



2025-2026

IMPACT REPORT

Our Campaign
"A HOME FOR EVERY WOMAN SURVIVOR"




Contento Social Homes
supported accommodation

FROM VICTIM TO HOME OWNERSHIP



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Contento Social Homes 2025-26 Impact Report

Safe-Accommodation and skills for Survivors of Domestic Abuse and their Children in UK

This publication presents the Contento Social Homes CIC Impact Report 2025–2026, documenting one full year of organisational activity, survivor support delivery, operational development, and community impact. It has been prepared as a public-facing and stakeholder report intended for funders, regulators, partners, commissioners, and the wider community.

The reporting period covered in this publication runs from 1 February 2025 to 31 January 2026. During this time, Contento Social Homes expanded service delivery, increased capacity, strengthened internal systems, and launched strategic initiatives designed to address one of the most pressing challenges identified through frontline delivery; the gap between refuge accommodation and permanent housing.

The report is structured to provide clarity across several Key dimensions:



Supported Exempt Accommodation Silver Award

Contento Social Homes CIC is a proud holder of a Silver Award from BVSC in recognition of excellence in leadership, governance, referrals, supervision, and resident care.

Contento Social Homes: Impact Report 2025 - 2026

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Introduction from our CEO and Chair



The reporting year from February 2025 to January 2026 represents a defining period in the development of Contento Social Homes. The organisation continued to evolve from a local refuge provider into a growing and increasingly recognised model of survivor-centred housing support.

Throughout this journey, one principle remained constant: women and children fleeing domestic abuse must have access to safe accommodation, compassionate support, and realistic pathways toward independence.

This year was characterised by expansion and strategic growth. In response to increasing demand and the clear need for additional safe spaces, Contento opened **3 new branches** within the same year, extending services beyond Birmingham into additional local authority areas. This expansion was not driven by ambition alone, but by necessity, the reality that many survivors seeking safety could not be accommodated due to limited capacity.

Across the year, we provided **safe accommodation to 144 women and 72 children**, building on 98 women and 47 children carried forward, bringing our cumulative reach to **242 women and 119 children**. Nevertheless, demand remained critically high, resulting in **173 referrals declined** despite strategic growth. Nearly four in five women supported were from ethnic minority communities, reinforcing our culturally responsive and intersectional safeguarding approach. Of the cumulative cohort, **54.1% transitioned from refuge**, with 22.3% securing independent social housing, while only **4.5% returned to a perpetrator**.

The year also saw substantial immigration and legal advocacy work, including support for women with No Recourse to Public Funds and successful Indefinite Leave and MV-DAC applications.

Another significant milestone during the year was the launch of the “A Home for Every Woman Survivor” campaign on 7 March 2025. This initiative emerged directly from frontline learning. While refuge accommodation offered immediate safety, many survivors faced significant barriers when attempting to move into permanent housing. The campaign therefore aims to address this structural gap, engaging communities, funders, and social investors in a wider conversation about sustainable move-on accommodation.

The campaign also marked a shift in organisational positioning. Contento increasingly engaged with social investment networks and stakeholders, signalling a move toward long-term systemic solutions rather than short-term crisis response alone. This included engagement with organisations such as **Resonance, Big Issue Invest, Social Investment Business**, and others, reflecting a deliberate effort to build sustainable pathways for future growth.

Weekly one-to-one support, community-building house meetings, and holistic interventions reinforced the belief that recovery is not linear but requires consistent, compassionate engagement. Throughout the year, the organisation maintained its core identity as a survivor-led service. The establishment and strengthening of survivor voice mechanisms, including a **Survivors’ Board**, reinforced the belief that those with lived experience should shape service delivery and organisational direction. As this report demonstrates, the year was not without challenges. Demand continued to outpace capacity, and housing pressures remained significant.

This report reflects a collective effort from our frontline staff and managing partners to survivors themselves and stands as evidence of what can be achieved when safety, dignity, and empowerment are placed at the centre of organisational purpose.



Our Vision
“A HOME FOR EVERY WOMAN SURVIVOR”

Contento Social Homes
supported accommodation

FROM VICTIM TO

- SURVIVOR
- REFUGE
- DISPERSED ACCOMMODATION
- INDEPENDENT ACCOMMODATION

TO HOME OWNERSHIP

Join Us in Making a Difference

Find out more about the campaign:



The Housing Crisis Facing Women Survivors

Between February 2025 and January 2026, the organisation received **317 referrals** from women seeking safety from domestic abuse. Of these, **144 survivors** were successfully signed up and accommodated. However, **173 survivors** were unable to be accommodated, primarily due to limited space and capacity constraints. These figures alone provide a clear and sobering picture of demand. Every referral represents a woman or family seeking safety at a point of heightened vulnerability.

The inability to accommodate over half of referrals demonstrates the scale of pressure facing refuge services and highlights the ongoing challenge of matching available safe spaces with urgent need. Occupancy data further illustrates this reality. During Quarter 1, occupancy reached 100%; 109 out of 109 capacity. In response, Contento increased capacity, expanding to 24 houses with 113 rooms in Quarter 2 and 25 houses with 115 rooms by Quarter 3. Despite this expansion, occupancy remained consistently high, with several weeks reaching 113 out of 115 occupancy.

Understanding Demand Through Internal Evidence

These figures above reveal three key realities:

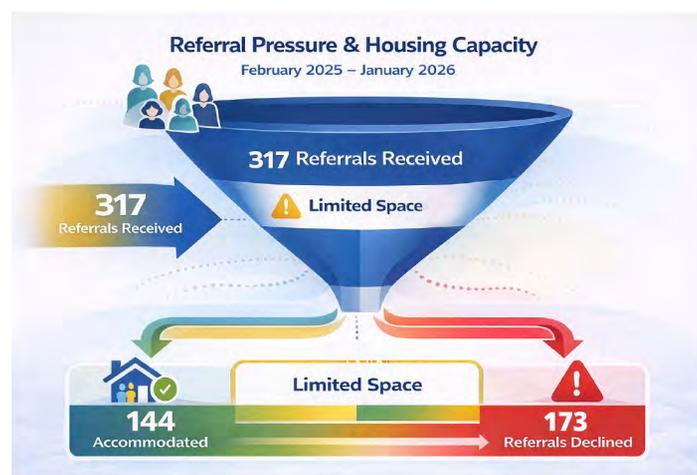
- **Demand for safe accommodation is persistent and sustained.**
- **Expansion efforts quickly become absorbed by need.**
- **Capacity growth alone does not fully resolve the pressure experienced by survivors seeking refuge.**

The implications extend beyond numbers. When safe spaces are unavailable, survivors face increased risk including homelessness, continued exposure to abuse, or unsafe temporary arrangements. The data therefore reflects not just organisational strain but the lived experiences of women navigating limited options during crisis.

Contento Social Homes' response during the reporting year 2025-2026 included opening additional branches and exploring expansion into new regions, including Greater Manchester, Warrington, and Northamptonshire.

These actions demonstrate a proactive approach aimed at reducing unmet need and increasing geographical accessibility. Importantly, the housing challenge does not end with entry into refuge. Internal data highlights the complexity of move-on pathways, where survivors often encounter delays securing long-term accommodation.

This emerging challenge would later inform strategic campaign work focused on move-on housing solutions, as we are in the process of opening new branches to strengthen regional capacity and improve access to safe accommodation.



Our Model: From Victim To Home Ownership



Contento Social Homes operates a structured model designed to support survivors through distinct stages of recovery, beginning with immediate safety and progressing toward independence. The model combines safe accommodation with consistent emotional and practical support, recognising that housing alone is not sufficient to enable long-term recovery.

During the reporting period, the organisation operated **25 houses** providing a total of **115 bed spaces**, offering both single and double occupancy options. These properties form the foundation of the organisation's refuge model, providing safe environments where women and children can begin rebuilding their lives.

However, the model extends beyond physical accommodation. Survivors receive weekly one-to-one support, creating regular opportunities to discuss emotional wellbeing, practical challenges, safety planning, and personal goals. This consistent engagement helps rebuild trust and restore a sense of agency often diminished by experiences of abuse. In addition to individual support, monthly house meetings are held across properties.

These meetings encourage community building, peer connection, and shared learning, reducing isolation and creating supportive environments where survivors can regain confidence through collective experience.

The organisation's approach recognises that each survivor's journey is different. Support plans are co-created with women themselves, ensuring that services respond to individual needs rather than applying a uniform model. This person-centred approach reinforces dignity, choice, and empowerment, core principles that underpin the organisation's mission.

A critical component of the model involves planning for move-on from refuge. Internal definitions clarify different move-on outcomes:

- **Moved into new home:** *independent and safe social housing.*
- **Moved to another refuge:** *transfer to alternative supported accommodation.*
- **Moved back home:** *return to the perpetrator, with continued advice and support offered.*
- **Moved to other:** *alternative arrangements such as private accommodation or living with family / friends.*

These categories reflect the complexity of survivor journeys and acknowledge that progress is not always linear. Contento's role is to provide support regardless of outcome, ensuring women remain informed and empowered in their decisions.

A Structured Pathway Towards Safety and Stability

“A HOME FOR EVERY WOMAN SURVIVOR”

The model therefore represents a continuum rather than a single intervention, moving from crisis response to stabilisation, from emotional recovery to skills development, and ultimately toward independent living.

This structured pathway demonstrates how Contento Social Homes combines safe housing, relational support, and practical planning to reduce repeat crisis and support long-term recovery. The following sections of the report explore how this model translated into measurable impact for women and children throughout the reporting year 2025 - 2026.

SECTION I – DIRECT IMPACT

Safe Homes Provided



Safe accommodation remains the foundation of Contento Social Homes' impact model. During the reporting period, the organisation operated 25 houses across Birmingham, providing a total of 115 bed spaces designed to support women and children fleeing domestic abuse.

These homes represent more than physical shelter they are environments intentionally structured to restore stability, safety, and dignity at a time when survivors are often experiencing significant trauma and uncertainty. Every property operated by Contento Social Homes underwent regular inspections by Birmingham City Council. All properties successfully passed inspection, demonstrating continued adherence to required safety and operational standards.

Maintaining these standards is central to organisational credibility and ensures survivors are placed in environments that are secure, compliant, and suitable for recovery.

'Expanding Safe Housing Capacity to Meet Growing Need'

The organisation also retained its Silver Award recognition from Birmingham City Council, reflecting sustained excellence in housing management and support provision. The scale of accommodation provided during this year should be understood within the context of demand pressures.

The number of available bed spaces was not static; it evolved in response to increasing referrals and occupancy pressures. Expansion decisions were driven directly by operational data and frontline experience, reinforcing the organisation's commitment to ensuring that as many survivors as possible could access safety.

Accommodation growth also aligned with broader organisational expansion. Contento operated across four local authority areas; Birmingham, Walsall, Wolverhampton, and Dudley, enabling survivors to access refuge spaces closer to support networks or further away from risk when relocation was required for safeguarding reasons.

This geographical spread strengthened flexibility within the housing model and increased options for women whose safety depended on moving away from known locations

The safe homes model is built on several core principles:

- Immediate access to secure accommodation
- Trauma-informed environments that promote emotional stability
- Regular inspections and compliance assurance
- Housing combined with structured support rather than accommodation alone

These principles ensure that the homes provided are not temporary shelters in the narrow sense, but purposeful spaces where women and children can begin rebuilding their lives. Importantly, the provision of safe housing also supports broader recovery outcomes.

Stable accommodation enables consistent engagement with support workers, easier access to education and health services, and reduced exposure to ongoing risk. It creates the foundation upon which all other forms of support; emotional, practical, and developmental can be delivered effectively.

By the end of the reporting period, the housing infrastructure established by Contento Social Homes reflected both growth and resilience. The organisation successfully maintained quality while expanding capacity,



Women & Children Supported

During the reporting period, Contento Social Homes received 317 referrals from women seeking safety from domestic abuse. These referrals represent individuals and families at moments of significant vulnerability, often arriving with complex emotional, practical, and safeguarding needs.



These figures highlight both the scale of demand and the organisation's impact within existing resource constraints.

Understanding the Numbers Behind Survivor Access

The year began with **98 survivors and 47 children** already living within Contento safe spaces. Over the course of the reporting period, an additional **144 survivors and 72 children** were supported. This brings the **cumulative total to 242 survivors and 119 children** accommodated across the full reporting cycle.

Children supported form a particularly significant part of the impact picture. Many arrive having experienced disrupted education, emotional distress, and instability linked to domestic abuse. By providing safe accommodation alongside structured support, Contento creates environments where children can begin to experience consistency, safety, and emotional recovery alongside their mothers.

Maintaining a 24-hour response time to referrals ensured that women in crisis received timely intervention. Speed of response is particularly important in domestic abuse contexts, where delays can increase risk or lead survivors to disengage from support services.

The referral statistics also highlight a difficult reality. While **144 new survivors** were successfully accommodated, **173 women** could not be placed, primarily due to limited bed spaces.

This gap demonstrates that demand significantly exceeds supply and reinforces the need for continued expansion and investment in safe accommodation.

These numbers represent more than operational metrics, they reflect real families seeking safety.

Referral Pathways



"The data emphasises the importance of capacity expansion, move-on housing solutions, and continued partnership development to ensure fewer survivors are left without support."

Referral Sources and Safeguarding Outcomes

The Quality and diversity of referral sources provide important evidence of Contento Social Homes' credibility within the domestic abuse sector.

Access Pathways

The quality and diversity of referral sources provide important evidence of Contento Social Homes' credibility within the domestic abuse sector. During the reporting year, referrals were received through multiple established pathways, demonstrating trust in the organisation's safeguarding standards and service delivery.

Key referral channels included:

- Women's Aid Route to Support national pathway
- Social Services and local authorities
- Police services
- GP practices
- Direct self-referrals through phone and online portal

Building Trust Through Professional Referral Networks

The presence of statutory agencies among referral partners indicates strong professional confidence in Contento's ability to manage risk and provide trauma-informed support. Referral diversity also increases accessibility, ensuring that women not yet engaged with formal services can still seek help independently.

A critical operational commitment underpinning this system was the organisation's 24-hour response time to referrals. Rapid response ensures survivors receive timely guidance, reduces uncertainty during crisis situations, and supports safer transitions into refuge accommodation.

Risk Reduction

Safeguarding outcomes provide additional evidence of service quality. During the reporting period:

1 safeguarding issue recorded, compared with 8 safeguarding issues in the previous year

This reduction represents a significant improvement and suggests that proactive support, consistent engagement, and strong risk management practices are contributing to safer environments for survivors and children



The reduction in safeguarding incidents does not indicate reduced vigilance; rather, it reflects earlier identification of risk and preventative support before issues escalate.

Referral and safeguarding data together demonstrate how trust, responsiveness, and structured support create safer outcomes. Women are more likely to engage with services when referral processes are clear and when they feel confident that support environments are safe and professionally managed.

This page closes the initial section of the report by showing how access pathways translate into measurable safety outcomes, setting the stage for subsequent pages that explore deeper recovery impact, empowerment, and long-term survivor progress.

Supporting Recovery and Independence

Core Survivor Support Model

Providing safe accommodation is only the starting point in the recovery journey for survivors of domestic abuse. Contento Social Homes' impact model recognises that meaningful change occurs when housing is combined with consistent, person-centred support that addresses emotional wellbeing, practical challenges, and long-term independence. During the reporting period, this integrated support approach remained central to service delivery.

Every woman accommodated by Contento received weekly one-to-one support, creating a structured and reliable space where survivors could discuss safety concerns, emotional wellbeing, housing needs, and personal goals. These sessions allowed support workers to build trusting relationships, monitor progress, and respond quickly to emerging challenges. For many survivors, this consistent contact provided stability at a time when their lives had previously been defined by uncertainty and control.

In addition to individual support, the organisation facilitated monthly house meetings across all properties. These meetings played a significant role in reducing isolation, a common experience among survivors of domestic abuse. They created opportunities for women to share experiences, raise concerns, and participate in shaping their living environments. This collaborative approach reinforced dignity and helped restore a sense of agency often lost through abusive experiences.

This holistic model ensured that support responded to the complexity of survivors' lives rather than focusing on a single issue. Women were supported to identify their own goals and co-create support plans tailored to their circumstances.

A key element of the service was the on-call support system, available outside standard working hours, including evenings, weekends, and holidays. This ensured that women and children could access reassurance, guidance, or crisis support whenever needed. The availability of after-hours support significantly reduced anxiety and reinforced feelings of safety, particularly for survivors adjusting to life in refuge accommodation.

The impact of this structured support model can be understood through three core outcomes:



Emotional Stabilisation

Consistent support, reduced anxiety and increased confidence.



Community Connection

House meetings and peer interaction reduced isolation



Preparation for Independence

Practical guidance supported progress toward education, employment and move-on housing

Support extended beyond emotional wellbeing. Survivors were guided through practical steps that support long-term recovery, including:

- Accessing healthcare and GP registration
- Immigration and legal signposting where required
- Mental health support referrals
- Education and employment pathways
- Housing planning and move-on preparation



Managing Partners Training Sessions

Strength In Bloom: Empowerment Outcomes

On 12 November 2025, Contento Social Homes hosted Strength in Bloom, a dedicated empowerment event designed to support survivors in rebuilding confidence, reconnecting with their identity, and envisioning a future beyond abuse

The event represented a key moment in the reporting year, translating the organisation's holistic support philosophy into measurable emotional and psychological outcomes.

A total of 35 survivors participated in the event, engaging in arts, painting, and community-based activities that encouraged self-expression and reflection. These activities were intentionally designed to create safe opportunities for women to explore their experiences creatively, celebrate personal strengths, and reconnect with others who shared similar journeys.

“Thank you for giving me my my confidence and self-identity back.”

“I'm grateful to be able to realise how powerful I am.”

“It's the little moments that I have learnt at Contento, like using the self-checkout to complete my own shopping, that make me happy.”

“I want my story to inspire others by never giving up and being brave.”

“Things I can celebrate about myself is that, where there is hope there is life.”

These testimonies illustrate the depth of transformation that occurs when women are supported to redefine their identity beyond trauma. Activities such as art and community engagement provided non-verbal ways to process experiences, helping survivors reconnect with personal strengths and aspirations.

The event had a significant positive impact on participants.

Out of 35 Participants, the Impact Data Shows:



The event also demonstrated the importance of peer connection. Many participants reported feeling less isolated and more supported after engaging with others who understood their experiences. This social connection is a critical component of long-term recovery, reinforcing resilience and reducing the likelihood of future vulnerability.

From an organisational perspective, Strength in Bloom reflects a strategic approach to empowerment:

- Combining creative activities with emotional support
- Embedding measurable outcomes into empowerment programming
- Creating environments where survivors can safely explore identity and confidence

These outcomes highlight how structured empowerment activities can accelerate recovery when integrated within safe housing environments. For many women, participation represented a shift from survival mode toward active self-development. Beyond statistics, survivor voices provide powerful insight into the emotional significance of the event. Participants described renewed confidence, restored self-identity, and increased hope

The results confirm that empowerment is not an abstract concept but a measurable outcome. Increased confidence, improved emotional wellbeing, and enhanced feelings of safety directly contribute to survivors' ability to engage in education, employment, and independent living.



CAR
LY
KEY
COMMUNICATION
KILL
HAPPINESS
JOY
LOVE
YOURSELF

HABIBET'S GOAL
1 SELF-LOVE LOVE YOURSELF
-HAPPY
2 DREAM JOB (TEACHER)
3 SELF-RELIANT IN EVERY ASPECTS OF LIFE (Emotionally, financially, mentally)
4 WHEN I GET OLD, WILL WRITE MY AUTOBIOGRAPHY BOOK TO INSPIRE OTHERS.



Education, Employment & Move-On Outcomes

Education as a Route to Long-Term Stability.

A central aim of Contento Social Homes' support model is to help survivors move beyond crisis and begin building sustainable, independent futures. During the reporting period, education and personal development emerged as key pathways through which women regained confidence, developed new skills, and prepared for long-term stability.

Throughout the year, 23 survivors were supported to access education and training opportunities. This included:

1 survivor enrolled at university, studying Computer Science
22 survivors attending college, undertaking courses such as:

ESOL Level 1 and Level 3

Digital Media Arts

Professional Cookery

Certificate in Supporting Teaching and Learning

Health & Social Care Level 3

Other adult education programmes

These education outcomes represent more than participation figures. For many women, engagement in learning marked the first step toward rebuilding independence after experiencing control and instability.

Education provided structure, purpose, and opportunities to develop confidence in environments outside refuge accommodation.

The benefits of educational engagement were *multifaceted*:

The benefits of educational engagement were multifaceted:



Increased self-esteem and personal confidence



Improved employability prospects



Enhanced ability to support children and manage household stability



Greater independence in navigating systems and services

Education also played a psychological role. Survivors described gaining a renewed sense of identity and possibility, shifting from crisis management toward future planning.

SECTION II: SYSTEMS THAT ENABLE IMPACT

Maintaining Safe and Dignified Homes

Behind every successful survivor outcome sits a stable and well-maintained living environment. During the reporting period, Contento Social Homes continued to prioritise operational excellence in property maintenance, recognising that the quality of accommodation directly influences emotional recovery, physical health, and overall wellbeing for women and children fleeing domestic abuse.

Between February 2025 and January 2026, essential maintenance and improvement works were carried out across 30 properties, ensuring that accommodation remained safe, functional, and supportive of recovery journeys. These interventions were not merely technical repairs; they represented deliberate investment in dignity, stability, and safeguarding standards.

One of the most significant practical improvements involved furniture and bedding upgrades. During the year: 15 new beds and mattresses were purchased and installed.

Additional operational improvements focused on household functionality and hygiene. In higher-occupancy properties, extra washing machines and tumble dryers were installed to meet demand. These upgrades reduced waiting times for families and supported routine household activities, particularly for women caring for young children. Reliable laundry access contributes to hygiene, self-esteem, and day-to-day stability factors often overlooked but essential in creating a normalised home environment.



Operational Impact Over the Past Year

The overall operational impact during the year can be summarised as follows:



Improved safety standards within properties



Enhanced hygiene and living conditions



Support for emotional recovery through stable environments



Protection of long-term property quality and compliance

These practical interventions have had a meaningful impact. Contento maintained high standards across our accommodation, we continued to provide not just housing, but safe and supportive homes where women and children can rebuild their lives with dignity and hope.

The installation of tumble dryers also reduced indoor moisture, helping to prevent damp and mould, a critical safeguarding consideration that protects both resident health and property quality.

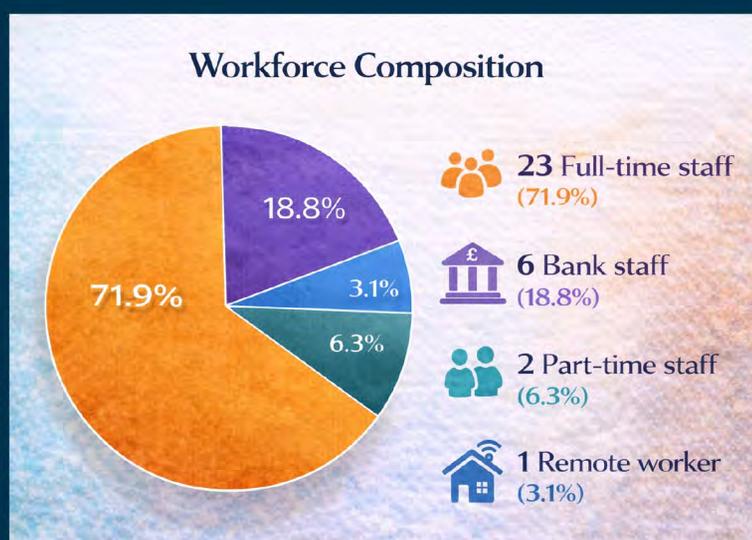
Outdoor spaces were similarly prioritised. Regular gardening and waste management ensured that external areas remained clean, safe, and welcoming. For children living in refuge accommodation, well-maintained outdoor spaces provided opportunities for safe play and normal childhood experiences within secure boundaries.

By maintaining high standards across accommodation, Contento Social Homes reinforced its commitment to providing more than shelter. The organisation continued to deliver safe, dignified homes where women and children could begin rebuilding their lives with confidence and stability.

Our People, Governance & Culture

Operational excellence within Contento Social Homes is grounded in the strength and stability of its workforce.

During the 2025–2026 reporting year, the Human Resources function played a central role in professionalising organisational systems, supporting staff wellbeing, and ensuring compliance standards were maintained as the organisation expanded. By the end of the reporting period, staffing levels reached 32 employees, reflecting organisational growth and increased service delivery capacity.



This structure provided both stability and flexibility, enabling consistent frontline support while maintaining resilience during periods of high demand.

A key achievement during the year was the strengthening of governance and compliance frameworks:

- All organisational policies were reviewed and updated.
- Compliance monitoring systems were strengthened, including right-to-work checks and GDPR-aligned processes.
- Onboarding systems were improved, embedding policy awareness and safeguarding expectations from the outset.

These governance improvements contributed directly to operational readiness and supported successful partner inspections and council audits.

Perhaps the most significant indicator of organisational health was the outcome of employee relations monitoring. During the entire reporting year: **Zero formal employee relations cases were recorded.**

This statistic demonstrates a positive organisational culture characterised by early intervention, accessible support, and strong communication channels. In environments supporting vulnerable populations, workforce stability is essential, consistent staff relationships improve trust, reduce disruption for survivors, and strengthen safeguarding outcomes.

Additional achievements included:

- Successful retention of international staff.
- Improved payroll accuracy and workforce planning.
- Enhanced communication systems through structured memos and updates.

The impact of workforce stability extends beyond internal operations. Survivors benefit directly when staff feel supported, confident, and engaged. High staff morale contributes to calmer support environments, stronger professional judgement, and more effective crisis response.

The reporting emphasised the strategic link between employee satisfaction and service quality. When staff are valued and equipped, survivors experience more consistent support and improved outcomes. Workforce investment therefore represents a direct investment in survivor safety and recovery.

Investing in Skills to Strengthen Survivor Outcomes

During the reporting period, Contento Social Homes placed significant emphasis on workforce development, recognising that staff capability directly influences the quality and safety of support delivered to survivors and their children. Training and professional development were therefore treated as strategic priorities rather than optional enhancements.

A total of 8 staff members were enrolled in formal qualification pathways delivered in partnership with South and City College.

Training participation included:
Social & Health Care Level 2: 2 participants
Social & Health Care Level 3: 3 participants
Leadership & Management: 3 participants

Outcomes achieved during the reporting period:

- 4 qualifications completed
- 4 qualifications ongoing, expected completion in 2026.

These qualifications strengthened both frontline practice and leadership capacity, ensuring that staff were equipped with updated knowledge and skills relevant to trauma-informed support, safeguarding, and professional care delivery.

Beyond formal qualifications, there were additional development initiatives:

- Informal coaching and supervision for new managers
- Improved internal communication skills through structured memo systems
- Increased confidence in reporting, documentation, and safeguarding processes

"Ultimately, workforce development translated directly into survivor impact. Staff who felt more confident and supported were better able to deliver trauma-informed care, build trusting relationships, and guide women through complex recovery journeys."



Employee engagement was also prioritised. On **12 September 2025**, Contento hosted an organisation-wide team-building event designed to strengthen collaboration and reinforce organisational values. Feedback indicated strong participation and improved morale, with staff reporting increased connection and motivation. This engagement initiative contributed to retention and strengthened organisational cohesion.

Training and development outcomes should be viewed alongside the previously highlighted statistic of zero employee relations cases. Together, these results suggest a workforce that feels supported, engaged, and equipped to manage the demands of frontline domestic abuse support.



Digital Safety, Connectivity, ICT and Cybersecurity

Digital infrastructure plays a critical but often unseen role in enabling safe and effective service delivery. During the reporting period, the ICT function at Contento Social Homes ensured that technology supported safeguarding, improved operational efficiency, and enabled both staff and survivors to access essential services without disruption.

A central focus of ICT work was safeguarding and digital safety. Key actions included securing email accounts, protecting devices, and applying strong data protection practices aligned with NHS DSP Toolkit standards. These measures reduced risks related to digital tracking and data breaches, a critical safeguarding concern for survivors fleeing abusive situations.

ICT also played a direct role in equipment provision and access. During the year:

60+ laptops, tablets, and mobile devices were supported, repaired, or reused.

This equipment enabled survivors to:

- Access online appointments and essential services
- Engage with support systems safely and independently
- Reduce digital exclusion

For staff, ICT support accelerated onboarding processes through device setup, Microsoft 365 training, and day-to-day troubleshooting. Faster onboarding meant staff could focus more quickly on frontline support rather than technical barriers.

Technology in safe accommodation also ensured stable connectivity. Internet faults were resolved promptly, helping maintain access to communication tools, online learning, and digital support services; all essential components of modern service delivery.

Operational efficiency outcomes included:

- Device repair and reuse reducing replacement costs
- Billing dispute resolution generating £180+ savings, redirected toward frontline services.
- Contract reviews improving supplier value

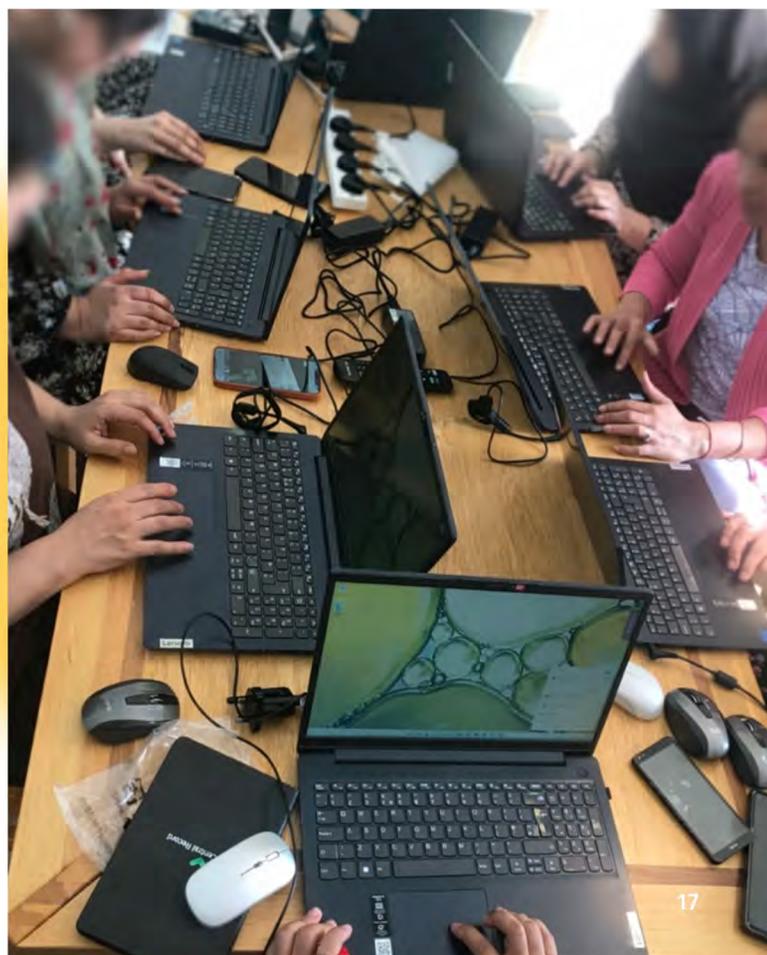
The ICT impact report makes clear that technology investment is not simply administrative, it directly supports survivor safety, staff effectiveness, and service continuity.

The scale of ICT activity during the year demonstrates strong operational performance:



"The figures illustrate a high-functioning support system operating across multiple locations, ensuring continuity of service and minimising disruption to frontline delivery."

Without strong ICT infrastructure, risks would include increased safeguarding vulnerabilities, service disruption, and higher operational costs. Instead, the organisation maintained resilient digital systems that supported both human-centred care and operational excellence.



SECTION III: COMMUNITY, CAMPAIGN & PUBLIC ENGAGEMENT

A Home For Every Woman Survivor

The Launch of the campaign on the 7th of March 2025 marked a defining moment for Contento Social Homes during the reporting period.

The organisation recognised that survivors often experience a difficult transition after leaving refuge settings, a period where many face uncertainty, limited housing options, and heightened risk of instability. The campaign was therefore launched to engage stakeholders around a shared ambition: creating sustainable pathways from crisis to independence.

The campaign engaged communities through networks such as the **Avocado Foundation** and created new opportunities to give through a crowdfunding page, an online store and donation platform.

The growing momentum attracted wider support, including a visit from **Simon Foster, West Midlands Police and Crime Commissioner**, alongside a Domestic Abuse Advocate and a police officer. Highlights from the visit were shared online, raising awareness and strengthening Contento's commitment to helping survivors move from safety to stable, permanent homes.

Stakeholder engagement became a central pillar of the campaign launch. Early activity focused on:

- Building relationships with potential social investors
- Strengthening partnerships with local authorities and community organisations
- Increasing awareness among corporate social responsibility (CSR) partners
- Engaging supporters who shared the mission of empowering survivors

To date, Contento Social Homes has taken a proactive and strategic approach to stakeholder engagement and social investment development. We have participated in sector-led forums and learning events to understand best practice in addressing comparable challenges, alongside dedicated social investment convenings aimed at building and strengthening relationships with funders and impact investors.

Through this engagement, we have connected with leading organisations including **Resonance, Big Issue Invest, Social Investment Business, Pathway Fund, Big Society Capital, Postcode Lottery, Charity Bank, and Social & Sustainable Capital.**



Contento Social Homes was honoured to welcome the West Midlands Police and Crime Commissioner, Simon Foster, to one of our refuges, where we shared our vision for "A Home for Every Woman Survivor."

The visit provided an important opportunity to align our work with the Police and Crime Plan 2025–2029, reinforcing a shared commitment to preventing and reducing domestic abuse and violence against women and girls.

With over three decades of experience as a legal aid solicitor, the Commissioner recognised the critical role of genuinely affordable, safe and sustainable housing in helping survivors rebuild their lives with dignity and security.



Digital Impact: *Building A National Conversation Around Domestic Abuse*

During the reporting period, Contento Social Homes experienced a significant transformation in its digital footprint, demonstrating how strategic communication can amplify social impact and build trust among supporters, partners, and the wider public.

Digital engagement increased by an extraordinary **+507%**, reflecting a deliberate shift toward consistent storytelling, educational content, and transparent communication. This growth did not happen by chance. It was driven by a clear strategy that positioned digital channels as spaces where survivors' experiences, organisational outcomes, and campaign messages could be communicated with authenticity and clarity.

Across platforms, the organisation achieved a reach exceeding 160,000 views, signalling a substantial increase in visibility compared to previous reporting periods. This scale of reach represents more than numerical growth, it demonstrates expanding public awareness of domestic abuse housing issues and the role Contento Social Homes plays in addressing them.

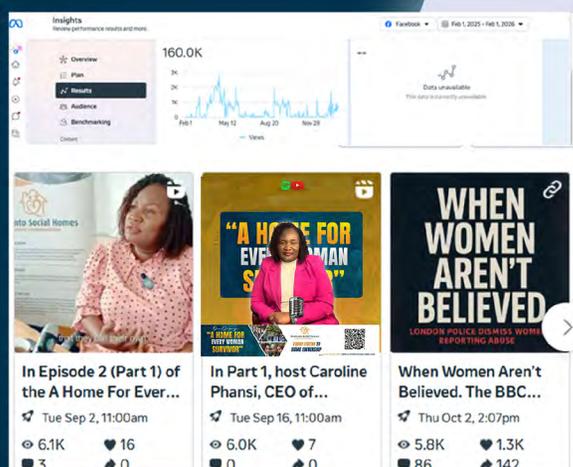
Digital content focused on several key themes:

- *Survivor-centred narratives that highlighted outcomes rather than internal processes*
- *Campaign messaging aligned with "A Home for Every Woman Survivor"*
- *Educational content that informed audiences about housing pathways and support services*
- *Transparent updates that reinforced organisational credibility*

By sharing measurable outcomes alongside human stories, the organisation strengthened its reputation as a trusted voice within the sector.

One of the most significant developments during this period was the integration of digital innovation into engagement strategies. Rather than relying solely on traditional social media posts, Contento Social Homes explored interactive and educational formats designed to deepen audience connection.

Digital growth also reflected changing audience behaviour. Supporters increasingly sought organisations that demonstrate authenticity and measurable impact. By consistently sharing outcomes and progress, Contento Social Homes built stronger relationships with its online audience, transforming passive viewers into engaged supporters and potential stakeholders.



The scale of engagement achieved indicates growing recognition of the organisation's work beyond immediate service users. Increased visibility creates a ripple effect:

- *Greater awareness among potential donors*
- *Increased interest from partnership organisations*
- *Enhanced credibility with regulators and funders*
- *Broader public understanding of survivor housing needs*

Importantly, digital engagement was not pursued for visibility alone. The underlying objective remained clear: to connect more people with the mission and encourage meaningful participation in social change. This rapid growth laid the groundwork for deeper innovation, explored further on the next page, where technology, including AI-assisted engagement and podcast promotion began shaping new ways of building trust and community understanding.

Using Technology and Conversation to Build Connection

As digital engagement expanded, Contento Social Homes introduced new tools and formats designed to deepen public understanding and strengthen trust. Two initiatives stood out during the reporting period: the use of an AI-powered assistant and the introduction of the CEO's podcast as a storytelling platform.

The AI assistant represented a forward-thinking approach to engagement. Designed to provide accessible information and answer common questions, the assistant allowed users to interact with campaign content in a personalised way. This innovation reduced barriers to information and ensured that visitors could quickly understand services, support pathways, and campaign objectives.

The value of this approach lies in accessibility. Many stakeholders, including potential supporters, professionals, and community members, seek clear information without navigating complex websites or long reports. The AI assistant created an intuitive experience that reinforced transparency and responsiveness.

Alongside this technological innovation, the CEO's podcast emerged as a powerful storytelling tool. The Podcast provided space for deeper conversations about survivor experiences, sector challenges, and the realities of supporting women and children through housing transitions.

Unlike short-form digital content, the podcast allowed for nuance and reflection. Audiences were able to hear authentic voices and gain insight into the day-to-day work behind the organisation's mission. This format helped humanise the organisation and foster emotional connection, an essential element in building long-term public trust.

Podcast content also extended the reach of campaign messaging, supporting the broader digital growth strategy. By combining informative discussion with real-world insight, the organisation positioned itself as a credible and compassionate leader within the sector.

Together, the initiatives demonstrate a modern approach to nonprofit engagement, one that balances innovation with authenticity. Technology was not used to replace human connection but to enhance it, ensuring that supporters could engage with the mission in ways that felt accessible and meaningful.

These digital innovations strengthened relationships with global audiences and reinforced the organisation's commitment to openness, education, and collaboration, laying a strong foundation for continued stakeholder engagement in the years ahead.



The CEO, Caroline Phansi and guest on a podcast set of 'A Home For Every Woman Survivor'

The podcast is available at:
youtube.com/@ContentoSocialHomes

SECTION IV: FUNDING, PARTNERSHIPS & SUSTAINABILITY

Fundraising Impact in 2025–2026

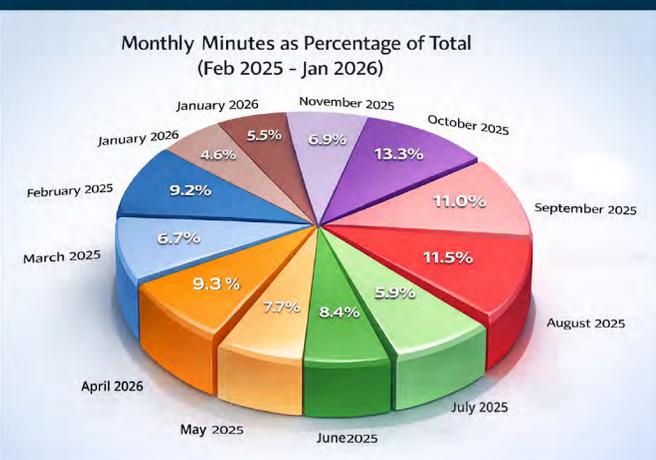
Fundraising success during the reporting period translated directly into tangible outcomes for survivors and their families. Every contribution received enabled practical, measurable support; demonstrating the real-world impact of donor trust and partnership.



One of the most significant funded interventions was the provision of **National Lottery-supported Interpretation Services**.

Language barriers often prevent survivors from accessing essential support, particularly when navigating legal systems, housing processes, or counselling services. Through dedicated funding, interpretation services ensured that women from diverse backgrounds could engage fully with support programmes, make informed decisions, and access services with confidence and dignity.

This investment strengthened inclusivity and reduced isolation for survivors who may otherwise struggle to communicate their needs effectively.



Counselling Support also represented a major area of impact.

During the reporting period, **Counselling Programmes** achieved an exceptional **93.8% completion rate**. This figure reflects strong engagement from participants and highlights the quality and relevance of support provided.

Completion rates of this scale indicate:

- **High levels of trust between survivors and support providers**
- **Effective programme delivery**
- **Positive engagement with recovery pathways**

For survivors, completing counselling programmes often marks a critical milestone in emotional healing and personal empowerment. Donor funding therefore supported not only service delivery but long-term recovery outcomes.

Practical Assistance formed another essential pillar of fundraising impact.

Across the year: **61 grocery packs were distributed** to support families facing immediate financial pressures.

These packs provided essential food and household items, reducing stress and allowing families to focus on recovery rather than daily survival concerns. Practical support of this nature demonstrates how targeted funding can stabilise households during vulnerable periods.

Additional Support came through grants such as **BBC Children in Need** funding, which enabled direct assistance for children affected by domestic abuse.

These grants ensured that children's needs were recognised alongside those of their mothers, reinforcing a family-centred approach to recovery.

Together, these outcomes show how fundraising translates into real change:

- **Removing barriers to access**
- **Supporting emotional recovery**
- **Providing immediate practical relief**
- **Improving outcomes for children and families**

Funder Impact Snapshots

01 February 2025 – 31 January 2026

■ National Lottery

Breaking Language Barriers

- 17 languages interpreted
- 3,117 minutes delivered
- 90 counselling sessions done
- 16 survivors benefitted
- 93.8% completion rate

The funding ensured person-centred support, enabling survivors to fully understand their rights, options, and recovery pathways.

■ Birmingham City Council

Food Provision Top-Up Fund

- 61 grocery packs distributed
- 2 fridge units supplied to households
- Direct support to survivors with NRPF

This funding reduced immediate food insecurity, restored dignity of choice, and allowed survivors to focus on safety and recovery.

■ Buttle UK

Educational & Household Stability Grants

- 5 successful grant applications
- Laptops, tablets & learning materials for children
- 5 families moved into permanent homes

Women survivors and their children were afforded the opportunity to thrive.

■ BBC Children in Need

Emergency Essentials Programme

- 25 grants secured
- 23 fridge freezers supplied
- 1 washing machine & 1 pushchair provided

The funding ensured person-centred support, enabling survivors to fully understand their rights, options, and recovery pathways.

■ Home Office (via Women's Aid)

Survivor Safety Fund

- 38 survivors supported
- £250–£500 direct emergency payments
- 100% of applications paid

Immediate financial relief removed barriers to safety, stability, and independence.

■ Home Office (via Women's Aid)

Flee Fund

- 24 survivors supported
- Up to £500 per Survivor
- Support for NRPF and benefit delays

Enabled urgent relocation, security improvements, and the first steps toward safe independence.

■ Birmingham City Mission

End-of-Year Gift Donation

- 64 Christmas gifts distributed

Receiving a gift helped create a sense of normality, inclusion, and belonging, allowing children to feel valued and part of a wider community celebration. For many, this moment provided comfort, positive memories, and reassurance that they are supported.

■ Giving World

Community Dignity Support

- Clothing, accessories, kitchen items distributed

Clothing & accessories helped boost self-esteem, stationery supported learning and personal development, and kitchen utensils promoted independence at home. The initiative reduced isolation and strengthened community connection.

■ Cosaraf Foundation

Resettlement Grant

- 1 survivor supported into independent accommodation
- Fridge freezer purchased

This support contributed to improved health & wellbeing through reliable access to food storage & enhanced financial stability, reducing out-of-pocket expenditure during resettlement.

■ Let's Feed Brum

Community Celebration Support

- 97 survivors supported
- 54 children; 21 staff
- Hot meals, clothing, refreshments provided

Strengthened community inclusion and wellbeing during a significant time of year.

■ Ahmadiyyah Muslim Women's Association

Strength in Bloom Event Support

- 35 survivors directly supported
- Groceries, hot meals, and gifts provided

Promoted emotional wellbeing, dignity, and stability during recovery.

■ Imkaan Fund

Workforce & Empowerment Investment

- 2 Freedom Programme Facilitators trained
- 24 Freedom Programme sessions planned
- 6 entrepreneurship skills sessions
- 2 empowerment events
- 2 IDVA training Survivor empowerment pathways

■ Reach Fund (via Social Investment Business)

Investment Readiness

- Preparation for social investment
- Strengthened sustainable funding strategy
- Expansion planning for move-on accommodation

Financial sustainability for "A Home for Every Woman Survivor".

■ Women's Aid

Community Inclusion Support

- 64 chocolate gifts donated

Small acts of kindness delivered meaningful joy and belonging to children affected by domestic abuse.



Ahmadiyyah Muslim Women's Association



Accounts Overview:

Stewardship of Resources in Action

The story of Contento Social Homes during the 2025–2026 reporting period is best understood through the activities and outcomes delivered across the service. Rather than presenting figures in isolation, this infographic overview focuses on stewardship; how resources were carefully directed toward practical, measurable impact for survivors and their children. Across the full reporting cycle, this translated into **242 survivors and 119 children supported**, reflecting both sustained provision and cumulative reach.

Summary of Domestic Abuse (DV) Statistics: 1 February 2025 – 31 January 2026

(Excluding 98 Women and 47 Children Carried Forward from the Previous Reporting Year)

FEATURE DESCRIPTION	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4	TOTAL
Ladies accommodated	37	45	30	32	144
Children accommodated	18	21	16	17	72
Moved into new home (Social Housing)	10	16	19	9	54
Moved to another refuge	17	17	12	3	49
Moved back home (to Perpetrator)	2	6	2	1	11
Moved to other e.g. Medical / Friends	0	3	2	12	17
Ethnic Minorities	31	34	23	25	113
British Citizens	2	20	11	11	44
European Citizens	4	3	3	2	12
Support to apply for MVDAC	0	9	3	4	22
MVDAC granted	6	9	3	4	22
Supported to apply for Indefinite leave	19	12	10	11	52
Indefinite leave granted	6	13	5	9	33

The tables demonstrate the scale of demand and Contento's strategic response during 2025–2026. The year began with **98 women and 47 children** already in refuge, with a further **144 women and 72 children** accommodated, bringing the **cumulative total to 242 women and 119 children supported**. Housing expanded from 22 to 25 properties to sustain high occupancy. Referral refusals reduced from 55 to 29, reflecting improved capacity management. Managing Partners supported 28 women, evidencing strong collaborative and inclusive refuge provision.

REFERRAL REFUSALS

Quarter 1	Quarter 2	Quarter 3	Quarter 4
55	49	40	29

MANAGING PARTNERS						HOUSING STOCK				
	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Totals	Period	No. Properties		No. Rooms	
							Opening	Closing	Opening	Closing
Ladies Accommodated	1	17	9	1	28	Q1	22	24	109	113
BAME	1	7	6	0	14	Q2	24	25	113	115
BRITISH	1	11	4	0	16	Q3	25	25	115	115
EUROPEAN	0	1	0	1	2	Q4	25	25	115	115

MOVE ON SUPPORT

Moving On Summary	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4	Total
Moved into new home (Social Housing)	10	16	19	17	54
Moved to another refuge	17	17	12	3	49
Moved back home (to Perpetrator)	2	6	2	1	11
Moved to other e.g Medical /Friends/ Family/ Unknown	0	3	12	12	27

"Moved into New Home" reflects the preferred outcome, with survivors securing independent social housing for long-term safety and stability. "Moved to Another Refuge" indicates transfers for safeguarding or specialist support needs. A small number returned to the perpetrator; in such cases, Contento continues to provide safety planning and advisory support. "Moved to Other" covers private arrangements or undisclosed destinations, where guidance is offered to promote informed and safe decision-making.

No Recourse to Public Funds (NRPf) - Support Summary

S/N	Move In Date	MVDAC Issue Date	No. of Days	Rental Due / Week (£)	Total (£)
1	28/02/2025	03/03/2025	3	318.53	136.51
2	26/03/2025	01/04/2025	6	330.46	283.25
3	30/04/2025	02/05/2025	2	322.91	92.26
4	13/06/2025	17/06/2025	4	399.91	228.52
5	04/06/2025	10/06/2025	6	325.80	279.26
6	18/06/2025	19/07/2025	27	391.62	1,511.31
7	08/07/2025	19/07/2025	11	318.59	500.64
8	15/07/2025	28/07/2025	13	360.97	670.37
9	07/08/2025	11/08/2025	4	391.62	223.90
10	09/10/2025	20/10/2025	11	331.49	520.91
11	15/10/2025	28/11/2025	13	318.59	591.67
12	15/10/2025	08/11/2025	19	318.59	864.74
13	17/10/2025	31/01/2026	106	335.12	5,074.67
14	24/10/2025	31/10/2025	7	359.34	359.34
15	04/11/2025	21/11/2025	17	335.12	813.86
16	17/11/2025	20/11/2025	3	359.34	154.00
17	17/12/2025	15/01/2026	27	350.54	1,352.08
18	18/12/2025	16/01/2026	29	330.19	1,367.93
19	09/01/2026	31/01/2026	22	353.00	1,109.43
					£16,134.66

This table details the 19 survivors who arrived with No Recourse to Public Funds during the reporting period, highlighting the direct rental liability absorbed by Contento Social Homes while safeguarding those awaiting statutory support. Total NRPf exposure for the year amounted to £16,134.66, reflecting the organisation's commitment to protect vulnerable individuals irrespective of funding status. For cases extending beyond 31/01/2025, liability has been calculated up to the financial year-end date to ensure accurate annual impact reporting. Dates shown in red indicate ongoing cases beyond the reporting period.

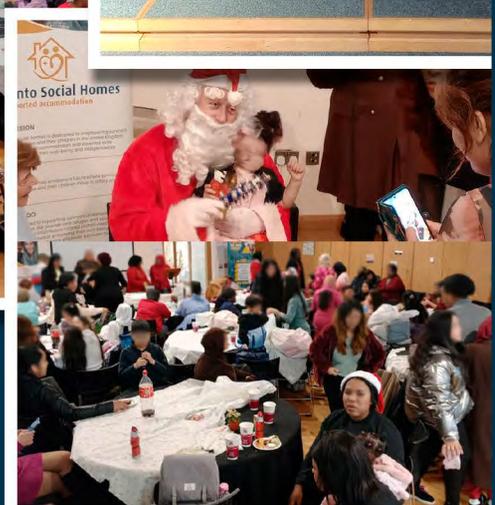
Councils We Have Worked With

Over the years, Contento Social Homes has built trusted partnerships with local authorities across England and Wales, working collaboratively to safeguard survivors of domestic abuse and their children.

The breadth of councils listed reflects both the scale of need and the confidence placed in our service delivery, governance, and outcomes. These partnerships demonstrate our ability to operate across diverse regions while maintaining consistent standards of safety, compliance, and survivor-centred support.

Blackpool City Council	Liverpool City Council
Birmingham City Council	Luton Borough Council
Bradford City Council	Manchester City Council
Bristol City Council	Milton Keynes Council
Burnley Borough Council	reston City Council
Coventry City Council	Redditch Borough Council
Derby City Council	Rochdale Metropolitan Borough Council
Devon County Council	Sandwell Metropolitan Borough Council
Dudley Metropolitan Borough Council	Sheffield City Council
Gloucestershire County Council	Solihull Metropolitan Borough Council
Ipswich Borough Council	Southampton City Council
Kent County Council	Stoke-on-Trent City Council
Leicester City Council	Walsall Metropolitan Borough Council
Lichfield District Council	Wales – Welsh Government / Local Authorities
London Borough Councils / Greater London Authority	

Our Year in Pictures





Contento Social Homes
supported accommodation

**Are You
Going Through
Domestic
Violence?**

**WE'RE HERE TO HELP
DON'T SUFFER IN SILENCE**

OUR PURPOSE

To Support Survivors of Domestic Abuse, and their Children by providing Safe-Accommodation and skills to improve their wellbeing.

AREAS OF SUPPORT

- ◆ Immigration support (Spousal Visa Holders)
- ◆ DDV leading to indefinite leave to remain for Spousal Visa Holders
- ◆ Access to Benefits
- ◆ Independent living life skills
- ◆ Support to acquire 'Move-on' accommodation

*'Most people
who flee
domestic violence
have nowhere
to go'*

**The
Guardian**

**REFUGE
SPACES
AVAILABLE**

07305092335

Referral Email:

referrals@contentosocialhomes.com

www.contentosocialhomes.com



Contento Social Homes
supported accommodation

Exclusive Fundraising "MERCHANDISE AVAILABLE"

A Home for Every
Woman Survivor



Our Campaign
**"A HOME FOR
EVERY WOMAN
SURVIVOR"**

FOR SALE

AT THE CONTENTO STAND

SHOP WITH PURPOSE!

CONTENTOSOCIALHOMES.COM/SHOP

AND BE A PART OF

'A HOME FOR EVERY WOMAN SURVIVOR'

- ✓ Mugs
- ✓ Tote Bags
- ✓ T-Shirts
- ✓ Key Rings



Our Campaign
**"A HOME FOR
EVERY WOMAN
SURVIVOR"**



Contento Social Homes
supported accommodation

**FROM VICTIM TO
HOME OWNERSHIP**

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