

Safeline

Impact in 2025/26





CEO's Report

Welcome to Safeline's 2025/26 Impact report. As CEO of this organisation, I am so proud of what we have done locally and nationally, to support and protect people impacted by or at risk of sexual abuse.

The effects of sexual abuse are devastating, long-lasting, and costly. It's not only victims that are profoundly affected by these heinous crimes; it also has enormous consequences for family and friends, and it negatively impacts communities and wider society. Safeline through its support, is saving lives, strengthening families, making communities and our country more prosperous.

What Safeline has achieved this year is extraordinary and the magnitude of its successes can only be truly appreciated if you understand the context in which we had to operate.

We faced the following challenges in 2025/26:

- Ongoing underfunding of the sexual violence sector. It is estimated that **1 in 5 women** and **1 in 6 men** in the UK have experienced sexual abuse. That's **13 million victims**. The funding the government gives to support victims would only help 1% of that total.
- The government made supporting victims more difficult when it raised National Insurance costs and reduced NI thresholds. Safeline costs increased by £39,000; the equivalent of 500 counselling sessions. These increased costs can't be passed on.
- Government funding has remained constant for 3-years. In real terms, the value of that funding has decreased by about 14% due to the cost-of-living crisis.
- Sexual Offenders are being released early from prison, this is retraumatising victims, many come back to us for support.
- Government ceased funding our male survivor's helpline and support for those at risk of suicide. We lost £500,000. **92% of all counselling clients we support present with suicide ideation**, 67% of all suicides last year were male.
- Competition for funding from organisations that support causes like ours, grew exponentially. A recent advertised grant attracted 3,500 applicants.

- The Criminal Justice System is in complete disarray. **Only 5% of perpetrators who sexually abused our clients, were charged, only 1% were convicted.**

The experience of victims wanting justice is deplorable. Trials are constantly delayed; court dates are now being scheduled for 2030. Is it any wonder record levels of victims are giving up, withdrawing their case making our streets less safe.

- **Demand for support in 2025/26 grew by 27%.**

Awareness of Safeline has grown, daily, high-profile news stories about sexual abuse triggers victims. Victims are experiencing increased stress and anxiety because of the world we live in, the NHS doesn't provide long-term, specialist support, so they send victims to us.

- Increased risks to children and young people both physical and online, has led to more schools wanting our support to better protect and safeguard their pupils.

- More new clients present with complex needs including suicidal thoughts, self-harm, addictions. These clients require more support which reduces our capacity to support others.

Given this context, it's not unsurprising that a record number of specialist sexual abuse support agencies closed in 2025/26 with many more at risk. A recent Rape Crisis England and Wales survey shared that 50% of their centre managers and directors were expecting a reduction in or loss of their service. 30% were concerned their centres will close. This is what we faced in 2025/26. It was the 'Perfect Storm'; increased demand, reduced funding, increased costs.

This impact report describes what each of our services achieved. What's even more impressive, however, is the stuff you won't read about in the report; the stuff that made it at all possible. The positive attitudes, unwavering

commitment, the steely determination, the resilience, creativity, commerciality, adaptability of everyone associated with Safeline to ensure that we continued to deliver for our beneficiaries. I come from a successful commercial background; I have been a part of many "High Performing" teams in my time. I can honestly say that I don't think any of those teams could have delivered what the Safeline team have. I am in awe of them.

I clearly remember laying out the challenges that faced us at a staff meeting in December 2024 when the various government departments had at last communicated their funding intentions. The initial reaction from the team was expected. A mix of shock, fear, uncertainty. However, there was also a deep sense of anger that the institutions responsible for supporting and protecting victims and

those at risk were letting them down. That anger fuelled a determination not to let it happen and in that meeting we agreed 4-principles that guided our actions in 2025/26.

- Despite funding cuts, we would ensure all our services continued because the 'wrap around' support that Safeline provides is what keeps people safe and helps them recover.
- We would sustain high-quality support. Diluting support for victims is immoral and false economy. Standards would be maintained even if it meant supporting fewer people, despite that being hard.
- We would retain the maximum number of staff. Our people are highly trained, highly experienced, critical to effective support. Retention would also be a competitive advantage should the funding environment improve.

- Generating new income was our priority. If activities didn't generate cash, we didn't do them.

Teams were empowered to deliver and deliver they did. Actions included holding vacancies and absorbing the work. Technology was harnessed to drive process-improvements, saving time and money. Tasks were outsourced to others who could do it better, creating more space to support victims. Improved coordination of staff travel reduced travel costs by 50%.

Bids were submitted to organisations who were closely aligned with the work we do; our bid win rate was 65%. We focused on high-income generating events like our annual golf day which generated £27,000 profit. We diversified our income into new areas like training; this now generates significant funds and keeps people safe in the workplace.

One of our Trustees recently described Safeline as having the **'Head of a Corporate and the Heart of a charity'**.

That's why we exited 2025/26 having maintained our comprehensive range of services, supported more people, maintained high-quality support, retained our highly trained, experienced staff and volunteers, and improved pathways to support.

Neil Henderson

Chief Executive Officer

"[My ISVA] seems to be the only person who does their job, and I wish we could pool all the wages of the complete f**king idiots attached to this case and give it to you."



Safeline
Preventing & Surviving
Sexual Abuse



818

adults
supported.

14,124

counselling
hours

359

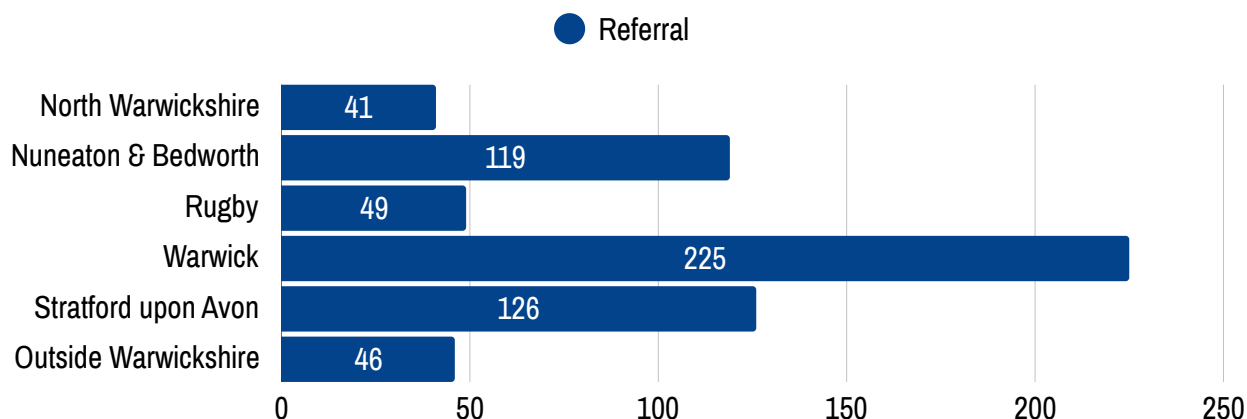
children and
young people
supported.

“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 394 new referrals for adults. For CYP, we received 212 new referrals. Of the 1,177 individuals we supported between April 2025 and March 2026, 86 were non-offending family members or friends of a survivor.

NEW REFERRALS BROKEN DOWN BY RESIDENCE



Safeline



Prevention & Early Intervention

**January 2025 -
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**



2861

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 2025/26

“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 986 days. The longest we’ve seen is 2748 days. We support survivors throughout this time.

CLIENT OF AN INDIVIDUAL ISVA:

- **Average caseload: 41**
- **Monthly Average of direct support for clients: 331 hrs**

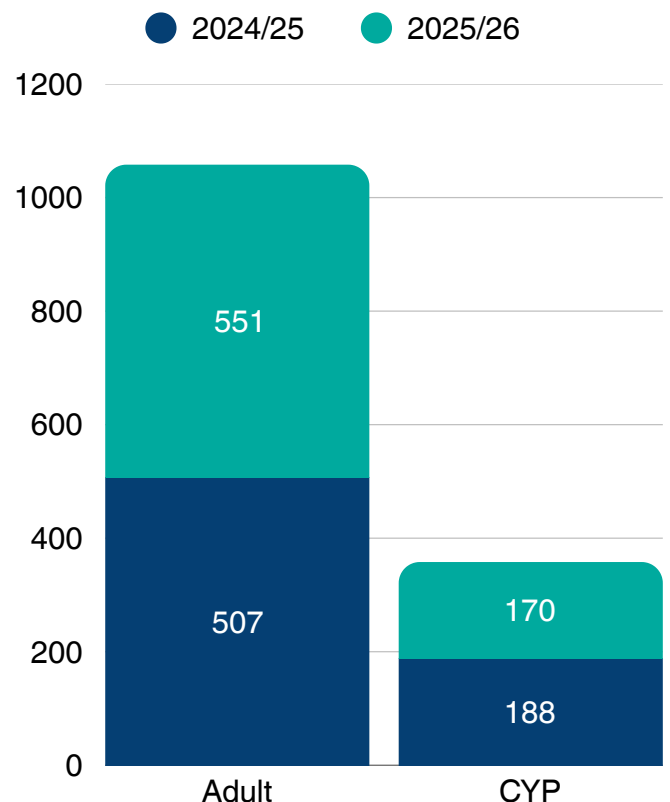
721

adults, children,
and young people
supported

38

Trials attended
across the year

SUPPORTED CLIENT FIGURES 2024/25 VS 2025/26





National Telephone & Online Counselling

Impact in 2025/26

4845

**sessions
attended (50
mins each).**

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

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.

In the year ending March 2026, we received a funding uplift to this service that meant that we could reduce our waiting list down to three weeks. Alongside supporting survivors of CSA, 8.3% of those referred were supporting a survivor.

“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.”

3 week

**waiting list
after referral**

National Male Survivor Helpline



Impact in 2025/26

62,940

**dedicated
minutes of
support**

CALL: 0808 800 5005

WEBCHAT: WWW.SAFELINE.ORG.UK

EMAIL: SUPPORT@SAFELINE.ORG.UK

Safeline provides a dedicated national service for men and boys affected by sexual abuse and those who support them. People can contact the helpline once a week to speak to an advisor for up to an hour.

Of those who contacted the helpline for support, 22% said that they were sexually harmed by an immediate family member; 10.5% by a stranger; and 9.2% by a person in a position of trust.

“Thank you for always being there for me, for always hearing and seeing me and helping me through the storms. I am forever grateful that I found this helpline.”

METHOD USED BY CALLERS TO CONTACT

- Phone
- Webchat
- Text
- Email



Case Study: Supporting a young person and their family

TW: Mention of self-harm and sexual abuse

A parent contacted Safeline's National Male Survivors Helpline in distress, seeking urgent support for her 15-year-old son following a police incident involving a knife. During questioning, he disclosed that he had used the knife to self-harm. His mother had been unaware and described feeling shocked, frightened, and overwhelmed by the realisation that he had been struggling alone.

In the weeks that followed, her son found the courage to disclose that an older boy had sexually abused him when he was nine. The trauma resurfaced after he encountered someone who reminded him of the abuser, triggering anxiety and emotional distress. He withdrew from school, friendships, and activities he had once enjoyed, becoming increasingly isolated.

Feeling unsure how to help, his mother contacted Safeline.

Our Helpline Advisor provided calm, compassionate, non-judgemental support, giving her space to talk and guidance on how to respond in a way that prioritised her son's safety and wellbeing. She also began to recognise and process her own emotional needs, reassured that she did not have to cope alone.

Safeline offered counselling to both mother and son. This provided a safe space for the young person to begin processing his experiences at his own pace, reduced isolation, and helped rebuild a sense of safety.

It also supported the family to strengthen communication and begin moving forward together.



Sexual Harassment Training

Impact in 2025/26



650

people trained in
tackling sexual
harrassment

27

different
organisations
trained

Safeline delivers expert-led training to help organisations, educators, and professionals prevent sexual abuse and support those affected by it.

OUR TRAINING:

- Preventing & Responding to Sexual Harassment in the Workplace
- Investigation of Sexual Harassment in the Workplace
- Sexual Harassment Prevention: One-to-One Intervention Programme
- First Responders Training

We have developed our training thanks to generous contributions from The Rank Foundation and are proud of the standard of our programmes. Feedback from attendees of our training programmes include:

“The session was very useful, I came in only knowing small amounts about sexual harassment and now I feel a lot more comfortable looking for signs, how to deal with it as management and how to support the person involved.”

‘Preventing & Responding to Sexual Harassment’, programme Attendee.

“Safeline delivered training to our staff team on protecting people from sexual harassment in the workforce. This training was informative and engaging, demonstrating how we can take a trauma informed, victim focused approach to dealing with sexual harassment in the workplace, university and society at large.”

Phil Kynaston, CEO, Nottingham Trent Students' Union

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

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

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



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