

Building safer futures

**Together we're helping survivors
move from fear to freedom.**

Annual report and financial statements

2025-2026

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The Trustees' Annual Report, comprising pages 4 to 29, includes the Strategic Report and contains the disclosures required by the Charities Statement of Recommended Practice (SORP) and applicable company law.

Why we're here



Refuge exists because domestic abuse remains one of the most widespread, dangerous and enduring forms of harm in our society.

Across England and Wales:

1 in 4
women will experience domestic abuse in her lifetime.

Every 30 seconds
the police receive a call for help relating to domestic abuse.

One woman
is killed every five days by an abusive partner or ex.



Our vision

A future free from gender-based violence.

Our mission

To end domestic abuse by ensuring that everyone affected can access the opportunities they need to reclaim safety, stability and power. We do this by challenging the social, economic and cultural conditions that allow perpetrators to abuse – and that abuse to persist.

Vicky's story*

Trigger warning: this survivor testimony contains descriptions of domestic abuse, including disability-related abuse and coercive control.

“My disability shaped the abuse I experienced in ways that many people don’t immediately think about. I bruise easily anyway, but after physical abuse the bruising was extreme and took a very long time to heal. My mobility issues also made it harder to defend myself.

My perpetrators were also my carers. Medication, operations and appointments were all weaponised against me. Pain medication was withheld. Life-sustaining repeat prescriptions were left unfilled, leading to unnecessary hospital admissions. I even had to cancel surgery because one of my perpetrators told me, just as I was about to leave, ‘Oh no, I won’t be taking you for that surgery today. You’ll have to find someone else.’

Living with domestic abuse left me constantly walking on eggshells. The anxiety caused almost constant flare-ups of my condition, meaning I needed even more help with personal care and became even more reliant on my perpetrators. Even after I escaped, they tried to interfere with my disability benefits by telling the Department for Work and Pensions I was ‘faking everything’. For several months I was terrified I’d lose everything.

I first came into contact with Refuge after searching online for domestic abuse support in my area and finding my local Refuge service. I only ever spoke to my support worker over the phone, but her advice was completely invaluable. Her calls felt more like talking to a ‘sort it out’ kind of friend than a support worker. Her kindness, empathy and solidarity shone through every conversation.

Therapy has helped me reclaim my power more than anything. Surprisingly, group therapy with other survivors has been the most valuable. The hardest thing for me to overcome was believing I was ‘crazy’, or that everything was somehow my fault. Seeing those same feelings reflected in other survivors helped me recognise the gaslighting for what it was. There are no words for that kind of sisterhood or solidarity. Put simply, survivors naturally empower each other.

Being able to speak publicly – safely, using Refuge’s identity protection protocols – has also been incredibly important. Sharing my story in the press and through Comic Relief and using the awful things I endured to help other women escape abuse means it wasn’t completely pointless suffering. It was intended to be pointless suffering – to make a small man feel like a big man – but I took it from him and I owned it. Now I’m using it to reach out, reach forward, and help drag our society towards a place where women and children do not have to live in fear.”

“Survivors naturally empower each other. There are no words for that kind of sisterhood or solidarity.”





Message from our Chair and Chief Executive

Building strength in a changing world

The past year has been both challenging and significant for Refuge. The reality facing survivors of domestic abuse has become increasingly complex. We continue to see the devastating impact of cost-of-living pressures, housing shortages and wider systemic inequalities, as well as the challenges that survivors face in the family justice system. At the same time, technology-facilitated abuse is becoming ever more prevalent and sophisticated. It is now increasingly rare for us to support a survivor who is not experiencing some form of digital abuse.

Alongside this, the wider environment has become more difficult for many of the people who turn to Refuge, particularly migrant survivors, global majority survivors, and LGBTQ+ survivors. While demand for specialist support continues to grow, resources remain stretched and too many survivors are still struggling to get the help they need, when they need it.

We also know that changes across the wider system can have profound consequences for survivors. Whether through pressures on housing, delays in policy reform, or changes within the criminal justice system, survivors and their children are too often left carrying an unacceptable burden of fear and uncertainty.

“No matter what pressures exist around us, survivors remain at the centre of every decision we make.”

Yet despite these challenges, Refuge has continued to show extraordinary resilience and determination. Every day, we see colleagues across the organisation – alongside our incredible community of partners and supporters – going above and beyond. Their creativity, compassion and unwavering commitment mean that survivors and their children continue to receive high-quality support, even in increasingly difficult circumstances. We are immensely proud that, no matter what pressures exist around us, survivors remain at the centre of every decision we make.

Strong foundations, greater impact

This year has also been one of reflection and renewal. Together with survivors, colleagues, supporters and partners, we have developed a new organisational strategy that sets a clear and ambitious direction for Refuge’s future. It reinforces something that has always been true about Refuge: that survivors must be at the heart of everything we do.

Whether we are shaping policy, designing services or influencing public attitudes, we know that meaningful change can only happen when it is rooted in the lived and living experiences of survivors.

Our new strategy also reinforces Refuge's role as a domestic abuse specialist organisation. Over the past year, we have sharpened our focus on where our expertise lies – and that is in understanding what it takes to provide survivors with the protection, support and care they deserve.

“What stays with us most are the quieter moments: survivors and their children beginning to feel safer, rebuilding their confidence and looking forward to futures free from fear.”

While women and their children remain central to our mission, we are clear that domestic abuse can affect people of all genders, and we are committed to ensuring that everyone who needs specialist support can access it.

The year also saw important progress nationally. We were proud to play a

significant role in helping shape the government's strategy to halve violence against women and girls (VAWG) over the next decade, ensuring that survivors' voices and frontline expertise helped inform this crucial piece of work.

Alongside this, Refuge has continued to lead pioneering work on technology-facilitated and economic abuse, helping to shape the implementation of online safety legislation and ensuring that emerging threats remain firmly on the national agenda.

Partnership has been another defining theme of the year. We have continued to work closely with specialist organisations, supporters, funders, partners and others across the VAWG sector, recognising that lasting change can only happen through collaboration.

And while this report rightly highlights many achievements, what stays with us most are the quieter moments: the survivors and their children who are beginning to feel safer, rebuilding their confidence, and looking forward to futures free from fear.

Looking ahead with hope and ambition

The year ahead will be an important one for Refuge. By focusing on our strengths and building a more resilient organisation, we can create even greater impact for survivors in the years ahead. Our priority is strengthening Refuge so that we can continue to be there for survivors

not only today, but for many years to come.

This means building sustainable services, investing in our people, deepening partnerships and ensuring that wherever someone experiencing domestic abuse lives, they know specialist support is available when they need it.

We are also more determined than ever to continue driving societal change. Domestic abuse remains far too prevalent and too often hidden. The fact that women continue to lose their lives to domestic abuse should never be accepted as inevitable or normal.

But what gives us hope is the extraordinary community that stands alongside Refuge. We've both seen it for ourselves time and time again. This year, survivors have played a vital role in helping us drive change. Through co-production, advocacy and the sharing of lived experience, survivor panel members and wider survivor groups have continued to shape our services, influence our thinking and strengthen our mission.

We have also seen remarkable commitment from our supporters and partners. For example, when Hetti had the privilege of running the London Marathon this year alongside Team Refuge, she witnessed first-hand the passion and determination that so many people bring to this cause. Whether they are fundraising, volunteering, sharing their stories or championing our work, this collective commitment

makes an immeasurable difference to survivors' lives.

To our staff, volunteers, survivor panel members, Ambassadors, Champions, partners, supporters and allies – thank you. Your expertise, generosity and belief in a future free from domestic abuse continue to inspire us and make our work possible. Together, we are building a future where every survivor can access the support they deserve and live free from fear.

Together, we can create lasting change.



“Women are still losing their lives every week at the hands of their abusers and society really needs to step up and say: ‘This is not okay.’”

Hetti Barkworth-Nanton, Chair

“By strengthening Refuge, we create the foundation to have even greater impact for survivors in the years ahead.”

Gemma Sherrington, Chief Executive



Our impact



2025-2026 at a glance

Over the past year, Refuge has stood alongside thousands of survivors as they found safety, support and hope for the future. Behind every statistic is a person rebuilding their life and moving towards a future free from abuse. These figures offer just a snapshot of the support we provided.

Our National Domestic Abuse Helpline was there when survivors needed it. We delivered:

57,572 successful responses

via phone, Live Chat, email and our British Sign Language interpretation and live translation services



We supported:

25,441 people

through our local services, meeting survivors where they were and helping them to move forwards:

1,514

through our refuge accommodation

23,927

through community-based support services.

46%

of those supported through our local services (11,748) were dependent children



We provided safe, life-changing accommodation in:

326 units, within **69** refuges, across **14** local authorities.

Each offered shelter, care and a path to freedom.



Behind every case was a complex story of abuse. Many adults came to Refuge having experienced multiple forms of abuse and other overlapping challenges:

75%

subjected to psychological violence

51%

subjected to physical abuse

49%

subjected to technology-facilitated abuse

35%

experienced mental health difficulties

33%

subjected to economic abuse

26%

injured at the point of accessing our services

22%

subjected to sexual violence

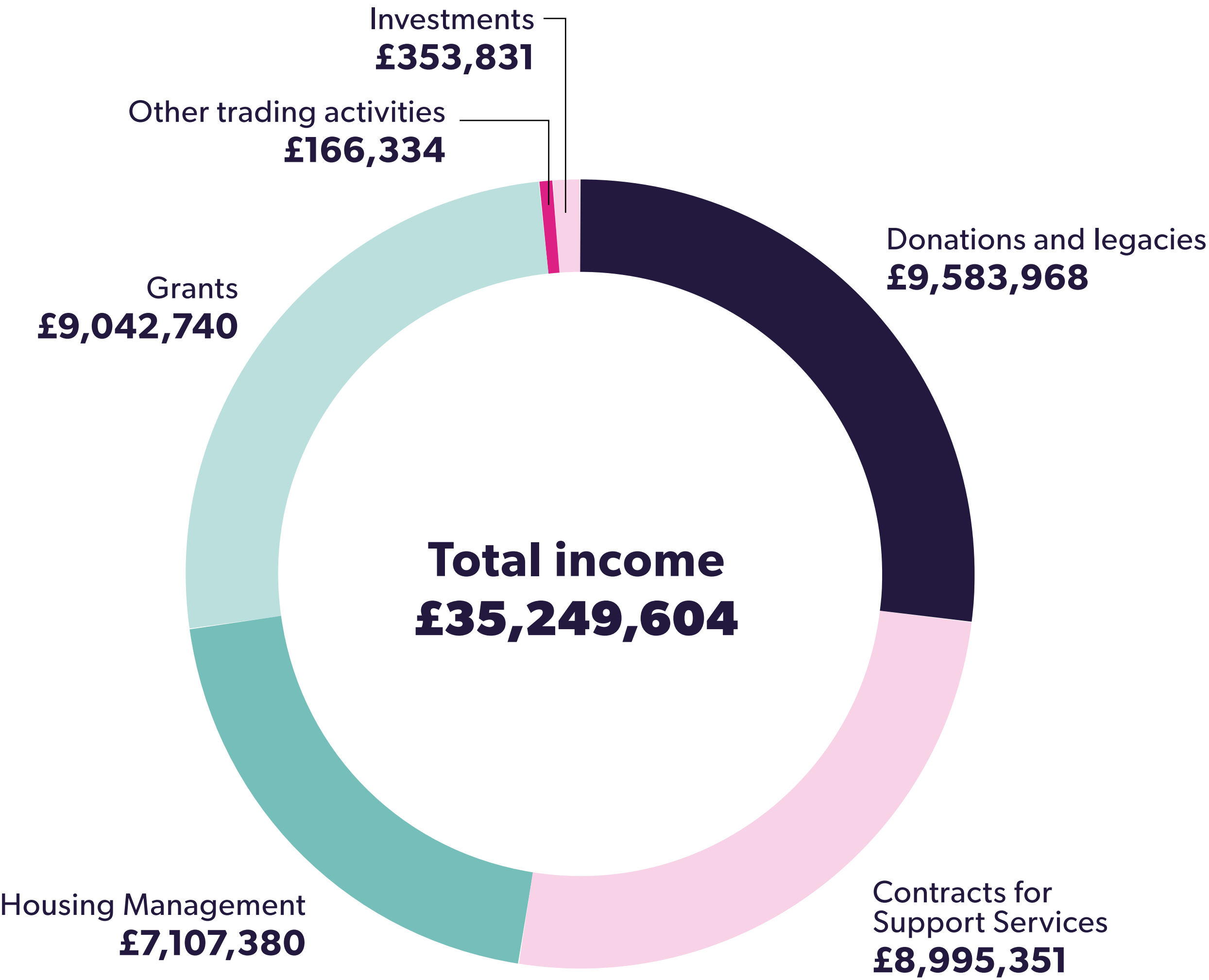
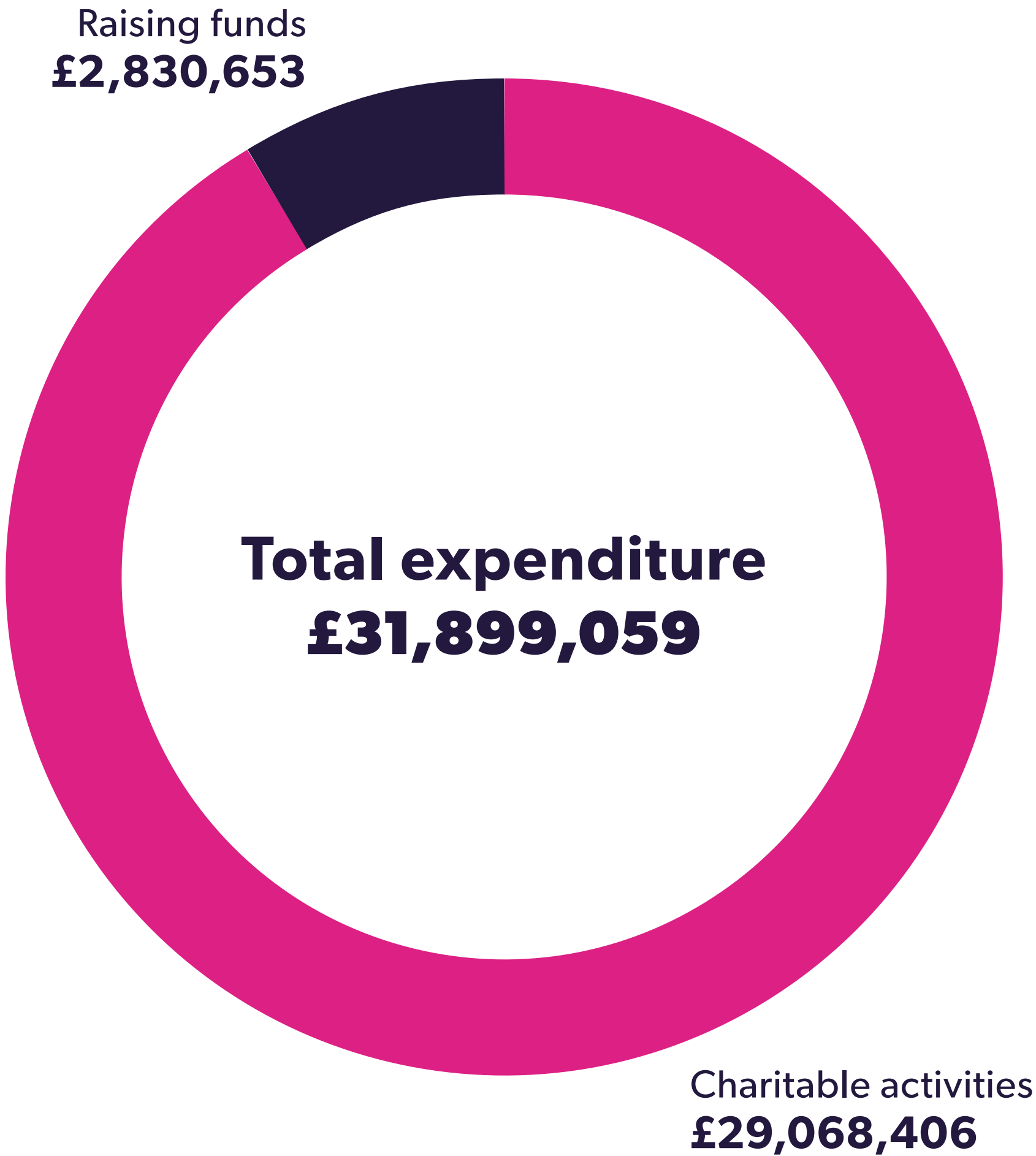
20%

had their lives threatened by an abuser

While we've achieved a great deal, we know there are still too many survivors unable to access the support they need. Together, we can ensure that every survivor has somewhere to turn.

Income and expenditure summary

Between April 2025 and end March 2026 our income was: £35.2m and our expenditure was: £31.8m.



What we delivered



Priority 1:

Provide emergency specialist accommodation, community based and specialist support services

Throughout the year, Refuge responded to rising demand and increasingly complex need by expanding access to emergency accommodation, community-based support, and specialist services. Behind every referral was a survivor facing immediate risk – often alongside wider challenges such as poverty, poor mental health, or immigration barriers.

Despite unprecedented pressure on services, we ensured more survivors could access specialist safe and effective support. Earlier intervention, stronger safety planning, and one-to-one advocacy helped survivors and their children stay safer at the point of crisis and gave them the foundations to begin rebuilding their lives and moving towards a future free from fear.

Improving outcomes for survivors

Across our refuge and community services, Refuge delivered consistent and measurable improvements in survivors' safety, wellbeing and independence.

By the time survivors left support:

- 99% felt confident they could access help in the future,
- 96% were no longer living in fear,
- 96% felt safer, and
- 94% reported an improved quality of life.

"The refuge was a magic house for me and my family. I stayed in the refuge for one year, having this safe space opened my life up again. I am a totally different person now, I don't recognise myself."

Alyssa*

Securing essential services for the future

A major focus this year was securing the long-term future of essential frontline services. Refuge successfully retained and strengthened two of its largest services: the Athena service in Lewisham and the Hertfordshire county-wide VAWG service, led by Refuge and run in partnership with other specialist charities.

These multi-year contracts ensure continuity of specialist support for thousands of survivors, including refuge accommodation, community advocacy and tailored interventions. Crucially, these services preserve trusted local relationships and experienced frontline teams so that survivors can continue to access the high-quality specialist support they rely on.



Investing in safe and therapeutic environments

Refuge also invested in improving the environments where survivors and their children begin to rebuild their lives.

At Hounslow refuge – one of Refuge’s longest-standing services – the redevelopment of the outdoor garden space marked an important moment of renewal. Established in the 1970s, the refuge has supported women and their children for decades, and this investment ensures it continues to meet the needs of survivors today.

The transformed garden, which includes a garden room, provides a safe, welcoming and therapeutic space for women and children. Access to outdoor space is particularly valuable for survivors because it gives them the opportunity to rediscover moments of calm, play, and the everyday freedoms that abusers so often take away.

This work was funded through the Hounslow Thriving Community Capital Grant alongside the Mayor’s Office for Policing and Crime (MOPAC) and the Bright Horizons Foundation for Children. Together, these investments demonstrate how targeted funding can enhance not just access to services, but the day-to-day experience of women and their children as they heal from abuse.

Building digital literacy

This year, Refuge set out to address emerging digital risks facing survivors. With funding from Ofcom, we launched a pioneering project to build media literacy among professionals supporting survivors.

As services, communication and daily life increasingly rely on digital platforms, survivors must be equipped to navigate online environments safely. The programme, called *‘Building confidence and control: Media literacy and victims/survivors of domestic abuse’*, will strengthen professionals’ ability to support survivors to manage online risks, protect their privacy, and rebuild control over their digital lives. As technology becomes an increasingly common tool of abuse, this work will help ensure survivors receive the specialist support they need to stay safe online as well as offline.

Strengthening community partnerships: The Gaia Centre

At The Gaia Centre in Lambeth, Refuge saw the highest number of referrals in its history. Despite this growing demand, the centre maintained strong outcomes for survivors thanks to strengthened partnerships and expanded community engagement.

This collaborative approach enabled survivors to access more coordinated, wraparound support through a single trusted service. By bringing services into trusted community settings and strengthening referral pathways, Gaia helped reduce isolation, increase awareness of the available support, and ensure more survivors received the right help at the right time.

Over the year the centre:

- reached more than **1,000** professionals through training and awareness activity,
- expanded partnerships across **more than 20** organisations, including legal, housing and health services,
- **increased access** to specialist provision, including legal surgeries, housing advice and counselling, and
- supported **2,242** survivors.



Priority 2:

Deliver high quality services and set quality standards for domestic abuse services

Refuge remains committed to delivering consistently high-quality, trauma-informed services while influencing funders and commissioners to raise standards for survivors. Over the past year, we have taken significant strides in strengthening service models, investing in systems, and expanding the reach and impact of our frontline support including through the National Domestic Abuse Helpline. This combination of measures is helping more survivors to access safe, effective support when they need it most.

Influencing change in service design

Refuge has continued its proactive engagement with commissioners and funders to shape service specifications and ensure they meet the needs of survivors. By contributing expertise at an earlier stage in the commissioning process, we have helped create services that are more realistic, specialist, and rooted in survivors' lived experiences.

This work is critical. It not only improves the services Refuge delivers directly but also strengthens the wider domestic abuse sector by promoting models that prioritise safety, accessibility, and long-term stability and independence. By advocating for robust, trauma-informed commissioning practices, we are helping to ensure that services across the country are better equipped to meet the complex and evolving needs of survivors both now and in the future.

Strengthening partnerships with the NHS

In 2025–26, Refuge secured a place on the NHS England Social Impact Framework. This recognises our expertise and positions us within a broader system that is increasingly focused on prevention rather than crisis response.

Domestic abuse is deeply linked to long-term physical and mental health. Our inclusion in this framework will enable stronger collaboration between the health sector and specialist violence against women and girls (VAWG) services, creating more integrated pathways of support.

For survivors, this creates opportunities for more integrated and holistic support, addressing not only immediate safety needs but also long-term wellbeing, stability and independence. For Refuge, it strengthens opportunities to build new partnerships, engage commissioners, and secure sustainable funding, enabling us to reach more survivors with specialist support.



Investing in systems to strengthen services

To support long-term efficiency and service quality, in 2025–26 Refuge continued to invest in modernising some of our most fundamental systems. These included:

Our finance system

With funding from Comic Relief, a new finance system was selected, built, and is currently being tested. As a result, our organisation will be better equipped to manage resources efficiently, respond to rising demand, and enhance the delivery of life-saving services. From refuges to the National Domestic Abuse Helpline, the transformation of our finance system will ensure resources are directed where they are needed most, so more women and children can access specialist support.

Our housing management system

The first phase of updating our housing management system has been delivered, enabling more effective management of service users, rent collection, voids, and arrears.

Our case management system

Significant progress has been made towards modernising our case management system, with procurement underway. This system will improve how we capture, manage, and use data, helping us better understand survivors' needs, support organisational learning, and continually enhance frontline support. It will also streamline processes for frontline colleagues, reducing administrative burdens and enabling them to spend more time supporting women and children.

These investments ensure that staff can work more efficiently, data is better utilised, and services are increasingly responsive to survivor needs.

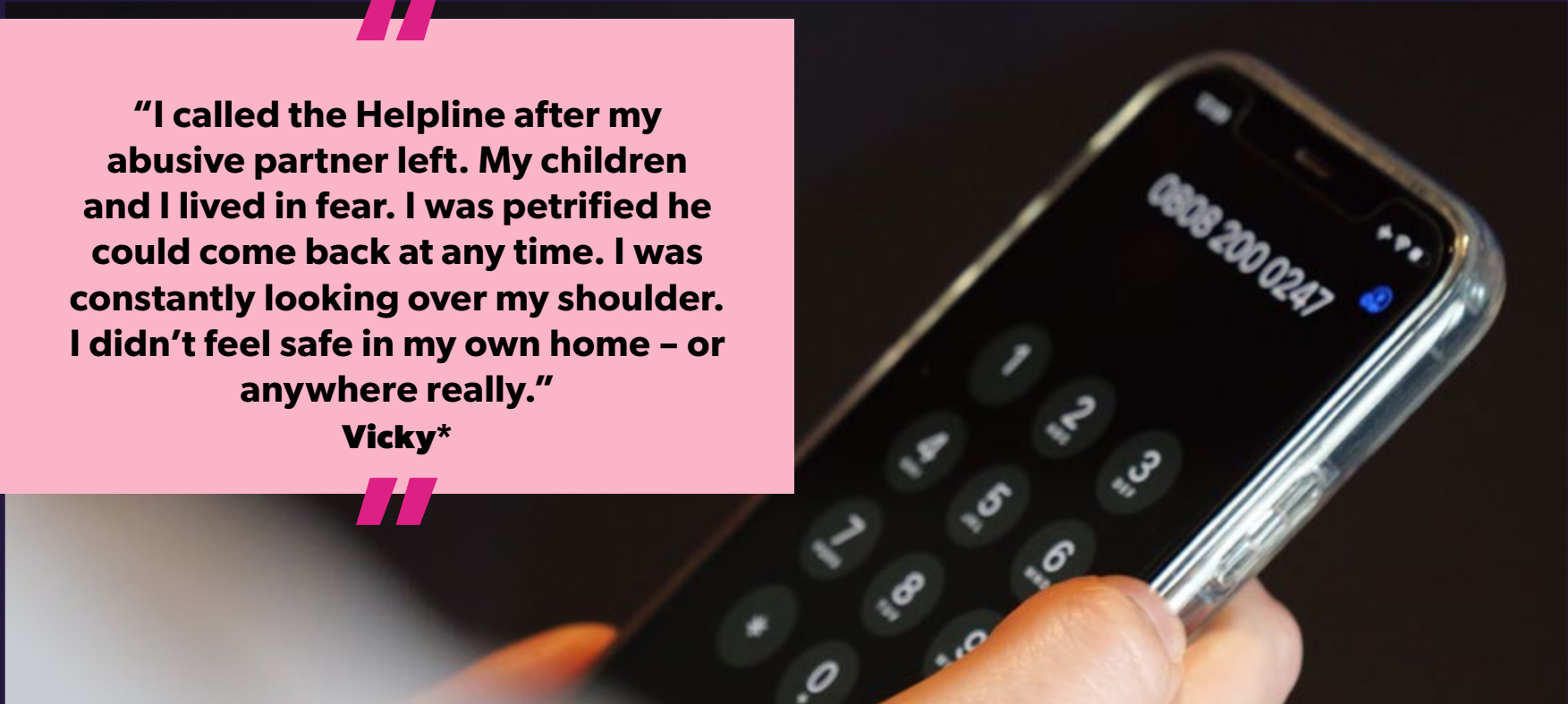
Tackling the emerging harms of technology facilitated abuse and economic abuse

Refuge continues to lead the sector in understanding and responding to emerging forms of abuse, ensuring survivors receive specialist support as technology and patterns of abuse continue to evolve.

In September 2025 our Technology Facilitated Abuse and Economic Empowerment (TFAEE) team delivered Refuge's second Tech Safety Summit which aimed to drive innovation and practical solutions across sectors. The event, which explored issues including AI risks, digital tracking, and online financial abuse, was funded by our partner Aviva, attended by 210 participants, and featured 55 expert speakers.

We also continued to offer accredited TFAEE training to support people to better identify and respond to technology-enabled abuse. In 2025 we trained 773 police officers, 676 court professionals, 329 professionals from across the domestic abuse sector, 149 council professionals, 51 social workers, and 42 healthcare professionals.

Spotlight: The National Domestic Abuse Helpline



"I called the Helpline after my abusive partner left. My children and I lived in fear. I was petrified he could come back at any time. I was constantly looking over my shoulder. I didn't feel safe in my own home – or anywhere really."
Vicky*

At the heart of Refuge's service offer is our 24/7 National Domestic Abuse Helpline (NDAH) – often the first place survivors turn when they are ready to seek help. Refuge is commissioned to deliver the helpline by the Home Office.

This high-demand service provides immediate support in moments of crisis through risk assessment, safety planning, emotional support and onward referrals. It also acts as a trusted source of information and reassurance for survivors trying to understand their options and take their first steps towards freedom from fear. Through the NDAH website, women can also access reliable information and guidance whenever they need it.

Alongside phone support, the NDAH also delivers a live chat service, covered by its highly trained team, and a chatbot service, which provides users with trusted

information based on their needs.

Over recent years calls to the helpline have become increasingly complex, reflecting the multifaceted nature of survivors' situations. Many survivors who contact the service require a combination of practical guidance, emotional support, and clear pathways to safety. Our specialist advisers also work alongside survivors to overcome barriers, advocate on their behalf and help them access safe accommodation and ongoing support.

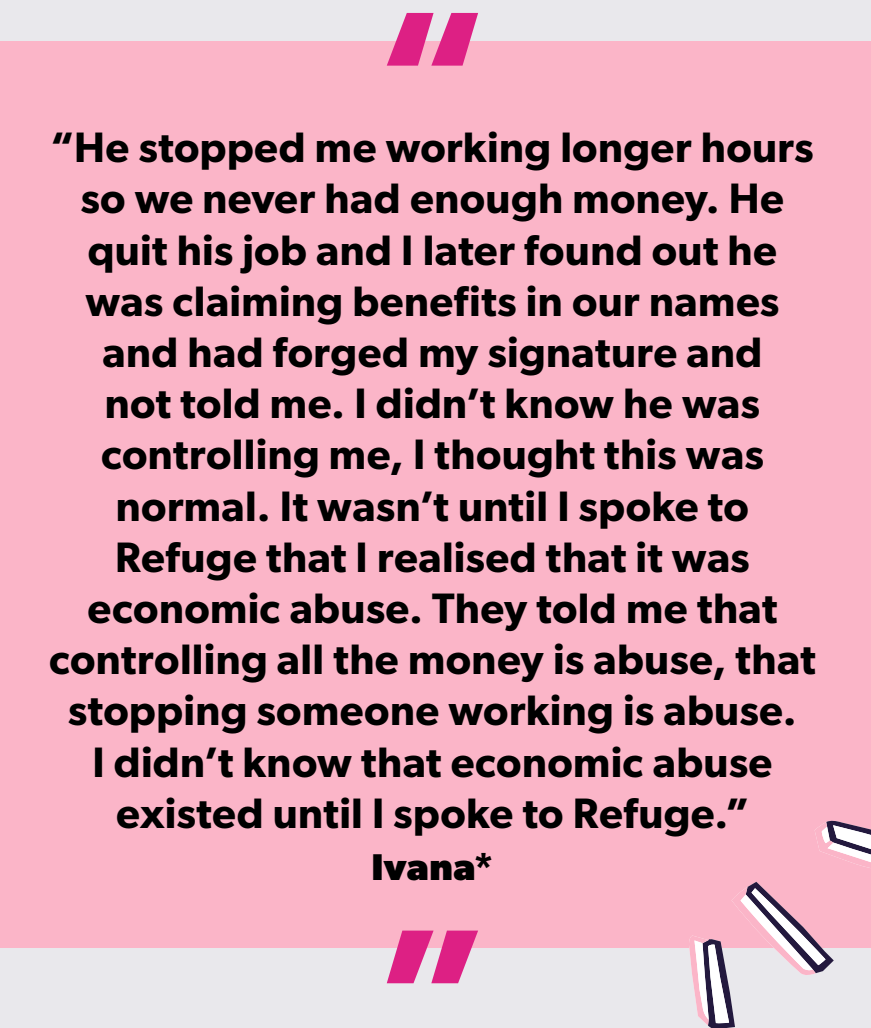
Our helpline data also illustrates the complexity of the abuse many survivors experience, with multiple forms of harm often occurring at the same time. Psychological and emotional abuse, controlling behaviour and intimidation were among the most commonly reported. Significant levels of financial abuse, harassment, and physical violence were also recorded.

Expanding specialist knowledge, capacity and accessibility

Enabled by funding from our corporate partner Skipton Building Society, last year helpline staff, sessional workers and volunteers started to receive specialist training in recognising and responding to economic abuse. Survivors can now be directly referred to dedicated economic abuse leads for ongoing support.

This integrated approach – linking the helpline with wider specialist teams – ensures survivors receive joined-up, specialist support at every stage of their journey.

A funding boost from the Home Office also enabled Refuge to expand the helpline team and embed a new multi-channel contact centre. These enhancements have strengthened our ability to respond efficiently while maintaining a high-quality, empathetic service.



"He stopped me working longer hours so we never had enough money. He quit his job and I later found out he was claiming benefits in our names and had forged my signature and not told me. I didn't know he was controlling me, I thought this was normal. It wasn't until I spoke to Refuge that I realised that it was economic abuse. They told me that controlling all the money is abuse, that stopping someone working is abuse. I didn't know that economic abuse existed until I spoke to Refuge."
Ivana*

We also introduced a new website translation tool, allowing users to read about and share the National Domestic Abuse Helpline in multiple languages. Promoting the page to non-English speakers in their relevant languages has significantly improved accessibility, enabling more survivors to know about and access life-saving phone calls in the language that works best for them.

Finally, an external evaluation of the helpline was conducted to better understand survivors' experiences of accessing support. The evaluation was co-produced with five survivors who had previously accessed Refuge's services. Together with helpline advisers and volunteers, among others, they co-designed surveys and interview questions, and helped to interpret the findings. The survivors reported feeling safe, heard and valued, and their input has already led to clear, practical improvements that will strengthen support for other people.

The top 10 areas of information requested by survivors contacting the National Domestic Abuse Helpline in 2025–26 were:

Area of information	Number supported
Domestic abuse services	15,727
Patterns of domestic abuse	13,568
Safety planning	12,701
Legal issues (civil)	7,912
Housing rights	6,892
Refuge services	5,931
Child contact	4,113
Economic/financial abuse	2,947
Legal issues (criminal)	2,875
Children and parenting	2,700

Championing digital innovation through our chatbot and live chat

Demand for digital support continues to grow and last year the NDAH expanded its live chat hours to include weekends (10am to 6pm) which resulted in 8,018 survivors being supported. In addition, the chatbot function was accessed 144,272 times.

These figures demonstrate the importance of safe, flexible and discreet ways for survivors to seek support – particularly those who may not feel safe making a phone call or whose abuse limits when and how they can safely seek help.



"It was the woman on the end of that helpline who saved me in my time of crisis. Who validated my fear and used words that helped explain the crazy situation that was going on. She told me to run and I did. I think about her often, I wanted to tell her that I made it. I took my dog, I ran and I never looked back."
Kate*

Fostering the power of human connection

Despite increased digital engagement, compassionate human connection remains at the heart of Refuge's support. Sixty-two trained volunteers work alongside helpline staff, contributing an incredible 3,533 hours this year.

Priority 3:

Drive policy change to ensure sustainability of domestic abuse services

This year, Refuge focused on driving systemic change to ensure the long-term sustainability and effectiveness of domestic abuse services and reform of the systems that impact survivors the most. Through targeted policy influence, strategic partnerships and survivor-led advocacy, we worked to strengthen protections, secure more sustainable funding, and improve the systems survivors rely on so that more of them can live safely and free from fear. Across all our activity, we centred survivors' voices and frontline expertise to help ensure policies deliver meaningful change for women and children experiencing domestic abuse.

Shaping safer digital environments

Refuge played a pivotal role in shaping how online spaces respond to violence against women and girls (VAWG). Building on our successful campaign to influence the Online Safety Act, we worked closely with Ofcom as it developed guidance for technology companies on preventing and addressing online abuse, helping to ensure survivors are better protected in the digital spaces they use every day.

Ofcom's draft guidance drew heavily on proposals co-developed by Refuge and partners across the online safety sector. We continued to strengthen this work by embedding both specialist expertise and lived experience in the final guidance. Our Tech Facilitated Abuse team contributed frontline insight, while our survivor panel ensured the guidance reflected the realities of digital harm, making sure survivors' experiences remained at the heart of the final guidance.

Through a dedicated workshop with Ofcom, survivors shared their experiences and identified where stronger action was needed. As a result, Ofcom adopted key recommendations championed by Refuge, including stronger cooperation between tech companies and law enforcement, measures to prevent harassment from anonymous or fake accounts, and better systems for directly reporting harmful content amounting to domestic abuse to tech companies.

Ofcom will now assess how effectively companies implement the guidance, which includes both mandatory and voluntary measures. Insight from Refuge's tech abuse service will help inform this work.

This work was an important step towards making online spaces safer for women and clearly marking domestic abuse and other forms of VAWG as a key priority of online safety efforts. It also demonstrated the impact of survivor-led advocacy in

shaping more effective and accountable digital regulation, helping create a safer online environment for women now and in the future.

"I felt so proud being part of a group of survivors brave enough to share painful and complex experiences to help women who may experience similar abuse in the future."

Survivor who attended the Ofcom workshop



Collaborating on a landmark government strategy

Following the 2024 election commitment to halve VAWG over the next decade, Refuge worked extensively to shape the government's VAWG strategy, helping ensure survivors' experiences and the realities of frontline services informed national policy.

We engaged closely with ministers and officials, contributed to stakeholder groups, and used communications and campaigning to influence the strategy's development.

We worked in coalition with other organisations to strengthen these calls, including supporting the Step Up for Migrant Women coalition to advocate for greater protections for migrant survivors, meaning more women can seek help without fear.

Our approach was underpinned by five key priorities:

1. Sustainable funding for specialist services so survivors can access support whenever they need it.
2. Improved police standards and culture.
3. Stronger regulation of online abuse.
4. Increased protections for migrant survivors.
5. Clear cross-government leadership and accountability.

When the VAWG strategy was published in December 2025, it reflected a number of Refuge's priorities. There were welcome commitments to improving police standards and addressing police-perpetrated abuse, in line with our Remove the Rot campaign. Funding for accommodation-based services and helplines was also increased. While this was welcome, it fell short of the £202 million needed to make sure specialist services remain sustainable and accessible to every survivor who needs them.

Other developments included initial steps being taken towards addressing online abuse, alongside a commitment being secured to introduce a 'firewall' between police and immigration services – an important safeguard for migrant survivors.

Additionally, a new VAWG advisory board was established to oversee the strategy's implementation, with Refuge holding a seat. This has given us a valuable opportunity to influence delivery and hold the government to account, ensuring commitments lead to meaningful improvements for survivors. Refuge also hosted parliamentary drop-in events to brief MPs and peers, ensuring that frontline insights inform ongoing political engagement.

While the VAWG strategy is an important milestone, Refuge continues to work to shape its implementation so we can make sure the government's commitments translate into meaningful change in the lives of survivors.



Influencing the Sentencing Bill

Refuge also played an important role in shaping the Sentencing Bill (now the Sentencing Act) introduced in September 2025 to address mounting pressure on the prison system.

A central measure in the legislation was a presumption against short custodial sentences of 12 months or less. While intended to reduce prison overcrowding, Refuge raised concerns about the potential impact on survivors of domestic abuse. Custodial sentences, even when 'short', can provide critical breathing space for domestic abuse survivors, enabling women to access support, strengthen safety planning

and take important steps towards independence and rebuilding their lives. We also highlighted the risks associated with managing more domestic abuse perpetrators in the community, given existing pressures on probation services.

Through direct engagement with ministers and officials, Refuge made the case for a specific exemption for domestic abuse perpetrators, putting survivors' safety at the centre of the debate. The government accepted this argument and wrote it into the Act. This outcome represents a significant step in ensuring that efforts to reform the criminal justice system do not come at the expense of survivor safety.

Priority 4:

Prevent violence against women and girls through awareness raising and changing harmful and pervasive societal attitudes

This year, Refuge delivered high-impact awareness campaigns that not only shone a light on the realities of domestic abuse but also encouraged the public to take meaningful action. By combining powerful storytelling with high-profile platforms and partnerships, we were able to reach millions of people, amplify survivor voices, and strengthen support for the services that help survivors find safety and rebuild their lives.

Launching Home is Where the Hurt is

For International Women's Day 2026, Refuge launched Home is Where the Hurt is, a campaign designed to show how domestic abuse is often hidden in plain sight – and to encourage more people to recognise the signs of abuse and take action.

At the heart of the campaign was a powerful short film that echoed the style of popular online property influencer content, appearing at first like a regular house tour before gradually shifting in tone and revealing the subtle and insidious forms of abuse that take place behind closed doors including coercive control, psychological abuse and technology-facilitated abuse.

The campaign was brought to life through national digital billboards, social media, press coverage and broadcast interviews, plus a striking public display outside Parliament which helped keep the issue in the spotlight. A number of high-profile celebrities and Refuge Ambassadors

supported the campaign including David Morrissey, Zara McDermott, Sharon Gaffka and Em Clarkson.

The campaign connected strongly with audiences and led to meaningful action. It generated over 290 pieces of media coverage, while social media content sparked over 79,000 interactions and brought in thousands of new followers. Crucially, it encouraged people to get involved. More than 7,000 people signed an open letter calling on the government to address a £55.5 million funding gap in domestic abuse services, and over 1,500 people signed up to support Refuge. Donations also exceeded expectations, showing that when people better understand the reality of domestic abuse, they are more likely to stand with survivors and help ensure specialist support is there when it is needed most.

Refuge is deeply grateful for the pro-bono support from creative agency Revolt, whose expertise helped bring the campaign to life.

"At one point, I thought he'd tapped my phone. It wasn't until I was doing a deep clean that I found cameras in the house. There was one on top of the mantelpiece – just sitting on the soundbar – a tiny little camera. I even found another hidden inside a light switch on the wall. I was shocked to find them. I remember thinking: Where else are there cameras? When I confronted him, he gaslit me into thinking they weren't cameras at all. They disappeared for a while, so I started to wonder if I'd imagined it – maybe I was half asleep or dreaming. But then a few months later they reappeared in slightly different places."

Linda*



Amplifying survivors' voices on Red Nose Day

The voices of Refuge survivors were at the heart of a powerful Red Nose Day moment this year, as actors Adjoa Andoh, Helen George and Suranne Jones brought real experiences of domestic abuse to a national audience.

In a moving short film broadcast during the Red Nose Day live show on 20th March, the actors read the anonymised words of survivors supported by Refuge, helping to shine a light on the realities of abuse. By placing survivor voices front and centre, the film gave millions of viewers a deeper

understanding of the impact of domestic abuse and the difference specialist support services can make in helping survivors move from fear to freedom.

At a time when demand for support continues to grow, this high-profile moment demonstrated the power of bringing lived experience to a national audience to raise awareness, inspire action and help sustain life-saving services. Refuge is deeply grateful to Comic Relief for its continued support and advocacy, helping to amplify survivors' voices and deepen public understanding of domestic abuse.



Shining a light on intersectional experiences of domestic abuse

Platforming survivor voices in Refuge's external communications brings real experiences into public view, helping people better understand domestic abuse beyond stereotypes. It humanises the issue, builds empathy, and encourages more survivors to seek support by showing that they are not alone. It also highlights how survivors' experiences are shaped by factors such as disability and race, and why specialist, inclusive support is so important.

This year, three survivors who Refuge supported to share their stories in the national media helped demonstrate this. During South Asian Heritage Month Jasminder* spoke to the Metro newspaper about the abuse she experienced for

almost two decades, with the aim of highlighting domestic abuse within her community and pushing for cultural change. During Disability Pride Month, Vicky* spoke to Stylist magazine about her experience as a disabled survivor, raising awareness of how abusers can misuse disability to exert control, and calling for more tailored support. During Black History Month, Brooke* shared her story with Metro, highlighting how domestic abuse and racism intersect and the need for systems, including family courts, to better support Black survivors.

By amplifying these voices, Refuge is helping to challenge stigma, deepen understanding, influence change, and ensure more inclusive support for all survivors.

"I was invited to become a member of Refuge's survivor panel. As part of the panel I have met Ministers, helped decide where Refuge is going, and had a voice in shaping what is needed in services. I have had the chance to be a voice for disabled survivors, for queer survivors and for neurodivergent survivors. What's more I have accessed a level of personal healing that I didn't even know I needed. Being able to do this work means that it wasn't all for nothing."

Vicky*

Priority 5:

Build partnerships to share and grow our expertise and expand our impact

This year, we strengthened the way we work with partners to respond to a changing commissioning landscape and reach more survivors with specialist support. By working more collaboratively with specialist and 'by and for' organisations, we have been able to deliver more inclusive, joined-up support ensuring women and their children can access services that better reflect their individual experiences and needs. And, by working innovatively with organisations and funders across a breadth of sectors, we have been able to deliver some transformational projects that will future proof the way we deliver our services.



Strengthening partnerships across the sector

During 2025-26, Refuge continued to strengthen partnerships with specialist organisations across its services. We are proud of our Pan-London Floating Support Service, delivered in partnership with 12 organisations (Advance, Asian Women's Resource Centre, Claudia Jones, Forward UK, GALOP, IKWRO, IMECE, KMEWO, Sign Health, Solace Women's Aid, Stay Safe East and Woman's Trust). The Gaia Centre is delivered in partnership with African Advocacy Foundation (AAF), Spires, Bede House and Respeito, and the recently secured Hertfordshire county-wide VAWG service is delivered in partnership with Safer Places, St Albans and Hertsmere Women's Refuge and Asian Women's Resource Centre.

By working collaboratively, we ensure survivors can access more coordinated, specialist support, particularly for those with complex or intersecting needs. They also help secure the long-term future of vital services so more women and their children can access support when they need it.



Supporting children and young people through partnerships

Partnership working has also enhanced support for children and families. The Children Activity Time (CHAT) Programme, developed with the UK Trauma Council and generously funded by The Dahan Family Foundation, has now been rolled out across all of our refuges, with 26 children's support workers trained to deliver therapeutic support. We celebrated this partnership through a special art exhibition celebrating the creativity and resilience of the children and young people in our refuges.

Refuge also continued its Families Stories programme in partnership with the Anna Freud Centre, providing therapeutic support to children and their safe parents.

These collaborations help ensure children affected by domestic abuse receive specialist, trauma-informed support that gives them the opportunity to regain a sense of safety, build confidence, and look forward to a future free from fear.

"I was scared and worried, I didn't know where we were going. On the first day, I didn't know what to do, then I saw my Child Support Worker and my life changed."
Child in a refuge



Building brighter futures with Omaze

In November 2025, Refuge partnered with Omaze in the Omaze Million Pound House Draw, Yorkshire. The partnership secured a £1 million donation from the Yorkshire House Draw, alongside a separate £3,500,000 grant pledged by Omaze – bringing the total support to £4,500,000 for survivors and their children escaping domestic abuse. This money will enable us to provide over 10 safe homes, which will particularly benefit those unable to access traditional refuge accommodation because they have large families, older children, disabilities or much-loved family pets, or because they are trans or non-binary.

We worked with Omaze to develop and launch a national marketing and awareness campaign which reached a wide audience through TV, media and digital channels. The campaign was supported by celebrity ambassadors including Sara Pascoe, Billie Piper, Zara McDermott and David Morrissey who took part in TV ads, press interviews and social media content.

A key component of the campaign was increasing public understanding of why safe, self-contained accommodation matters. For many survivors, self-contained accommodation provides the flexibility and inclusivity needed to meet a wider range of needs. A number of survivors supported by Refuge generously gave their time to share their stories as part of the campaign.

This partnership demonstrates the power of working together to raise vital funds, increase awareness of domestic abuse and ultimately help more survivors and their children access the specialist support they need.

“Having this safe home, it means the world, it’s helped put me out of danger. It was a relief to get my own property with four kids. The security of the property makes me sleep safer at night knowing there are cameras and the letterbox is sealed ... and being able to bring my pets means I have a bit of my family with me even though I’ve had to leave the area my family is in.”

Zelda*



Looking ahead

As we look to the future, Refuge is entering an important new chapter. Our new strategy sets out how we will strengthen and grow our impact between 2026 and 2028 ensuring we can continue to meet the needs of survivors today while building a safer future for those who come after them.

At a time when demand for specialist support has never been greater, we know that survivors need services that are safe, consistent and sustainable. Over the next three years, we will focus on strengthening the foundations of our organisation. We'll do this by investing in our people, services, partnerships and financial resilience so that we can reach more survivors, amplify their voices, and drive lasting change.

Everything in our strategy is rooted in one simple principle: survivors must remain at the heart of everything we do.

By building a stronger Refuge, we can help more survivors and their children to find safety, rebuild their lives, and move towards futures free from fear.

Our five strategic priorities

1 Delivering high-quality, safe survivor services
We will ensure that survivors experience Refuge services as safe, specialist and consistently high-quality, wherever and however they access them.

2 Achieving financial sustainability and growth
We will build a more resilient and diversified funding model so that our services remain sustainable, independent and responsive to survivors' needs.

3 Strengthening people, culture and survivor leadership
We will invest in our colleagues, embed inclusive and trauma-informed practice, and establish safe and ethical structures for survivors to shape decisions, services and strategy.

4 Building evidence, learning and impact
We will use data, insight and lived experience to strengthen our services, demonstrate impact and inform future decision-making.

5 Driving prevention, policy and systems change
We will use our expertise and insight from lived experience to influence policy, challenge harmful attitudes and contribute to a future where domestic abuse is no longer tolerated or hidden.

Thanks to our supporters

Every day, women and children turn to Refuge at some of the most frightening moments of their lives. They find safety, specialist support and hope because of the extraordinary generosity of our supporters.

Whether through our appeals, fundraising events, regular giving, philanthropy, trusts and foundations, corporate partnerships, gifts in memory or gifts in wills, every contribution helps ensure that no woman has to face domestic abuse alone.

This year, our incredible community of supporters once again stood alongside survivors. Together, they helped us respond to growing demand, strengthen our services and continue reaching women and children when they needed us most. We are deeply grateful to everyone who has been part of this shared commitment.

Our superb supporter stats for 2025–26

6,446 supporters took part in fundraising events, raising £1,115,091.

13,017 people gave regularly, providing dependable income that helps Refuge support survivors every day of the year.

15 corporate partners stood alongside Refuge through fundraising, awareness raising and long-term collaboration.

Thousands of supporters donated to our appeals, helping women and children find safety and begin rebuilding their lives.



Inspiring generosity through our appeals

This year, our Individual Giving team delivered three flagship appeals, raising an impressive £753,000 in unrestricted income to support women and children experiencing domestic abuse. These appeals brought thousands of supporters together behind a shared belief that every survivor deserves safety, support and the chance to rebuild their life.

Spotlight: Christmas Appeal

Launched at the start of November, our Christmas Appeal invited supporters to help give women and children their first Christmas of freedom. The campaign marked the introduction of our new

fundraising narrative and helped more people connect with the realities of domestic abuse and the difference their support can make.

A multi-channel approach combining email, website and social media drove strong engagement and income growth. Notably, our online advertising continued to perform extremely well, allowing us once again to recruit new supporters at a profit – an unusual achievement in the charity sector.

A generous philanthropist matched £135,000 of donations through a matched giving campaign, inspiring 2,247 supporters to give during this period.

In total, 9,315 supporters donated £491,000 (excluding Gift Aid and matched funding), surpassing our target by 37%. In addition, 695 supporters committed to regular giving, generating a projected £303,000 over four years, providing dependable income that will help Refuge be there for survivors every day of the year.

“Refuge made the holiday very nice and even gave my son presents. The staff made the atmosphere really nice and during Christmas time they even put up a tree and decorations.”

Rachel*

Strengthening our impact through philanthropy

Flexible, long-term funding from our philanthropic partners enables Refuge to respond to emerging challenges while investing in the services survivors need most. This kind of support gives us the confidence to plan ahead, strengthen our expertise and ensure women and children can continue accessing specialist support when they need it.

The Postcode Support Trust

In 2024, Refuge was awarded a three-year partnership with the Postcode Support Trust, worth £300,000 annually. As a flexible and strategic funder, the Trust enables Refuge to respond to both immediate needs and longer-term priorities.

Through this partnership, in 2025–26 the Trust has enabled:

- culturally adapted services, including Vietnamese-speaking outreach and Eastern European advocacy services, helping us to break down barriers faced by minoritised women accessing support.
- policy and public affairs work, sustaining a high-performing team to influence national legislation, funding, and policy decisions affecting survivors.

- the Tech Safety Summit 2025 which addressed the growing threat of technology-facilitated abuse through expert-led discussions on deepfake imagery, dark web exploitation, AI chatbots, and economic abuse.

The Two Magpies Fund

A valued partner since 2019, Two Magpies Fund is a respected leader in the violence against women and girls sector.

Unrestricted funding of this nature is transformative. It allows us to respond rapidly to emerging needs while strengthening our long-term sustainability and ensuring survivors and their children can access life-saving support. Through their longstanding partnership with Refuge, including their most recent three-year pledge, the Fund’s partnership continues to ensure Refuge’s services remain resilient, responsive and ready whenever survivors need us.



Championing community fundraising

Across the country, supporters continued to demonstrate the incredible difference that individuals can make. One inspiring example of someone going the extra mile for Refuge was Rio.

Rio’s support for Refuge began in 2023 with a workplace fundraiser in memory of a close friend. Since then, her commitment has grown into an extraordinary fundraising and awareness-raising journey. Over the past year alone Rio has run the London Marathon, participated in 16 Days of Activism against Gender-Based Violence, and completed the London Landmarks

Half Marathon. Alongside her fundraising efforts, Rio also successfully secured a £17,000 unrestricted grant from Southampton City Council’s Bereavement Services, through their ICCM Recycling of Metals Scheme.

Since 2023, Rio has raised an outstanding £22,300 with £18,800 raised during the last year alone. This extraordinary contribution could help fund a refuge for more than a month, helping women and children escaping abuse find safety, specialist support and hope for the future.

Rio’s story is a powerful reminder of how the passion and determination of a single supporter can change lives.

Honouring loved ones through in-memory giving

This year, we launched our first dedicated in-memory fundraising event during the 16 Days of Activism against Gender-Based Violence. Supporters were invited to move 5km a day in any way they chose to honour the devastating statistic that one woman is killed every five days by a current or former partner. The challenge was designed to be inclusive and accessible to all.

The campaign raised over £25,000, with 85% of surveyed participants taking part in a Refuge event for the first time. This strong response highlighted the power of in-memory giving to bring new supporters to Refuge while raising vital funds and awareness.

By remembering loved ones in this way, participants also stood in solidarity with survivors, helping ensure more women and children can access specialist support when they need it most.



Our thanks

This year has shown, once again, the extraordinary difference that people can make when they come together behind a shared cause. To everyone who has supported Refuge – through fundraising, campaigning, volunteering, partnerships, gifts in kind, regular giving, legacy pledges or donations – thank you. Your generosity and belief in our work have helped ensure that survivors experiencing domestic abuse could find safety, support and hope when they needed it most.

We are deeply grateful to our Ambassadors, Champions, corporate partners, commissioners, trusts and foundations, philanthropists, community fundraisers, event participants and individual supporters. We would also like to thank those who have chosen to support us quietly, including anonymous donors and the families of those who

have remembered Refuge in their wills or through gifts in memory of loved ones. Every contribution, no matter how it was given, has helped keep our services open and sent a powerful message to survivors that there are people standing beside them.

Finally, we want to express our heartfelt thanks to the survivors who have shared their experiences with us. Whether helping to shape services, influencing policy, speaking publicly, supporting campaigns or informing our new strategy, your courage, insight and trust continue to guide our work. Your voices challenge misconceptions, inspire change and remind us why this mission matters so deeply.

Together, you are helping to build a future where every survivor can live safely, rebuild their life, and look ahead free from fear. Thank you for being part of that journey.



- | | |
|-------------------------------------|----------------------------------|
| Adjoa Andoh | Chanita Stephenson |
| Aisling Bea | Charli Howard |
| Alan Boswell Group Charitable Trust | Cherie Blair CBE KC |
| Alex Scott MBE | Christopher A. Holder |
| Anna Whitehouse | Comic Relief |
| Annie Macmanus | Dame Helen Mirren |
| Banham Foundation | David Morrissey |
| Baroness Helena Kennedy LT KC | Ellie Bamber |
| Billie Piper | Flo Finch |
| Brandeice | Halcrow Foundation |
| Caitlin O’Ryan | Harrison-Frank Family Foundation |

- Helen George
Her Majesty The Queen
Hilary Dent
Julie and Richard Swann
K Duff
Kathleen Beryl Sleigh Charitable Trust
Lee Chambers
Lorien Haynes
Margie MacKinnon and Wayne McArdle

- Neil Amos and Maggie Poe
Nikita Kanda
Odin Charitable Trust
Olivia Colman
PA Consulting
Players of People’s Postcode Lottery, with funds awarded from Postcode Support Trust
Ranvir Singh
Revolt London
Richard Herring
Rosemary Reed
Saffron Hocking
Sara Pascoe
Sharon Gaffka

- Sir Patrick Stewart
Squarepoint Foundation
Stratford Town Trust
Suranne Jones
The Alchemy Foundation
The Brook Trust
The Dahan Family Foundation
The Evan Cornish Foundation
The Janet Nash Charitable Settlement
The National Lottery Community Fund
The Pantheon Charitable Trust
The Stewarts Foundation
The Walcot Foundation

- Tioc Foundation
Two Magpies Fund
Victoria Derbyshire
Wendy Turner-Webster
Zara McDermott



Legal, administrative and governance

Our structure, governance and management

Governing document

Refuge is a registered charity (Charity Commission number 277424) and a private company limited by guarantee without share capital (Company number 1412276). It was originally incorporated as Chiswick Family Rescue on 30 January 1979 and registered as a charity on 31 March 1979. The name was subsequently changed to Refuge on 5 March 1993.

Refuge and its subsidiary Refuge Trading Limited (Company number 13799550) are registered at Fora, 92 Albert Embankment, London, SE1 7TY. On 13 August 2012 Refuge became a Registered Provider of Social Housing regulated by the Regulator of Social Housing. As a registered charity it is regulated by the Charity Commission.

The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the

event of the company being wound up members are required to contribute an amount not exceeding £1.

Objectives

The objects of the charity are:

- To provide for the relief of women and their children or other victims who have been subject to:
 - (i) physical, sexual, emotional and/or mental abuse within an intimate or “family” relationship (“domestic abuse”); or
 - (ii) other gender-based abuse, which term, for the purposes of these Articles, shall include but not be limited to rape, prostitution, gang abuse, sex-trafficking or female genital mutilation, in either of cases; or
 - (iii) above, throughout the United Kingdom and abroad.
- To provide specialist supported housing and social housing and any associated amenities in England, designed to meet the needs of women and children who are the victims of domestic abuse and/or other gender-based abuse, and other services designed to facilitate their onward progression; and
- To advance public education, research and training on understanding of the issues of domestic abuse and gender-based abuse throughout the United Kingdom and abroad.

Refuge’s mission continues to be that of providing emergency accommodation and support to women and children escaping domestic abuse whilst raising awareness and understanding of the issue. Its principal aims and objectives are to:

- Provide a range of high-quality specialist services to women and children escaping domestic abuse including a Freephone 24-hour National Domestic Abuse Helpline, a growing number of safe houses with additional specialist support services for women and children, outreach and floating support services, refuges and outreach for black, Asian, minority ethnic and refugee (BAMER) women, independent domestic abuse advocates and specialist support.
- Raise public awareness of the issues surrounding domestic abuse and campaign to ensure the voices of survivors are heard.

A Board of Trustees (whose members are also directors of the charitable company) oversees Refuge’s policies and the execution of its activities. Members are elected upon a resolution of the Board and may resign their membership by notice in writing to the company.

Refuge is compliant with the Regulator of Social Housing’s Governance and Financial Viability Standard. We maintain strong governance arrangements and sound financial management to ensure the long-term sustainability of

our services and assets. Refuge has also adopted the Charity Code of Governance, which further strengthens our commitment to high standards of leadership, accountability, and transparency.

Refuge Trading Limited, a registered company and wholly owned subsidiary of Refuge, was established in 2021 to carry out non-primary purpose trading on behalf of Refuge. It has its own Board of Directors consisting of two Refuge Trustees – Katharine Patel (Chair), and Jeremy Lewis as well as two members of Refuge’s senior Leadership Team – the Director of Fundraising, Policy and Communications – Vicky Fallon and the Director of Corporate Services – Jayne Thorpe. Refuge Trading Limited’s Board meets each September to approve the statutory accounts.

Recruitment and appointment of The Board of Trustees

We are led by our Board of Trustees, who serve as Directors under company law.

There shall be a minimum of five and a maximum of twelve Trustees who are appointed by a decision of the Trustees. Appointments are made on an initial three-year term of office. Under the requirements of the Articles of Association each Trustee shall retire from office at the third Annual Retirement Meeting following the commencement of his or her term of office, this being the meeting of the Trustees at which the accounts of the Charity are adopted.

Retiring Trustees may be reappointed for a maximum of three consecutive terms of office.

Periodic skills audits are undertaken to ensure that the skills/experience of the Board of Trustees align with those necessary for the management of the Charity’s business. Where necessary Trustees are recruited and appointed to meet any skills gaps so that the Board can govern to the high standards required for our clients, colleagues, partners and supporters.

We believe it is important for our Board and committees to include people with a mix of skills, experience, and backgrounds. To help achieve this, we work with recruitment specialists who focus on finding diverse candidates. We also advertise roles on specialist platforms and use our professional networks to reach a wide range of people.

By using more inclusive recruitment methods, we can attract applicants from different social, economic, and ethnic backgrounds. This helps bring a wider range of viewpoints and ideas to our decision-making.

When recruiting trustees and specialist committee members, we look at the skills and experience already on the Board and committees and identify any gaps that need to be filled, including diversity considerations. Appointments are only confirmed after satisfactory references have been received.

All trustees must sign a declaration confirming that they are not disqualified from holding the role. Trustees and specialist committee members are also required to complete an annual declaration of interests and undergo enhanced Disclosure and Barring Service (DBS) checks.

The Board of Trustees induction and training

All new members of the Board of Trustees receive an induction pack containing detailed information about Refuge, its organisation and its work. New Trustees spend time with the Chief Executive, Chair and colleagues to familiarise themselves with Refuge’s activities and their role and responsibilities as a charity Trustee. Training is provided to introduce Trustees to their legal and governance duties, including mandatory dynamics of domestic abuse, data protection/GDPR, safeguarding, cybersecurity, EDI and Microaggressions training. All Trustees receive a copy of the Charity Commission publication ‘The Essential Trustee’ and regular self-assessments are undertaken against the Charity Governance Code.

The Board of Trustees and its committees

The Board of Trustees are responsible for the overall governance of Refuge overseeing its compliance, strategy and planning. The Board uses different governing documents to help it make the rules, including the Memorandum and Articles of Association which shows how the Board can delegate the

implementation of their decisions or day-to-day management of the affairs of the Charity to any person or committee.

The Scheme of Delegation explains which decisions can be made by colleagues through the Chief Executive and which decisions must be made by the Board. It helps ensure that decisions are made by the right person or group at the right level. This allows the charity to work efficiently and make effective decisions.

The Chief Executive, Gemma Sherrington, is responsible for the day-to-day management of the charity supported by a highly dedicated and professional team of staff and volunteers.

The Board’s core role is to focus on strategy, performance and assurance. The Board has established four committees to focus on specific aspects of the charity’s work – Audit and Risk; People, Nominations and Remuneration; Resources; Services and Safeguarding.

Each committee has clear terms of reference that set out its role and responsibilities. Committee membership includes both Board trustees and independent members with specialist knowledge. These specialist members play an important part in governance by bringing relevant skills and experience, helping to ensure that the advice and assurance provided through the committee structure is well informed and effective.

The Chair of each committee provides a report to the Board of Trustees at

every board meeting. They highlight the committee’s key activities and any important decisions made since the last meeting. Committees also support the Board by providing advice and guidance in their areas of expertise. This helps ensure the Board has access to the knowledge, skills and experience it needs to make informed decisions.

Partnerships

In pursuit of its charitable aims, Refuge works in partnership with a range of charitable, government and statutory agencies to provide safe accommodation for women and children escaping domestic abuse.

Housing associations:

Abrol Ltd, BPHA, Central and Cecil, Clarion Housing Group, Derby Homes, Hexagon, London and Quadrant, Metropolitan Thames Valley, Notting Hill Genesis, Orbit, Peabody, Sanctuary Housing, HomeGroup and Tuntum. Refuge also works with the Women in Safe Homes Fund and Latitude Living Ltd.

Statutory partners:

The London Boroughs of Barking and Dagenham, Hammersmith and Fulham, Hillingdon, Kingston upon Thames, Lewisham, Lambeth, Merton, Redbridge, Richmond, Southwark, Waltham Forest, Wandsworth and Westminster. The counties of Cambridgeshire, Hertfordshire and Warwickshire. The city of Derby. The Greater London Authority. London Councils. Derbyshire PCC, Hertfordshire PCC, Warwickshire PCC, MOPAC, Home Office, Ministry of Justice.

In addition to our statutory partners, Refuge also receives funding from the social enterprise IRISi.

Trustees, officers and advisers

During the year, unless noted otherwise, and at the time of signing the financial statements, the trustees in office are:

Hetti Barkworth–Nanton (Chair)

Selina Sagayam (Vice-Chair)

Meera Bedi (Chair of Services and Safeguarding Committee from 29.05.2025)

Laurie Boulton (from 06.05.2026)

Justin Derbyshire (Chair of People, Nominations and Remuneration Committee)

Jeremy Lewis (Chair of Audit and Risk Committee)

Amy Nelsen

Katharine Patel (Chair of Resources Committee from 05.06.2025)

Alex Sufit

Ambassadors:

Ellie Bamber

Cherie Booth CBE KC

Olivia Colman CBE

Sharon Gaffka

Georgia Harrison MBE

Saffron Hocking

Charli Howard

Nikita Kanda

Baroness Helena Kennedy KC

Zara McDermott

Dame Helen Mirren

David Morrissey

Billie Piper

Rosemary Reed

Alex Scott MBE

Ranvir Singh

Chanita Stephenson

Sir Patrick Stewart OBE

Chief Executive

Abigail Ampofo (interim from 04.03.2024 to 6.05.2025)

Gemma Sherrington (from 24.03.2025)

Senior Leadership Team

Director of Corporate Services:

Jo Knowles (interim from 27.11.2023 to 07.05.2025)

Jayne Thorpe (from 22.04.2025)

Director of Fundraising, Policy and Communications:

Ikram Dahman (interim from 11.06.2024 to 31.10.2025)

Vicky Fallon (from 06.10.2025)

Director of Organisational Effectiveness:

Reema Malhotra (from 10.09.2025)

Director of Service Delivery:

Denise Brown

Legal and administrative details

Charity number: 277424

Company number: 1412276

Regulator of Social Housing number: 4730

Principal office:

Refuge, Fora, 92 Albert Embankment, London SE1 7TY

Auditors:

Crowe U.K. LLP, 55 Ludgate Hill, London, EC4M 7JW

Bankers:

HSBC Bank Plc, 281 Chiswick High Road, London W4 4HJ

Barclays Bank Plc, 1 Churchill Place, London E14 5HP

Investment Managers:

Charles Stanley & Co, 70–72 Chertsey Street, Guildford, Surrey GU1 4HL

Solicitors:

Bates Wells, 10 Queen Street, London, EC4R 1BE

PJH Law, 18a Maiden Lane, Stamford, Lincolnshire, PE9 2AZ

Public benefit statement

Refuge operates for public benefit. The trustees confirm that they complied with the duty in section 17 of the Charities Act 2011 to have due regard to the Charity Commission’s general guidance on public benefit, “Charities and Public Benefit”.

Respect, Inclusion and Belonging

Respect, inclusion, and belonging are fundamental to what we want to achieve in all that we do at Refuge. We aim to build a culture where our colleagues, volunteers, trustees, service users, survivors, partners, and all who work with or alongside us are valued and respected. As an intersectional feminist organisation committed to challenging inequality across society, equality and equity remain at the forefront in helping us to achieve our strategic priorities.

Through our Equality Network Groups, we ensure colleagues are represented, have a voice and can raise ideas or concerns to their SLT sponsor. In addition, our Colleague Forum, chaired by the CEO, provides further opportunities for colleagues to raise issues/ideas that can improve the colleague experience. The Forum also forms part of our staff consultation process, with members of the groups being given opportunity to provide feedback on new and amended policies and procedures.

Throughout 2025/26 we provided opportunities for increased awareness of the issues that impact individuals from marginalised communities. Members of

the Board and senior leaders undertook Conscious Inclusion training, and all managers were provided with disability awareness e-training. We continued to host internal meetings and sessions with external speakers, including our sister organisations, to speak on a diverse range of topics and issues including wellbeing and intersectionality.

As a recognised Disability Confident Employer, we are committed to fostering an inclusive and supportive working environment for all and we have improved our processes and guidance on supporting colleagues with reasonable adjustments and Access to Work.

We understand connection and wellbeing are key areas for colleagues therefore we have provided opportunities for colleagues to take a moment to have a break and connect with each other through our ‘Time for Tea’ sessions, and holding wellbeing sessions offering techniques for mindfulness.

Furthermore, in addition to the broad range of professional and personal development opportunities provided to colleagues we have provided access to an external mentoring programme to support all colleagues in developing and thriving.

We remain committed to being active allies, celebrating diversity, challenging inequality and discrimination and creating an inclusive space for all.

Fundraising

In 2025/2026, our dedicated supporters donated a total of £9.6 million. This included money raised through challenges and events, contributions to fundraising appeals, support through commercial partnerships, regular gifts, and donations made in wills or in memory of loved ones.

Behind every donation, large or small, is a person with a story and a reason for supporting Refuge. This shared sense of purpose unites our supporters, and, thanks to their generosity, we can keep our helpline open and our refuges running.

We are committed to the supporters who make our work possible, and we continue to explore new ways of placing both survivors and supporters at the heart of everything we do. This commitment is reflected in the policies we have developed to protect and respect them, including our Vulnerable Persons Policy, Ethical Fundraising Policy and Complaints Policy.

We recognise that we will not always get everything right, and we value every opportunity to listen and improve. In 2025/26, we received 14 complaints related to our fundraising activity, all of which were resolved without escalation to the Fundraising Regulator. The slight increase from last year, when we received nine complaints, reflects improvements in our reporting processes.

During the year, we worked with three professional fundraising organisations for payroll giving recruitment and one telemarketing agency. We ensure all agencies we partner with adhere to the highest standards of fundraising practice, with appropriate agreements and monitoring in place to regularly review and evaluate their work.

We are registered with the Fundraising Regulator and follow the Fundraising Code of Practice, which underpins every aspect of our work – from safeguarding data and embracing new technologies to ensuring that any third parties we work with uphold the same high standards. We are committed to continually learning, improving and strengthening our approach for the benefit of the survivors we support and the people who stand beside us.

We work with companies across a wide range of sectors to build mutually beneficial partnerships. We encourage our corporate partners to commit to raising a minimum of £25,000, which may be achieved through commercial participation, staff or customer fundraising, events, and company donations. We are also grateful to the many corporate supporters and donors who contribute through one-off gifts, regular donations or gifts in kind, in ways that suit them.

As part of our approach to fundraising from businesses, trusts, foundations and high-net-worth individuals, we carry out due diligence to ensure alignment

with our ethical policy and to assess any potential risks by association.

While raising unrestricted income remains vital to our mission, we also work with a small number of donors to fund specific programmes where they have a particular passion for certain areas of our work. Together, this breadth of support enables us not only to respond to immediate need, but also to invest in longer-term change, ensuring we can continue to be there for survivors today and into the future.

Financial review

During the year that ended 31 March 2026, Refuge operated within a challenging economic and funding environment. Like many organisations across the voluntary sector, we faced ongoing increases in employment and operational costs, alongside continued pressure on public sector finances and a highly competitive fundraising landscape. Refuge operates in a sector where demand for specialist support services, including domestic abuse services, continues to exceed available funding and provision. This has been accompanied by growing demand for our services from survivors with complex and intersecting needs. Against this backdrop, the Trustees have maintained a strong focus on financial resilience, effective governance and robust risk management.

The economic and funding environment requires us to maintain focus on the performance of our income streams (see ‘Income’ below) which include voluntary income, our portfolio of contracts and grants and housing income alongside managing pressures on our operational costs (see ‘Expenditure’ below). We rely on central and local government funding to run many of our services. The proportions of our income mix are similar year on year. Contracts and grants make up over half of our income with £18.0m, 51% (2024/25 £17.2m, 54%). With £7.1m, 20% (2024/25 £6.0m, 19%) income generated from housing management activities. The value of donations and legacies received was £9.6m, 27% of our total income (2024/25 £8.3m, 26%).

Refuge generated a surplus of £3.43m in 2025/26 (£1.84m in 2024/25), of which £1.67m was unrestricted (£1.51m 2024/25) and £1.76m was restricted funds (£0.33m 2024/25). This reflects activities in previous years focused on financial sustainability, replenishing depleted reserves and maintaining break-even positions as a minimum.

This surplus has increased Refuge’s reserves which are ahead of the policy range and sufficient to enable us to continue our charitable activities for the foreseeable future (see ‘Reserves and other funds’ below) and importantly to enable us to continue to make the planned multi-year investments in some areas of our business which have lacked investment for a sustained period of time (see ‘Looking ahead’).

Income

Income totalled £35.2m in 2025/26, which is £3.3m (10%) higher than in 2024/25.

Income from operating activities, including grants, contracts and housing management, has increased by £1.9m (8%) to £25.1m in 2025/26. An exercise reviewing rents and eligible service charges contributed towards the £1.1m (19%) increase in housing management income year on year, alongside expanded services in some areas.

Fundraising income continued to grow year on year with 16% growth in 2025/26 in comparison to 11% growth in 2024/25, this was supported by legacy contributions and income from individuals, trusts and corporate partners. We are committed to recognising our supporters who make our work possible and who understand the relevance of our mission in a difficult external economic and funding environment.

This growth was achieved despite persistent pressures across the fundraising landscape, particularly in digital-led giving. We saw increased engagement from regular donors, and legacy giving also continued an upward trajectory, with more individuals choosing to leave a gift to Refuge in their wills and is a significant opportunity for the future.

Expenditure

With financial sustainability planning overarching previous budgets, our costs remain an area of focus where we plan to maintain sustainable break-even or surplus positions to allow us to continue to invest in delivering our work. We will actively review where we are spending our money on an ongoing basis to ensure we can continue to support survivors when they need us.

In the current financial year expenditure totalled £31.9m, which is £1.7m (6%) higher than the prior year. We spent more money on our charitable activities – £2.1m (7%) higher – reflecting higher income received to deliver our work and increased our spending on raising funds – £0.3m (10%) higher – as we invest in the diversification and sustainability of our fundraising activities. Additionally, we made a £0.6m write back arising from the reassessment of historic housing debtor balances, including historic accounting mismatches, credit balances and bad debt provisions, following the implementation of the new housing management system and the availability of improved information.

Staff costs, which are a significant part of our operational costs, have increased year on year by £0.9m (5%) reflecting modest pay awards with notable changes to the employer National Insurance rates structure. A challenging recruitment market alongside the specialised nature of the work that Refuge does, with calculated decisions about using interim

resources for some roles, meant that we made more use of temporary people resources with expenditure increasing by £0.6m (90%).

We also invested £0.6m (2024/25 £0.4m) in training our colleagues to ensure that they are well placed to meet the changing needs of our survivors and our organisation.

The general upward trend in costs overall is reflected in property and other non-staff costs, which are £11.3m and 35% of overall costs, a 3% year-on-year decrease, reflecting changes in where we have chosen to spend our money overall.

Looking ahead

Refuge is now proactively working to create a long-term sustainable business model, with a balanced portfolio of contracted, voluntary and commercial income that will drive the quality services that survivors need for the future. Whilst focus is still applied to rigorous management of in-year income and expenditure, attention has shifted to multi-year planning and integrated revenue strategies. A managed programme of investment continues to ensure the healthy future of Refuge, particularly in core systems and infrastructure as well as in future income generation.

Value for money

Refuge is a charity and a registered provider of social housing and is obligated by the Regulator of Social

Housing to provide an overview of its approach to value for money. This is set out below together with a set of indicators required by the regulator. For Refuge, value for money means delivering our strategic objectives in a cost-conscious way, enabling us to maximise our provision of a range of high-quality specialist services to people escaping domestic abuse, and remain financially sustainable for the long term. The Board regularly monitors performance through budget setting, financial reporting and forecasting. Refuge regularly reviews the allocation of resources to ensure the most effective contribution towards our strategic objectives which are discussed under Objectives, above. As a charity we also choose to use fundraised income to invest in projects or the provision of services which contribute to our core strategic objectives.

The value for money measures as required by the Regulator of Social Housing are set out below. Refuge is extremely small in comparison to the Housing Association sector in general and the nature of the work that we do is very specialised which means that our data will compare unfavourably to the sector average data. It should be noted that, given the complexity of needs of our survivors, the range of services that we provide, and given that Refuge is a charity with charitable goals to invest the maximum possible to support those goals, there will be significant variations in the measures for Refuge as set against the Housing Association sector average.

For the reasons outlined, the data below does not represent like for like comparison. Refuge is not a developing housing association and currently owns three properties which have 10 units.

Reinvestment

Most of the units (97%) operated by Refuge are under lease agreements and therefore this measure is not applicable to our portfolio.

New supply (social)

Refuge does not operate social housing units, and this measure is therefore not applicable.

New supply (non-social)

Refuge does not own non-social housing units.

Gearing/ EBITDA MRI Interest Cover

Refuge is debt free and therefore these measures do not apply.

Social Housing Cost per Unit

The housing cost per unit is higher than the sector average due to the short-term nature of the accommodation which we provide, higher renewal rates, and also reflecting the higher levels of staffing and services required to safely support survivors.

Operating Margin

Refuge’s low margins are the result of the higher costs associated with running supported accommodation and services

to meet the complex and intersectional needs of survivors.

Return on Capital Employed

The return on capital employed reflects our decision to use our income generated through fundraising activities to contribute towards running our services.

Reserves and other funds

Reserves are the funds that are freely available to spend on Refuge’s purposes. This definition excludes restricted reserves which are discussed below. The reserves, shown on the balance sheet as ‘general funds’, are the free reserves which are unrestricted and not designated by the Board for any other purpose. They provide resilience in the event of financial shocks, such as an unexpected decline in income.

The Reserves Policy determines the target level for reserves. The Board have taken a risk-based approach in setting the policy of general reserves to be within the range of £5.2m to £6.3m.

Designated funds are unrestricted funds set aside for a specific purpose by the Board. As at 31 March 2026, Refuge has two designated funds. The Fixed Asset Fund holds the balance of all tangible and intangible fixed assets. This reflects the fact that these assets are not available to be expended in the same way that general reserves are, as they are utilised in Refuge’s day-to-day operations and are not readily realisable as cash. Additionally, the Board have approved

a designated fund for the Strategic Investment programme which was agreed at the March 2026 meeting.

This represents funding set aside for committed strategic activity where we will invest in business systems and technology, the fundraising Invest to Grow programme and leadership development.

Restricted reserves or funds relate to income which must be used for a specific purpose, as stipulated by the donor, and which has not yet been expended.

In summary, total reserves as at 31 March 2026 were £13.1m (2024/25: £9.7m). We held restricted reserves of £2.8m (2024/25: £1.0m) and general reserves of £7.3m (2024/25: £8.6m). The year end cash balance was £10.0m (2024/25: £9.8m).

Further information on Refuge’s reserves can be found in notes 20–22 of the accounts.

Therefore, the Board of Trustees has assessed Refuge’s ability to continue as a going concern and is satisfied that it has adequate resources to continue in operational existence for the foreseeable future. Accordingly, the financial statements have been prepared on a going concern basis. In making this assessment, the Board of Trustees has considered Refuge’s financial position, cash flow forecasts, liquidity, lack of outstanding debt, as well as the broader economic environment and sector-specific challenges. These include

inflationary pressures, regulatory changes under the Social Housing (Regulation) Act 2023, and increased costs associated with building safety and decarbonisation. Refuge has undertaken stress testing of its financial plans, including downside scenarios, and has identified appropriate mitigating actions. The Board of Trustees is confident that Refuge remains financially resilient. There are no material uncertainties that cast significant doubt on Refuge’s ability to continue as a going concern for a period of at least twelve months from the date of approval of these financial statements.

Principal risks

The Board of Trustees are responsible for establishing and monitoring internal control systems within Refuge. The Board reviews the major risks which may impact on the operations of Refuge on a regular basis and are satisfied that the system of internal control currently in place is sound and effective, whilst recognising that it is designed to manage rather than eliminate risk. This year, the Board and colleagues have further strengthened our strategic risk framework, ensuring risks are aligned to our organisational strategy, clearly articulated and reviewed regularly. The Board of Trustees agree that the following are the principal risks that Refuge faces:

- Failure to deliver consistently safe, specialist, high-quality survivor services. The nature of Refuge’s work means safeguarding and service quality remain a significant risk. We continue to strengthen quality

standards, governance oversight, safeguarding practice and operational processes to ensure survivors receive safe and effective support.

- Failure to achieve sustainable, diversified income. The funding environment remains challenging, with increasing demand for services alongside financial pressures across the sector. We continue to focus on strengthening financial resilience through income diversification, growth in unrestricted income and disciplined financial management.
- Inability to evidence impact or guide decisions. Delivering our strategy depends on robust data, effective systems and timely insight. We continue to invest in improving data quality, organisational learning and impact measurement to support effective decision-making and demonstrate outcomes for survivors.
- Workforce or leadership instability undermines safety. Our ability to deliver high-quality services depends on attracting, developing and retaining a skilled and resilient workforce. We continue to invest in leadership capability, workforce stability, staff wellbeing and organisational development.
- Failure to influence prevention and systems change safely. Achieving our mission requires us to influence policy, practice and public understanding. We mitigate this risk by focusing on

evidence-led influencing activity and meaningful survivor engagement.

- Failure to deliver our 2026–28 strategy foundations. Successful delivery of our strategic plan depends on maintaining focus on agreed priorities and building the organisational foundations required for long-term success. Progress is monitored regularly to ensure resources remain aligned to strategic objectives.
- Insufficient survivor leadership and participation structures. Survivor voice is central to Refuge’s work. We continue to strengthen trauma-informed approaches to participation, ensuring survivors help shape services, organisational learning and influencing activity.
- The UK operating environment affecting our ability to execute our strategy. Ongoing political, economic and social uncertainty continues to create challenges for the sector, including increased demand, cost pressures and funding volatility. We continue to strengthen organisational resilience and scenario planning in response to these external risks.

Reputational risk is considered inherent across all strategic risks and is therefore managed through the assessment and mitigation of each individual risk rather than as a standalone category.

Investment powers

The Articles of Association contain powers for the Board of Trustees to invest funds in any investments, securities and properties. During the year the Board decided to rebalance the portfolio withdrawing from investing in some asset classes. As of 31 March 2026, Refuge held £776k of investments, the portfolio showing an increase of £69k (10%) on the previous year’s valuation. Refuge’s appetite for risk is medium to low, seeking to balance capital growth and income generation. Performance for the year was in line with the market and comparable indices. The portfolio is managed by Charles Stanley, part of Raymond James Wealth Management. Further information is provided in note 15 to the accounts.

Statement of the Board of Trustees responsibilities

The Board of Trustees (whose members are also directors of Refuge for the purposes of company law) is responsible for preparing the trustees’ report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Board of Trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the company and of the outgoing resources and application of resources, including the income and expenditure, of

the company for that period. In preparing these financial statements, the Board of Trustees is required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Housing and Charities SORP.
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Board of Trustees is responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

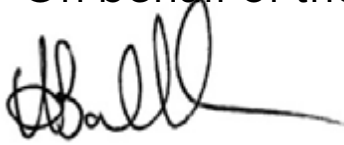
As far as the Board of Trustees is aware:

- There is no relevant audit information of which the charitable company’s auditor is unaware; and

- The Board of Trustees has taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

The Board of Trustees is responsible for ensuring that the pay and remuneration of key management personnel is reasonable and appropriate. Director salaries are determined annually by the People, Nominations and Remuneration Committee (PNRC). A separate policy outlines the approach to CEO pay which is capped relative to other salaries.

On behalf of the Board of Trustees



Hetti Barkworth-Nanton – Chair

This report acts as a directors’ report for the charitable company as required by s415 of the Companies Act 2006 and includes the Strategic Report which has been approved by the Board of Trustees in their capacity as company directors.

Independent Auditor's Report to the Members of Refuge

Opinion

We have audited the financial statements of Refuge ('the charitable company') and its subsidiary ('the group') for the year ended 31 March 2026 which comprise the Consolidated statement of financial activities, Balance sheet, Statement of Cash Flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the charitable company's affairs as at 31 March 2026 and of the group's incoming resources and application of resources, including its income and expenditure for the year then ended;

- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Housing and Regeneration Act 2008 and the Accounting Direction for Private Registered Providers of Social Housing 2022.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustee's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material

uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group's or the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information contained within the annual report. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of

this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion based on the work undertaken in the course of our audit

- the information given in the trustees' report, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the group and the charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 29, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor’s responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor’s report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council’s website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor’s report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the group operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements, including financial reporting legislation together with the Housing SORP, Charities SORP (FRS 102) and tax regulations. We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the group’s ability to operate or to avoid a material penalty. Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We also considered the opportunities and incentives that may exist within the group for fraud. We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be in the recognition of income and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management and the Audit and Risk Committee about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing accounting estimates for evidence of management bias, undertaking substantive testing of income transactions and balances, reviewing regulatory correspondence with the Regulator of Social Housing and the Charity Commission, and reading minutes of meetings of those charged with governance.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it.

In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

Use of our report

This report is made solely to the charitable company’s members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company’s members and trustees those matters we are required to state to them in an auditor’s report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company’s members as a body for our audit work, for this report, or for the opinions we have formed.



Julia Poulter
Senior Statutory Auditor

For and on behalf of
Crowe U.K. LLP
Statutory Auditor
London

29 September 2026

Financial statements



Consolidated statement of financial activities

For the year ended 31 March 2026

	Note	Unrestricted Funds 2026 £	Restricted Funds 2026 £	Total Funds 2026 £	Total Funds 2025 £
Income from:					
Donations and legacies	4	6,821,417	2,762,551	9,583,968	8,296,435
Operating activities					
Contracts for Support Services	5	8,995,351	-	8,995,351	8,076,327
Housing Management	3	7,107,380	-	7,107,380	5,972,637
Grants	6	-	9,042,740	9,042,740	9,174,474
Other trading activities	8	166,334	-	166,334	128,168
Investments	7	353,831	-	353,831	286,252
Other income		-	-	-	41,605
Total income	3	23,444,313	11,805,291	35,249,604	31,975,898
Expenditure on:					
Raising funds	9	2,830,653	-	2,830,653	2,562,614
Charitable activities					
• Refuge provision	11	10,400,055	1,901,559	12,301,614	12,305,968
• Advocacy	11	4,540,393	1,446,443	5,986,836	5,600,965
• Integrated services	11	2,771,592	679,831	3,451,423	3,152,960
• Outreach and Floating Support	11	726,729	2,799,282	3,526,011	3,354,018
• National Domestic Abuse Helpline	11	480,727	3,072,048	3,552,775	2,921,073
• Public information	11	249,747	-	249,747	187,498
• Specialist support services		(146,490)	146,490	-	64,784
Total Expenditure	3,11	21,853,406	10,045,653	31,899,059	30,149,880
Reconciliation of funds:					
Net gains on investments	15	74,923	-	74,923	10,911
Net income/(expenditure)		1,665,830	1,759,638	3,425,468	1,836,929
Transfers between funds	20,21	-	-	-	-
Net movement in funds		1,665,830	1,759,638	3,425,468	1,836,929
Fund balances brought forward at 1 April 2025					
		8,632,469	1,040,368	9,672,837	7,835,908
Fund balances carried forward at 31 March 2026	20, 21, 22	10,298,299	2,800,006	13,098,305	9,672,837

The notes on pages 34–46 form part of these financial statements.

All of the activities of the charitable company relate to continuing operations. There were no recognised gains and losses other than those included in the Statement of Financial Activities.

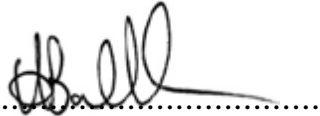
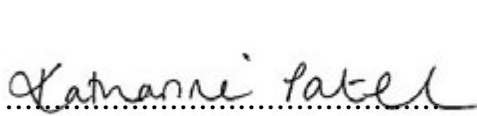
Included within expenditure is a cost of £13,272 (2025: £82,656) relating to the amortisation of intangible assets.

Balance sheet

For the year ended 31 March 2026

	Note	Group		Charity	
		2026 £	2025 £	2026 £	2025 £
Fixed Assets					
Tangible assets	13	807,940	-	807,940	-
Intangible assets	14	55,568	39,777	55,568	39,777
Investments	15	775,829	706,351	775,830	706,352
		1,639,337	746,128	1,639,338	746,129
Current Assets					
Debtors	16	5,939,315	5,426,762	6,165,346	5,533,158
Cash at bank and in hand		10,046,799	9,826,197	9,673,044	9,700,989
		15,986,114	15,252,959	15,838,390	15,234,147
Creditors: Amounts falling due within one year	17	(3,999,674)	(5,960,670)	(3,851,951)	(5,941,859)
Net Current Assets		11,986,440	9,292,289	11,986,439	9,292,288
Total Assets less Current Liabilities		13,625,777	10,038,417	13,625,777	10,038,417
Provisions for liabilities and charges	19	(527,472)	(365,580)	(527,472)	(365,580)
Net Assets		13,098,305	9,672,837	13,098,305	9,672,837
Represented by:					
Unrestricted Funds	20				
General		7,255,791	8,592,692	7,255,791	8,592,692
Designated Funds		3,042,508	39,777	3,042,508	39,777
		10,298,299	8,632,469	10,298,299	8,632,469
Restricted Funds	21	2,800,006	1,040,368	2,800,006	1,040,368
Total Funds	22	13,098,305	9,672,837	13,098,305	9,672,837

Approved by the Board of Trustees on 24/09/2026

Hetti Barkworth-Nanton Katharine Patel

The notes on pages 35–46 form part of these financial statements.

Company number: 1412276

Statement of Cash Flows
For the year ended 31 March 2026

	Note	2026 £	2025 £
Net Cash Inflow/(Outflow) from Operating Activities	1	726,970	3,105,235
• Investment income received	7	353,831	286,252
Capital Expenditure and financial investment			
• Payments to acquire Tangible Fixed Assets	13	(836,581)	(1,079)
• Payments to acquire Intangible Fixed Assets	14	(29,063)	(26,523)
• Payments to acquire Financial Investments	15	(219,088)	(111,918)
• Investment disposal proceeds	15	227,132	118,257
Increase/(Decrease) in Cash and Cash Equivalents	2	223,201	3,370,224

Notes to the Statement of Cash Flows

1 Reconciliation of Changes in Resources to Net Cash Outflow from Operating Activities

	2026 £	2025 £
Net movement in funds	3,425,468	1,836,929
Depreciation	28,641	266,629
Amortisation	13,272	87,587
Loss on fixed asset disposal	-	134,637
Investment income	(353,831)	(286,252)
Unrealised/Realised (gains)	(74,923)	(10,911)
Decrease/(increase) in trade and other Debtors	(512,553)	668,923
Increase/(decrease) in trade and other Creditors	(1,960,996)	692,999
Movement in provision	161,892	(285,306)
	726,970	3,105,235

2 Reconciliation of Net Cash Flow to Movements in Net Funds		
	2026 £	2025 £
Increase/(decrease) in Cash at Bank in the year	220,602	3,369,529
Increase/(decrease) in Cash held with Investment Managers	2,599	695
Increase/(decrease) in net funds	223,201	3,370,224
Net funds at 1 April 2025	9,834,176	6,463,952
Net funds at 31 March 2026	10,057,377	9,834,176

3 Reconciliation of net funds to cash at bank and in hand		
	2026 £	2025 £
Net funds	10,057,377	9,834,176
Cash held with investment managers	(10,578)	(7,979)
Cash at bank and in hand	10,046,799	9,826,197

1 Accounting Policies

Basis of accounting

The financial statements are prepared on the historical cost convention of accounting, as modified by the revaluation of Fixed asset Investments and in accordance with applicable Accounting Standards and in compliance with The Accounting Direction for Private Registered Providers of Social Housing 2022, Housing SORP 2018, the Statement of Recommended Practice “Accounting for Registered Social Providers”, the Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with “The Financial Reporting Standard 102, The Financial Reporting Standard applicable in the UK and Republic of Ireland”, The Charities Act 2011 and the requirements of the Companies Act 2006. The charity is a public benefit entity for the purposes of FRS 102.

Going concern

Refuge’s financial statements have been prepared on the going concern basis. Per FRS 102, an entity is a going concern unless the trustees either intend to liquidate the entity or to cease operating, or has no realistic alternative but to do so. Refuge’s Trustees have assessed Refuge’s ability to continue as a going concern for twelve months after the signing of the 2025/26 accounts, i.e. until September 2027, based on projections of Refuge’s income, expenditure and cashflow over that period.

Refuge has generated a surplus of £3.4m in 2025/26. (See the annual report’s financial review for more information.) Year end unrestricted and free reserves which exclude designated funds are £7.3m which is above the risk based reserves policy range of £5.2m to £6.3m, with a cash balance of £10.0m.

Reserves and cash at these levels are expected to be sufficient to cover ongoing operations. In 2026/27 we have planned to make a small withdrawal from reserves for our ongoing activities, and additionally have created a designated fund from reserves to make a number of strategic investments including investing in our business systems programme and in support of delivering against our new strategic pillars as part of the strategy launched for 2026–2028.

The risk based reserves policy was reviewed by the Board in June 2026 by assessing the key risks, their potential likelihoods and impacts in order to establish how much the Charity should hold as reserves against those risks materialising, to ensure that the charity would be able to continue in operation.

Should Refuge experience an unexpected short-term drop in liquidity, mitigating actions are available, including the liquidation of £776k of investments.

After considering the current level of reserves and cash, the forecast to September 2027, and the mitigating actions available, should unforeseen circumstances arise, it is the opinion of

the trustees that the Group has adequate financial resources to continue its activities for the foreseeable future and that there are no material uncertainties that may cast significant doubt on the ability of the charity to continue as a going concern. Accordingly, these financial statements have been prepared using the going concern basis of preparation.

Basis of Consolidation

The consolidated financial statements comprise Refuge together with its wholly owned subsidiary, Refuge Trading Ltd. A summarised profit and loss account for the subsidiary is given in note 26. The results of the subsidiary have been consolidated on a line by line basis.

As permitted by section 408 of the Companies Act 2006 no separate statement of financial activities is presented in respect of the parent charity. The net movement of funds attributable to the parent charity is an increase of £3,425,468.

Tangible Fixed Assets – Depreciation

Tangible fixed assets costing more than £1,000 are capitalised and recorded at cost. White goods purchased for use within refuges, and other assets subject to high wear and tear, are expensed as incurred and are not capitalised, notwithstanding that the cost of an individual item may exceed the capitalisation threshold. Where a group of similar assets is acquired as part of a significant programme of investment, such as a major IT refresh programme,

the expenditure may be capitalised as a single asset class addition where the aggregate cost is significant and the assets are expected to provide benefit over more than one financial year

Depreciation is provided on all fixed assets at rates calculated to write off the cost of each asset over their estimated useful lives or the length of the contract/project for which the fixed assets were acquired. Land is not depreciated.

Freehold buildings	50 years straight line
Leasehold improvements	5 years straight line
Fixtures and fittings	4 years straight line
Office equipment	4 years straight line

Intangible Fixed Assets – Amortisation

Intangible assets costing more than £1,000 are recognised at cost and are subsequently measured at cost less accumulated amortisation. Intangible assets are capitalised once the charity can reliably measure the expenditure attributable to the software or website implementation or development and has demonstrated its intention to bring the software or website into use. Amortisation, included in expenditure in the SOFA, is recognised so as to write off the cost of these assets over their estimated useful lives which are determined to be as follows:

Software	4 years straight line
Website	4 years straight line

Impairment of fixed assets

An assessment is made at each reporting date of whether indications exist that an

asset may be impaired. Impairment losses are recognised through expenditure, with the depreciation or amortisation being adjusted to reflect the revised carrying amount.

Income

All income is accounted for when the charity has entitlement to the funds, receipt is probable and the amount can be measured reliably. Donations and legacies include donations, gifts, legacies and some grants receivable.

Income from trading activities which includes income from running events or summits, including sponsorship for those events or summits, is recognised in the accounting period in which the event takes place. Income from delivering training is recognised when the contract has been agreed and the invoice raised. Income from partnership sales is recognised when we are notified of the confirmed amount. Income from license fees is recognised over the license period. All such income is recognised in the charity’s subsidiary company, Refuge Trading Limited, company registration No. 13799550.

Gifts in kind and intangible income are treated either as donations in the period the gift or intangible income is received, or as an asset, in both cases at a reasonable estimate of the gross value to the charity.

Contractual income is recognised when the obligations of the contract are delivered.

Fundraising income, shown as ‘donations and legacies’ in the SOFA, is shown gross except for small fundraising events where the cash is received net of expenditure. Donations and income from fundraising activities are recognised when there is entitlement, receipt is probable and the amount can be measured reliably which is effectively at the point of receipt of the cash.

Legacies notified prior to year end are accounted as income where it can be demonstrated that the charity had entitlement as at the year end, the amounts can be quantified with reasonable certainty and where receipt is probable. Entitlement is usually indicated by receipt of grant of probate.

Investment income is accounted for on a receivable basis.

Grants are recognised when the entitlement to the grant is confirmed and any conditions not within the charity’s control have been met. Grants can either provide core funding, or be of a general nature provided by the government and charitable foundations.

Housing income includes rental and service charge income and is recognised on units which are available to rent, net of void units.

Interest income is accrued on a time apportioned basis, by reference to the principal outstanding at the effective interest rate.

Cost of raising funds

Fundraising expenditure comprises

costs incurred encouraging people and organisations to contribute financially to the charity’s work. This includes costs of advertising and staging of special fundraising events.

Support costs

Support costs are allocated to services and fundraising on the basis of headcount.

Redundancy and termination payments

Statutory redundancy payments are made subject to applicable law where an employee has two or more years’ continuous service at the date they are made redundant, they are entitled to a tax free statutory redundancy payment. Other termination payments made are subject to entitlement including pay in lieu of notice where this is applicable. All such payments are accounted for at the point at which the charity has an obligation to pay them.

Governance costs

Governance costs comprise all expenditure not directly related to the charitable activity or fundraising ventures including audit fees. The costs are allocated over the activities on the same basis as other administrative costs.

Provisions

Provisions are recognised when the Group has an obligation at the reporting date as a result of a past event, which it is probable will result in the transfer of economic benefits and that obligation can be reliably estimated. Provisions are measured at the best estimate of the

amounts required to settle the obligation.

For additional information about the provisions held refer to note 19.

The provision comprises an estimate of future deficits concerning Refuge’s Admitted Body Status of Hertfordshire LGPS scheme, a final salary scheme for one former employee.

Additionally, we have made a provision in relation to potential VAT liabilities.

We have also made a provision for costs that we anticipate incurring in relation to a refuge property.

Bad debts

Bad debts are recognised when all arrears and debt collection procedures have been exhausted. Bad debts are written off on a percentage basis depending on their age and the probability of collection.

Investment

Investments are held in the balance sheet at market value at the year end. Any change from market value at the previous balance sheet date or from cost if purchased during the year, is included in the Statement of Financial Activities.

Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

Financial instruments

The company accounts for its financial instruments as ‘basic’ in accordance with the recognition criteria of Section 11 of FRS 102.

Financial instruments are recognised in the company’s balance sheet when the company becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Financial assets and liabilities

Financial assets and liabilities are classified as payable or receivable within one year on initial recognition and are measured at the undiscounted amounts of cash or other consideration expected to be paid or received, net of any impairment.

Basic financial assets

Basic financial assets, including trade and other debtors, cash and bank balances, and balances due from the subsidiary, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest.

Basic financial liabilities

Basic financial liabilities, including trade and other creditors, are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest.

Impairment of financial assets

Financial assets, other than those held at fair value through the SOFA, are assessed for indicators of impairment at each reporting end date.

Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected. The impairment loss is recognised in the Statement of Financial Activities.

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire, or when it transfers the financial asset and substantially all the risks and rewards of ownership to another entity.

Pension Funds

Refuge operates a defined contribution pension scheme for all staff. The amount charged to the Income and Expenditure Account in respect of pension costs is the contributions payable in the year.

Operating Lease Agreement

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the SOFA on a straight line basis over the period of the lease.

Fund Account

Restricted funds represent monies received for specific projects undertaken by the charity. Designated funds represent monies set aside by the trustees for a specific purpose. General unrestricted funds of the charity are freely available for the general purposes of the charity.

Status

Refuge is a registered social landlord with the Regulator of Social Housing. The register number is 4730.

The company is limited by guarantee and does not have a share capital. It is also a registered charity (Number 277424). In the event of the company winding up, members are required to contribute a sum not exceeding £1.

Judgements and key sources of estimation uncertainty

In the application of the company’s accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

Critical estimates

The following estimates have had the most significant effect on amounts recognised in the financial statements.

The charity has an obligation to pay dilapidations on expiry of the company’s leases. The cost of these reinstatements and the present value of the obligation depend on a number of factors including the expected rise in cost of building maintenance, uncertainty over the timing of the cost of reinstatements, and the discount rate. Management estimates these factors in determining the net dilapidation provision in the balance sheet. The assumptions reflect historical experience and current trends. See note 19 for the disclosures relating to the dilapidation provision. See note 23 which includes anticipated costs under a full repair lease.

The charity makes an estimate of the recoverable value of trade and other debtors. When assessing impairment of trade and other debtors, management considers factors including the current credit rating of the debtor, the ageing profile of debtors and historical experience.

See note 16 for the net carrying amount of the debtors and associated impairment provision.

The annual depreciation charge for property, plant and equipment is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See note 13 for the carrying amount of the property, plant and equipment and note 1 for the useful economic lives for each class of asset.

Similarly the amortisation charge for intangible assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments and economic utilisation of the assets. See note 14 for the carrying amount of the intangible assets and note 1 for the useful economic lives for each class of assets.

The charity recognises income on grants in line with the expenditure of those grants and defers income received but not yet spent to future periods. This is considered to be a prudent approach as grants have deliverable requirements which, if not met, could result in the return of funds to the grantor.

The charity considers that the lease agreements for properties under its management are in their nature operating leases and accounts for them as such, recognising the costs of those as rental payments.

Registered Company Number: 1412276

2 Comparative statements of financial activities
for the year ended 31 March 2025 and 31 March 2026

	Note	Unrestricted Funds 2026 £	Restricted Funds 2026 £	Total Funds 2026 £	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £
Income from:							
Donations and legacies	4	6,821,417	2,762,551	9,583,968	6,497,879	1,798,556	8,296,435
Operating activities							
• Contracts for Support Services	5	8,995,351	-	8,995,351	8,076,327	-	8,076,327
• Housing Management	3	7,107,380	-	7,107,380	5,972,637	-	5,972,637
• Grants	6	-	9,042,740	9,042,740	-	9,174,474	9,174,474
Other trading activities	8	166,334	-	166,334	128,168	-	128,168
Investments	7	353,831	-	353,831	286,252	-	286,252
Other income		-	-	-	41,605	-	41,605
Total income	3	23,444,313	11,805,291	35,249,604	21,002,868	10,973,030	31,975,898
Expenditure on:							
Raising funds	9	2,830,653	-	2,830,653	2,562,614	-	2,562,614
Charitable activities							
• Refuge provision		10,400,055	1,901,559	12,301,614	10,641,408	1,664,560	12,305,968
• Advocacy		4,540,393	1,446,443	5,986,836	3,320,774	2,280,191	5,600,965
• Integrated services		2,771,592	679,831	3,451,423	2,349,764	803,196	3,152,960
• Outreach and Floating Support		726,729	2,799,282	3,526,011	776,437	2,577,581	3,354,018
• National Domestic Abuse Helpline		480,727	3,072,048	3,552,775	232,463	2,688,610	2,921,073
• Public information		249,747	-	249,747	(177,060)	364,558	187,498
• Specialist support services		(146,490)	146,490	-	29	64,755	64,784
Total Expenditure	3, 11	21,853,406	10,045,653	31,899,059	19,706,429	10,443,451	30,149,880
Realised gains/(losses) on investments							
	15	74,923	-	74,923	10,911	-	10,911
Net income/(expenditure)							
		1,665,830	1,759,638	3,425,468	1,307,350	529,579	1,836,929
Transfers between funds	20, 21	-	-	-	204,490	(204,490)	-
Net movement in funds		1,665,830	1,759,638	3,425,468	1,511,840	325,089	1,836,929
Reconciliation of funds:							
Fund balances brought forward		8,632,469	1,040,368	9,672,837	7,120,629	715,279	7,835,908
Fund balances carried forward at 31 March 2026							
	20, 21, 22	10,298,299	2,800,006	13,098,305	8,632,469	1,040,368	9,672,837

3a Particulars of turnover, cost of sales, operating costs and operating surplus

	2026 Turnover £	2026 Operating Costs £	2026 Operating Surplus/ (deficit) £	2025 Turnover £	2025 Operating Costs £	2025 Operating Surplus/ (deficit) £
Social housing lettings	7,107,380	7,016,294	91,086	5,972,637	6,868,779	(896,142)
Other social housing activities:						
Contracts for Support Services	2,840,599	3,766,947	(926,348)	2,779,570	3,739,811	(960,241)
Other grants and donations*	2,102,537	2,102,537	-	1,697,378	1,697,378	-
	12,050,516	12,885,778	(835,262)	10,449,585	12,305,968	(1,856,383)
Non-social housing activities	23,199,088	19,013,281	4,185,807	21,538,334	17,843,912	3,694,422
Total	35,249,604	31,899,059	3,350,545	31,987,919	30,149,880	1,838,039

* No government grants are included within the Other grants and donations line above.

3b Particulars of income and expenditure from social housing lettings

	2026 £	2025 £
Social housing income		
Rent receivable net of identifiable service charges	3,132,477	2,588,679
Service charges receivable eligible for Housing Benefit	4,578,660	3,783,805
Service charges receivable ineligible for Housing Benefit	315,988	342,715
Rent losses due to voids	(919,745)	(742,562)
Turnover from social housing lettings	7,107,380	5,972,637
Expenditure on social housing lettings		
Services	2,617,496	1,970,862
Management	1,705,143	2,360,977
Routine maintenance	335,379	189,052
Planned maintenance	163,474	38,778
Bad debts	(1,645)	292,869
Lease charges	2,187,277	2,000,925
Property depreciation	9,170	15,316
Operating costs on social housing lettings	7,016,294	6,868,779
Operating (deficit)/surplus on social lettings	91,086	(896,142)

Social (supported) housing units	2026	2025
The number of supported housing units under management at the end of the period:		
Owned and managed	10	8
Not owned but managed	318	330
	328	338

All units under management are designated supported housing.

4 Donations and legacies

	Unrestricted 2026 £	Restricted 2026 £	Total 2026 £	Unrestricted 2025 £	Restricted 2025 £	Total 2025 £
Trusts	614,405	466,658	1,081,063	354,713	1,077,645	1,432,358
Corporates	534,162	1,911,056	2,445,218	623,855	477,396	1,101,251
Major donors	581,943	121,469	703,412	537,159	152,827	689,986
Private donors	4,265,953	67,432	4,333,385	4,370,696	89,416	4,460,112
	5,996,463	2,566,615	8,563,078	5,886,423	1,797,284	7,683,707
Legacies	721,720	-	721,720	456,340	1,272	457,612
Donations in kind	103,234	195,936	299,170	155,116	-	155,116
Total	6,821,417	2,762,551	9,583,968	6,497,879	1,798,556	8,296,435

Private donors includes: Fundraising from Events of £701k (2025: 903k), Local Fundraising of £432k (2025: £449k) and Individual Giving of £2,500k (2025: £2,414k)

5 Contracts for Support Services

	2026 £	2025 £
Refuge provision	2,417,718	2,348,886
Advocacy	3,552,325	2,737,101
Integrated services	2,738,866	2,753,898
Outreach and floating Support	286,442	236,442
	8,995,351	8,076,327

Support services under housing related support would encompass such activities that enabled the service user to develop the appropriate skills needed for maintaining independence in their own home once outside of the support service framework i.e. building local networks for support, making links into the community, understanding benefit entitlement and how to apply, developing personal finance awareness to pay rent and other associated household bills.

6 Grants

	2026 £ Restricted	2025 £ Restricted
Cambridgeshire County Council	2,823	10,256
City Of London	283,076	353,850
Greater London Authority including MOPAC	5,078,495	4,348,588
Hertfordshire County Council	46,501	258,051
Home Office	2,627,999	2,489,091
IRISi	136,952	291,750
Job Centre plus	2,785	3,019
London Borough Barking and Dagenham	193,445	172,062
London Borough of Hounslow	47,382	40,932
London Borough of Lambeth	24,021	295,340
London Borough of Lewisham	121,033	203,917
London Borough of Richmond upon Thames and Wandsworth	274,664	210,840
London Borough of Southwark	32,353	46,173
London Community Foundation	-	60,817
Nuneaton and Bedworth Borough Council	-	5,000
The Police and Crime Commissioner for Derbyshire	38,469	39,979
Standing Together	-	75,154
The Ministry of Justice	-	95,752
Wandsworth Borough Council	50,306	48,000
The Police and Crime Commissioner for Hertfordshire	9,039	-
The Police and Crime Commissioner for Warwickshire	39,979	38,546
Warwickshire County Council	25,418	80,182
Women’s Aid Fedoration of England	-	7,175
London Borough of Merton	4,000	-
	9,042,740	9,174,474

Section 37 Statement

Refuge received a grant of £283,076 from London Councils in 2025/26 for the Pan-London Domestic and Sexual Abuse Helplines Project, funded under Priority 2, Service area 2.3, which Refuge runs in partnership with Women and Girls Network, Rape Crisis South London and Respect. As Lead Partner, Refuge retained £125,041 of this grant, which was spent on staff, delivery costs and overheads on the National Domestic Abuse Helpline. The following summary illustrates how money was allocated across the partnership and that it has been used for the purposes outlined in the grant. Underspend relates to prior year activity.

	Grant £	Grant Spent £
Lead Partner – Refuge	125,041	123,479
Delivery Partner – Women and Girls Network	78,773	78,773
Delivery Partner – Rape Crisis South London	67,939	67,939
Delivery Partner – Respect	11,323	11,323
	283,076	281,514

7 Investment income

	2026 £	2025 £
Listed investments	17,431	14,258
Interest receivable	336,400	271,994
	353,831	286,252

8 Other trading activities

	2026 £	2025 £
Logo licence	14,214	25,708
Corporate partnerships	56,867	83,402
Tech Income	95,253	19,058
	166,334	128,168

9 Costs of raising funds

	2026 £	2025 £
Staff costs	1,260,602	1,082,555
Depreciation and amortisation	5,247	20,395
Trading activities	2,352	63,506
Advertising, campaigns and events	1,034,201	825,618
Support costs	302,722	290,874
Other costs	225,529	279,666
	2,830,653	2,562,614

10 Governance Costs

	2026 £	2025 £
Auditors' remuneration (net)	40,560	39,000
Irrecoverable VAT	8,112	7,800
Total auditors' remuneration inclusive of VAT	48,672	46,800
VAT advisory	3,900	-
Total governance costs	52,572	46,800

Governance direct costs for the year which are included in support cost in note 11 are £52,572 (inclusive of irrecoverable VAT) (2025: £46,800).

11 Total Expenditure

	Cost of Raising Funds £	Refuge Provision £	Advocacy £	Integrated services £	Outreach and Floating Support £	National Domestic Abuse Helpline £	Public Information £	Specialist Support Services £	Total 2026 £
2026									
Direct Costs excluding Operational Support	2,622,550	11,295,615	5,249,890	2,697,212	3,252,354	3,140,815	212,561	-	28,470,997
Support Costs*	208,103	1,005,999	736,946	754,211	273,657	411,960	37,186	-	3,428,062
	2,830,653	12,301,614	5,986,836	3,451,423	3,526,011	3,552,775	249,747	-	31,899,059

*Support Costs include governance costs of £52,572 incl. VAT

	Cost of Raising Funds £	Refuge Provision £	Advocacy £	Integrated services £	Outreach and Floating Support £	National Domestic Abuse Helpline £	Public Information £	Specialist Support Services £	Total 2026 £
2025									
Direct Costs excluding Operational Support	2,251,345	10,819,609	4,711,017	2,605,667	3,078,197	2,646,239	161,605	64,784	26,338,463
Support Costs*	311,269	1,486,359	889,948	547,293	275,821	274,834	25,893	-	3,811,417
	2,562,614	12,305,968	5,600,965	3,152,960	3,354,018	2,921,073	187,498	64,784	30,149,880

*Support Costs include governance costs of £46,800 incl. VAT

	2026 £	2025 £
Staff costs	18,346,990	17,461,132
Temporary staff	1,193,464	628,746
Consultants	36,461	58,781
Other staff costs	1,065,915	468,139
Property costs	2,920,721	2,948,990
Equipment costs	280,803	107,873
Telephone	618,508	505,442
Audit	34,144	62,634
Depreciation and amortisation	41,913	354,214
Other costs	7,360,140	7,553,929
	31,899,059	30,149,880

12 Staff Costs

	2026 £	2025 £
Wages and salaries	15,534,689	15,089,772
Apprenticeship levy	60,863	58,111
Social security costs	1,935,181	1,431,622
Pension costs	816,257	881,627
	18,346,990	17,461,132

These include Redundancy and termination payments of £12,990 (2025: £78,633). Statutory redundancy payments are made subject to applicable law where an employee has two or more years’ continuous service at the date they are made redundant, they are entitled to a tax free statutory redundancy payment. Other termination payments made are subject to entitlement including pay in lieu of notice where this is applicable. All such payments are accounted for at the point at which the charity has an obligation to pay them. Variance in year on year was due to redundancies in roles within Corporate Services, including some senior posts.

Pension commitments on the balance sheet of £121k (2025: £109k) relate only to the prior month’s pension payment which settles after each month end. There are no amounts within this balance due to Directors who have left the organisation.

The average monthly number of employees, analysed by operating activities, during the year was:

	2026 No.	2025 No.
Refuge provision	105	150
Advocacy	77	91
Integrated Services	79	61
Outreach and Floating Support	29	31
National Domestic Abuse Helpline	52	39
Public information	5	4
Other Refuge services	108	96
	455	472

The full time equivalent number of staff whose remuneration payable in relation to the period of account fell within each band of £10,000 from £60,000 upwards (including benefits in kind and compensation for loss of office but excluding employers’ National Insurance and employers’ pension contributions) was in excess of £60,000 during the year was:

	2026 No.	2025 No.
£60,001 – £70,000	7	11
£70,001 – £80,000	3	3
£80,001 – £90,000	2	-
£90,001 – £100,000	-	1
£120,001 – £130,000	-	1
£130,001 – £140,000	1	-

	2026 £	2025 £
Employers’ Pension contributions in respect of employees whose remuneration was in excess of £60,000 during the year	65,928	85,144

Emoluments to key management personnel

The remuneration paid to the key management personnel of Refuge (the Chief Executive, the Director of Fundraising Policy and Communications, the Director of Corporate Services, the Director of Organisational Effectiveness (from 2026), the Director of Service Delivery, and the Director of Technology (2025)) was:

	2026 £	2025 £
Emoluments (including pension contributions, employers’ National Insurance, benefits in kind and termination payments)	583,021	653,608
Emoluments include amounts paid to the highest paid member of key management personnel (including employers’ National Insurance, benefits in kind and termination payments but excluding pension contributions):	174,213	148,495

The highest paid director, the Chief Executive, is an ordinary member of the charity’s defined contribution salary sacrifice pension scheme with Aegon and no enhancements or special terms are applied.

No members of the Board of Trustees received any remuneration during the year (2025: £Nil).

Remuneration Policy

The remuneration of key management personnel is set by undertaking an annual review of their roles considering:

- Any change or additional scope to the role requiring a re-evaluation
- The benchmarking of similar roles within the market relevant for the professional field and /or sector
- Recruitment and retention issues or requirements

Any significant changes are discussed by the People, Nominations and Remuneration Committee.

13 Tangible Fixed Assets

Group and Charity	Freehold Property £	Leasehold Improvements £	Fixtures and Fittings £	Office and Computer Equipment £	Total £
Cost					
At 1 April 2025		-	-		-
Additions	524,000	-	-	312,581	836,581
Disposals	-	-	-	-	-
At 31 March 2026	524,000	-	-	312,581	836,581
Depreciation					
At 1 April 2025	-	-	-	-	-
Charge for the year	9,170	-	-	19,471	28,641
Loss on Disposal	-	-	-	-	-
Disposals	-	-	-	-	-
At 31 March 2026	9,170	-	-	19,471	28,641
Net Book Value					
At 31 March 2026	514,830	-	-	293,110	807,940
At 31 March 2025	-	-	-	-	-

14 Intangible Fixed Assets

Group and Charity	Website £	Software £	Total £
Cost			
At 1 April 2025	53,046	-	53,046
Additions	-	8,160	8,160
Under Development		20,903	20,903
Disposals	-	-	-
At 31 March 2026	53,046	29,063	82,109
Amortisation			
At 1 April 2025	13,269	-	13,269
Charge for the year	13,272	-	13,272
Loss on disposal	-	-	-
Disposals	-	-	-
At 31 March 2026	26,541	-	26,541
Net Book Value			
At 31 March 2026	26,505	29,063	55,568
At 31 March 2025	39,777	-	39,777

Intangible assets held at the year end comprise the National Domestic Abuse Helpline website & Housing system phase 1. Intangible assets under development include Housing system phase 2 and finance system. These assets will be completed and brought into use in 2026/27.

15 Investments

a) Financial Investments – Group and Charity

	2026 £	2025 £
Investments at market value at beginning of the year	698,372	693,800
Additions at cost	219,088	111,918
Disposal proceeds	(227,132)	(118,257)
Unrealised/ Realised gains	74,923	10,911
	765,251	698,372
Cash held with investment managers	10,578	7,979
Market value at end of the year	775,829	706,351
Historic cost at end of the year	622,463	569,041
Comprising:		
Global fixed interest	170,445	149,749
UK equities and funds	68,736	115,063
Overseas equities and funds	367,454	317,880
Property	12,952	13,087
Alternatives	100,077	73,496
Cash	56,165	37,076
	775,829	706,351

All investments are listed on a recognised stock exchange.

There were no individual holdings the market value of which is considered to be material in the context of the portfolio as a whole.

b) Charity Investment in Trading Subsidiary

	2026 £	2025 £
Issued share capital	1	1

16 Debtors: Amounts falling due within one year

	Group		Charity	
	2026 £	2025 £	2026 £	2025 £
Trade Debtors	2,410,095	2,302,719	2,401,709	2,286,714
Bad debt provision	(325,644)	(49,184)	(325,644)	(49,184)
Prepayments	270,093	547,967	270,093	547,967
Rent deposit	75,692	75,692	75,692	75,692
Other Debtors	3,509,079	2,549,568	3,509,364	2,549,568
Intercompany Debtors	-	-	234,132	122,401
	5,939,315	5,426,762	6,165,346	5,533,158

17 Creditors: Amounts falling due within one year

	Group		Charity	
	2026 £	2025 £	2026 £	2025 £
Trade Creditors	1,309,129	2,587,154	1,344,259	2,587,154
Accruals	717,428	1,050,574	715,228	1,041,674
Deferred income (note 18)	1,292,859	1,701,499	1,112,206	1,690,077
Other taxes and social security	500,900	369,505	500,900	371,016
Other Creditors	179,358	251,938	179,358	251,938
	3,999,674	5,960,670	3,851,951	5,941,859

18 Deferred Income

	Group		Charity	
	2026 £	2025 £	2026 £	2025 £
Balance as at 1 April	1,701,498	1,249,269	1,690,077	1,238,692
Created in the year	820,590	1,211,754	613,447	1,210,910
Released in the year	(1,229,229)	(759,525)	(1,191,318)	(759,525)
Balance as at 31 March	1,292,859	1,701,498	1,112,206	1,690,077

19 Provisions for liabilities and charges

Group and Charity	2026 £	2025 £
Provision at beginning of the year	365,580	650,886
Created during the year	227,772	4,200
Released during year	(65,880)	(289,506)
Balance at the end of the year	527,472	365,580

The total provision comprises: i) £70k in relation to estimated future deficits concerning Refuge’s Admitted Body Status of Hertfordshire LGPS scheme, a final salary scheme for one ex-employee; ii) £208k in relation to potential VAT liabilities; iii) dilapidations provisions against a refuge property £240k; iv) sinking fund in relation to 17 properties £9k. The timing of realising these provisions is for items i, ii and iii expected to be during 2026/27 but for item iv is uncertain.

20 Unrestricted Funds

	1 April 2025 £	Incoming £	Outgoing £	Transfers £	31 March 2026 £
Group and Charity – Current Year					
General	8,592,692	23,519,236	(21,853,406)	(3,002,731)	7,255,791
Fixed Asset Fund	39,777			823,731	863,508
Strategic Investment Fund	-			2,179,000	2,179,000
	8,632,469	23,519,236	(21,853,406)	-	10,298,299

	1 April 2024 £	Incoming £	Outgoing £	Transfers £	31 March 2025 £
Group and Charity – Prior Year					
General	6,619,601	21,013,779	(19,706,429)	665,741	8,592,692
Fixed Asset Fund	501,028			(461,251)	39,777
	7,120,629	21,013,779	(19,706,429)	204,490	8,632,469

General funds

These funds are available for Refuge’s general purposes.

Designated funds

The Board has created a designated Fixed Asset Fund to hold the balance of all tangible and intangible fixed assets separately from general funds. This reflects the fact that these assets are not available to be expended in the same way general funds are, as they are utilised in Refuge’s day-to-day operations and are not readily realisable as cash.

Additionally, the Board has created a designated fund of £2.18m during the year which reflects a range of strategic investments, including in business systems and fundraising development and diversification, where funding is fully approved and delivery is committed.

21 Restricted Funds

Group and Charity – Current Year	1 April 2025 £	Incoming £	Outgoing £	Transfers £	31 March 2026 £
Refuge Provision	594,198	3,776,994	(1,901,559)	-	2,469,633
Outreach and Floating Support	23,420	2,807,895	(2,799,282)	-	32,033
Integrated Services	54,398	718,532	(679,831)	-	93,099
National Domestic Abuse Helpline	-	3,073,607	(3,072,048)	-	1,559
Specialist Services	1,062	149,500	(146,490)	-	4,072
Advocacy	367,290	1,278,763	(1,446,443)	-	199,610
Others	-	-	-	-	-
	1,040,368	11,805,291	(10,045,653)	-	2,800,006

Group and Charity – Prior Year	1 April 2024 £	Incoming £	Outgoing £	Transfers £	31 March 2025 £
Refuge provision	49,487	2,209,271	(1,664,560)	-	594,198
Outreach and Floating Support	96,183	2,580,520	(2,577,581)	(75,702)	23,420
Integrated Services	53,907	803,687	(803,196)	-	54,398
National Domestic Abuse Helpline	82,435	2,660,377	(2,688,610)	(54,202)	-
Specialist Services	-	65,817	(64,755)	-	1,062
Advocacy	233,267	2,488,800	(2,280,191)	(74,586)	367,290
Others	200,000	164,558	(364,558)	-	-
	715,279	10,973,030	(10,443,451)	(204,490)	1,040,368

Refuge provision

Housing benefit and Supporting People funding used in an emergency accommodation setting to provide critical support services to women and children fleeing from domestic abuse. Relevant support activities range from support to set up and maintain a home making links with community groups and organisations; assistance in developing independent living skills (finance, social and domestic/life); signposting to specialist services to help maintain health and wellbeing; signposting to culturally specific legal services, health services, counselling and advocacy.

Outreach and Floating Support

Used in the local community setting to provide critical support services to women and children fleeing from domestic abuse. Relevant support activities range from support to maintain a home; making links with community groups and organisations; assistance in developing independent living skills (finance, social and domestic/life); signposting to specialist services to help maintain health and wellbeing; signposting to culturally specific legal services, health services, counselling and advocacy.

Integrated services

Refuge runs a number of integrated services, which act as the first point of contact for any victim of gender-based violence. This service supports those who have experienced domestic abuse, rape and sexual assault, prostitution, stalking, trafficking, forced marriage, female genital mutilation (FGM) and so-called ‘honour’ based violence. Our clients are able to come to one place to access a range of specialist support, including safety, alongside emotional and practical support.

National Domestic Abuse Helpline

Used to fund the National Domestic Abuse Helpline

Advocacy

Used to fund intensive short to medium support to women at high risk of domestic abuse as they pursue legal remedies and protection through the criminal and civil justice systems.

22 Analysis of Net Assets between Funds

	Unrestricted Funds	Restricted Funds	Total
Group and Charity – Current Year	£	£	£
Tangible fixed assets	807,940	-	807,940
Intangible fixed assets	55,568	-	55,568
Financial Investments	775,829	-	775,829
Net current assets	9,186,434	2,800,006	11,986,440
Provisions	(527,472)	-	(527,472)
	10,298,299	2,800,006	13,098,305

	Unrestricted Funds	Restricted Funds	Total
Group and Charity – Prior Year	£	£	£
Tangible fixed assets	-	-	-
Intangible fixed assets	39,777	-	39,777
Financial Investments	706,351	-	706,351
Net current assets	8,251,921	1,040,368	9,292,289
Provisions	(365,580)	-	(365,580)
	8,632,469	1,040,368	9,672,837

23 Commitments

At the year-end the company had future minimum lease commitments under non-cancellable operating leases as set out below:

	2026 Land and Buildings	2026 Other	2025 Land and Buildings	2025 Other
	£	£	£	£
Up to one year	285,972	-	1,096,526	754
Between one and five years	1,013,090	2,156	1,174,903	-
Later than five years	-	5,355	523,128	-
	1,299,062	7,511	2,794,557	754

Operating lease costs in the year amounted to £171,648 (2025: £181,418) in respect of land and buildings and £0 (2025: £3,167) in respect of other leases. Amounts have been included for budgeted repairs and estimated future costs for a property that is managed under a full repair lease.

24 Related Party Transactions

During the year 1 (2025: 3) trustees received reimbursement of expenses totaling £35 (2025: £1,388). Donations from trustees during the year were £275 (2025: £97).

During the year the charity received income from its trading subsidiary for the use of charity staff, data and facilities and for the use of the charity logo. At the year end the trading company owed the charity £234,132 (2025: £122,401).

25 Net Income for the year is stated after charging

	2026 £	2025 £
Depreciation (see Note 13)	28,641	266,629
Amortisation (see Note 14)	13,272	87,587
Auditors' remuneration		
- external audit	40,560	39,000
Auditors' remuneration non-audit (net)	-	-
Non recoverable VAT	8,112	7,800
Operating leases – property	171,648	181,418
Operating leases – other	0	3,167

26 Subsidiary Undertakings

Refuge has a wholly owned subsidiary, Refuge Trading Ltd, incorporated in the UK and registered in England with its registered office at Fora, 92 Albert Embankment, London, SE1 7TY. The company registration number is 13799550.

The purpose of Refuge Trading Ltd is to manage the corporate partnerships of the charity, including the use of the charity logo, and the sale of Refuge merchandise. Each year the distributable profits of Refuge Trading Ltd will be donated to Refuge under Deed of Covenant.

(a) Investment in Subsidiary

	2026 £	2025 £
Investment in Subsidiary Undertaking	1	1

Refuge’s investment in Refuge Trading Ltd is £1, being the whole of the issued share capital of that company.

(b) Refuge Trading Ltd

	2026 £	2025 £
Total Income	175,527	123,168
Cost of Sales	(75,147)	(55,268)
	100,380	67,900
Admin Costs	4,624	(8,237)
Net Profit gifted to Refuge	(105,004)	(59,663)
Retained Profit for the year	-	-

At 31 March 2026 Refuge Trading Ltd had net assets and called up share capital of £1 (2025: £1).

27 Contingent Assets

In addition to the £1m included within donations income in the year ended 31 March 2026, Refuge will also receive a further £3.5m from Omaze. Given that receipt of the donation over the next 5 years is subject to terms that must be met before there is unconditional entitlement to the donation, this is deemed to be a contingent asset at 31 March 2026. The donation will be recognised as income on meeting the terms of the agreement with Omaze.

28 Post balance sheet events

On 11 September 2026, Refuge entered into a merger agreement with Let Me Know (LMK). Under the agreement, LMK’s activities, assets, liabilities and employees will transfer to Refuge on 19 October 2026, following which LMK will cease operations and be dissolved.

Every day, survivors come to Refuge seeking safety, dignity and the chance to live free from fear. We meet them with services that are safe, specialist and effective, and we stand unequivocally on their side.

refuge.org.uk



Refuge's National Domestic Abuse Helpline is available on 0808 2000 247 for free, confidential support 24 hours a day, 7 days a week. A live chat service is also available from 10am to 10pm, Monday to Friday, and from 10am to 6pm on weekends. For further information and advice, visit www.nationaldahelpline.org.uk.

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Refuge, Fora, 92 Albert Embankment, London SE1 7TY

Charity number: 277424 | Company number: 1412276

Regulator of Social Housing number: 4730