

30 years of Oasis

Impact Report

2024-2025

@oasisdomesticabuseservice
oasisdaservice.org
Registered Charity No: 1126198



Contents

Mission, Vision, Values	3
CEO & Chair's welcome	4
The difference Oasis made this year	5
Overview of services	7
Safe accommodation	8
Community support	9
Hospital support	10
Children & Young People	11
Helpline	13
Income Generation	14
Volunteers & Trustees	15





"I wanted to write this yesterday but admittedly I got quite emotional and overwhelmed by it all.

I wanted to say a massive thank you. I couldn't have done any of it without you. You came and sat next to me which you didn't have to, but you did and this calmed me and I'm ever so grateful!

Luckily nothing happened last night but we locked all the doors and windows just in case. I'm looking forward to rebuilding myself and moving forward and I'm grateful for the support and just everything."

-Yazmin, Oasis client. She sent us this after a positive legal outcome we supported her with.

Our mission

For family life to be free from abuse. We will keep working towards this and creating innovative responses to domestic abuse that increase safety, rebuild lives and create lasting change, for as long as it takes.

Our vision

A world free from abusive relationships where every person is safe at home and in their community. We believe in a just, fair and equal society.

Values

Compassionate: We provide compassionate support to people in need, no matter who they are or what situation they find themselves in. We are always here to listen and help without judgement.

Curious: We undertake research and development to ensure our services continue to be innovative, effective and efficient. We are always looking for ways to do what we do better, using trauma-informed data and practice.

Committed: We are committed to providing the best level of support. We find new ways of support and forge new partnerships to help end the cycle of abuse.

Collaborative: We are generous with our expertise, our tools and our time. We believe in working with families, professionals and agencies to create stronger and more resilient communities.

Connected: We connect with individuals, organisations and services in meaningful ways. This is to ensure that we are providing the highest level of service and support. We adopt a multi-agency, holistic approach to the work that we do.



Welcome

This last year has marked a significant milestone for our organisation: our 30th anniversary. Over the past three decades, we have stood alongside individuals and families affected by domestic abuse, and this year has been no exception. As we reflect on our journey, we are proud not only of what we have achieved, but also of the solid foundations we are continuing to lay for the future.

Our infrastructure has grown to offer a comprehensive, integrated response across Kent and Medway. Our services span the full spectrum of support, from prevention and early intervention to immediate crisis support, and long-term recovery. This includes supported accommodation, community outreach, high-risk teams, and specialist provision for children and young people. Each part of our offer is designed to meet diverse and often complex needs, while promoting safety, resilience, and independence.

We have prioritised the development of our safeguarding and quality frameworks, ensuring that our work is consistently safe, effective, and grounded in best practice. Alongside this, our dedicated training team continues to develop and upskill external partners, helping to build a more confident and informed response across the sector.

At governance level, we have worked hard to ensure our board is best equipped to lead the organisation into its next chapter. This has included completing a full board skills audit and update of our Articles of Association, strengthening board reporting and monitoring, and recruiting new trustees to key positions (all of whom join us in May 2025).

Looking ahead, we will focus on deepening the impact of our work — not only by strengthening data collection and analysis, but by amplifying the voice and involvement of the people we support. Our commitment to client-led development, accessibility, and equity, diversity and inclusion will be central to this. We will build on the delivery and evaluation of our programmes to ensure they create meaningful change, empower survivors, and support long term recovery.

Like many charities, we continue to operate in a challenging financial climate. Rising service delivery costs, and increases to National Insurance contribution have added to the pressure over the last 12 months. Nevertheless, we remain focused on sustaining our vital services through a mixed funding model, combining commissioned work with income from grants, donations, training and fundraising. The commitment and resilience of our staff and volunteers has been vital during this time, ensuring we can continue delivering high-quality, life-changing support to those who need it most.

Oasis will be here until families across Kent and Medway face safer futures, free from fear. Thank you, from both of us, to everyone who has been part of our 30-year history – colleagues, supporters, commissioners, volunteers, trustees, partner organisations and the wider community. We couldn't do it without you.



Claire Williams
CEO



Beverley Aitken
Chair of Trustees

The difference Oasis made this year



In a world where safety and security should be a given, the reality is starkly different for many in Kent & Medway. Countless adults, young people and children face the harsh reality of abuse within their homes.

Imagine a child's day starting not with excitement for learning but with an overwhelming anxiety about their family's safety. Domestic abuse casts a long shadow over the lives of its victims: it disrupts their sense of safety, hinders their emotional well-being, and scars their futures.

At Oasis, we believe that every individual deserves a safe and nurturing environment in which to thrive. We understand the intricate web of challenges survivors face, and our commitment is to help them rebuild their lives free from abuse.



This year we provided refuge and safe accommodation, community based services including high-risk support, hospital support and court support, group work, young people's services and a helpline service

1800+

adults and children were directly supported to break the cycle of domestic abuse and recover from the trauma

£178,000

raised through the generous support of our incredible community through individual and collective fundraising and donations

"You lifted my spirit a lot when I didn't feel like myself"

Oasis

A few figures and numbers

In 2024-2025 Oasis supported:

1425

adults

157

children , directly

2522

children, indirectly



Sexual orientation of our clients

95.9% Heterosexual
2.4% Bisexual
0.8% Lesbian
0.6% Gay
0.1% Asexual
0.15% Pansexual
0.15% Queer

Gender of our clients

95.5 % Women
4% Men
0.2% Intersex
0.2% Non-Binary
0.1% Gender Queer



56

local events attended to raise awareness of domestic abuse in the community



81%

of our clients with housing needs got a relevant positive outcome



89%

improvement in our clients' perception of safety when their case was closed



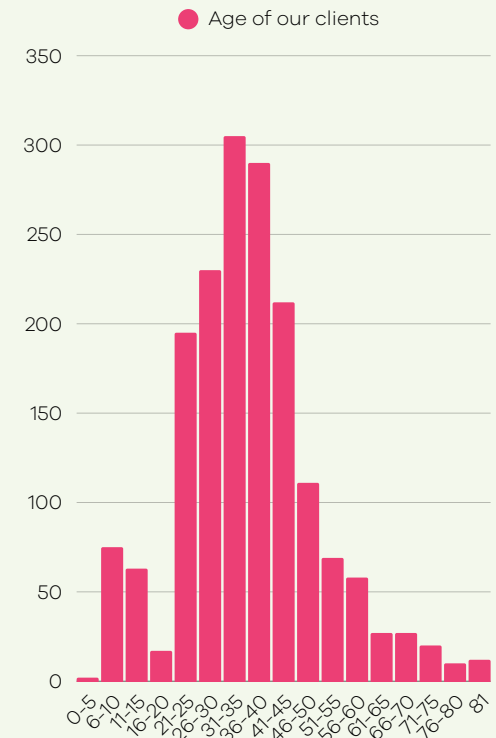
80%

of our clients with children felt more confident in their understanding of how domestic abuse affects their parenting



93%

of our clients had a positive outcome through the criminal justice system with our support



Overview of services

At Oasis, we are dedicated to providing a lifeline to those impacted by domestic abuse. Our safe accommodations and community services offer not just shelter and access to practical support, but hope and a path to recovery. Through compassionate outreach and our specialised programmes for adults, children and young people, we empower individuals and families to rebuild their lives. Every day, we witness the transformative power of solidarity, helping survivors find their voice, regain their strength, and look towards a brighter future.

Our service provision consists of:

- **Safe accommodation**
 - 18 flats in East Kent
 - 10 flats in Medway
 - 2 large properties in North Kent with 14 rooms
- **Community Support**
 - Outreach
 - Signposting
 - High-risk support
- **Hospital support**
- **Children and Young People**
 - Young Adult Mentoring Service
 - Family Partnership
 - Recovering Together
- **Helpline**

Oasis is committed to ensuring that all people affected by domestic abuse can access the support they need appropriately and fairly. Our services are inclusive – irrespective of age, gender, gender identity or orientation, disability, ethnicity, religion, we can provide care and support.



Safe accommodation

This year, our safe accommodation teams across Kent and Medway have continued to provide holistic, person-centred support to individuals and families escaping domestic abuse. In North Kent, we have helped residents transition into stable council and private housing, offering tailored assistance to ensure long-term security. We sourced affordable therapy, secured small grants for those moving on, and supported residents in accessing their entitled benefits. Initiatives like our resident book club and a volunteer-led garden renovation project have kept nurturing the sense of community and wellbeing for our residents.

In Medway, we continue to manage our ten 'Safe In Medway' (SiM) properties and have supported our clients in both our accommodation and temporary housing referred by Medway Council. In the past year, we supported 33 clients through their transition, securing over £10,000 in grants for essential household goods and children's activities. Each client received dedicated key worker support, both in residence and during resettlement into permanent homes.

Our East Kent dispersed accommodation model has enabled us to meet a wide range of complex needs, providing dedicated flats that promote independence and community integration. We regularly hosted guest speakers from partner organisations like Citizens Advice and Energy Support Charities to offer practical advice on finances, money management and resources and schemes available to our clients. Thanks to our continued collaboration with housing officers and local authorities we've seen many of our clients successfully moved on to safe, forever homes.

We remain committed to not just providing housing, but supporting every aspect of our residents' wellbeing and independence. And on that note, as ever we'd like to express our ongoing gratitude to our incredible volunteers who make our weekly support groups a possibility as we see our clients both in safe accommodation and in the community grow and thrive in this empowering and nurturing environment where friendships are made, futures are discussed and solidarity reigns.

"The staff here in refuge are a bunch of fantastic, warm, friendly and very compassionate people. They are polite and courteous as well as being down to earth and human too. We have great community here. I feel listened to, understood, respected and cared for above and beyond what I could have ever expected."

-Karin, Oasis client



113

clients supported in our safe accommodation across Kent and Medway

83%

clients supported in safe accommodation and declared an improved perception of safety when they left

71%

clients supported in safe accommodation described an improvement in their overall wellbeing

30

wellbeing sessions delivered at our safe accommodation in North Kent

Community support

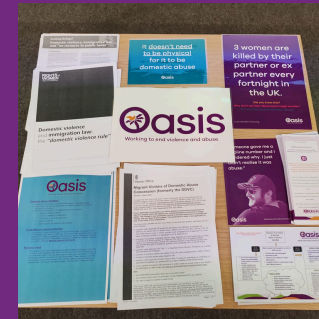
Our community teams in Medway and East Kent continue to deliver holistic, risk-led support to those affected by domestic abuse. In Medway, we play a pivotal role in multi-agency risk assessment conferences and the local Domestic Abuse Forum, ensuring the voices of survivors are heard and their needs are met. Our presence in children's and adults' social care, local police stations, and partner organisations means we are visible and accessible to those who need us most. We have also delivered awareness training to Medway housing teams and safeguarding leads across schools, strengthening the local response to domestic abuse and making it easier for people to find support.

In East Kent, our team continues to be imaginative and proactive in reaching clients who are hard to contact, building strong relationships with other agencies and attending key community meetings. We have further developed short-term interventions for safety and signposting, working closely with partners like Safer Scheme, Salus, and Phoenix to ensure clients receive the right support at the right time. Additional fundraising allowed us to purchase personal security equipment such as Ring doorbells, CCTV systems, and dash cams, significantly increasing client safety. We were also awarded a combined £14,800 grant from Women's Aid's Emergency Fund. This funding enabled us to help clients access private accommodation, cover storage costs during transitional housing periods, and provide essential household items, white goods, and living expenses. Our collaborative, multi-agency approach continues to enhance outcomes for survivors and their families.

"I do believe that she would never have come forwards and reported these matters to us without the fantastic support you have provided her, and I feel its really made a difference to the way the investigation has progressed and her feeling able to support."

I believe the work IDVA's (Independent Domestic Abuse Advisors) do is underappreciated by many officers, so I just wanted to acknowledge the fantastic work you all do on a daily basis and how your hard work in this case has led to such a great result in the suspect being charged, especially as he is a serving police officer."

-Police officer



1414

clients supported in the community across Kent & Medway

79%

clients said their wellbeing had improved after being supported by Oasis

89%

improvement in our clients' perception of safety when their case was closed

80+

support group sessions with wellbeing activities delivered across East Kent

89%

of clients felt better able to recognise abusive behaviour

Hospital support

Our Hospital Independent Domestic Violence Advisors (HIDVAs) continue to play a vital role in supporting both patients and staff across hospital settings in Kent and Medway. This year, our HIDVAs have been at the forefront of providing immediate, specialist support at moments of crisis, particularly for those making their first disclosure of abuse. Many of the people we help are from groups less likely to be identified in the community, including older adults, LGBTQ+ individuals, people with disabilities, and those experiencing mental health challenges or homelessness.

Our HIDVAs have delivered targeted training sessions for midwifery teams and new hospital staff, increasing awareness and confidence in recognising and responding to domestic abuse. They maintained a visible presence in key hospital departments, regularly joining emergency department huddles and collaborating closely with the discharge team to ensure that all safety and health needs are met before patients return home. This joined-up approach reduces the risk of repeat admissions and supports survivors' long-term recovery.

The team works hand-in-hand with external agencies—including housing, police, courts, social care, and specialist health services—to address complex needs. They have direct links with on-site alcohol and drug services, mental health teams, and reproductive health specialists, ensuring holistic support for patients, including those with complex pregnancies or frailty.

Our HIDVAs have also provided confidential, face-to-face support for hospital staff affected by domestic abuse, helping them remain safe at work through practical adjustments, referrals to employee wellbeing services, and peer mentoring from survivor colleagues. By working alongside hospital security and Oasis' other IDVA services, our HIDVAs ensure that every patient and staff member can access the support they need, regardless of their circumstances.

In East Kent, our HIDVA organised a domestic abuse conference which was delivered alongside other domestic abuse professionals.

Our commitment remains to treat risk and safety as essential components of healthcare, embedding a culture where domestic abuse is recognised, understood, and addressed with compassion and expertise.



116

clients supported by HIDVAs

88%

experienced positive health outcomes

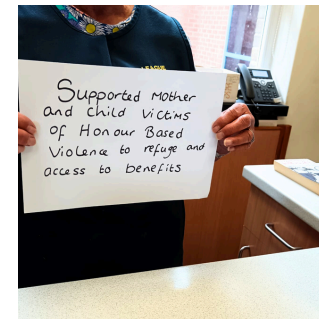
90

frontline hospital staff trained by HIDVA in East Kent

3

awareness campaigns around the wards

"You've been very supportive to us and super communicative which has helped us. Just knowing you have been doing what you can in the background, we didn't feel we were doing this totally on our own. I really appreciate what you have done."



Children & Young People

Our children and young people's services have continued to deliver tailored, trauma-informed support across Kent and Medway, helping young survivors and their families rebuild their lives. In North Kent and Medway, our programme for young people supported 17 clients with interventions focused on education, mental health, and practical challenges. We helped with college applications, legal processes, and used creative activities to build confidence and emotional literacy. Despite logistical challenges, our client-led approach resulted in clear progress, with several young people securing college offers and improved wellbeing.

In East Kent, our Young Persons IDVA worked with 16–25-year-olds at high risk, providing advocacy, securing protective orders, and supporting clients through the criminal justice system. Psycho-educational mentoring and awareness-raising school visits empowered young people to understand healthy relationships and the impact of abuse. Multi-agency collaboration was key to addressing complex needs and achieving positive outcomes.

This year has been one of growth and innovation for our children and young people services in East Kent. Alongside our core therapeutic and safeguarding services, we have created new opportunities for young people and families to shape our work and share their experiences. The appointment of a new Head of CYP (Children and Young People) marks an exciting chapter, positioning us to meet emerging needs and drive positive change across Kent and Medway.

Our programme for parents and children, now extended into Medway, has continued to strengthen family bonds and support recovery from trauma. We have seen families grow in confidence and resilience, with parents reporting improved relationships and greater confidence in their parenting.



Our Complex Needs Mentoring programme has provided tailored, trauma-informed support, helping children and young people build self-esteem, manage anxiety and anger, and find their voice. Through our Social Prescribing Programme, we have removed barriers to participation by funding sports and arts equipment, organising outdoor weekends, and introducing families to local green and blue spaces and historical sites. These experiences have fostered social connection, wellbeing, and a sense of belonging.

Innovation has been a hallmark of our work this year. Young people have played a key role in the national Attune research project, highlighting the importance of "validation" in recovery from trauma. Their insights shaped a new trauma-informed resource, and one young person is now collaborating with Oxford University to create animations about validating young people's experiences. Building on these insights, our team launched the Validating Voices programme for NEET young people, which will form the foundation of the new Oasis Youth Advisory Council. This group has already begun sharing their stories publicly, including in radio interviews, helping to raise awareness and drive change.

We also designed and delivered Pathways, a group programme for women in the perinatal period, which has improved outcomes and strengthened connections to vital community resources. Our team has been highly visible in the community, attending events, delivering talks, and using digital channels to promote free activities and support.

Continuous improvement underpins all we do. This year, we became Public Health Champions, with our "VitaminSea" campaign recognised for its focus on green and blue spaces to support mental health. Staff have trained in innovative interventions, including Video Interactive Guidance and NueCues, and continue to develop creative, neuro-affirming approaches to support neurodivergent children and their families. Through advocacy, partnership, and innovation, we remain committed to helping children, young people, and families recover, thrive, and shape a future free from abuse.

157 **89%** **92%** **100%** **82%**

children supported directly across Kent and Medway

young clients reported an improvement regarding angry feelings

young clients reported an improvement regarding their self-esteem

young clients reported an improvement regarding suicidal feelings

young clients reported an improvement regarding their sense of empathy



“It was good to have someone to talk to about problems in my life. The activities were really good too, especially pizza making. Best in the galaxy!”

-Jack, young Oasis client

Helpline

This has been another demanding year for the helpline team. Despite operating with limited hours, we responded to 1,099 calls, reflecting the high number of individuals seeking direct support from us. On average, we answered 92 calls per month from those that really needed us, yet it's clear that demand continues to exceed our capacity.

Alongside our phone service, we also managed a substantial volume of written contact, receiving 7,830 emails over the year. This represents a significant workload for a small team. Many clients now choose to contact us via email, and moving forward, we will be exploring how we can strengthen our response to those who prefer to reach out in this way.

When we can connect with clients, whether by phone or email, the response is consistently positive. Many express their thanks directly to us or pass on kind words through their IDVAs. It's always clear how valued our support is. We are working to increase our capacity, to be able to be there for more people when they need us most.

90+

helpline calls
taken per
month

800+

helpline and
referral emails
answered per
month



Training

We have two designated trainers in the organisation who have delivered (paid) specialist domestic abuse training to a wide variety of professionals working in housing associations, private medical practices, charitable organisations, Kent & Medway Councils, Kent Police, and more.

Our training presence increases awareness of domestic abuse, it helps promoting coordinated community response, and builds trust with victims as training empowers better trauma-informed care and non-judgmental, informed and empathetic professionals. Understanding the dynamics of abuse also helps avoiding victim-blaming, ensuring victim-survivor safety, helps prevent escalation and supports early identification and referrals.

1600+

professionals
trained in 2024-
2025

99%

attendants said their
understanding of
the concepts
discussed in training
has increased

99%

attendants said
they feel
confident in
applying what
they've learned



Income Generation

Fundraising

The generous people of Kent and Medway were incredibly supportive over our 30th year, donating over £178,000 to help families living in fear.

A highlight of the year was the 90-mile sponsored walk undertaken by our former Chair of Trustees, Derrick Downs. Derrick celebrated his 90th birthday by walking 10 miles a day for 9 days straight, raising over £33,000 for Oasis and attracting notable press attention.

Thanks as always to Golf Day and Friends of Oasis committees who collectively organised a sell-out golf day, two quizzes and a lunch – all of which are consistently well attended and great fundraisers in our calendar. Thanks, too, to our Brighton Marathon runners, and the many other event participants, cash donors, committed givers, corporates, community groups and sponsors who have given so generously over the last year.

We continued our series of 'Gaslight' Cinema Q&A events —this time in Gravesend— marking our first fundraising event in North Kent and hosted an anniversary event in our birthplace, Margate, to celebrate the successes of the last 30 years.

We continue to manage all fundraising in-house. Our staff and volunteers abide by the Chartered Institute of Fundraising's codes of practice, and we are signed up to the Fundraising Regulator. We received no fundraising complaints in 2024-25.

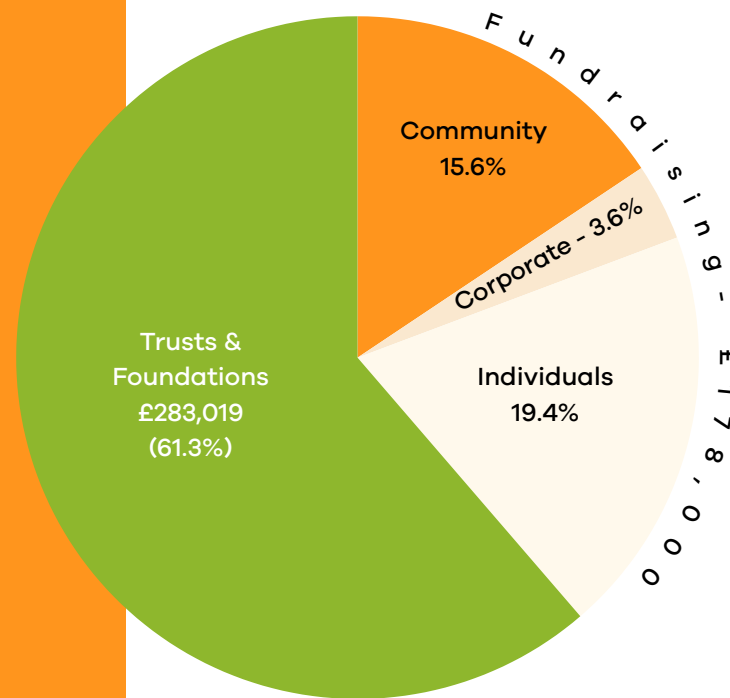
Additionally, we secured funding for 80% discounted Data Protection Consultancy & Audit process from the DPO Centre Data Protection Services hugely strengthening our position around GDPR and Data Protection across the organisation.

Other revenue sources

In the last financial year, we were awarded £1,379,300 from government contracts and a further £338,866 in government grants to support people in abusive relationships.

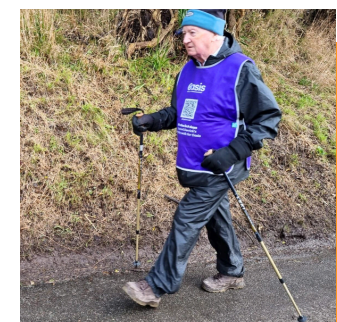
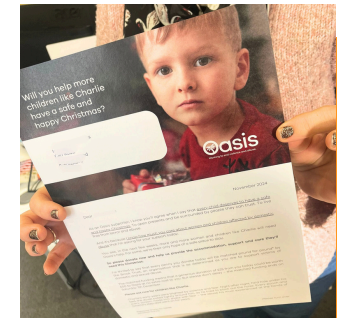
We have two designated trainers who have delivered (paid) specialist domestic abuse training, mentioned on the previous page.

Our shop manager and dedicated team of Boutique volunteers have consistently made a quarterly profit over the last year, despite the widespread challenges and decrease in charity shop income seen nationally.



£461,555

total income raised from community, corporate and individual fundraising, and trusts & foundations in 2024-2025



Volunteers

Our volunteers are an essential part of the Oasis team, generously giving their time, compassion and skills to support every aspect of our work.

From peer mentors and support group volunteers who use their lived experience to inspire and empower current clients, to admin volunteers who help keep things running smoothly behind the scenes. From Oasis Shop volunteers who keep our boutique looking beautiful and our customers feeling welcome (which is why they keep coming back!), to event volunteers who work tirelessly to make sure our fundraisers run without a hitch and vital donations are secured.

Every volunteer plays an important role in easing the pain and trauma we see every day. We are incredibly grateful they choose to stand with us in our mission to end domestic abuse.



Trustees

Our board has continued to play a vital role in guiding Oasis to fulfil its mission and better serve our community. We are incredibly fortunate to have such committed and passionate individuals steering Oasis towards success.



Every time someone we've been supporting no longer needs our services, we invite them to text us feedback about their experience. Here is a selection of the ones we received in the past year.

Today 11:12

Good morning, I can not express to you how grateful i am for all your help. I woke up this morning with no worries about anything. Thank you so much for all the support this past year. I honestly don't know what I would of done without all your help and support, I will forever be grateful.. thank you so much xxx

Thank you for your help! My support worker has motivated me to keep going and I feel like without the support this service has given me, I wouldn't be at a good place like I am today. I have quit bad habits such as smoking and drinking less and I'm extremely motivated for my future goals in life. Thank you again.

You really listened to me and how I was feeling, made me realise I was in an abusive relationship when I didn't want to admit it to myself or those around me. This in turn has helped us all.

The support was just amazing. I stayed for so long in a toxic environment for so many years. Due to the fact I didn't know who to turn to or where to go. You supported me and gave me the strength to leave my toxic home and start a new beginning. Certain things from the support I received always stuck in my head and got me through some horrendous times. Myself and my son are in such a good place right now. Looking forward to the future. I still have some tough times to get through. But i know i will get there. I honestly owe so much to Oasis.

Today 16:54

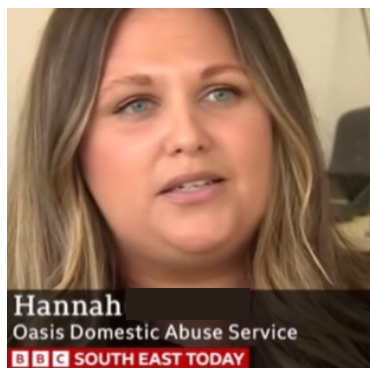
I felt so heard and listened to. I was worried what I was experiencing wasn't serious enough to reach out for help, but I felt so listened to and instantly understood. You helped me realise that the situation I was in was more severe than I had first realised and I felt nothing but support and reassured. All my questions and any advice I asked for her answered/ given so promptly, I felt my IDVA really went above and beyond to help me!

YOU WAS THERE
AT THE END OF
A PHONE AND
MADE ME FEEL
SAFE. PUT NEW
LOCKS IN FOR
ME AND SAFETY
CHAIN.

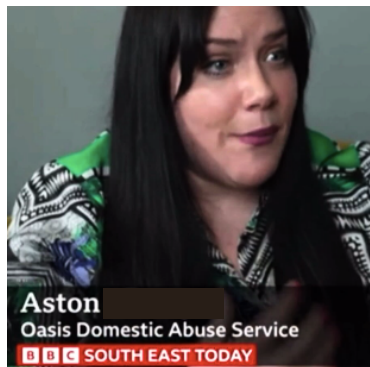
now

I got the outcome I needed to move on with my life. Couldn't have done this without you x

"You listened, never judged, gave clear and accurate advice and was always available, I never felt rushed. Made excellent life changing suggestions which had a huge impact on mine and my daughters future."

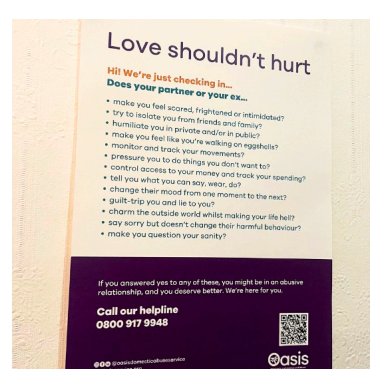


Hannah
Oasis Domestic Abuse Service
BBC SOUTH EAST TODAY



Aston
Oasis Domestic Abuse Service
BBC SOUTH EAST TODAY







 **Oasis**

Love shouldn't hurt