

Safeline

Impact in 2024/25



CEO's Report



My name is Neil Henderson; I am the CEO of Safeline. I am not a survivor. I am not a practitioner who has supported survivors. I come from a business background, I am male, and “There but for the grace of God go I.” I have lived a life free from trauma; I arrived at Safeline by chance and have been here now for over 10-years.

Because I am not a survivor and because of my gender, I am often viewed as an outsider within the sexual violence sector and possibly not taken seriously. However, it is my view that I don't need to have experienced sexual abuse to understand that it is devastating, and destructive, and I don't need to be a woman to understand the trauma and fear it causes. I have ears and I have eyes; every day, I listen to survivors or their stories and see for myself the impact sexual abuse has on them, on families, and on communities.

I don't need to have experienced sexual abuse to

want to do something about it. I have a heart, I have a brain, and a conscience and I cannot stay silent. In a so-called civilised society, I find it abhorrent that people can inflict such extreme trauma on another person. Especially on young children, some of whom are too young to be able to speak about their abuse, and who cannot protect themselves. I am not a survivor, but I am a father, and I would die for my kids. No child should suffer in silence; no adult survivor should be left without support.

The longer I lead Safeline, the angrier I become. Angry with the people who have a responsibility to protect and support those at risk of or impacted by sexual abuse, because they are failing. Angry at the safeguarding authorities who are meant to protect our children and young people but don't.

Our data shows that 1 in 3 children and young people - aged 13-14 in Warwickshire

have experienced sexual assaults. That's not just a statistic, it's a crisis. I am privileged to be the CEO of Safeline because it allows me to channel this anger into positive, practical and persistent actions to protect and support the millions of people at risk of or affected by sexual abuse in England and Wales.

When I was at Royal Mail, I worked with a non-executive chairman who was a hugely experienced and successful businessman. I remember him telling me that there are only three things that are important to deliver a successful business: “cash, cash and cash”. This statement stuck with and followed me into all my roles including Safeline.

Sexual abuse support agencies are critical to preventing abuse and supporting those already affected, but they need cash to do it.

I might not be a survivor, but I am good at running effective businesses and at generating income and we have done that at Safeline which has enabled our wonderful empathetic team to transform the lives of tens of thousands of people. That's what's important to survivors and the vulnerable, not the fact that I haven't been sexually abused or I am a man.

Over the last 12-months the Safeline team generated £2,195,694 of income, by far the highest amount ever. More importantly, we spent £2,192,420 supporting and protecting people. This cash has enabled our team to do great things for our beneficiaries:

- We directly protected and supported 11,000 people, an increase of 1,600 on the previous year. This excludes the 300,000 that accessed our website for support.
- We developed our services so that anyone impacted by or at risk of sexual abuse could access support. Our client demographics show that we support all ages, ethnicities, and abilities.
- Our support was timely, only one of our services had a waiting list. Our counselling service had a 3-month waiting list, the average waiting time for most other specialist agencies is 12-18 months.
- We provided long-term support for beneficiaries. 29% of counselling clients received support for 12-months or more. Our Independent Sexual Violence Advocates support survivors for an average of 3 years.
- We more than doubled the number of vulnerable children accessing our Prevention and Early Intervention from 987 in 2022/23 to 2,134 in 2023/24.
- Satisfaction with our support remained high: Clients rated our ISVA service 9.8 out of 10. 99% of counselling clients rated the support they received as 'very good or excellent'. 98% of male helpline users would recommend the service to others.

The challenge going forward for me is clear., We want to protect children, support survivors, and hold perpetrators to account. Supporting the vulnerable is not optional. It is a moral obligation. We cannot rely on central and local Government to provide the funding we need; I am not convinced they have the will.

Before joining Safeline, I was privileged to live without a full understanding of the scale and impact of sexual abuse in our communities. Now I have that understanding, I will do anything in my power to protect and support people affected. We need to build a powerful network of supporters—people who understand, care deeply and are willing to fund the services survivors need and deserve.

Neil Henderson
Chief Executive Officer

Warwickshire Counselling Service

Impact in 2024/25

1796
adults
supported.

32,088
counselling
hours

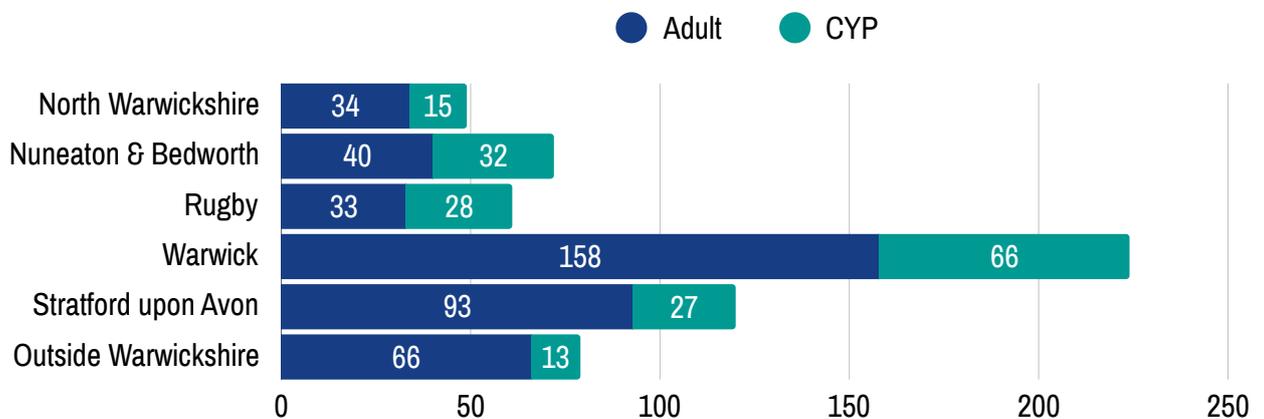
652
children and
young people
supported.

“I believe I now have worth. I will move into the future optimistic... looking forward to thriving rather than just surviving.”

Safeline’s Clinical Services supports adults; children and young people (CYP) across Warwickshire who have experienced sexual abuse and anyone who has been affected.

In 2024/25, we received 460 new referrals for adults. A 6% increase compared to the prior year, and a 59% increase since 21/22. For CYP, we received 195 new referrals. A 7% increase in referrals compared to the prior year and a 99% increase since 21/22.

NEW REFERRALS BROKEN DOWN BY RESIDENCE





Prevention & Early Intervention

January - December 2025

“Talking about my thoughts and feelings to people I can trust has helped me lift a weight off my shoulders and showed me that it's better to talk about things and face them instead of hiding away.”

Safeline’s Prevention & Early Intervention service work with children and young people in Warwickshire aged 4 - 18, who have suffered sexual abuse or are at risk of it. We help them to recover, feel safer, and learn how to prevent it. Support is tailored, trauma-informed and age-appropriate.

SUPPORT GROWS CONFIDENCE

CHILDREN & YOUNG PEOPLE ARE BELIEVED, HEARD & EMPOWERED



2864

people supported.

2174

CYP supported through groupwork.

346

referrals to 1:1 support received.

124

parents received training.

217

teachers received training.

Independent Sexual Violence Advocacy

Impact in 2024/25

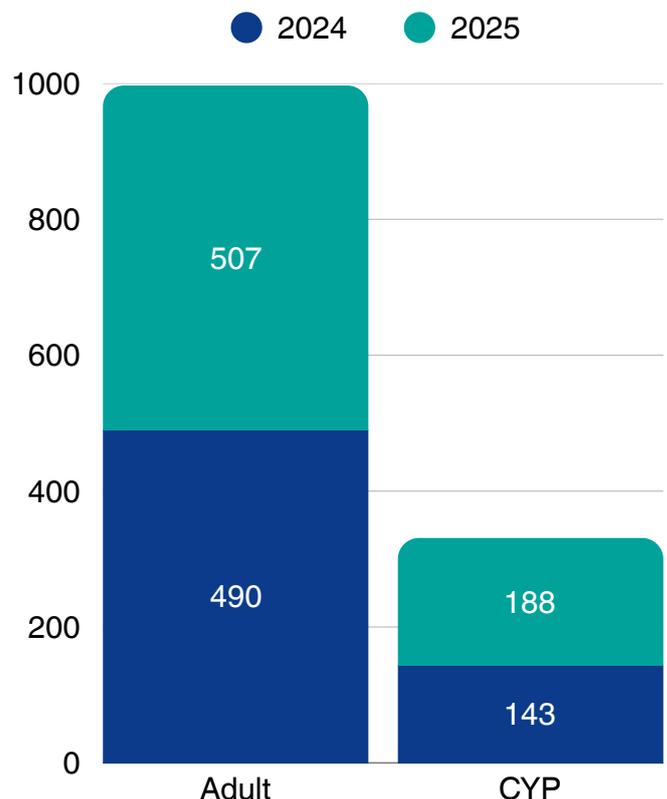
695
adults, children,
and young people
supported

“It was beneficial to have that support. If I didn’t have you, the whole thing would have felt less human.”

Safeline’s Independent Sexual Violence Advocacy (ISVA) service provide independent practical support and assistance to people in Warwickshire who have experienced sexual abuse - whether it has been reported to the police or not.

The average wait time between someone reporting their experience of sexual abuse and the trial date is 1744.5 days. The longest we’ve seen is 2093 days. We support survivors throughout this time.

SUPPORTED CLIENT FIGURES 2024 VS 2025



CASE LOAD OF AN INDIVIDUAL ISVA:

- **Average caseload: 40**
- **Monthly Average of direct support for clients: 71.5 hrs**



4101

sessions
attended (50
mins each).

14

week waiting
list

261

engaging with the
service during one
quarter.



National Telephone & Online Counselling

Impact in 2024/25

Safeline provides free, trauma-informed telephone and online counselling in England & Wales for people aged 16+ affected by childhood sexual abuse.

“XXX was perfect for me I was sceptical at first having tried therapy before but she quickly gained my complete trust and I was able to talk through every thought and ever hidden detail that I was afraid to share even about my current life and how I get through.”

All of our staff are qualified counsellors/psychotherapists who have undertaken additional training to work remotely via telephone and online as well as accredited training in working with survivors of sexual abuse.

Need support?



COUNSELLING & THERAPIES; PREVENTION & EARLY INTERVENTION; AND INDEPENDENT SEXUAL VIOLENCE ADVOCACY SERVICES IN WARWICKSHIRE

[HTTPS://SAFELINE.ORG.UK/OUR-SERVICES/](https://safeline.org.uk/our-services/)

NATIONAL TELEPHONE & ONLINE COUNSELLING FOR SURVIVORS AGED 16+ WHO EXPERIENCED CHILD SEXUAL ABUSE

[HTTPS://SAFELINE.ORG.UK/OUR-SERVICES/NATIONAL-TELEPHONE-AND-ONLINE-COUNSELLING-SERVICE/](https://safeline.org.uk/our-services/national-telephone-and-online-counselling-service/)

NATIONAL MALE SURVIVOR HELPLINE

CALL: 0808 800 5005

TEXT 07860 065187

WEBCHAT: [WWW.SAFELINE.ORG.UK](http://www.safeline.org.uk)

EMAIL: [SUPPORT@SAFELINE.ORG.UK](mailto:support@safeline.org.uk)

