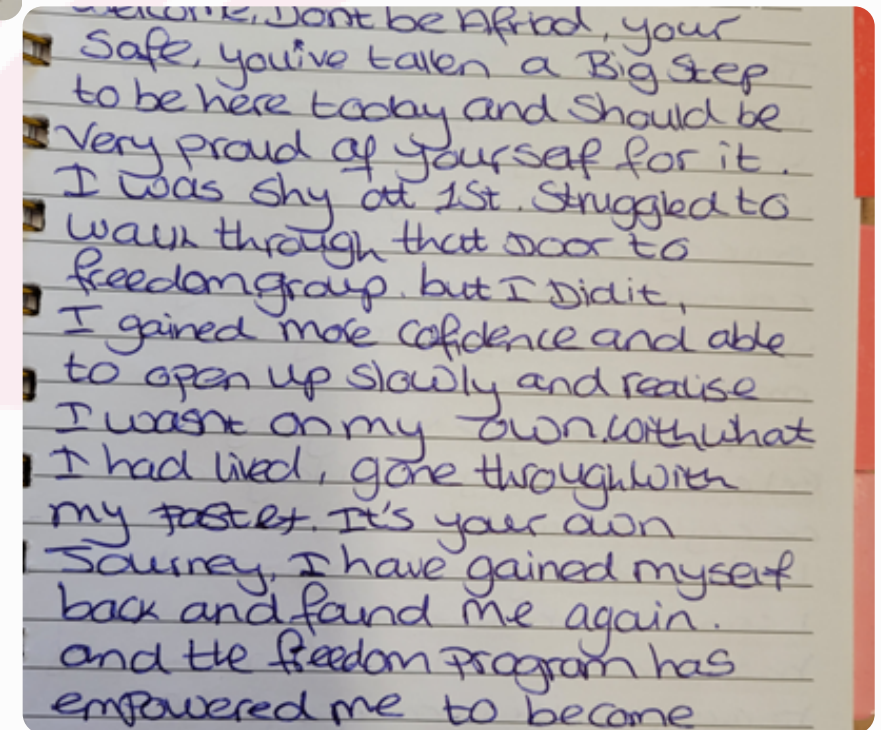
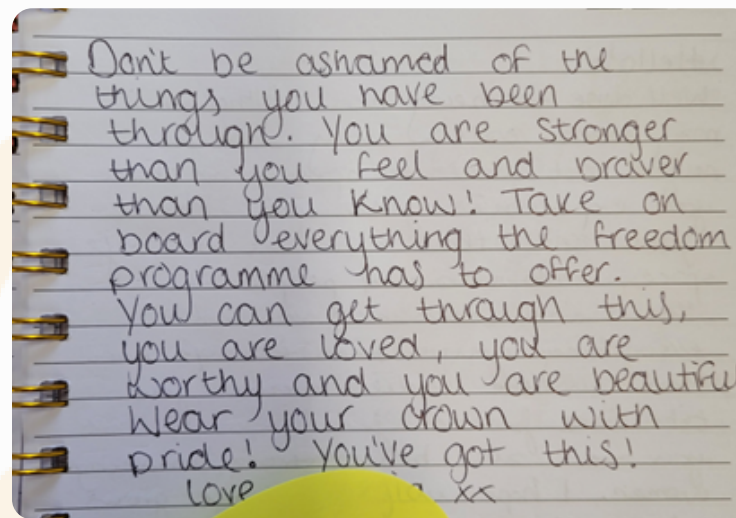
“Support” can take many forms – it could be just sitting down and having a chat over a cup of tea, helping someone make a doctor’s appointment online, showing them how to borrow a library book, help find a cookery course – or maybe teaching them to cook simple meals and giving moral support by accompanying them to a family court hearing, but this will vary a lot from one person to another.

The aim is for our MOT volunteers to give one to one friendly support to a victim of domestic abuse who is on the road to recovery by helping them gain the skills and confidence they need to move on, into a home of their own.



We also deliver the ***Hope 2 Recovery*** programme in Refuge. ‘Hope 2 Recovery’ is a 6-week programme, designed to support any adult who is/has experienced domestic abuse. The aim of Hope 2 Recovery is to enable the survivor to take their first steps towards recovery.

Statistics prove that a high percentage of victims of domestic abuse will return to the perpetrator, the course enables them to understand the dynamics of domestic abuse and to give them the confidence, to move on freely from the perpetrator., whilst empowering participants to move on safely to a life free of domestic abuse.



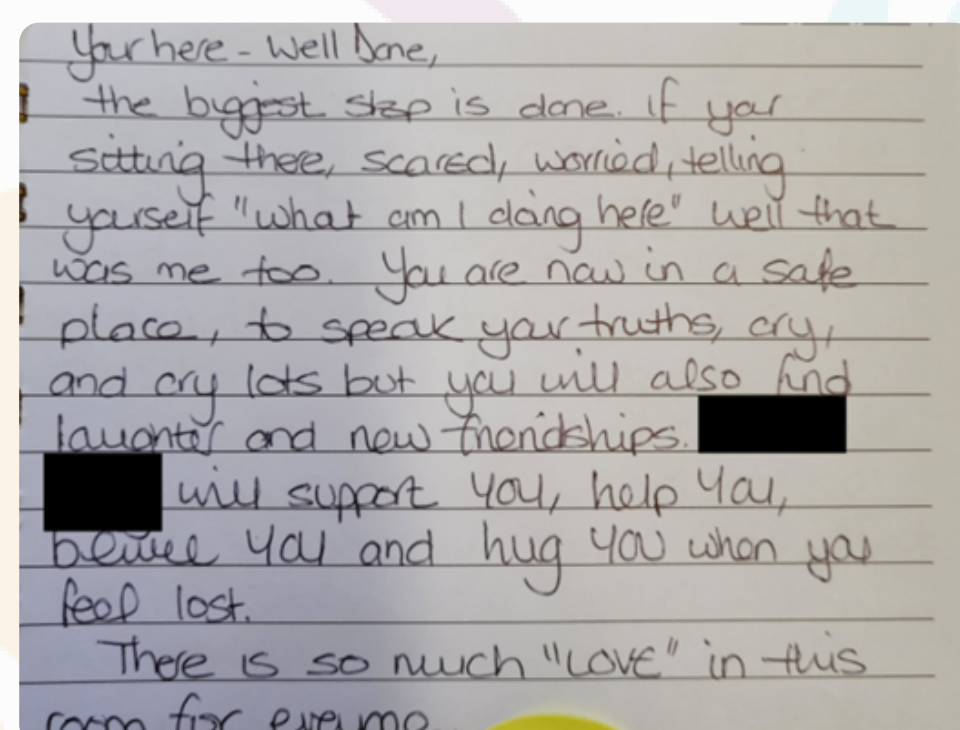
Domestic Abuse Recovery Courses

The Freedom Programme is a 12-week rolling programme designed for female victims, open to anyone who wants to learn more about domestic abuse. The aim is to help them to make sense of and understand what has happened to them, whilst looking at the roles played by attitudes and beliefs on the actions of abusive men and the responses of victims and survivors. During

The Freedom Programme also looks at the effect that the abuse can have on any children. We believe that it has enabled participants to withdraw from such relationships, giving them the confidence they need to move forward.

One of the main aims of the Freedom Programme is to help the recovery of victims through enabling them to meet other people who have been affected. In the past, it has been common for the participants of the group to keep in touch after and set up their own support group, as they continue their journey to recovery from domestic abuse.

We deliver the Freedom Programme face-to-face and online; alternating the delivery of the course ensures that the course is accessible to those who do not have the means to travel or may struggle with childcare. We have also run some evening courses for those who work during the daytime or struggle with daytime childcare.



Our Accommodation

Alongside our purpose-built twelve-unit refuge, Haven House, we provide three dispersed properties and two move-on properties, each housing one family.

Dispersed Properties

These are specially designed to accommodate male survivors of domestic abuse, larger families, individuals with specific cultural needs, or those requiring disabled access.

Move-On Properties

These homes support families who are ready to transition from the refuge and await their permanent new residence.



An insight into our safe refuge accommodation - Haven House

At Haven House, every family enjoys:

- A private, secure en-suite bedroom
- Shared living spaces including living rooms, kitchens, and utility/laundry facilities



Our refuge staff are based on-site to offer immediate support whenever necessary. Additionally, we operate an on-call system to ensure staff are accessible outside of regular hours, prioritizing the safety and wellbeing of all residents.

Often described as a ‘sanctuary’ by the families we serve, Haven House offers counselling and emotional support through our ‘drop-in’ room, where residents can have confidential conversations and receive the assistance they need.

Our IT room provides opportunities to participate in educational courses and group sessions such as the Freedom Programme, Hope 2 Recovery, and budgeting workshops. These initiatives help residents gain independence and build a future free from abuse.

We also provide well-equipped playroom and sensory rooms where our Child Support Workers create a safe and fun environment for children. These spaces are used for one-to-one sessions to listen to children’s concerns, offer support, and educate about healthy relationships. The sensory room is described as ‘calming, relaxing and healing’.

Our dedicated staff go above and beyond to ensure a safe and supportive environment for all residents.

'Your Voice Matters' is a safe space that encourages those who have been supported by our service to speak out and share their experiences. Your voice has the power to inspire, inform and improve the support we offer to others. If you have accessed support from Haven, we would love to hear from you.

Please reach out and share your views by emailing chloew@havendas.org.uk.

**YOUR VOICE
MATTERS**



Our Year In Photos



In addition to emotional and practical support related to domestic abuse, we organise a variety of regular activities for families including days out, cookery, arts and crafts sessions, budgeting workshops, empowerment programmes, and recovery courses. Above are a few examples of the amazing added extras provided to those in our refuge accommodation.



Fundraising at our local ASDA Supermarket



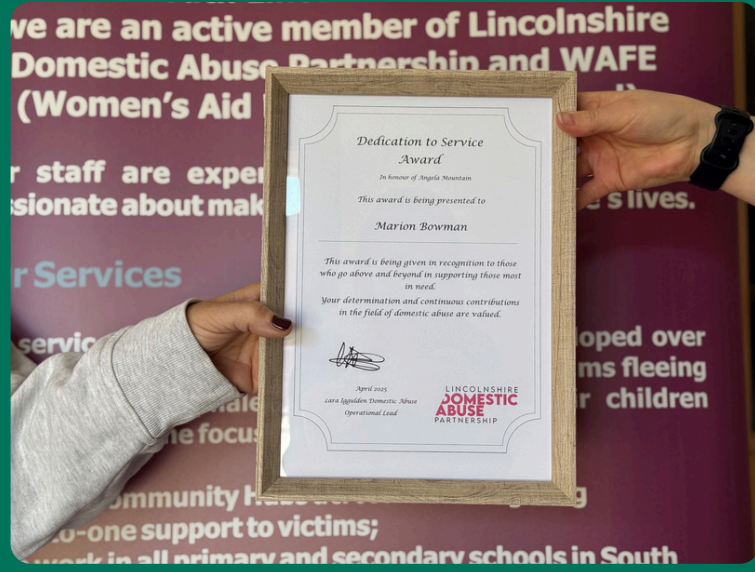
Residents taking part in a local flower festival



Mother's Day gifts made by the children



Moments To Be Proud Of 2024/2025



A huge Congratulations to one of our amazing Specialist Domestic Abuse Workers for not only dedicating a fantastic 21 years to our charity, but also for winning the Dedication to Service award!

In the last year, we have been extremely grateful to receive funding for a new addition to our accommodation – our Mark Benevolent Garden room, a peaceful and tranquil environment used for counselling and emotional well-being sessions. Every day brings new challenges and opportunities, and we are committed to equipping families with the skills and confidence to thrive once they move forward from our care. With huge thanks to the Mark Benevolent Fund, we were able to purchase a garden room for our refuge. A safe, tranquil environment used for counselling and emotional well-being sessions.



Our Vice Chair, Marie Chapman, and CEO, Sarah Pascoe, attending the National Women's Aid Conference .

The launch of Haven Domestic Abuse Service at last year's AGM.



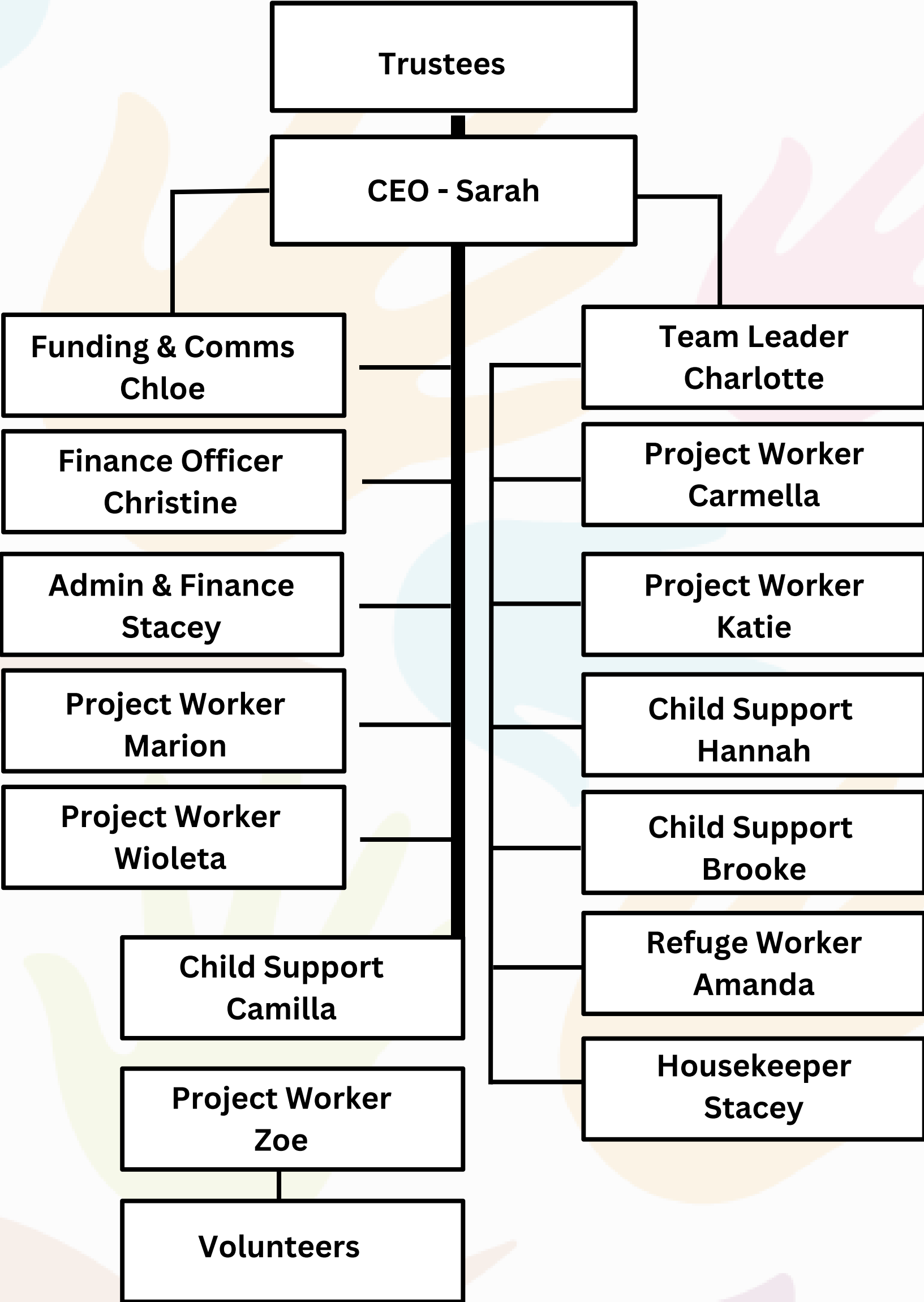
We are proud to be a part of the stay safe team in schools in South Lincolnshire and to be recognised for all the support and amazing healthy relationships prevention education we offer to Lincolnshire schools as a multi agency partnership. The awesome Stay Safe team were finalists in the category of educational resource of the year at the Education Awards.



We held an Empowerment Day for all of our residents on 'International Women's Day'. Each resident recieved a gift bag including an inspiertational book. We also created inspirational quotes through art. A truly heart warming day.



Our Team 2024/2025



Staff and residents - unite as one



Feedback

A letter recieved from a Hub client

Dear Haven Team,

Well what a 24 hours we have had! I managed to get the kids, the cats (and the rest of our stuff in the car by 6.20am yesterday. He was ill on the sofa and couldnt move even to help me get the twins ready. I took the cats took my friends house. And then we got on our way. We literally got 10 minutes past our house and the car went bang! Blew up! Smoke coming from the engine I honestly didn't know whether to laugh or cry. The other problem was I couldn't pull off the road and we were hidden by a dip in the road. Luckily a passer by stopped and offered to pull us to safety. I phoned the counsellor and he quickly came to us.

I then phoned the bloke who I bought it from and he was devastated for me. He offered to send a mechanic out to tow us. We waited an hour for the mechanic to arrive 10 minutes from home!!! I prayed he wouldnt drive past. When the mechanic arrived he had a new better car on the back of the truck and said I was to take this to get me to where I needed to go! I couldn't believe it. We eventually got everything swapped over and we were off. The journey was ok. And the kids managed well.

I broached the subject of no dad... and going on hols without him. 'C' said she was happy because it would be calm. All I needed to hear. We arrived to a lovely quiet residential area. And a lovely comfortable 3 bedroom house with a small outside garden. The support worker is called 'J' and she will help all she can. There was presents galore and the kids we're just so delighted. 'O' has his own room and it was amazing to see him peacefully sleeping in his bed last night. We went to home bargains today to get some bowls as we were gifted 3 boxes of cereal but no bowls! We had a laugh and an adventure to the shop. I'm sure we will settle in in no time. Thank you so much for the food voucher, it will really help us.

Thank you for everything. I'm truly grateful and will never forget you. Take care, God bless.

Feedback from a resident in the refuge

If I hadn't received this service, I would still be at home, living in fear and feeling trapped. My life would have continued to be controlled. I truly believe that without coming to refuge, I would not have been able to secure housing as easily or as quickly.

Even after I was housed, my support worker continued to visit and call me. She helped me manage my bills and finances and supported me in finding schools for my children. I am so grateful for her guidance—at the time, my mind was overwhelmed, and I had no idea where to begin.

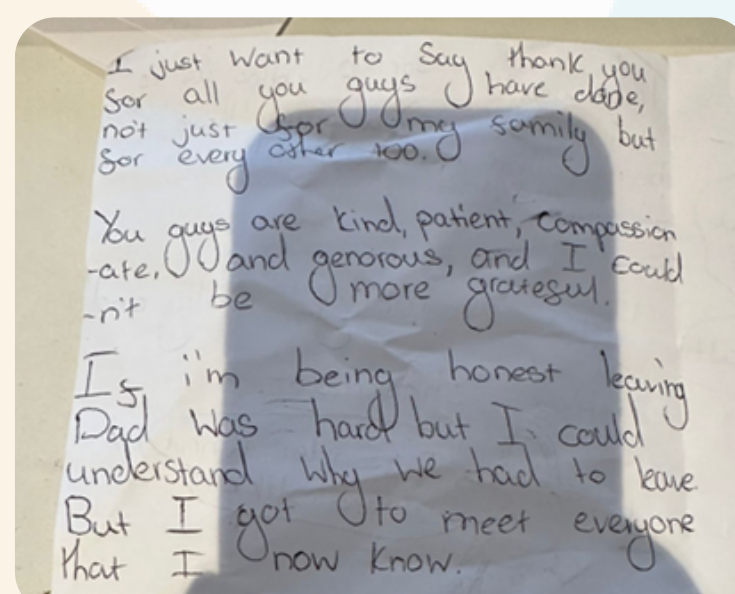
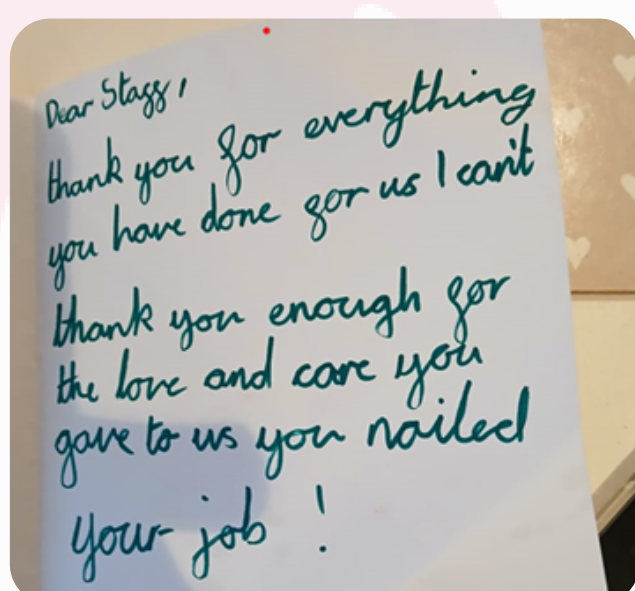
This is the first time I have ever lived on my own with my children, and I am so pleased that someone was there to hold my hand until I felt settled.

Feedback from a client attending the Freedom Programme

Can I just say a massive thank you to those running the Freedom Programme . I was so worried and anxious about coming, especially with my little girl being so young and still breastfeeding. Not only were we taught so much, but every week was incredibly eye-opening—an invaluable and worthwhile experience.

The team offered emotional support and individual advice, whilst also sharing their own experiences. The whole group has been amazing, and I'm so grateful I joined the course. In person, it's been the best, and I know I've made some truly amazing and lovely friends.

Thank you for everything.



Case Studies

Case study written by one our Child Support Worker's 1-1 School Intervention...



Following a Year 6 domestic abuse awareness workshop, Child A disclosed concerns about ongoing abuse in their home. They shared that their mother's ex-partner had previously been physically abusive, including splitting their mother's lip and once holding a knife to her neck. Child A described how he continued to turn up at their home, attempting to gain entry, knocking on the door most days, and emotionally abusing their mother and siblings. These experiences left Child A frightened, particularly when left at home alone with siblings while their mother was working.

School staff had already noticed a decline in Child A's wellbeing, with signs of tiredness and social withdrawal, and had also received notifications through Operation Encompass. Concerns deepened when Child A disclosed that their mother had travelled abroad, leaving them fearful about the possibility of the ex-partner returning.

Following immediate safeguarding referrals, Children's Services became involved, and Child A was allocated both a social worker and pastoral support in school. They engaged in one-to-one sessions with Haven, focusing on wishes and feelings work, coping strategies, and identifying trusted adults. Over time, Child A developed a stronger understanding of abuse, recognised warning signs, and built confidence in sharing concerns with professionals.

With the involvement of trusted adults and Children's Services, Child A began to feel safer and supported. Their confidence and academic engagement improved, and they expressed future hopes of having a healthy relationship free from abuse. Child A's journey shows the importance of early disclosure, professional safeguarding, and consistent support in helping children build resilience and a more positive outlook for the future.

Case study written by one our Project Workers Rural Community Hub Intervention...



H self-referred for support after leaving her ex-partner of 12 years, during which she experienced ongoing verbal, sexual, and controlling abuse. After separation, the abuse continued through threatening and sexually explicit messages to her and their adult children. Her ex-partner also knew her family's addresses, workplace, and shift patterns, which raised serious safety concerns. Financial and housing instability added to her vulnerability, as she had no secure home and shared a joint bank account with her ex-partner.

A DASH risk assessment was completed, and a safety plan was put in place, including the Hollie Guard app. Family and her employer were informed to increase safety measures, and arrangements were made for her to collect belongings securely. She was encouraged to seek legal protection through a Non-Molestation Order, advised on housing options, and supported to open a new bank account and secure her online accounts. Refuge and private rental schemes were explored, and she was referred to counselling and the Freedom Programme for emotional recovery.

The impact was transformative. H reported reduced anxiety, increased confidence, and reassurance that she was not alone. Advocacy and support helped her regain her voice, feel in control, and see a future free from abuse. She recognised the strength of her support network and felt she was making the right decisions.

Ultimately, H secured safe and stable housing through a rent deposit scheme, giving her and her children the opportunity to rebuild their lives with independence and security.



Thank you!

On behalf of everyone at Haven Domestic Abuse Service, we would like to extend our heartfelt thanks to all our funders and donors.

Your generosity, compassion, and continued support make a real and lasting difference in the lives of the women, children, and families we support. Whether through grants, regular giving, one-off donations, or fundraising efforts, your contributions help us to provide safety, support, and hope for those affected by domestic abuse.



Thanks to you, we are able to:

- Offer safe refuge and emergency accommodation
- Provide essential items like food, clothing, and toiletries
- Support children through difficult transitions
- Help families rebuild their lives with dignity and care
- Run projects like Sponsor A Room, Christmas gift drives and much more

Every donation, large or small, helps us continue our vital work. Your belief in our mission empowers us to keep advocating for and protecting some of the most vulnerable in our community. From all of us – thank you for standing with us, believing in us and helping us make a difference.

With special thanks to our amazing funders...



How can you help?

Support Haven Domestic Abuse Service – Every Act of Kindness Counts

We are incredibly grateful to all our amazing supporters who continue to make such a meaningful difference. Whether it's a one-off donation, regular giving, or volunteering time, every contribution helps us support victim-survivors of domestic abuse and their families. Your generosity truly changes lives.

Amazon Wish List

We regularly update our Amazon Wish List with essential items such as children's birthday gifts, household supplies or equipment to help families settle into new homes. Anything you purchase is delivered directly to us—making it an easy way to give practical support. [Click here!](#)

Supermarket Vouchers

Gift cards are another fantastic way to help. They enable us to purchase essentials for families as they arrive in refuge or when fleeing dangerous situations. To purchase a supermarket voucher [Click here!](#)

Make a Donation

You can donate online through our website or by scanning the QR code. We use Enthuse a secure platform that also allows you to add Gift Aid—increasing your donation by 25% at no extra cost to you! [Click here!](#)

Sponsor A Room

Our Sponsor A Room appeal helps us to redecorate and furnish rooms in our refuges making them warm, welcoming and safe for families escaping abuse. Your support allows us to provide essentials like food, toiletries, bedding, towels and school uniforms.

If you or your business or community group would like to get involved please contact chloew@havendas.org.uk or [Click here!](#)

Christmas Jumper Day Appeal

This festive season we're inviting local schools, colleges, and businesses to join our Christmas Jumper Day Appeal to raise vital funds for families in refuge. By wearing your favourite Christmas jumper and making a small donation, you can help bring joy and support to those in need this Christmas.

To find out more or to get involved, please contact chloew@havendas.org.uk.

"Donations at Christmas time enable us to give our families the magic they deserve. Thank you."

Fundraising & Volunteering

We're always looking for volunteers and supporters to hold fundraising events on our behalf. From raising awareness to hosting charity events your involvement helps ensure that families have what they need, especially at key moments like birthdays and Christmas.

If you're interested in hosting a fundraiser or volunteering your time, please get in touch.

Membership Scheme

We would be delighted if you would join our membership scheme to support our charity.

For just £10 a year (increased to £12.50 with Gift Aid). [Click here!](#)

Become A Trustee

Charity trustees play a very important role in making sure that the charity is run in the interests of the people it is there to support. If you are interested [Click here!](#)

thank you





Haven

Domestic Abuse Service

Charity no. 519445



Haven

Domestic Abuse Service

Charity no. 519445

Email: info@havendas.org.uk

Telephone: 01205 311272

Website: www.havendas.org.uk

Facebook: [Haven Domestic Abuse Service](https://www.facebook.com/HavenDomesticAbuseService)

Instagram: [havendomaticabuseservice](https://www.instagram.com/havendomaticabuseservice)

Linkedin: [Haven Domestic Abuse Service](https://www.linkedin.com/company/HavenDomesticAbuseService)

X: [HavenDomesticAbuseService](https://twitter.com/HavenDomesticAbuseService)

Telephone: 01205 311272

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Scan. Pay. Go.

SCAN FOR WEBSITE:

