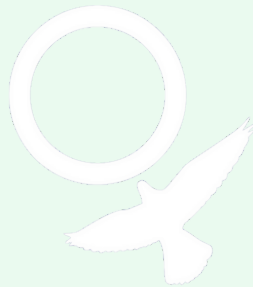


SWANSEA WOMEN'S AID



2024-2025 IMPACT REPORT



INTRODUCTION

A foreword from our CEO, Lynne Sanders and our Chair of Board, Clare Tregoning.

The past year has been challenging for Swansea Women's Aid (SWA) with an ongoing high demand for our services and an ever-increasing complexity in the needs of the women and children we are supporting.

These are exacerbated by the poverty many families face, and the current housing crisis.

Key has been ensuring that our services are flexible and responsive, offering a high quality, strengths based, needs led, trauma-informed holistic package of support that ensures women and children can access a range of interventions to best suit their individual needs and enable them to move forward positively with their lives.

Sustainability is key and we have focused on strengthening the capacity of our senior management team to guarantee that we have the required skills and resource to drive forward our strategic goals. As the funding arena continues to be very competitive, we are looking at ways in which we can diversify our funding streams that will provide opportunities for the involvement and enablement of the women we support and address key social concerns. Concurrently, we have developed new partnerships that will not only enhance our service offer, but also add strength and stability to the organisation in these difficult times.

In March 2025 we relocated our central office and are now in the heart of the city centre. The new office means that, for the first time in over 8 years, we are able to deliver all of our community services under one roof, maximising women and children's opportunities to access peer support and develop a community of survivors to inform and develop our services as equal partners.

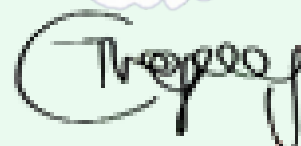
2025 marks the 50th anniversary of Swansea Women's Aid; a huge achievement in itself. We have grown from having one small refuge to the range of services highlighted in this report. This could not have been achieved without the support of our commissioners, funders, sponsors and the many local groups and individuals who respond to our appeals and raise money for us.

And finally, Swansea Women's Aid is where we are now thanks to all the hard work, commitment and dedication of our staff, volunteers and trustees over the last 50 years. We will continue to strive relentlessly to improve the lives of the families we support and make SWA what it is; an organisation holding women and children at its heart, raising their voices to drive change and highlighting the realities of living within a society where violence against women, domestic abuse and sexual violence are endemic.

Lynne Sanders
CEO



Clare Tregoning
Chair of Board





SUPPORTED HOUSING



We provide secure, shared refuges where women and their children escaping domestic abuse can stay temporarily in a safe and supportive environment. These spaces offer immediate protection while residents consider their future options and next steps.

In addition to our refuges, we operate four safe houses—properties located within the community that are equipped with enhanced safety features. These homes offer a more independent living environment while still prioritising security and support.



Swansea Women's Aid have 4 safe houses



and 2 communal refuges - shared by families and single women.

69

women supported in 2024-25.

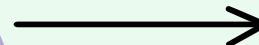
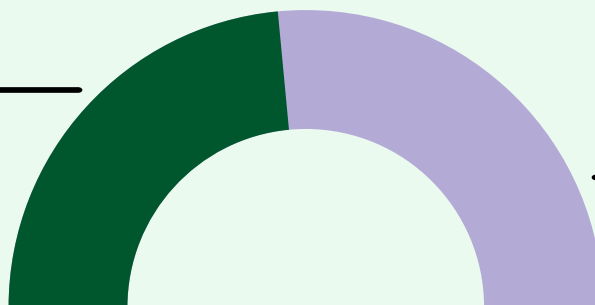
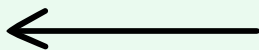
54

children supported in 2024-25.

202

referrals received in 2024-25.

In 2024-25, we ran 11 weekly freedom programme sessions,



and 16 women attended at least one of these sessions!

"This house has saved my life. I was in such a bad place when fleeing the relationship and I was scared and anxious daily. This house was exactly what my self and my children needed. We felt safe and supported the whole time we have been here. The cameras and panic alarms made us feel safe."

-Refuge resident

"I have a better understanding of my emotions and don't feel so alone as I am able to express these more in a constructive manner."

-Refuge resident

DAISE

Domestic Abuse Information Support and Empowerment Service



501

service users
supported by DAISE
in 2024-25



456

experienced
coercive
control

273

were supported
with their mental
health

168

received support
maintaining or
securing safe
accommodation

98%

of women felt that they were better able to
recognise abusive behaviour

AND

96%

of women felt safer as a result of accessing
support from the DAISE project's support



The DAISE project offers dedicated support to women who are experiencing—or have previously experienced—domestic abuse. Our experienced support workers have specialist knowledge of the complex issues surrounding domestic abuse and the impact it can have on both women and children.

We provide confidential, emotional, and practical support tailored to each individual's needs, empowering women to make informed decisions and rebuild their lives in safety.



Alongside 1:1 support, the DAISE project also facilitates a series of group sessions

GROUP	NO. OF ATTENDEES
Freedom Programme	11
Own My Life	13

“

“I am so grateful that the Own My Life course exists. I would advise any woman who has experienced domestic abuse to complete this course no matter where they are in their healing journey. The facilitators made me feel comfortable and welcomed. They are knowledgeable, professional and most importantly funny which is important as I was able to enjoy learning about quite traumatic parts of my life. They taught me it wasn't my fault and I'm not alone.”

Own My Life participant

”

“ Thank you to you and Women's Aid - I really mean it when I say I don't know where I would be now if I didn't come to see you that day. I couldn't see the danger I was in at the time, but now I know you likely saved my life. Through this, I've been able to better protect myself this time. ”

Service User - 1:1 Support



DAISE: CASE STUDY

J was referred to DAISE by the IDVA service. She was in a long term relationship with her partner and father of her children which had ended a year before. J shared having been subjected to physical, psychological, emotional, verbal and financial abuse alongside harassment and controlling behavior.

This continued through child contact arrangements.

J had just moved home prior to the start of support and safety measures had been put in place. Some of the work needed was still to be actioned so the support worker chased this up to ensure it was completed. The support worker also liaised with other agencies reporting unwanted contact and advocating on behalf of J. During sessions, J was supported to write a safety plan which helped her to feel more in control as she knew what to do if unwanted contact was made by the perpetrator and she followed this when needed.

At the start of support, J shared that she was struggling with financial pressures due to the financial abuse she experienced. The support worker signposted her to multiple agencies and made referrals to organisations that could support her with donations of household goods, clothing and food bank vouchers. J was also supported with applications for benefits.

Through sessions it was identified that J had support needs in the areas of mental health and emotional wellbeing. During regular emotional support sessions J was supported to develop her own coping mechanisms for managing the trauma effects and her own emotional wellbeing. She was introduced to coping tools from the Bridging The Gap and Recovery Toolkit courses. J was also referred to agencies such as MIND and Victim Focus. J began engaging in Talking therapy sessions at a local agency after being signposted by her DAISE worker.

J has shared that the consistent support received by her DAISE support worker has been essential while reporting to the Police and going through the process of the criminal justice system, giving evidence in court and writing a victim impact statement.

J was awarded a restraining order and feels safer as a result. Feeling safe helped J feel able to move forward with her life. J is now working part time and her confidence and self-worth have considerably improved. J is due to start the Own My Life group work programme with DAISE in September 2025. J is hopeful for the future and feels empowered to continue building a better life for herself and her children.

CHYPS

Children and Young People's Service



This year we supported:

13

children aged between 4 and 6

70

children aged between 7 and 11

28

children aged between 12 and 16

The CHYPS (Children & Young People's Service) project provides practical and emotional support to children and young people aged 5 to 17 who have experienced domestic abuse. Our work focuses on recovery, promoting healthy relationships, raising awareness of abuse, and empowering young people to stay safe.

S.T.A.R
group

The STAR group gives CYP the opportunity explore their feelings around domestic abuse, as well as learning practical skills around keeping safe.

"It helped me feel less anxious, safer and helped me feel understood."
CHYPS service user

"Talking things through has helped me clear my mind"
CHYPS service user

"I just wanted you to know how much of a difference you have made, we noticed it from the second session. I feel like I've got the child I know back. She has had a lot of workers but none have had this impact and she has never opened up to any other professionals so really thank you so much, you don't know how much we appreciate what you've done."
Parent

10 women attended our parenting workshops in 2024-25.

104 children attended play & activity sessions



04 children received play therapy support

99% of children reported improvement in their overall wellbeing after play and activity sessions.



40

members of school staff received training from Swansea Women's Aid's CHYPS project on the effects of Domestic Abuse on Children/ Young People, including school well-being teams and members of the RSE regional network.

Our CHYPS service evaluation event was attended by 16 Children and Young People, and 100% of attendees reported that the service had helped them.

Interactive, tailored sessions delivered to groups of young people, which are designed to educate about healthy and unhealthy relationships.

98%

felt that they were able to talk to a trusted adult about their experience

98%

felt safer after receiving support from CHYPS

98%

felt that they knew who to talk to or where to go for support with domestic abuse



SWAN

Support

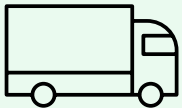
Wellbeing

Advocacy

eNablement

The SWAN Project supports women in Swansea who are sexually exploited or involved in the sex industry, including street-based work, parlour work, online or cam work. The project offers both practical and emotional support, with the aim of improving the safety, wellbeing, and independence of the women we work with. Support is available through one-to-one appointments, outreach, and crisis intervention, provided during both daytime and evening hours. Our services are delivered by a compassionate team of Swansea Women's Aid staff and trained volunteers who are committed to providing non-judgemental, confidential support tailored to each woman's individual needs.

In 2024-25,



149

women accessed SWAN via our Evening Outreach Service.



40

women accessed sexual health with SWAN support.



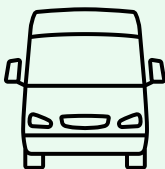
93

women accessed SWAN's daytime support services.



52

women accessed housing support with SWAN support.



1,299

individual visits were made to the SWAN Evening Outreach Service.

"As all the ladies at womens aid are the most awesome gals and are genuine life savers on foot, wheels (van) and usually some form of leopard print outfit I'm so so grateful of all the girls help time and dedication to help gals like me, so thanks a million and plz keep up the great work coz without u all I know I wouldn't be here today so thank u all again."

- SWAN Service User

"Thank you so much, at least someone is there for me, so that means alot."

SWAN Service User



The SWAN team gained a qualified ISVA in 2024-25, specialising in supporting sexually exploited women through their experiences of sexual violence.



SWAN: CASE STUDY

X accessed our project by approaching our evening outreach and disclosed that she was sex working to fund her drug habit. X had been sex working a few weeks and told staff that she would like to access sexual health services, however the thought of doing this alone made her anxious and she didn't know who to contact to make the appointment. Staff told X that they could support her with this and were happy to contact and arrange an appointment on her behalf. Staff also told X that they were happy to support her to the appointment. X felt extremely relieved and attended sexual health services with staff the following week.

X also found attending her drug appointments quite challenging as the thought of going alone made her anxious. Staff supported X to her appointments and were able to liaise with X's drugs worker so both agencies could offer the right support to X. After a few weeks of supporting X to her drug appointments, X felt empowered and confident enough to attend these appointments on her own and now engages well with the drug agency.

Now that X is engaging well and attends her appointments regularly, she is receiving the right support around her drug use and feels that she no longer needs to sex work. X says she is extremely thankful of staff on the SWAN Project and says "[she]doesn't know where she would be today, without the help and support from the girls. Thank you for everything."

VOLUNTEERING

Volunteers at Swansea Women's Aid play a vital role across our projects, generously offering their time, skills, and experience to support service users. Their dedication helps ensure that vulnerable women and children in Swansea receive the care and assistance they need.



82

women
volunteered in
2024-25.



3

across three
projects within
Swansea Women's
Aid.



1,861

hours given back
to the community
by volunteers.

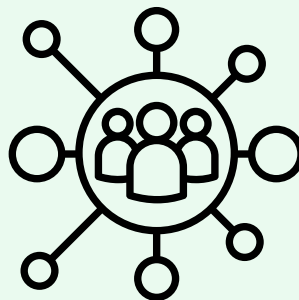
SWAN - Evening Outreach Service

Our SWAN evening outreach service is primarily staffed by volunteers who provide a safe and welcoming space for individuals experiencing sexual exploitation. Here, service users can access both emotional and practical support, receiving vital resources and support for their safeguarding and harm reduction.



DAISE - Specialist Counselling Service

Our volunteer counsellor offers two free counselling sessions each week to both current and former service users, supporting women as they work through the emotional trauma caused by abuse.



CHYPS - Seasonal Volunteering Opportunities

Volunteers have also contributed to seasonal initiatives, including delivering Christmas presents as part of the 'Mr X' campaign, ensuring that the children we support did not go without during Christmas.



"I began volunteering on the outreach van after developing an academic interest in violence against women during university, particularly how different groups of women are treated unequally, especially women who sex work. Volunteering has been incredibly rewarding and has deepened my understanding of the women we work with. It has given me valuable insight that I've been able to apply to my new role at Women's aid. It has been really meaningful to see how much this service is appreciated and the additional support it provides to the women who engage with the outreach van"

- SWAN volunteer



WILD WOMEN



The Wild Women project welcomes all Swansea Women's Aid service users, volunteers, and women in the wider community. Rooted in the belief that nature has a powerful role to play in healing and connection, the project brings women together in calming outdoor spaces. These shared experiences in nature create opportunities for genuine connection, reflection, and relaxation. Many participants say they leave feeling lighter, more grounded, and more in tune with themselves and those around them. The focus is always on creating a safe, welcoming space where women can take a break from everyday pressures and reconnect with themselves and each other. Over time, these moments in nature help to build confidence, resilience, and a strong sense of community.



What did Wild Women get up to in 2024-25?

Swimming

Farm days

Drumming

Walks

Meet ups

Sound baths



Feedback from a Wild Women participant:
" What beautiful ladies, thank you for being so welcoming. It was amazing! Can't wait for the next one. "



CO-PRODUCTION



The Co-Production centre is a survivor-led project that provides peer supported activities and programmes to aid women and their children in their recovery from the longer term impacts of domestic abuse. Any woman who is a survivor of domestic abuse can attend or volunteer for our co-production project.

These classes and activities have provided a safe space for women to meet new people, re-build their confidence and self-esteem and challenge themselves by trying new things.

92

women attended activities at the co-production centre



62

women who attended activities said it improved their wellbeing



67

women who attended activities reported they were better able to self-manage long term impacts of abuse



08

women who attended the co-production centre went on to become active survivor co-producers

20

women who attended the co-production centre were trained to engage in influencing activity



45

survivors responded to engagement and involvement opportunities



ACTIVITIES HAVE INCLUDED:

☐ Family Court support groups

☐ Arts and Crafts

☐ Yoga

☐ Coffee mornings

☐ Self-defence classes

☐ Creative writing groups

☐ Walking groups

“

“Sharing in a safe space feels very comfortable, being in a room with women who understand but are here and trying to move forward and focus on regaining or gaining peace and taking care of themselves, it feels good and powerful. After the session my mind is quiet and clear, I feel present and hopeful.”

– Activity attendee

“

“I remember attending a ‘Coffee and Craft’ activity where the room was silent. But it was not an uncomfortable silence, it was a room of women who felt safe and supported just being together, having time and space to express their creativity.”

– Co-Production Volunteer.

”

THANK YOU

A big thank you to all our supporters. With the continued support, help and donations we receive, we are able to continue carrying out our vital work.

National Lottery Community Fund

The Henry Smith Charity

South Wales Police and Crime Commissioner

Swansea Council

WCVA Volunteering Wales Grants

The Waterloo Foundation

Moondance Foundation

Home Office – Children Affected by Domestic Abuse Fund

Leathersellers' Foundation

Screwfix Foundation

Welsh Government

Thrive Domestic Abuse Services

Iscoed Chambers

AGM Computers

PBS Telecom & Telematics

Fairyhill by Oldwalls