



Annual Review 2024/25





Brenda Horner

Chairperson

During 2024 we celebrated 50 years of Leeway. There were several events to highlight how the charity has grown over the past half century and to raise awareness of our work and sadly the need for it. We were able to thank some of the founder members who, all that time ago, identified a need and then set about addressing it. We and the thousands of people who have been supported since then owe them a debt of gratitude.

There has been much change at Leeway since I was elected as the Chair of the Board of Trustees. In October Emma Corlett resigned as Chair owing to pressure of work and, in the next few months, three other board members Ali Uppal, Sam Demetriou, and Anna Graves also left us. However, a refreshed Board of Trustees saw us joined by Christine Burchall, Lara Narkiewicz and Maggie Wheeler. They, together with our existing trustees Sarah Gibb, Judy Leggett and Matthew Cotton and Kathryn Potts, now make up a strengthened board with a wide range of skills. We will continue in the year ahead to recruit more trustees who will fill the identified skills gaps on the current board.

In January, we said goodbye to Mandy Proctor who had worked for the charity for 38 years for 18 of which she was Chief Executive. During that time Mandy had overseen changes in the charity. Our thanks go to Mandy for all she gave to Leeway, and we wish her well in her retirement.

Anna Graves joined us in January as Interim Chief Executive and brought new energy as well as much experience of being a CEO to the organisation. Together with Anna, staff members and the board have adopted a new business plan to inform our work for the next two years. This plan highlights the strengths of the charity while also addressing the challenges we face, including the changing political landscape locally and nationally, and the increasing pressures on funding for our services.



We are committed to continuing our current work while developing new services as needs are identified. Our education and preventative services especially for young people aim to tackle this serious issue at its earliest stage, empowering them and thus breaking the cycle of abuse.

I want to record my thanks to the Trustees who left the charity during the year and to the existing board members, who I know are committed to the work of Leeway and making the charity sustainable for the future. I would also like to thank the staff, volunteers, partners, funders, and patrons for their role in supporting the organisation. We know that our 50 years of experience places Leeway as a leader in its field.

Our ambitious aim is to eliminate domestic abuse and violence. We see our work with young people being an essential part of this while also continuing to support and help those who need our services.



About Leeway

Leeway was established in 1974 with the help of a £200 start-up grant from Norwich City Council. Over the past five decades the charity has grown from those humble beginnings and we now have twelve safe houses and a team of more than 130 people providing advice, support and information to adults, children and young people across Norfolk and Suffolk.



2024-25 Summary



19,570 people supported across Leeway's services



We delivered training to 584 professionals



Our new Healthy Relationship service launched



We celebrated our 50th anniversary



New safe accommodation in Breckland



2,706 children and young people supported





Anna Graves

Interim Chief Executive

Leeway is a leading specialist domestic abuse charity providing services in Norfolk and Suffolk. Despite a year of great change, it has been a successful one, as we continue to work tirelessly and passionately to end domestic abuse. We are extremely grateful for the support that we continue to receive from our funding commissioners, partners, and supporters, who help us to maintain and increase our service levels.

Since the turn of the year, there have been many changes across the organisation at board and management level. We have a refreshed Board of Trustees bringing new expertise and enthusiasm to the table, which will help to continue to provide sound governance and shape Leeway's future direction. Our biggest focus is to ensure that we are continually adapting our services to meet the needs of our service users, as well as future-proofing the organisation. Our amazing staff team have supported more than 19,000 people in 2024/25, which is a huge achievement and a testament to their dedication to Leeway's vision and values.



We continue to build on our commitment and perseverance in promoting a supportive environment for our staff, with whom we are very lucky to have an excellent retention rate, and to our service users. We are committed to our ongoing journey to improve and futureproof our organisation.

Key Performance and Strategy

The Senior Management Team were successful in obtaining new and continuation service contracts, receiving £1,094,000 in grants & funding extensions to meet the growing demand for services and expanding where possible.

Our Senior Management Team, Margaret Hill, Emma Nurse, Trudy Lock, Charlotte Richardson and Michelle Frazer, continue to take an active role in the development and strategic direction from within the organisation and cover Residential Services, Norfolk Community Based Services, Suffolk Independent Domestic Violence Advocates ("IDVA"), Norfolk Integrated Domestic Abuse Services ("NIDAS") and Business Services.



The NIDAS service is a project for medium and high-risk victims led by Leeway in partnership with the Daisy Programme and Safe Partnership. This project is commissioned by the Office of the Police and Crime Commissioner Norfolk and has been incredibly successful. This service is the first system of its kind in the county, offering a fully integrated service with intensive one-to-one support, a multi-agency response and help towards practical solutions available. We continue to make huge progress with this service and, this year, expanded the service again with an additional adolescent to parental abuse IDVA.

Our Refuge Services, Community Services and Suffolk IDVA services continue to be an integral part of Leeway, and we are always looking to ways in which we can expand our service provision. Two of our newest service expansions are our additional safe accommodation provision in Breckland and our Healthy Relationship service, which provides support for children and young people across Norfolk, helping them to understand the importance of healthy relationships. This is already having a positive impact, and we have had some great feedback so far. Stopping the cycle of abuse at the earliest opportunity is a key aspect of tackling domestic abuse and remains one of Leeway's key priorities.



We received funding from the Norfolk Consolidated Charities Thomas Anguish Fund, which has enabled us to expand our team of volunteers supporting our children and young people service. We also received support towards our 50th anniversary events from Mickleham Trust, John Jarrolds Trust, Annie French Memorial Trust, Paul Bassham Trust, Charles Littlewood Trust and Moncrief Charitable Trust.



Looking Forward

2025/26 will be an exciting year for Leeway as we begin a new chapter under the guidance of a new Chief Executive, Jools Ramsey-Palmer. This will present new opportunities for the charity, as well as a chance to strengthen relationships with a range of stakeholders across our communities.

Our success with the NIDAS project is recognised by the Office of the Police and Crime Commissioner for Norfolk commissioning Leeway to deliver the Standard Risk service in Norfolk as from October. This is a testament to the high-quality of service that Leeway delivers and our ability to lead a multi-agency response to tackle domestic abuse.

There are big reforms on the horizon in the shape of devolution and Local Government Reform, which will have an impact on how services are commissioned and delivered across Norfolk and Suffolk. This reiterates the importance of future-proofing Leeway and our services, ensuring that we can adapt to the ever-changing political and societal landscapes. We are confident that we can continue to expand our services in Norfolk and Suffolk to help those most in need.

Tackling violence against women and girls, including domestic abuse, has been identified as one of the government's key priorities, with targets to halve all forms in the next decade. We welcome this commitment and will use our position to ensure that the voice of our service users is heard. We will continue to campaign, locally and nationally, to ensure that domestic abuse remains on the agenda and survivors have access to the support they need.

Special Thanks

We are extremely grateful for the invaluable support and the funding we receive from the many organisations, individual donations/sponsors and trust funds, which have all been essential in helping to maintain Leeway's services.

I would like to say thank you to Mandy Proctor for her 38 years of service to Leeway and wish her a good retirement as she left during this period

I would like to thank all the co-ordinators, staff and volunteers for their continuing hard work and commitment to Leeway and to thank the Senior Management Team for their ongoing support to myself and their dedication and commitment to Leeway.

I also want to thank our staff, volunteers, trustees and partners for their passion and tireless work to end domestic abuse.



Service User Breakdown

The table below provides a breakdown of the total number of service users for the 2024/25 period.

	Professionals	Women	Children	Men	Totals
Advice & Support	-	3,658	-	120	3,778
Advice & Support (Professionals)	1,923	-	-	-	1,923
Safe Accommodation	-	147	171	-	318
NIDAS	-	3,818	112	330	4,260
NIDAS CAPVA Service	-	-	341	-	341
NIDAS Triage (Service Users)	-	1,458	-	180	1,638
NIDAS Triage (Professionals)	2,235	-	-	-	2,235
CAYPO Education Individual Support	-	-	234	-	234
Suffolk IDVA	-	1,275	-	102	1,377
Suffolk CAYPO	-	-	207	-	207
Children's' Groups Refuge	-	-	1,641	-	1,641
Parenting Groups Refuge	-	1,034	-	-	1,034
Training	584	-	-	-	584
Totals	4,742	11,390	2,706	732	19,570



Finance

Statement of Financial Activities

Year End 31st March 2025

Income From:	Unrestricted Funds 2025	Restricted Funds 2025	Total Funds 2025	Total Funds 2024
Donations	£221,557	-	£221,557	£53,678
Charitable Activities	£271,156	£3,944,034	£4,215,190	£3,780,923
Other Trading Activities	£30,890	-	£30,890	£8,326
Investments	£8,172	-	£8,172	£9,883
Total Income	£531,775	£3,944,034	£4,475,809	£3,852,810

Expenditure From:	Unrestricted Funds 2025	Restricted Funds 2025	Total Funds 2025	Total Funds 2024
Raising Funds	£21,629	-	£21,629	£8,520
Charitable Activities	£914,311	£3,540,951	£4,455,262	£3,971,484
Total Expenditure	£935,940	£3,540,951	£4,476,891	£3,980,004
Net (Expenditure)/Income	(£404,165)	£403,083	(£1,082)	(£127,194)
Transfer Between Funds	£427,357	(£427,357)	-	-
Net Movement in Funds	£23,192	(£24,274)	(£1,082)	(£127,194)

Reconciliation of Funds:	Unrestricted Funds 2025	Restricted Funds 2025	Total Funds 2025	Total Funds 2024
Total Funds Brought Forward	£502,495	£334,313	£836,808	£964,002
Net Movement in Funds	£23,192	(£24,274)	(£1,082)	(£127,194)
Total Funds Carried Forward	£525,687	£310,039	£835,726	£836,808





Thank you to all of the individuals, Charitable Trusts and organisations, who are too numerous to list, that have supported us this year!

