



Annual Client Snapshot Survey

2025 - 2026

Over the financial year 2025-2026, Women's Health Matters (WHM) worked with:

1847

women & girls

1428

women and girls received intensive support

484

women and girls received support with finances, food and toiletries

235

children received support

We delivered:

2488 sessions

including:

970 & 1518

group sessions

1-to-1 sessions

70% of our **staff team** and **trustees** have lived experience of **domestic violence and abuse**.

We reached **20,938** people and had **139,517** views across **Facebook, Instagram, and Bluesky**. Across these platforms, and our **MNVP Facebook** group, we have **3,608** followers.

We engaged with **102 volunteers**, including trustees, supported **6** student placements and worked with **29 sessional and external workers**.

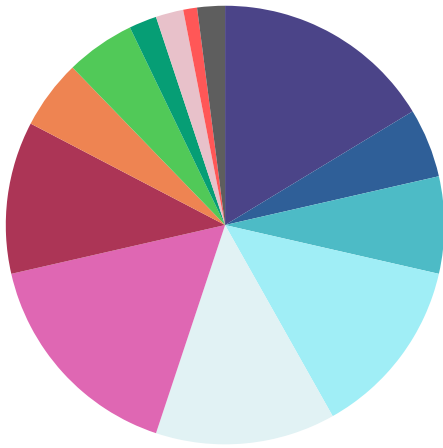
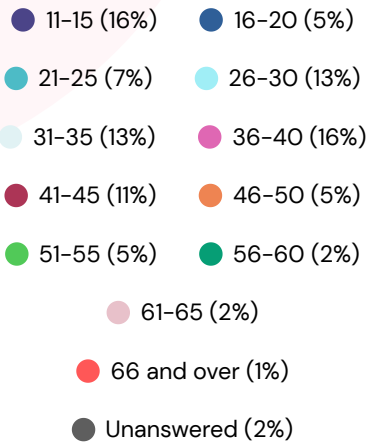
We hosted our co-produced and co-facilitated **Survivor's Voices: Domestic Abuse Awareness Training**, and our **Understanding the Impact of Child Removal on Women: A Compassionate Approach** training for **92 delegates**.

We delivered work across these services:

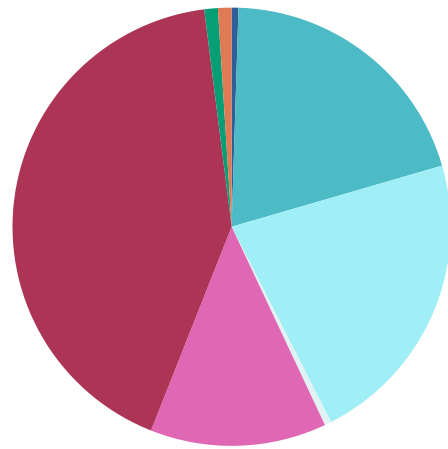
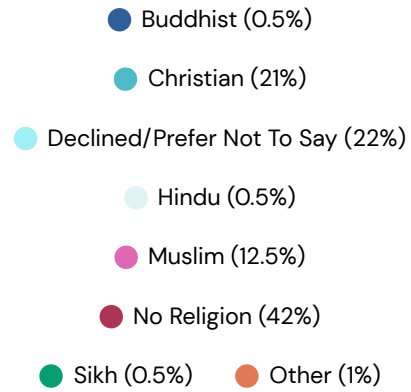
- Art Therapy
- Being You Leeds
- Bluebirds Online Group
- Bluebirds 1:1 Support
- Breastfeeding Peer Support
- Breathe Free
- Crèche
- Cuppa & Connect
- Digital Support and Inclusion
- Emergency Fund, Household Support Fund, and Product Bank
- Family Canvas
- Feel Good
- Inside Out
- LDVS Support Groups
- LDVS Sanctuary Support
- Maternity & Neonatal Voices Partnership
- Pregnancy Choices Advocacy Service
- Rainbow Hearts
- Referrals and Short-Term Work
- Rosebuds
- The Key Change
- Women & Girls Alliance, Leeds
- WHM External Training for Professionals
- WHM Volunteering
- WHM Student Placements Programme

Database Information

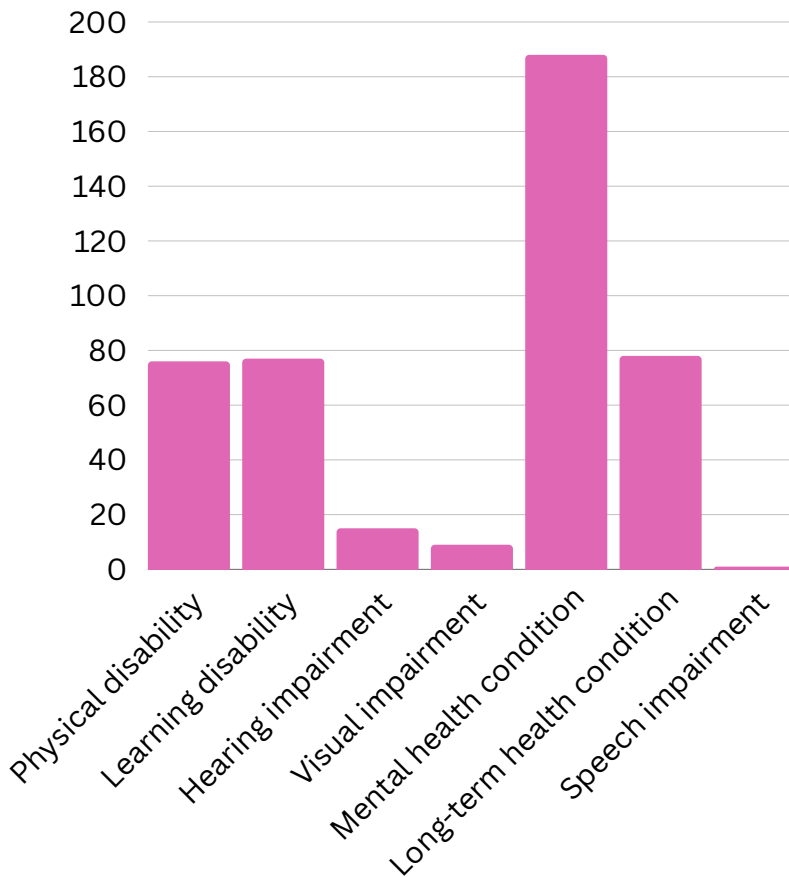
Age of Women and Girls Supported



Religion of Women and Girls Supported



● Types of Disability



40%

of the women and girls we worked with reported a disability

37%

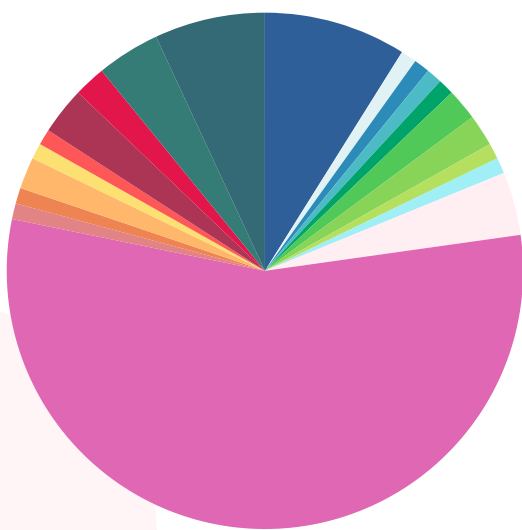
of those with a disability reported multiple disabilities

4%

reported a 'dual diagnosis' of a mental health condition in addition to drug or alcohol abuse

Ethnicity of Women and Girls Supported

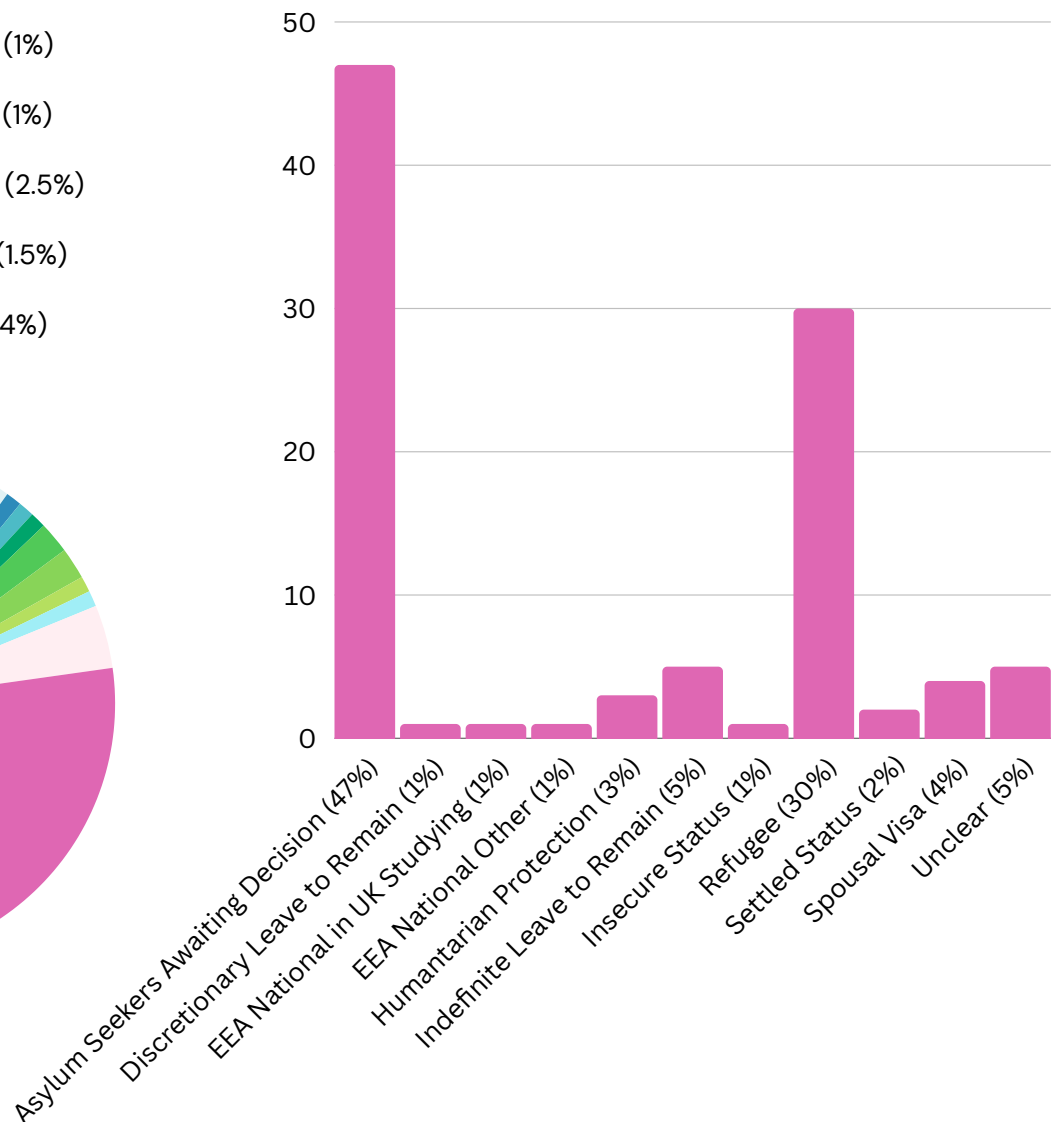
- African (8.5%) ● Arab (1%)
- Bangladeshi (0.5%)
- Caribbean (0.5%)
- Chinese (0.5%)
- Eastern European (2%)
- Gypsy, Irish Traveller, Roma (1.5%)
- Indian (1%) ● Irish (0.5%)
- Pakistani (4%)
- White British (56%)
- White and Asian (1%)
- White and Black African (1%)
- White and Black Caribbean (2%)
- Other Asian Background (1%)
- Other Black Background (1%)
- Other Multiple Background (2.5%)
- Other White Background (1.5%)
- Any Other Background (4%)
- Unanswered (7%)



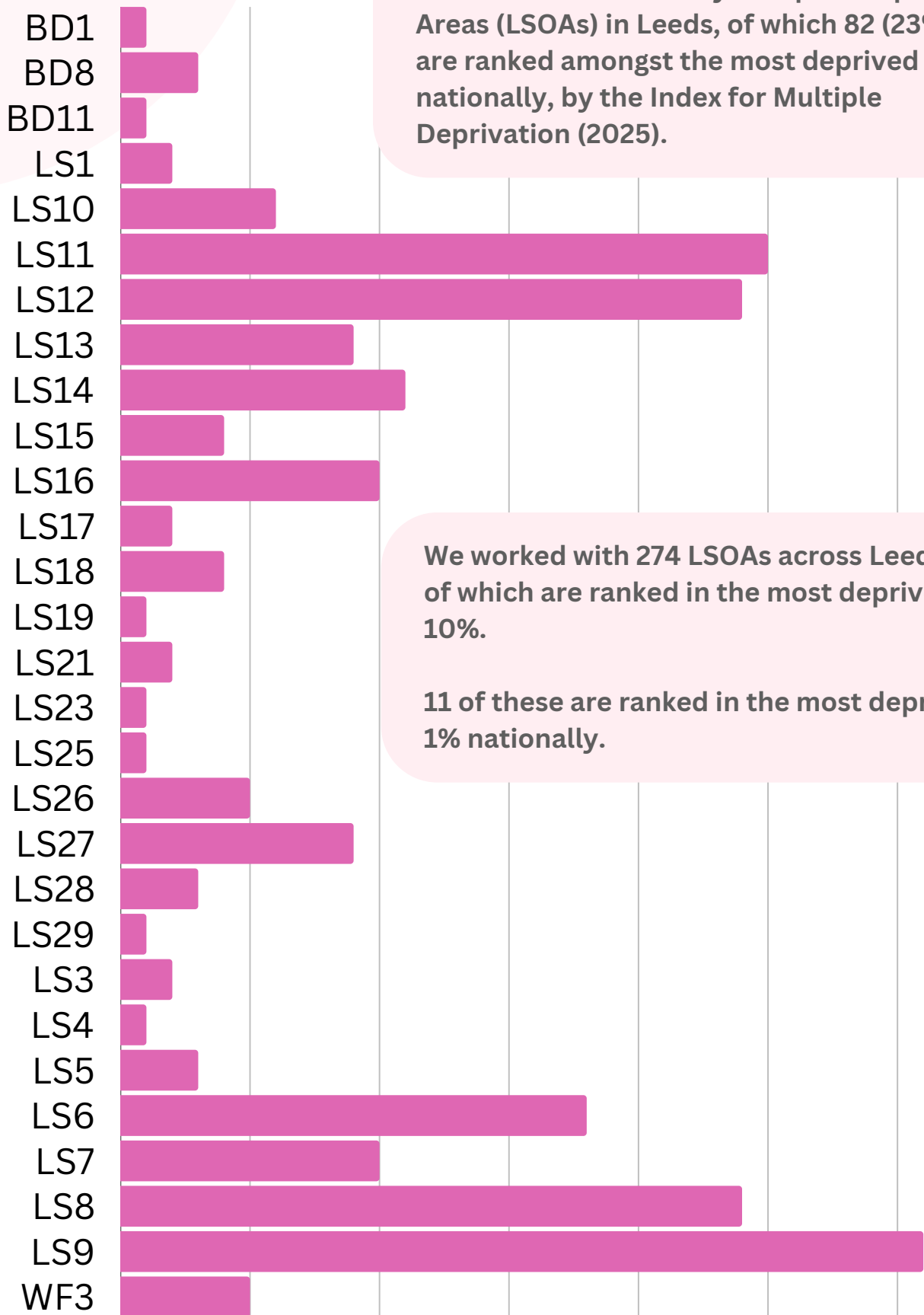
41 nationalities (including British)

30 languages spoken

22% of the women we support are not British nationals



Postcode Information



There are 482 Lower-layer Super Output Areas (LSOAs) in Leeds, of which 82 (23%) are ranked amongst the most deprived 10% nationally, by the Index for Multiple Deprivation (2025).

We worked with 274 LSOAs across Leeds, 101 of which are ranked in the most deprived 10%.
11 of these are ranked in the most deprived 1% nationally.

Snapshot Survey Data

WHM's Annual Snapshot Survey ran between November 2025 and February 2026
100 (29%) out of the 344 women in service at the time responded to the survey

School, Work and Benefits

69% 

currently receiving benefits

26% have had their benefits stopped, sanctioned or delayed

65% currently unemployed

90% of these have been unemployed for over 6 months

Police Contact

71% 

have had contact with the police as a victim of crime

9% have had contact with the police as an alleged offender

11% have been arrested

2% have been charged with a criminal offence

2% have been convicted of a criminal offence

Finances

82% 

have or have had money worries and have been unable to afford basic things


35% are currently or have been homeless

51% are or have previously been vulnerably housed

31% are in or have been in emergency accommodation

56% have used a foodbank

Statutory Services

9% 

were in care as a child

53% have had Children's Social Work Services involvement

11% have currently or previously had adult social care involvement

Health, Disability and Emotions

68%

currently identify as having mental health problems



69%

are currently feeling lonely



23%

are currently self-harming



25%

currently experience suicidal thoughts



23% have had mental health problems in the past

36% currently have a long-term health condition

10% have had long-term health conditions in the past

26% currently have a physical health condition or disability

8% have had a physical health condition or disability in the past

17% currently have a learning difficulty/disability

6% have had a learning difficulty/disability in the past

48% currently take antidepressants or other medication for mental health problems

23% have taken antidepressants or other medication for mental health problems in the past

"I was depressed, I didn't have someone to talk to, I felt so lonely."

7%

currently have problems with alcohol

38%

currently have problems with food

5%

currently have problems with substance misuse

"I felt hopeless, suicidal and isolated."

75% currently have a lack of self-confidence

23% have had a lack of self-confidence in the past

24% have felt lonely in the past

37% have self-harmed in the past

34% have experienced suicidal thoughts in the past

39% have had problems with alcohol in the past

16% have had problems with substance misuse in the past

1% currently have problems with gambling

1% have had problems with gambling in the past

27% have had problems with food in the past

"Rejected, unwanted, not fitting in, hopeless, hurt, wounded, angry, bitter."

Personal Experiences

80%



have experienced unhealthy or abusive relationships as an adult

18% have had a termination

38% have had a pregnancy loss/miscarriage

7% have experienced the death of a child

76% have experienced a close bereavement

64%

have experienced physical abuse



78%

have experienced emotional abuse



54%

have experienced sexual abuse



1% have experienced Female Genital Mutilation (FGM)

3% have been trafficked

48% have been sexually exploited or raped as an adult

31% have been sexually assaulted or raped as a child

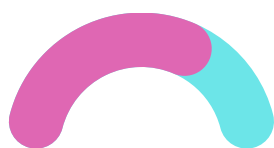
3% have experienced forced marriage

23% have taken on a carer's role for a friend or someone in their family

"I never went anywhere. I felt trapped."

"I was confused about the situation I was in and convinced it was my fault."

71%



have been the victim of violence

51%



have witnessed domestic abuse as a child or teenager

Support Received

99%

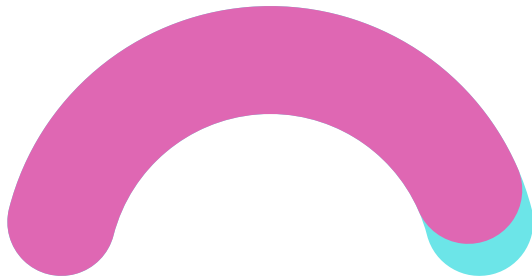
agree that they feel able to get the support that they need from WHM

64% agree that they now feel able to get the support needed from other services

50% agree that statutory services now listen to them

78% agree that they worry about what people will think if they know about the challenges they have faced

“Women’s Health Matters has changed my life. I feel seen and understood, I feel accepted and cared for.”



95%

of women agree that they received help from WHM that they couldn’t have got anywhere else

93% agree that they have increased their self-confidence

94% agree that they feel better about themselves

90% agree that they feel better able to stand up for themselves

95% agree that they feel better able to make their own choices following support

“I’ve found new passions that I’m excited about, I’m much more calm in how I handle difficult situations and I am actually excited and ready for the future to be positive again.”

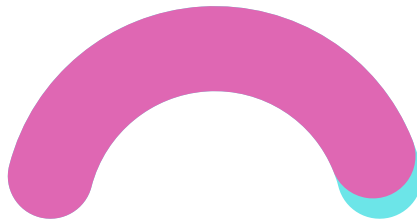
92% agree that they have widened their support network following support

89% agree that they feel less lonely following support

83% agree that they have made friends who understand them following support

96%

agree that support received has improved their mental wellbeing



79% agree that support has improved their physical wellbeing

95% agree that they feel safer following support

93% agree that they feel less anxious following support

94% feel more positive about the future

81% feel more ready to get a job, access training, or volunteer following support

“WHM helped me understand that the way I’m feeling is normal, and I’m not alone.”

100%

agree that they better understand what abuse is following support



98%

agree that they are better able to respond to abusive relationships following support



91%

agree that they can leave or feel able to leave an abusive relationship if they wanted following support



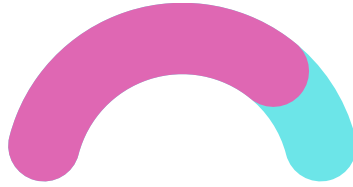
“I feel more more hopeful about my future and handling stressful situations a lot better. I am feeling more confident and comfortable to share how things are going without judgement.”

100%

felt happy with the service they received from WHM

Financial Support

80%



have received food, clothing, and/or financial support from Women's Health Matters

94% agree that receiving financial support from WHM has helped them and their family cope better with the cost of living crisis

70% have received support with travel costs to attend sessions

92% agree that they would not have been able to attend sessions without travel support

"WHM have helped with food, clothes, Wi-Fi, SIM card and laptop, for me to develop my digital skills. I did online courses through WHM and I have received two certificates. I'm very happy."

Children

48%

of women supported have children



of those with children:

87%

are single parents



26%

have a child in someone else's care



"WHM has helped me and my kids a lot!"

57% have a child(ren) with a learning disability/difficulty

35% have a child(ren) with behavioural problems

7% have a child(ren) with a physical disability

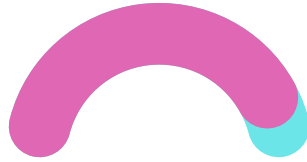
22% have a child(ren) with mental health problems

22% have current Children's Social Work Service involvement

56% have had children's social care involvement in the past

Supporting Children

92%



of those with children agree that they have increased their confidence about parenting following support

91% of those with children agree that they have improved their parenting skills following support

93% of those with children agree that their children feel safer after support

95% of those with children agree that their children have improved mental wellbeing after support

83% of those with children agree that their children have made friends following support

92% of those with children agree that their children have increased their confidence following support

92% of those with children agree that their children have learnt new things following support

“It's allowed me to take time for myself and do something I enjoy with a wonderful group of people.”

27%

of women with children accessed our crèche support



92%

would not have been able to access support without our crèche provision



100%

felt safe and comfortable leaving their children in our crèche



“This was a lifeline for me. I mean this with my whole heart, Women's Health Matters gave me my life back.”

Gina's Story

Gina* is 34 years old and was referred to the Breathe Free project at WHM after experiencing emotional abuse and coercive control, including ongoing post-separation abuse. Fear of professional involvement and anxiety over the potential impact on her child initially left her feeling isolated.

Through group and one-to-one support, Gina accessed safety planning, legal advice, and peer support. This helped her better understand her options and slowly rebuild her confidence. Over time, her perspective shifted from self-blame to self-compassion, and she began setting boundaries with others and engaging with external services.

By the end of her support, Gina had addressed her initial safety concerns, expanded her support network, and found stability to begin rebuilding her and her child's lives for the future.

Meg's Story

Meg* is 26 years old and was referred to the Domestic Abuse Education and Support Group. As part of the course, she attended the structured session on why women stay in abusive relationships and complex grief following separation. Afterwards, Meg fed back that it had been profoundly impactful.

"I have never been able to tell people how sad I am that we are not together... We were engaged to be married. I thought we were going to have a family. I mourn the life I thought we would have. It feels wrong to say I miss him because he treated me horribly, but I miss him. I just miss him"

After completing the whole course, Meg said "It will be a year since I left my abusive relationship and never in a million years did I think I'd be able to speak about it. Group has really saved my life."

Sozan's Story

Sozan* is 48 years old and originally from Iraq. She arrived in the UK alone and didn't know anybody in Leeds. A housemate from her accommodation for women seeking asylum introduced her to the WHM Rainbow Hearts group. Sozan didn't speak any English. Her first language is Kurdish and she also speaks Arabic. This meant that our project worker could communicate with her and help her settle into group. Over the course of the year, Sozan developed strong friendships with several members of the group and became a regular attendee, engaging with all the activities we offered.

Sozan also attended our ESOL sessions. Starting from the basics of recognising letters and spelling her name, she received one-to-one support alongside formal ESOL lessons at college. Through this combined support, her English improved significantly. She can now communicate in basic English and is determined to continue learning.

Later in the year, Sozan was granted refugee status. While this was a positive step forward, the transition brought new challenges. She struggled to secure stable accommodation and spent a period sofa-surfing. During this time, the practical support available through Rainbow Hearts was particularly important. Access to refreshments and support through the WHM Household Support Fund helped to ease some of the financial pressures she was facing.

As Sozan began navigating life as a newly recognised refugee, it also became clear that she needed additional support using online services such as the Universal Credit portal and internet banking. A referral was made to WHM's Digital Support project, where she received six one-to-one sessions to build her confidence and digital skills.

Now that Sozan is living in stable accommodation, she is keen to develop her skills and further integrate. At this stage, women usually move on from Rainbow Hearts. However, we invited Sozan to become a volunteer, supporting activities, welcoming new women, and providing Kurdish interpretation when needed. Sozan felt valued by this opportunity, as her limited English has made it difficult to find volunteer roles elsewhere. We hope this will help to build her confidence and support her journey towards future employment.

Rainbow Hearts has played a vital role in Sozan's journey of settlement and integration, helping her build friendships, develop new skills, access essential support, and gain the confidence to contribute to her community as a volunteer.



WHM

**It's not only the injustice that drives us,
it's her hope for a better life.**

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www www.womenshealthmatters.org.uk

Find out more about how you can support us:

www.womenshealthmatters.org.uk/support-us