

# IMPACT REPORT 2024/25



**50 YEARS OF MANCHESTER WOMEN'S AID**

**PANKHURST  
TRUST**

The Pankhurst Trust (Incorporating Manchester Women's Aid)  
Registered Charity No. 1126433





**“You have really helped me get back on my feet again and feel more confident leaving the house. I feel grateful for all the support you have provided at Manchester Women’s Aid.”**

**- Survivor**



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This report covers the period from April 2024 to March 2025.

The survivors’ stories featured in this report are true but names and identifying details have been changed to protect them.

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Registered Charity No. 1126433

The Pankhurst Trust, 60-62 Nelson Street, Manchester, M13 9WP

[manchesterwomensaid.org](http://manchesterwomensaid.org)

[pankhurstmuseum.com](http://pankhurstmuseum.com)

# CEO'S INTRODUCTION



## Welcome to The Pankhurst Trust's Impact Report 2024/25.

This past year, The Pankhurst Trust (Incorporating Manchester Women's Aid) celebrated Manchester Women's Aid's 50<sup>th</sup> anniversary and the Pankhurst Trust's 10<sup>th</sup> Anniversary. This gave us a moment to reflect upon the courage and determination of survivors, the impact of our staff and volunteers, and the dedication of our Trustees, without whom we would not be able to deliver our services and in turn build the society we all want to see.

We believe that the fight against violence against women and girls is closely connected to women's rights, and we are so proud that our museum in the Pankhurst Centre continues to showcase the history of women's fight for the vote in the historic home of the Suffragettes.

Our small heritage team has embarked on cyber security training, Bloomberg Connects Visitor Experience Best Practices, written a Carbon Reduction Plan and improved our self-assessment score against the Kids in Museums Manifesto. Over the year, they have welcomed 4,772 visitors across 94 open days and 6 events. They have attended the AIM Safe Access Programme and Curious Minds called 'I'm a Teenager... Get Me Into There!', exploring young people's inclusion in heritage and cultural spaces. They are now focusing on achieving accreditation and strengthening fundraising amid ongoing challenges. Looking

ahead to 2028, we plan to partake in national storytelling on women's suffrage and reaffirm the Pankhurst Museum's national significance.

We have also seen many challenges arise in the specialist domestic abuse sector. Income from funders continues to be lower than inflation and cost of living increases. Our services continue to experience increasing demand and news headlines and unrest in our communities has left many feeling unsafe. Despite these pressures, our community came together in extraordinary ways.

During our 50<sup>th</sup> anniversary the children's crowdfunder exceeded our targets. We are so grateful for generous donations from The Mather Family Trust, Women in Property North West, Ghost Town Games, Wavemaker and Pro Manchester, Crowe and Project Interiors. This meant that we had the vital funds to build safe, joyful spaces for children living in refuge, a space where children can play and heal. Our charity film, Sarah's Story, provided valuable insight into the life of a mother fleeing abuse with her children and we were delighted when it later went on to be nominated for a Prolific North Creative Award.

We successfully launched new websites for Manchester Women's Aid and the Pankhurst Centre, creating greater opportunities for engagement, increased visibility, and improved access to our services and museum.

Alongside this, we secured funding to launch new projects REFRAME, Women in Safe Homes, the Nightingale Service and Reach in the Community, these projects have allowed us to connect better with those in need, providing places of empowerment, safety and support for survivors.

Our dedication has been recognised through the achievement of the Safe Lives Leading Lights and Women's Aid National Quality Standard Accreditations. As a survivor-led organisation we are proud of our quality marks as this demonstrates the person-centred skill, expertise and dedication of our amazing staff.

This year has been busy, exciting, and full of new challenges. We, as always, remain committed to building on our already successful services, while continuing to reflect on how we can ensure these are spaces where survivors feel seen, supported and heard. We believe in a better world for all survivors of domestic violence and abuse, and we keep advocating for a society rooted in equality and dignity for all women and girls, one where women and girls become leaders and make the changes they want to see.

### Gail Heath

CEO, The Pankhurst Trust (Incorporating Manchester Women's Aid)



# OUR STORY

The Pankhurst Trust (Incorporating Manchester Women's Aid) is a feminist-led organisation bringing together Manchester Women's Aid and The Pankhurst Centre.

We are dedicated to supporting the needs of women and girls, recognising the importance of our work in a society where gender inequality continues to shape legal, social and cultural landscapes.

This year, Manchester Women's Aid entered its 50th year of providing specialist domestic abuse support. We exist to offer survivors the confidential help they need and to deliver a holistic, safety-first approach through our wide range of high-quality services.

In the last ten years alone, our work has impacted the lives of over **30,000 adults and children** helping them live a life free from domestic abuse.



## THE PANKHURST CENTRE



The Pankhurst Centre, 60-62 Nelson Street

Ever since 60-62 Nelson Street was saved from demolition in 1981, it has been our privilege to protect and restore the former home of **Emmeline Pankhurst**.

Since 2014, the Pankhurst Centre has been run as a museum, office headquarters, and a space to deliver support to domestic abuse survivors.

With the support of our incredible team and volunteers, the Pankhurst Centre ensures that the story of radical Mancunian Emmeline Pankhurst and the suffragettes is told for generations to come.

# MISSION & VALUES

Our mission is to support women, children and wider communities experiencing domestic abuse by providing a wide range of high-quality services that will help them live a life free from abuse.

We consistently deliver professional services which put our service users at the centre of our provision.

We innovate and collaborate to achieve best practice, support social inclusion and empower people affected by domestic abuse.



### COURAGEOUS

CHALLENGING INEQUALITY, STEPPING FORWARD AND MAKING CHANGE.



### GENEROUS

SHARING OUR SKILLS, CREATING ENERGETIC POSITIVE LINKS, AND THRIVING TOGETHER.



### AFFIRMING

SUPPORTING AND INSPIRING, PAYING ATTENTION TO DISCOVER WHAT MATTERS.



### ROOTED

SECURE IN OUR COMMUNITIES, PARTICIPATING AND NURTURING A SENSE OF BELONGING.

# OUR YEAR IN NUMBERS

ACROSS ALL OUR SERVICES IN GREATER MANCHESTER



**5,481**

referrals received



**2,158**

adults and children supported through our services



**184**

women and children accessed safe accommodation across our 38 refuge spaces

## OUR PEOPLE



**14,247+**

hours of support provided by keyworkers to help survivors

**89**

staff worked tirelessly to deliver our mission

**3,376**

hours contributed by our volunteers

## REFERRAL LINE



**2,549**

calls taken by our Referral Line staff

## PANKHURST MUSEUM

**26**

schools visited\*

**733**

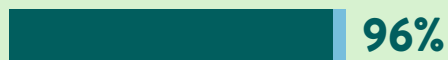
school children welcomed\*

**4,772**

visitors across 94 public open days and 6 events

\*School data reflects the 2024/25 academic year.

## OUR IMPACT

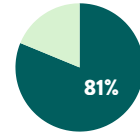


of survivors **felt better able to recognise abusive behaviour** after our support

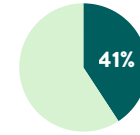


of survivors **felt more confident about asking for help when they need it** after our support

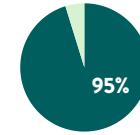
# OUR SERVICE USERS



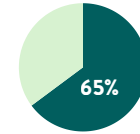
of survivors we supported experienced **controlling and coercive behaviour**



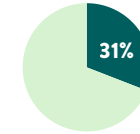
of survivors we supported experienced **economic abuse**



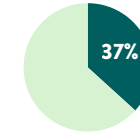
of survivors we supported experienced **emotional abuse**



of survivors we supported experienced **physical abuse**

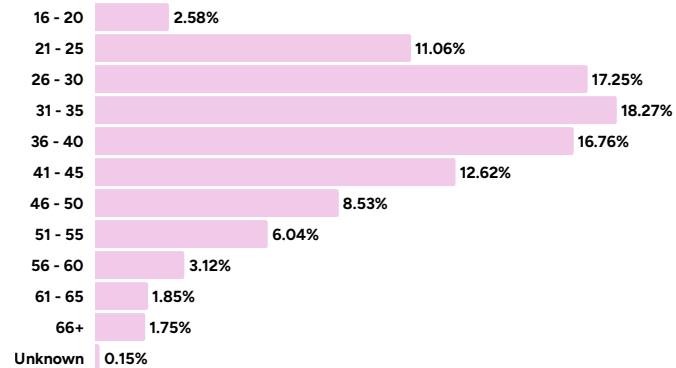


of survivors we supported experienced **sexual abuse**

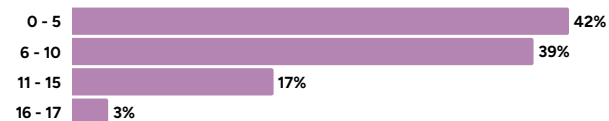


of survivors we supported experienced **stalking and harassment**

## AGES OF ADULTS SUPPORTED THROUGH OUR SERVICES



## AGES OF CHILDREN SUPPORTED THROUGH OUR SERVICES



**56%**

of survivors we supported have **children**

**57%**

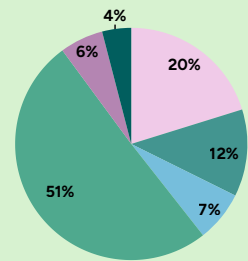
of survivors had **mental health support needs**

**35%**

of survivors we supported have a **disability**

**53**

**male survivors** were supported through our services



## ETHNICITY (ALL CLIENTS)

- Asian / Asian British
- Black / African / Caribbean / Black British
- Mixed / Multiple Ethnic Background
- White
- Other Ethnic Group
- Unknown

# OUR IMPACT



## MARKING 50 YEARS OF MANCHESTER WOMEN'S AID

In April 2024, we entered our 50<sup>th</sup> anniversary year with a special launch event at The Pankhurst Centre.

The event, expertly organised by ConnectIn Events, brought together friends, supporters, partners, staff and board members of PTMWA to celebrate our journey so far and to look ahead to the future.

At the event, we introduced our MWA 50<sup>th</sup> campaign, which focused on transforming the lives of children living in our refuges. We shared our hopes of raising funds to provide new outdoor play areas, creating safe and welcoming spaces where children can play, recover and thrive.



Helen Pankhurst CBE and Justin Eagleton

### REBEL T-SHIRTS

As part of our anniversary celebrations, we sold 'Rebel' t-shirts, featuring a striking portrait of Emmeline Pankhurst, designed by local artist Justin Eagleton.

A percentage of every sale went directly toward supporting Manchester Women's Aid.



"50 years of listening to, **and walking alongside**, survivors of domestic abuse as they begin their **incredibly brave** journey towards a life free from fear, and **more importantly** to one where they recover and regain their confidence and self-esteem."

Gail Heath, CEO



### ▲ BigGive

Our crowdfunder to raise money for revamping the play areas in our refuges ran from 10<sup>th</sup>-17<sup>th</sup> October 2024. Ashleigh, our Development Manager, said:

**"I'm so excited that we are going to be part of the Big Give Women and Girls Match Fund 2024, especially as we celebrate our 50<sup>th</sup> anniversary. Being alongside all these other by and for women's organisations take us back to our roots for how our movement started - with women coming together, acknowledging that we are stronger when we do. A huge thank you to the Big Give for providing us with £10,000 of match funding."**

In just one week, we raised an incredible £22,600 - exceeding our £20,000 target! This amazing effort was further boosted by a generous match from the Baker Family Charitable Trust.



In 2024/25, we raised a total of **£102,311** to help transform the lives of children in our refuges, and we would like to extend a huge thank you to everyone who supported this campaign!



## 50 YEARS AGO...

In 1972, workers at the Women's Centre on Upper Brook Street saw the need for an organisation that specifically supported women across Manchester.

**They created a helpline where women could receive advice, share resources and be offered a sympathetic ear for all the challenges they faced.**

They soon realised what they really needed was a physical space. A safe place where women could come together. A refuge from their reality. They found a vacant property and decided to take action.

Angela Cooper, Luchia Fitzgerald, Kath Caulfield and Fran Brody squatted the property and began spreading word of their activism. The public supported their cause and within two weeks someone came forward to purchase the property for them.

This was the foundation of Manchester Women's Aid - the second ever refuge in the country and the first outside London. It would take two more years for the local authority to formally recognise the refuge.

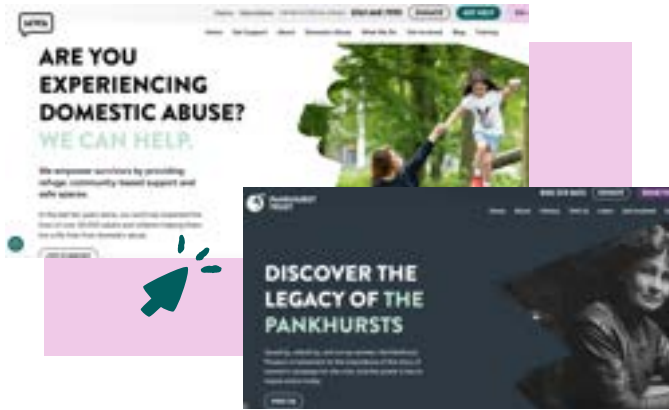
That was in 1974, and 50 years later, we still use this property to provide a home to women who have fled domestic violence.



# INTERNAL DEVELOPMENT

This year, a number of exciting organisational development activities have taken place to empower our people, strengthen our culture, and enhance our capacity to lead and drive meaningful change.

We were thrilled to launch **two new websites** this year. These updates have significantly improved accessibility, and the feedback from users has been fantastic!



## STAFF AWAY DAY

In September, we held our annual staff away day at St Thomas Centre in the Ardwick area of Manchester. The day brought us together to celebrate our achievements over the past year, take part in team-building activities, enjoy a shared lunch, and reflect upon how we can build on our successes in the year ahead.

We concluded the day with an award ceremony, recognising colleagues who have gone above and beyond, as nominated by their peers, and celebrating the dedication and talent within our team.



We were delighted to receive a generous donation from Entelechy, which enabled us to provide all staff across the organisation with access to their system.

Entelechy offered staff personalised insights into their character, helping raise self-awareness and guide personal and professional growth through tailored action plans.

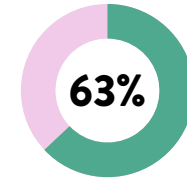
Managers also received coaching training, as well as action plans informed by staff feedback to support staff development more effectively.

# REFUGE

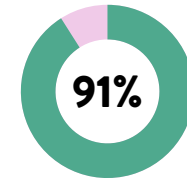


Our refuges provide emergency safe accommodation for survivors who are fleeing from high-risk domestic abuse.

In 2024/25, we ran six refuges and four dispersed properties across Manchester, supporting up to 38 families in crisis. Each refuge is managed by experienced and dedicated staff who work in partnership with survivors to create a personalised support plan tailored to their individual needs. Support in refuge includes a variety of groupwork programmes, access to the user-directed Move On Health & Wellbeing programme, signposting to partner services, and dedicated support for children.



of women we supported in refuge have children



of women felt better able to recognise abusive behaviour after our support



184

women and children provided with safe accommodation



845

bedspace enquiries received via our referral line

“I was so scared to come to a refuge, but you have helped and supported me and my children more than I ever could have believed.” - Survivor



## ASHA

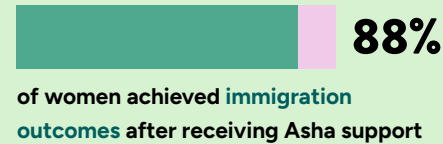
One of our refuge properties hosts the Asha project (previously known as the Migrant Women's Project). In our Asha refuge, we can offer safe accommodation for up to 3 single women who have **No Recourse to Public Funds** and **unsettled immigration status**. Since its launch in October 2022, Asha has supported **23 women**.

In January, the women in our Asha refuge renamed the project Asha, a name chosen for its special meaning: in Arabic and Swahili "Asha" means "life" and in Hindi, it means "hopeful."



Wellbeing session with Asha residents where the women wrote love letters to themselves. The theme was 'Galentine's Day' - a celebration of friendship and self-love.

**66** "I am full of joy for getting my status. I can't thank you and your team enough for helping me. I talk about Women's Aid everywhere I go, I am so grateful."  
- Survivor



## HOUSING AND FINANCIAL ABUSE TEAM

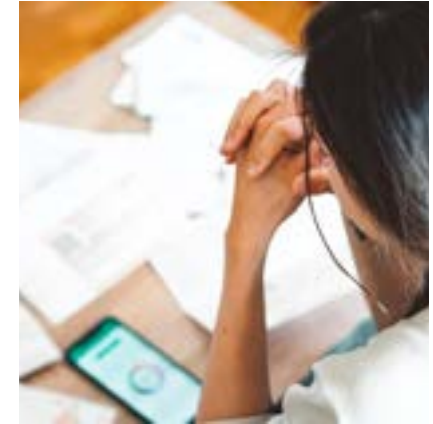


Our Housing and Financial Abuse (HFA) team work alongside survivors to understand their financial needs. They provide guidance on tenancy agreements and offer support with budgeting, debts, and building confidence in money management through Money Skills workshops. The team also applies for grants on behalf of survivors, both during their stay in refuge and after they move on, as part of a comprehensive resettlement package.

**£62.7K**  
OF GRANTS WERE SECURED BY THE HOUSING AND FINANCIAL ABUSE TEAM

**100%**  
OF RESIDENTS REPORTED HAVING A BETTER UNDERSTANDING OF ECONOMIC ABUSE

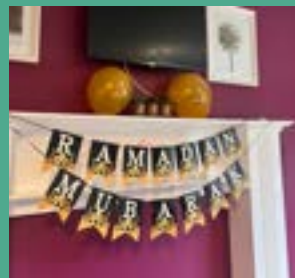
**100%**  
OF RESIDENTS REPORTED UNDERSTANDING THE IMPORTANCE OF CREATING A BUDGET



In September, we were awarded £12,500 in funding from Sport England to purchase new sports equipment for our refuges and drop-in services.



In November, Project Interiors kindly donated their time and resources to redecorate an entire flat in one of our refuges. Their incredible work helped to transform the space into a relaxing environment for a new resident.



During Ramadan, our women in refuge came together every Thursday for an Iftar celebration. A special thanks to Action for Humanity and AI Catering for donating Suhoor parcels and chicken, rice, and desserts for the women to enjoy.

## COST OF LIVING COOKING

In October, we were awarded £15,000 in funding from Manchester City Council to run cooking classes for residents living in refuge, temporary accommodation, and the wider community. These classes taught participants how to prepare cost-effective and healthy meals, as well as how to safely store food to make it last longer.

**66** "Some of us are struggling financially so having access to ingredients and support to cook was the best part of the session."  
- Feedback from Cost of Living cooking session in Refuge



## JOAN'S STORY

Joan\* moved into refuge after fleeing a high-risk domestic abuse situation that included financial, emotional and sexual abuse as well as coercive control. After she was admitted to hospital with high blood pressure and kidney failure, she fled directly from the hospital to escape the stress the relationship was placing on her. Following her kidney failure, Joan attended dialysis three times a week meaning demand on her physical health became increasingly overwhelming, having a further consequence on her mental health.

While in refuge, Joan received support and advocacy from her adult intervention and domestic abuse workers, who assisted her with appointments and communication with other professionals. She engaged positively with the Moving On Toolkit and took part in a

range of one-to-one wellbeing sessions, including painting and sewing. Over time, Joan's emotional health and overall wellbeing showed clear improvement during her stay in refuge.

Due to her health needs, the re-housing process was complex. She was initially eligible for a one-bedroom property, but her condition required a change. She now needed extra space for home dialysis equipment and a ground-floor flat to accommodate the fatigue caused by kidney failure.

Thanks to the advocacy from Manchester Women's Aid staff, which included gathering a significant amount of medical evidence, Joan was able to secure a two-bed bungalow to safely move on from refuge.

\*Name changed to protect survivor's identity



## CHILDREN AND YOUNG PEOPLE'S SERVICE (CYPS)



Our Children and Young People's Service consist of a team of therapeutic play specialists offering a range of services for children and young people between the ages of 0-18 years, that enable and support their recovery from domestic abuse.

We provide therapeutic intervention work on a one-to-one basis as well as groupwork sessions for families living in refuge and the community.

In refuge, all children are invited to join play sessions, giving them the opportunity to play freely with other children. We run two types of sessions: **Heuristic Play** for children aged 0-5 and their parent, and **Open Play** for children aged 5 and above.



106

children supported



95%

of children knew more about where to get help after our support

In December, Project Interiors generously renovated one of our playrooms in refuge (photographed).

## TRIPS OUT

The CYPS team also coordinate day trips during the school holidays for families living in refuge.

One of the highlights from this year includes a visit to the Children's Adventure Farm in Cheshire, kindly funded by the Baker Family Charitable Trust. This was a fun-filled day where the children enjoyed feeding the ducks, alpacas, and goats!



# WOMEN'S DROP IN

Every Wednesday, we host a Women's Drop In at the Pankhurst Centre, welcoming women of all ages and backgrounds to come together for lunch, peer support, and a range of wellbeing activities from arts and crafts to drama workshops.

During the drop-in, we also run advice clinics offering free professional guidance on family law, housing, and benefits. **In 2024/25, 174 women received support through these clinics.**



43

drop-in sessions



558

drop-in attendances



In November, we held a special drop-in to mark **16 Days of Activism Against Gender-Based Violence**. Survivors were invited to share poems, songs, and stories before we shared a meal kindly donated by Beilul Restaurant.

**66** "A place full of love. The staff are caring and helpful." - Feedback from a drop-in attendee



In December, we held a festive drop-in where we enjoyed an afternoon filled with Christmas-themed activities, and tasty food. A huge thank you to our incredibly kind donors, whose support helped us create special memories during the festive season.



During the winter months, staff from the Vegetarian Society hosted a series of cooking classes for women at our drop-in. Participants enjoyed learning new recipes, sharing delicious meals, and discovering ways to cook healthy, affordable dishes.



To celebrate International Women's Day, we organised a flower arranging activity paid for by DF Capital Bank. The women loved crafting their own floral arrangements and proudly took their creations home or gifted them to the special women in their lives.

# MWA GROUPWORK



Manchester Women's Aid offers groupwork support for survivors of domestic abuse, providing a safe and supportive environment where individuals can better understand, and heal from, their experiences alongside other survivors. We run a variety of group programmes focusing on emotional wellbeing, building confidence, understanding healthy relationships, and exploring the impact of domestic abuse on children.

**66** "I am able to view situations differently. I can manage my emotions better. I can't express my gratitude enough. I would come back at every opportunity." - Feedback from a survivor who attended our Living Life to the Full group

In 2024/25, we collaborated with service users and staff to revise and update our **Moving On Toolkit** - an eight-module programme which explores different types of abuse, educates on healthy and unhealthy relationships, and helps participants identify possible signs of abuse in future relationships. We deliver the Moving On Toolkit in both group sessions and in 1:1 settings.



76  
groupwork  
sessions held

228  
individual  
attendances

92%  
of clients felt better able to recognise abusive behaviour after our support

**66** "I am very proud of us all and I have been inspired by how strong the women are in this group." - Feedback from a survivor who attended our new and improved Moving On group

92%  
of clients felt more confident about asking for help when they need it after our support

# COMMUNITIES

Manchester Women's Aid has a long-standing history of supporting people in the community who are experiencing domestic abuse, dating back to the 1970s. Since then, we have developed and expanded our community outreach services to support both women and men across Manchester.

The primary focus of all our community services is to provide support with safety planning, finances, housing, and emotional and practical needs. This support is designed to reduce risk and improve the safety of survivors.

Our team uses a trauma-informed approach to help each survivor's recovery and healing, ensuring they receive tailored support that meets their individual needs.

## CONNECT



Connect work alongside Greater Manchester Police, Early Help and Children's Social Care teams across Manchester in the North, Central and South hubs, enabling a multi-agency response to those experiencing domestic abuse.

Staff work on a 1:1 basis with individuals and facilitate groupwork sessions such as the Freedom Programme, Recovery Toolkit, and Living Life to the Full, all of which help survivors better understand and heal from their experiences.

The Connect service is accredited by SafeLives and funded by Manchester City Council.



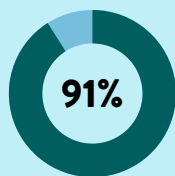
1004

referrals received

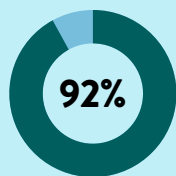


70%

of clients have children



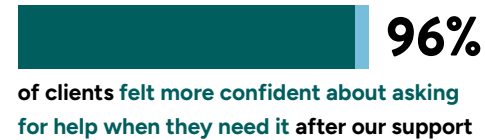
91% of clients felt more confident about asking for help when they need it after our support



92% of clients felt clear that the abuse was not their fault after our support

## SAHARA

Our SAHARA service is dedicated to supporting survivors from CERI (Communities Experiencing Racial Inequality) backgrounds. Sometimes this includes helping survivors navigate challenges related to immigration status, providing language interpretation, and support with so-called honour-based abuse.



586

referrals received



68%

of clients have children



## RENEW



Vision boards created during a wellbeing activity by women who attended our drop-in.

“It has made a difference to me by coming here I have learned I am not alone and I am not the only person that has been through trauma. The world needs more places like the Pankhurst Centre!” - Survivor

In collaboration with Greater Manchester Combined Authority (GMCA) and Manchester Sexual Assault Referral Centre (SARC), our Renew service provides support for women who have experienced sexual assault and are currently accessing or waiting to access support from Manchester SARC.

Renew offers 8-12 weeks of groupwork, available both online and in person. **In 2024/25, Renew provided 49 group sessions which welcomed 91 women.** Renew also runs a weekly drop-in that provides a welcoming space for women of all backgrounds to come together for lunch, support, and companionship.

## PERSPECTIVE OF A DOMESTIC ABUSE WORKER

We spoke with one of our Domestic Abuse Workers from the Communities Team to learn more about their role and what it's like to work at PTMWA supporting those affected by domestic abuse.

### What inspired you to pursue this line of work and what continues to drive your passion for this work?

I felt inspired to pursue this line of work after hearing stories where survivors managed to leave abusive relationships and had proceeded to live happy and fulfilling lives. I enjoy being able to contribute to this and help survivors take back control. I feel driven by the strength of survivors as it is very inspiring to hear their stories and what they have had to overcome.

### Can you share a moment or experience when you felt truly proud of the impact you made through your work?

I can't think of one specific moment or experience that makes me feel proud of the work we do, however, there are many small moments sprinkled throughout my week where service users are very thankful and appreciative of the support provided which makes me feel pride.



Mural created by staff and service users at the Reach Drop In for 16 Days of Activism.

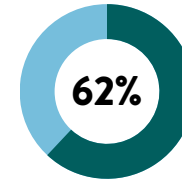
## RESTORE



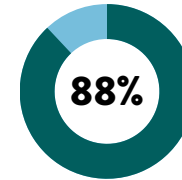
Restore - our anti-stalking service - supports individuals experiencing stalking and harassment. Clients are referred by Greater Manchester Police, other charities such as Family Action or Victim Support, and can also self-refer.

The Restore team works with victims of ex-intimate partner stalking and acquaintance stalking, providing tailored support that includes safety planning, housing assistance, legal guidance, financial help, and emotional and mental health support.

By addressing the complex needs of people experiencing stalking and harassment, Restore empowers survivors to regain control of their lives and feel safer within their communities.



**62%** of clients were supported to report to the police with our support



**88%** of clients achieved positive justice outcomes with our support

**66** "Thank you so much for all your support, listening, emailing and chasing everything. You have done everything and more. The calls each week have been very supportive." - Survivor



**219**

referrals received



**113**

clients supported

**66** "I'm so happy because of you, you have made me smile again." - Survivor



**92%** of clients felt clear that the abuse was not their fault after our support



## INDEPENDENT DOMESTIC VIOLENCE ADVISORS

Independent Domestic Violence Advisors (IDVAs) respond to cases open in our community teams that have escalated to high risk and are considered most at risk from harm or homicide. **In 2024/25, 121 individuals were supported by our team of IDVAs.**

As specialist staff, our IDVAs support individuals and families in reducing risk and improving safety by working closely with a network of organisations across Manchester. This includes advocating for clients at MARAC (Multi Agency Risk Assessment Conference) meetings.

Our Independent Sexual Violence Advisor (ISVA) also provides specialist support to individuals who have experienced sexual violence.

**91%**  
of clients achieved positive justice outcomes with our support

“You have been life changing, I don’t know what I would have done without you. You have helped me understand things that I didn’t even realise and things I didn’t know were abuse.” - Survivor

**94%**  
of clients reported that their support networks have improved after our support

**100%**  
of clients felt better able to recognise abusive behaviour after our support

## WHAT’S NEXT?

- In 2024/25, we successfully secured funding to launch our new **Nightingale project**. The Nightingale service offers both groupwork and 1:1 trauma-informed wellbeing sessions, specifically designed to support the adult relatives and loved ones of those affected by sexual assault.



## HEALTH



At Manchester Women’s Aid, we have four health projects, working in partnership with healthcare experts across Greater Manchester to better identify and improve outcomes for patients experiencing domestic abuse.

### IRIS IN MANCHESTER

IRIS (Identification & Referral to Improve Safety) in Manchester is a training, referral, and advocacy model which accepts referrals from GP practices. It recognises the importance of improving the healthcare response to domestic abuse through health and specialist services by collaborating and working with GP practices across Greater Manchester.



Our Advocate Educators and Clinical Leads provide training to clinical and reception staff in each GP practice. We improve healthcare staff’s knowledge of domestic abuse, their approach to speaking with survivors and advise how to refer to appropriate services.

**83**  
GP practices supported by IRIS Manchester

**941**  
GP staff attended IRIS training

“Excellent session - would highly recommend. Delivered by professionals who clearly have a passion for this topic and who displayed clear care over topics covered.” - Feedback from clinician who received IRIS training

Our Advocate Educators also provide specialist domestic abuse support to patients who are referred to the service. **In 2024/25, IRIS in Manchester received 1093 referrals.**

**99%**  
of clients felt more confident about asking for help when they need it after our support

**99%**  
of clients felt clear that the abuse was not their fault after our support

## IRIS SAFE IN SALFORD

IRIS Safe in Salford (SiS) is a key part of the Safe in Salford domestic abuse partnership, working with **39 GP practices**.

Led by a Project Manager, two Advocate Educators, and Clinical Lead who is a local practising GP, the IRIS SiS team provides in-house domestic abuse training and a referral pathway for clinicians and staff, as well as 1:1 support for patients affected by domestic abuse.



279

clinicians  
attended IRIS SiS  
training

201

non-clinical GP  
staff attended IRIS  
SiS training

**66** **“Thank you again for the training. It really shed light on some of the challenges we face and what patients go through. I consulted a patient in the extended hour service with non-fatal strangulation. Without the training, I would have been uncertain as how to help.”** - Feedback from clinician who received IRIS SiS training

99%

of clients reported their support networks have improved after our support

100%

of clients felt better able to recognise abusive behaviour after our support



278

referrals received



185

clients supported



## ANNIE'S STORY

Annie\* self-referred to IRIS SiS as she was struggling with her mental wellbeing. The emotional abuse she was experiencing made her feel ill and caused significant anxiety and stress. Alongside her mental health difficulties, she suffered from ongoing physical conditions that left her in constant pain, further worsening her stress. When our IRIS SiS practitioner contacted her, Annie accepted support as she wanted to escape the abuse and leave her husband.

Although Annie's husband told her their relationship was over, he refused to leave the property. They had lived there for decades under a joint tenancy, and his continued abusive behaviour made life unbearable. Annie was forced to stay mostly in the upstairs bedroom or walk the streets during the day to avoid him.

IRIS SiS support was provided where a full assessment was completed, including a Needs and Risk Assessment, Safety Plan, referrals to Positive Pathways Sessions, Housing Options, and Adult Social Care. The IRIS SiS team continued to support Annie with fortnightly check-ins and regular updates to her GP. Eventually, Annie moved into supported accommodation and later secured her own flat that met her needs and made her feel happy.

With the help of our IRIS SiS team and partner services, Annie is now free from abuse, living independently, and feeling better both physically and mentally, something she once thought was impossible.

\*Name changed to protect survivor's identity

## ADViSE

The ADViSE (Assessing for Domestic Violence in Sexual Health Environments) programme was launched in October 2021 and supports sexual health clinicians to identify and respond to people affected by sexual and domestic abuse.

Our ADViSE Advocate Educators also provide one-to-one tailored support to patients referred from sexual health clinics. **In 2024/25, ADViSE supported 100 survivors.**

ADViSE is a partnership programme with Trafford Domestic Abuse Service (TDAS), Stockport Without Abuse (SWA) and Jigsaw Homes.



The ADViSE team presenting at a Once a Month event, a student-led charity dedicated to combating period poverty.



## 16 DAYS OF ACTIVISM

In November, our ADViSE Project manager Jade Jeffrey joined author of 'Everyday Sexism' Laura Bates, Dr Malika Booker and Dr Kim Moore to share stories, book extracts, poetry and survivor testimonies as part of MMU's 16 Days of activism programme.

Jade spoke of the vital work we do at MWA, particularly in relation to the health teams, and shared a brave survivor testimony of a service

user who had suffered domestic abuse and secondary victimisation at the hands of the Criminal Justice System.

**“I am hopeful that the conversation of women's rights and violence prevention will extend beyond the four walls of MMU and into a range of spaces where they will be addressed as priority.”** - Jade Jeffrey, ADViSE Project Manager



**76%**

**OF ADViSE CLIENTS ACHIEVED POSITIVE HEALTH OUTCOMES WITH OUR SUPPORT**

**100%**

**OF ADViSE CLIENTS FELT BETTER ABLE TO RECOGNISE ABUSIVE BEHAVIOUR AFTER OUR SUPPORT**

**100%**

**OF ADViSE CLIENTS FELT CLEAR THAT THE ABUSE WAS NOT THEIR FAULT AFTER OUR SUPPORT**



## MiDASS

The MiDASS (Midwifery and Domestic Abuse Support Service) project has two strands, both focused on the identification of domestic violence and abuse during pregnancy.

MiDASS offers domestic abuse training and a referral pathway for maternity staff as well as holistic support for pregnant women, both during pregnancy and up to 28 days postpartum. **In 2024/25, MiDASS supported 242 survivors.**

SafeLives\* report that around 30% of domestic abuse begins during pregnancy, while 40-60% of women experiencing domestic abuse are abused during pregnancy. Domestic abuse during pregnancy puts the woman and the unborn baby in danger. It increases the risk of miscarriage, infection, and premature birth.

[\\*SafeLives, IDVAs in Maternity Units](#)



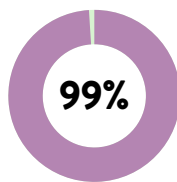
**480**

**healthcare professionals attended MiDASS training in 2024/25**

**95%**

**of participants were more aware of the link between DVA and pregnancy after MiDASS training**

**“The IDVA service is indispensable to us in maternity. The IDVAs have a high level of domestic abuse knowledge and are always on hand to provide advice to staff and support to patients.”** - Feedback from Maternity Safeguarding Team at UHSM



**99%** of clients understood more about the impact of abuse on their children after our support



**100%** of clients felt clear that the abuse was not their fault after our support

# HOMELESSNESS



## REACH

Our Reach service provides outreach, advice and 1:1 support to individuals and families who have homeless statutory duty with Manchester City Council as a result of domestic abuse. Reach support includes risk assessment, safety planning, initial assessment and a full holistic, person-centred support package to meet people's practical, emotional, and safety needs.



total referrals



clients supported



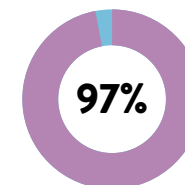
drop-ins



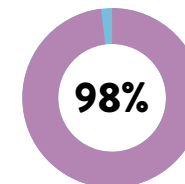
drop-in attendances

66

**"It was the best decision I ever made to engage in this support. I was so anxious at first but you made me feel so safe and comfortable. The support is so empowering and you are inspiring."** - Survivor



**97%** of clients reported that their support networks have improved after our support



**98%** of clients felt clear that the abuse was not their fault after our support

We are pleased to share that this year, our Reach service was awarded Leading Lights accreditation.



66

"As I sit here at my antenatal appointment, waiting to be seen, I find myself reflecting on how fortunate I feel today. You were one of the first people I spoke to when everything seemed overwhelming, and within just a few days, you transformed my situation. **I went from feeling lost and fearful - unsure of my living situation and my baby's future - to feeling safe, hopeful, and excited about the life ahead**

**for both of us.** While challenges remain, your incredible dedication has given me the foundation to build a future I once thought impossible. So much has changed in such a short time that I often wake up and can't believe how far I've come. Your support has truly made all the difference, and I will carry that with me for the rest of my life."

- Feedback from MiDASS Service User



## REACH DROP IN



Each week, Reach hosts a drop-in session for service users, which includes a housing and financial clinic, refreshments, and a scheduled wellbeing activity. We also partner with local agencies to deliver workshops designed to help our service users to develop new skills, gain experience and build confidence.

“I enjoy the drop in, it’s somewhere I can see other people who understand what I have been through.” - Survivor

## DECEMBER DONATIONS

Throughout December, Novus Property Solutions at the University of Manchester set up a gifting tree on campus. Staff were invited to take a tag indicating the gender and age of a child, then purchase Christmas presents for a child living in temporary accommodation, an initiative organised by our Reach team!



“I want to say thank you to you and the Women’s Aid team for the unwavering support offered to me and my children at the start of my problem and during this Christmas season.” - Survivor

## WHAT’S NEXT?

- In December, we secured funding to launch a new project, called **REFRAME**, which supports women experiencing multiple child removal due to multiple disadvantages. The project began accepting referrals in April 2025 and is already achieving positive outcomes for the women we support.
- We also received funding for our new **Reach in the Community** project. This project will expand on the current Reach Drop-in service to include informal support for those whose needs and risks have reduced, and the delivery of group work on a wider scale.



## BETH’S STORY

Beth\* was referred by Early Help for support in leaving her partner, who was highly controlling and posed a risk to their children. She was referred to Manchester Housing Solutions, where she received support with exploring housing options and communicating with her housing officer. We also supported her to explore refuge options with Independent Choices.

Some of the support Beth received was provided in response to significant safeguarding concerns, including engagement with CSC and the development of a safety plan for any escalation of risk. Beth was referred to HFAW for help completing her DLA application and guidance on separating her joint UC claim as she prepared to leave her partner. In addition to financial and housing support, we encouraged Beth to seek mental health support, we were happy she began to engage in therapy.

Her children were offered emotional support with Assist. A significant amount of time was spent helping her develop a greater understanding of domestic abuse, as she often expressed self-blame and minimised the risks her partner posed to her and her daughters. These beliefs created barriers to her leaving the relationship. Topics explored included power and control, honour-based violence (HBV), the cycle and impact of abuse, and establishing healthy boundaries.

With support, Beth safely left her partner and moved with her children to a refuge. She shared that the domestic abuse work she had engaged in was vital in helping her better understand her situation. Now that she has left, she and her children are very happy and finally beginning to heal from the trauma they experienced.

\*Name changed to protect survivor’s identity

# TRAINING

The Training Team at Manchester Women's Aid have continued to deliver a wide range of training sessions to all staff across the organisation. These included **Domestic Abuse Awareness Training, Professional Boundaries, Safeguarding, Safety Planning, Adverse Childhood Experiences (ACEs) and Trauma Informed Practice**, and **Assessing Risk**.

This year, our Training Team hosted the launch of Made by Mortals' new **so-called honour-based violence training**. The session included an immersive audio experience followed by an expert panel discussion, with MWA staff invited to take part.



Our Training Team have also been busy providing specialist training programmes to corporates and organisations within the VCSE sector to further people's understanding of domestic abuse.



## 12 DIALOGUES

Created by Michael Conroy of Men at Work CIC, 12 Dialogues aims to support the personal and social development of boys and young men. 12 Dialogues explores the social and cultural messages on "how to be a man" to which boys and young men are constantly exposed.

In 2024/25, our trainers delivered the 12 Dialogues programme to **53 boys and young men** in schools across Greater Manchester.

**66** "It's been good and informative, expanding my knowledge." - Feedback from a 12 Dialogues Participant

# BECOMING RESPECTFUL



In 2024/25, we successfully secured 3-years funding from the Oglesby Trust to continue and expand our Becoming Respectful programme - a groupwork programme designed for men who are using harmful and abusive behaviours within relationships at a medium to low level risk.

Becoming Respectful uses a variety of approaches including Cognitive Behavioural Therapy and The Good Lives Model in order to help men make positive changes. The groupwork involves up to 10 men for around 16 weeks.

## SUPPORTING THE WHOLE FAMILY

We manage referrals and make initial contact with men who are referred to the programme and ensure that referrals are made to support the partner and children.

A specialist children's worker supports the children, and a domestic abuse worker supports the woman providing safety planning, risk management and referrals to other services.

A treatment manager oversees the facilitators providing guidance and support so that the programme is delivered effectively.



## OUR OUTCOMES ARE:

- Increased awareness of a healthy relationship and a healthy environment for children.
- Recognising the difference between an abusive and a non-abusive relationship including respectful/disrespectful communication.
- Understanding the link between thoughts, feelings and behaviours in abuse.
- Understanding how they can change their behaviour and make different choices.

# WORKING TOGETHER

Throughout the year, our **service user led Working Together Group** meets regularly to provide feedback to our trustees and staff. These meetings allow us to discuss key areas where we can advocate for change with the agencies we collaborate with. The group's priority areas include **housing, health and wellbeing, work and skills, and justice.**



In November, we held our annual **Working Together Conference** at the Muslim Heritage Centre. We invited staff, service users, volunteers, and trustees to come together and engage in meaningful conversations around the four priority areas identified by the Working Together Group.

Recognising that real change can only happen if we have the support of external organisations, we invited a range of partners to join us, listen, and contribute to the discussions. This year, we were joined by representatives from the **Growth Company, GM Police, Manchester City Council, the NHS, and the marketing agency Agent.**

For many of our service users, the Working Together Conference is a valuable opportunity to share their hopes for collaborative working which protects survivors, improves outcomes,

and drives lasting change. As one attendee shared:

**“The Conference was fantastic, thank you for managing to get the police attending I appreciate that this could not have been easy. I managed to speak to people from the housing and skills network with hopefully positive results. Thank you for organising this event, we need it. The ladies I came with loved it.”**



# WOMEN AND GIRLS' EQUALITY PANEL



The Women and Girls' Equality Panel was established in December 2020 to address gender inequality in Greater Manchester. The role of the panel is to advise, support and challenge political and system leaders, namely the Greater Manchester Combined Authority (GMCA), to tackle prejudice and discrimination against women and girls.



## KEY ACHIEVEMENTS IN 2024/25:

- We continued to co-facilitate the GMCA Women and Girls' Equality Panel with GM4Women2028, a charity whose aim is to reach gender equality in Manchester by 2028.
- In November, the panel met with the Mayor of Greater Manchester Andy Burnham to reaffirm our desire for better integration into GMCA's decision-making and to support a gender and sex lens on initiatives.
- For Greater Manchester Good Employment Week, the panel hosted a Forum Theatre inspired event, bringing together employees, employers, advocates and policymakers. Using real-life workplace challenges faced by women, we explored practical solutions through engaging theatre methods.
- In March, the panel met with the Access for All team at Transport for Greater Manchester (TfGM) to support with the design of gender responsive and accessible rail stations.

To find out more about the panel's work, please go to the [GMCA Panel website](#).

# VOLUNTEERING

Our dedicated volunteers are central to everything we do, contributing across every part of our service delivery. From administrative tasks and supporting across our MWA services, to offering their time as volunteer counsellors, phone buddies and assisting museum visitors.

**Quite simply, we couldn't do what we do without them.**



**1 in 3 volunteers are bilingual**



**1 in 5 volunteers have lived experience of DVA**

## VOLUNTEER TO EMPLOYEE CASE STUDY: AFIA'S STORY

Afia began her volunteering journey with PTMWA in December 2023. Initially apprehensive about stepping into a new environment, Afia quickly felt at home after meeting the team.

As a volunteer, Afia supported a variety of administrative tasks which helped her gain a deeper understanding of PTMWA's history and values. One of the highlights for Afia was taking part in the Women and Girls' Equality Panel Conference, which she found inspiring and empowering.

While volunteering, Afia was also looking for work, and in June 2024, she successfully secured the role of Volunteer Coordinator.

**"My journey from volunteer to employee has been both fulfilling and educational, equipping me with the tools I need to thrive in my current role. PTMWA's supportive environment has allowed me to grow, and I look forward to continuing to contribute to the important work of the organisation."**



Our Volunteer Coordinator Annabelle presenting at the Manchester Community Central Student Volunteering Research Launch.



A big thank you to our wonderful volunteers who so generously shared **3,376 hours** of their time to support clients and visitors.

We appreciate everything that you do!



# PANKHURST MUSEUM



The Pankhurst Museum is our feminist heritage project, dedicated to protecting and preserving **the birthplace of the Women's Social and Political Union founded by Emmeline Pankhurst in 1903.**

Our museum is the only place where people can visit a former home of the Pankhurst family, and is the only museum dedicated to telling the story of women's fight for the right to vote.



**4,772**

visitors across 94 public open days and 6 special events



**733**

children visited on school trips during the 2024/25 academic year



In June, our Heritage Manager joined Ellie Cawthorne on the History Extra podcast to explore the Pankhurst family and the crucial role family played in the suffragette movement.



In July, our museum was featured in the filming of Susan Calman's Grand Day Out, which aired on Channel 5 in October 2025.



In February, we hosted our first-ever Saturday lunchtime talk at the Pankhurst Museum, titled 'Emmeline Pankhurst vs. Manchester City Council: An Annoyance at Boggart Hole Clough'.

## INTERNATIONAL WOMEN'S DAY

For International Women's Day in March, we were delighted to welcome **BBC Newsround** to the museum to film a report on the suffragette movement and the fight for women's right to vote.

We were even more delighted to be joined by pupils from Oasis Academy Harpur Mount, a school that was opened by Emmeline Pankhurst in 1904 when she was serving on the Education Committee.

A huge thank you to all the pupils who took part, we're so proud of you!



"Highlight of my trip to Manchester!  
Thank you for the inspiration, knowledge and hope."

Visitor from  
Melbourne, Australia



"Thanks to all the staff and volunteers for creating such a wonderful informative experience!"

Visitor from  
Southampton



"Very inspiring to be in the place the Pankhurst's called home!"

Visitor from  
Braithwaite



### MEET OUR VOLUNTEER: JOE

"Volunteering at the Pankhurst Museum has been the best experience, and **I have enjoyed every minute of it.** When I first arrived at the museum, I was a little self-conscious because I was the only man in the team, but I can say that I was accepted and valued from the start."



## GET INVOLVED

Our work would not be possible without the generosity of our donors, the valued time of our volunteers, and the expertise of our partners.

If you would like to make a donation, either monetary or in-kind, please visit our [website](#) or email [fundraising@pankhursttrust.org](mailto:fundraising@pankhursttrust.org)

If you would like to volunteer with us, either as an individual or as part of an organisation, please email [volunteers@pankhursttrust.org](mailto:volunteers@pankhursttrust.org)

If you work in the VAWG sector, housing, health, local government, policing or another public or statutory service, and would like to attend our next Working Together Conference, please email [info@manchesterwomensaid.org](mailto:info@manchesterwomensaid.org)



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