



Freeing women & children from fear

Annual Impact Report 2025



saoirse

DOMESTIC VIOLENCE SERVICES

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The client stories in this report are real. Some names and details have been changed to protect our clients’ privacy and the photos are models.

Saoirse Domestic Violence Services, PO Box 10819, Tallaght, Dublin 24
Free 24-hour helpline 1800 911 221

Saoirse Housing Association CLG trading as Saoirse Domestic Violence Services.
Registered Charity No. 20058296. Registered Company No. 390584.



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About Saoirse



We have been leading the way for 20 years in frontline services — providing shelter, safety and care for families fleeing domestic violence and abuse.



Every year, we provide one-to-one safety and support to more than 500 families — and answer over 3,000 helpline calls.



We provide safe and secure crisis accommodation for women and children fleeing domestic violence and abuse.



We offer free community outreach services for anyone impacted by domestic violence or abuse.



We support children and young people impacted by domestic violence with dedicated, specialised child and youth services.



Our helpline is open day and night, 365 days a year, for anyone impacted by domestic violence.



We provide education programmes to help individuals and communities break the cycle of violence and build a safer future.



We provide support and court accompaniment to those preparing for family court or pursuing legal options



We campaign and advocate for social change, legislation, and government policies to address the crime of domestic violence.

Welcome from our CEO

**Welcome to Saoirse's Annual Report,
in which we proudly showcase the
vital work you supported in 2025.**



2025 was a pivotal year in our history and journey, as we adapted to the ever-changing realities facing the families we support and the evolving environment in which we deliver our services.

Domestic violence impacts every corner of every community in Ireland. It impacts health, housing, financial stability, education, and employment. That's why our many wraparound services go far beyond immediate crisis response, as you'll see in this report.

Throughout 2025, we continued responding to increasing complexity across our three pillars — child and youth, community outreach, and accommodation services. We maintained a strong focus on survivor-centred, trauma-informed, child-focused practice, while navigating significant challenges.

We experienced a sustained and increasing demand for services, alongside a challenging national funding and housing environment.

Against this backdrop, we prioritised stability, safety and long-term sustainability, while continuing to deliver vital frontline supports to women and children subjected to domestic violence.

In 2025, our refuges remained at consistently high occupancy. We received 868 calls requesting a refuge space, reflecting a 28% increase on 2024. Heartbreakingly, 65% of calls for refuge could not be accommodated because our refuges were full.

In this report, you'll learn how we rose to these challenges by implementing significant changes across our services — strengthening our supports, enhancing client care, advancing leadership, and improving collaboration.

This report also reflects our focus in 2025 on enhancing our governance and compliance to ensure Saoirse continues to be a leading charity in transparency, integrity and social responsibility.

INTRODUCTION

Saoirse's profile and influence continued to grow during 2025. We strengthened relationships with key funders and partners, played an active role in national and regional networks, and collaborated with organisations across the domestic violence sector.

We advocated for victims-survivors to professionals and policy makers — informing legislation, policy and practice.

As ever, we were committed to ensuring our services were client-informed, and lived experience voices were central to our work. We expanded our Stakeholder, Lived Experience and Services Committee with a renewed emphasis on service quality and the voices of domestic violence victims-survivors.

Acknowledgements

We are grateful to our Board of Directors for their strategic leadership, and to our committees for their unwavering commitment to Saoirse's mission. Our staff are the backbone of Saoirse and we appreciate their unstinting commitment and dedication. Our 2025 work would not have been possible without the generosity of our funding and corporate partners. We also thank our donors, volunteers, community supporters, and all fundraising partners whose generosity sustains vital frontline services for women and children experiencing domestic violence.

Our vision for 2025 was to continue improving our response to domestic violence and to deliver our services to the highest standards. We are committed to building on our vision as we look forward to 2026 and celebrating 20 years leading the response to domestic violence in Ireland.

2025 was a challenging but transformative year. As this report shows, the dedication of our Board, management and staff ensured that Saoirse continued to support women and children subjected to domestic violence — with unwavering commitment, compassion, and care.



Allison Graham

Allison Graham,
Chief Executive
Officer



Grainne Gleeson

Grainne Gleeson,
Chairperson



Nadine

Nadine O'Brien,
Director of
Services

Our priorities

For almost 20 years, the families we support have been at the heart of everything we do. Our strategic priorities reflect this, as they have been informed by the lived experiences of people who have been subjected to domestic violence and abuse.

Service development – In line with the four pillars of Cuan's Zero Tolerance Strategy, we strive to increase and improve our capacity and infrastructure to do more and meet an ever-growing need for our services.

Organisation & people – To support and empower our clients, the right people with the right skills must deliver our services to the highest standards.

Sustainable funding – To be sustainable and effective, we must be funded and governed to the highest standards to meet the needs of women and children — today and into the future.

Profile & brand – We must ensure we are visible and accessible to those who need our help. We must also ensure our expertise is recognised in order to influence and effect change.



Our vision & values

Our vision is a society where domestic violence and abuse is never tolerated or silenced — empowering women and children to live in safety, free from fear.

Our core values

COURAGE

HOPE

EMPATHY

EMPOWERMENT

INTEGRITY

- Our values are central to everything we do and influence every action and interaction when working with women and children and advocating on their behalf.
- Our teams live and work through these values daily, and they are reflected across our philosophy and approach, business planning, and daily practices.



Refuge & Accommodation



Refuge services remained at consistently high occupancy throughout the year, with growing demand for crisis accommodation and support.

Women and families accessing services presented with increasingly complex needs, including legal issues, housing instability, and ongoing safety risks.





Enhancing the support we provide

During 2025, we implemented significant organisational changes across refuge services to strengthen consistency of support, enhance client care, and further develop collaborative working practices across teams.

- We transitioned from a two-refuge model to a one-refuge, two-location model. We developed a comprehensive **Programme of Engagement** across both sites. The programme guides how we support all clients, so women and families know what to expect and receive the support that best meets their needs.
- To ensure women and children receive the same high-quality support wherever they engage with us, we introduced joint handovers and shared case management. Staff across both locations discuss client needs, share learning, and support one another in delivering high-quality care.

Empowering our clients

- We increased the education and support we provide to help clients understand the impact of domestic violence — empowering them with knowledge and understanding to support their recovery.

Keeping people & information safe

We continued implementing the eSafe database to improve data accuracy and compliance.

- Using eSafe, we standardised client records, streamlined referral pathways, strengthened auditing processes, and improved reporting.
- We introduced weekly auditing to improve oversight and data integrity.
- Saoirse joined the eSafe Training Links Project in collaboration with Enclude and other domestic violence organisations nationally.

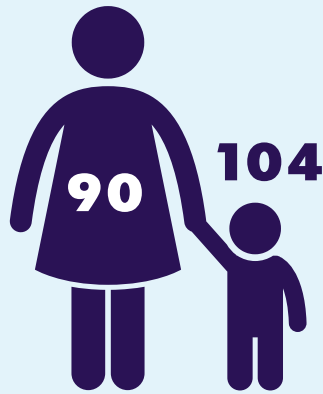
Rising to challenges

Challenges in securing move-on accommodation continued to impact refuge capacity and delayed the transition of families into longer-term housing solutions.

- Despite these challenges, staff maintained a strong focus on safety planning, emotional support, advocacy, and practical assistance for women and children in our refuges.
- Following extensive evaluation, we took the difficult decision to close two Safe Houses. We returned them to SDCC due to safety concerns, maintenance issues and sustainability risks.
- This decision reflects our commitment to maintaining the highest standards of safety, suitability, and wellbeing for service users and staff.
- We continue to engage with SDCC and Cuan for opportunities to provide properly resourced, safe accommodation options for more families.



2025 in numbers - Refuge & Accommodation

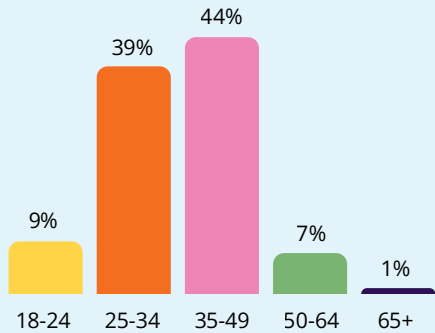


We provided **90 women & 104 children** with refuge accommodation in 2025

The average refuge stay was **40 days**
(8% increase on 2024)



Ages of women in refuge

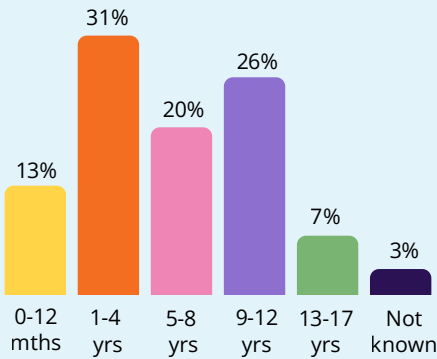


69% of residents experienced abuse from a **current partner/spouse**

14% of residents experienced abuse from an **ex-partner/spouse**

17% of residents experienced abuse from a **family member** or other relationship

Ages of children in refuge



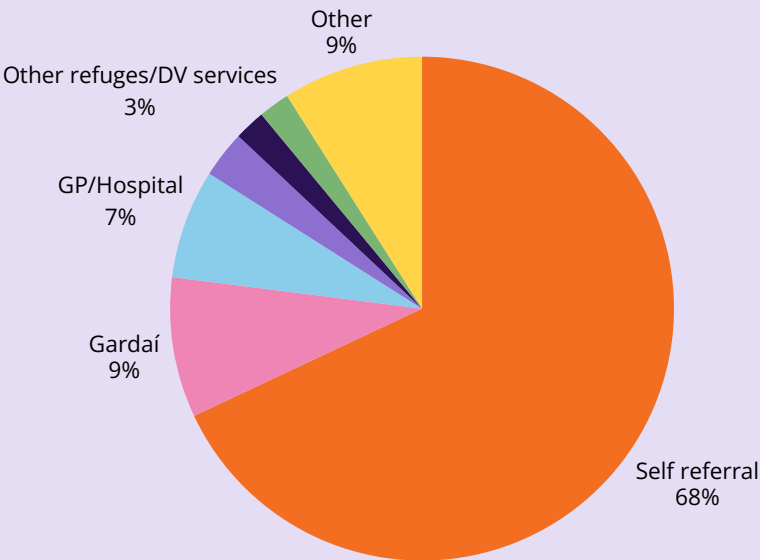
We provided **4 women & 4 children** with longer stay Safe House accommodation in the community

Referral sources

68% of refuge residents personally contacted us for a refuge space.

Other referral sources:

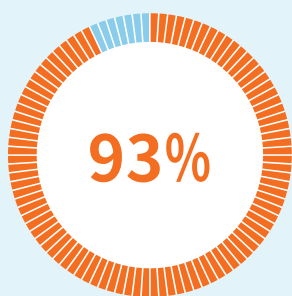
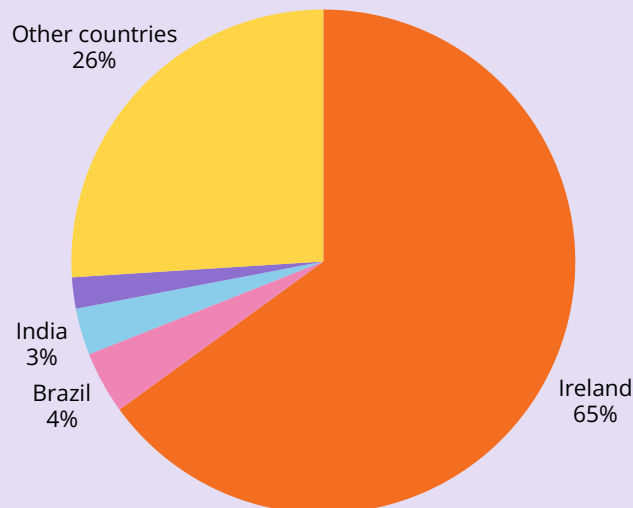
- **9%** - Gardaí
- **7%** - GP/hospital
- **3%** - Other refuges and domestic violence services
- **2%** - Social worker
- **2%** - Homeless services
- **9%** - Other



REFUGEE & ACCOMMODATION

We are providing crisis accommodation to an increasingly diverse client base.

- 65% of residents were from **Ireland**
- 4% of residents were from **Brazil**
- 3% of residents were from **India**
- 2% of residents were from **Ethiopia**
- 26% of residents were from other countries in **Eastern Europe, Africa, the Middle East, the UK, South America, and Asia.**

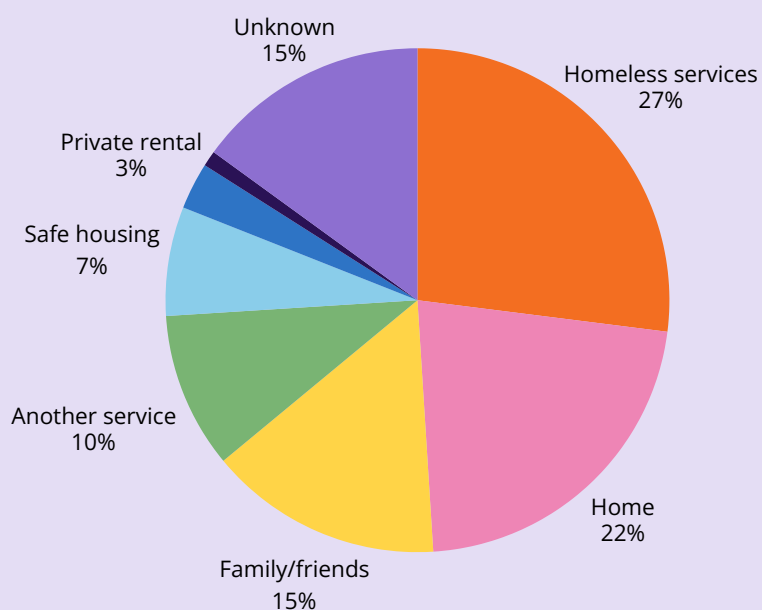
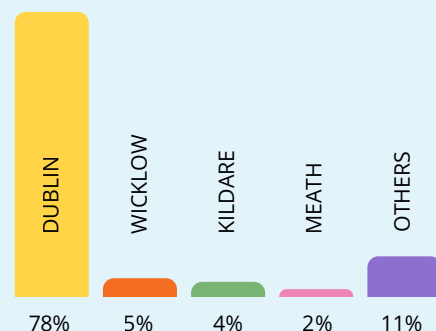


93% of residents experienced **multiple types of abuse** (e.g. physical/emotional/coercive control/sexual)

13% of families staying in refuge were members of the **travelling community**



Counties our 2025 refuge clients live in



Where residents moved to after refuge

- 27% to **homeless services**
- 22% **home to the abusive relationship** (with/without court order)
- 15% to stay with **family/friends**
- 10% to **another service including refuge**
- 7% to **transitional/safe housing**
- 3% to **private rented accommodation**
- 1% to **hotel/AirB&B**
- 15% unknown

1st

95% of residents were first-time clients at Saoirse refuges



5% of residents were repeat clients who had stayed with Saoirse at least once previously



Jennie's Story

Thanks to the support you give Saoirse, Jennie and her son escaped domestic violence and rebuilt their lives. Jennie's story is a powerful example of what your support makes possible.

"I couldn't breathe and I could hear the baby scream," Jennie recalls. Her partner was beating and verbally abusing her – in front of their infant son – because she wouldn't engage in intimacy.

Like so many survivors, the abuse followed a familiar pattern. Apologies. Promises. Then more harm.

"I was broken. I was completely broken. I didn't know what to do. It was like I couldn't even think for myself."

Later that night, Jennie found Saoirse Domestic Violence Services online.

That moment changed her life:

"The minute he left for work the next morning, I rang Saoirse. Thankfully they had a refuge place for me and my son."

Jennie arrived at our refuge frightened and overwhelmed — but not alone.

"The girls were so lovely. They were so welcoming to me and my son. I was obviously all over the place, but they were very non-judgmental."

What happened next may be hard to understand, but it's not uncommon.

SURVIVOR STORY - JENNIE

Following a four-week stay in our refuge, Jennie returned to her partner. He promised to change and to work on his anger issues. But before long, "the mask just completely dropped," Jennie recalls.

The abuse escalated again, and this time her young son was hit by her partner.

With ongoing support from Saoirse, Jennie's courage grew. She attended our support groups. She rebuilt her confidence. And on her eighth attempt, she escaped for good.

"I left him eight times. The eighth time was the time I actually stayed away. Now I can go to bed when I want to go to bed. I can eat when I want to eat. I can come home when I want to come home. For me and my son, there's no aggression in our environment anymore. I'm so grateful we're free and happy now."

This is what you make possible: safety, dignity, and real second chances.

Thank you for standing with survivors like Jennie.

Jennie's story is real. Her name and some details have been changed to protect her family's privacy and the photos use models.

“

I'm so grateful we're free and happy now.

”





Introduction of Saoirse's Programme of Engagement

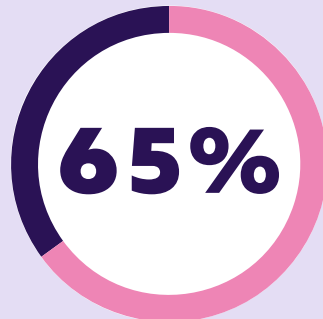
A trauma-informed approach
to empowering our clients

Following an evaluation across all our services, we engaged with staff, managers, and stakeholders to identify opportunities to enhance the support and care we provide, and further empower clients. As a result, we developed and launched Saoirse's Programme of Engagement in 2025.

- Our **Programme of Engagement** is a shared approach to client engagement across all Saoirse services. We designed the programme to support victims and survivors moving from crisis, to stability, to recovery — so that our clients receive consistent, trauma-informed support wherever they engage with us.
- Our **Programme of Engagement** guides how we work with families. It helps us create clear, structured support plans together, so families know what to expect and receive the information, education, and support that best meet their needs.

2025 in numbers - Services

We received **868** calls requesting a **refuge space** (28% increase on 2024)

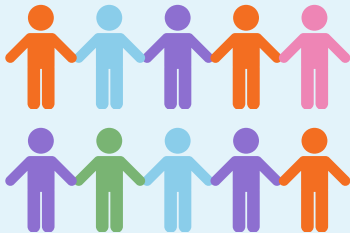


65% of calls for refuge **could not be accommodated** because our refuges were full



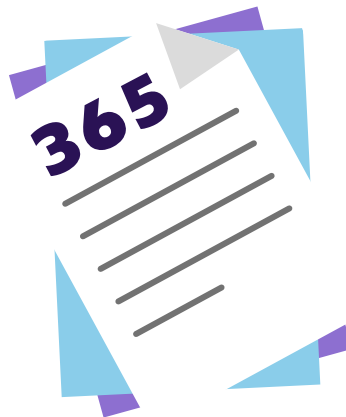
We responded to **3,245** phone calls to our helpline

168



Our Child & Youth Outreach team supported **168** children and young people

We made **365** Child Protection Reports to Tusla

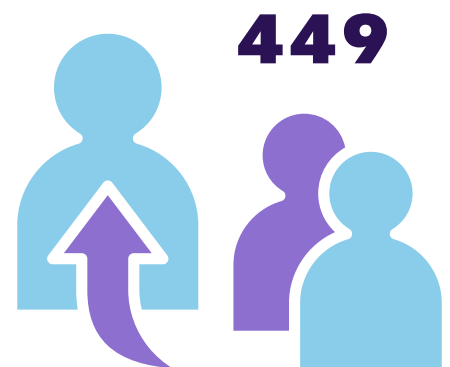


We engaged **893** young people through Healthy Relationships Workshops



We delivered domestic violence awareness training to **410** individuals

We accompanied 277 clients to court appointments, **attending court 319** times



We received **449** new referrals for outreach supports

Alison's Story

Your support of Saoirse transforms lives. When Alison took the brave step of asking us for help, it changed her life forever.

“ I had tried to leave my abusive husband three or four times before, but I never made it further than the same parking space up the road from our house.

I'd get that far and I wouldn't know what to do or even where I'd go.

I remember the night I finally left. It was winter, Christmas was approaching, and my husband's drunken rage was directed at our teenage son. In that moment, I found the strength to escape — if I couldn't do it for me, I would do it for my son.

I frantically packed some belongings and fled with my son. I drove down the road and pulled into the same spot I had all those times before.

My hands shaking, I made a phone call that changed everything. The woman on the other end of the helpline said Saoirse had a refuge space for us.

We spent the weeks that followed at Saoirse's refuge. It wasn't just a place to stay. Saoirse's team gave so much practical and emotional support to help us recover from the abuse and begin to rebuild our lives.

They were there for us any hour of the day or night, whatever we needed. I don't know where I'd be now if it hadn't been for Saoirse.

We stayed at Saoirse's refuge that Christmas. It's not how any mother wants to spend Christmas, but everyone there was so nice. The refuge was decorated lovely and it felt Christmassy. We received lots of gifts, which helped us know we weren't alone — that there were people who believed us and who cared.

That was nearly seven years ago. These days, I'm so happy I divorced him and have a home of my own, free from fear.

I'm proud to be a survivor and advocate, and I'd say to anyone experiencing abuse — Please make that call to Saoirse. You will be listened to and you will be believed.

”





Launch of Saoirse's Community of Practice

Strengthening collaboration and supporting professional development

We introduced quarterly Community of Practice sessions for our teams in 2025. These workshops support shared learning and professional development, reflecting Saoirse's commitment to high-quality care across all services.

- Our first **Community of Practice** brought together our people from every team. We used the session to share experiences, learnings, best practice, and to reflect on our work. Feedback was overwhelmingly positive, and the session strengthened collaboration across our services and reinforced our shared approach to providing high-quality care and support.
- Our second **Community of Practice** session focused on children and young people as victims-survivors of domestic violence and abuse, with an emphasis on trauma-informed and child-centred care. It reinforced our commitment to ensuring children's experiences and recovery remain central to the support we provide.

Emma's Story

Thanks to Saoirse's community of supporters, our life-changing work helps women like Emma gain freedom from fear.

“ I spent the longest night of my life huddled on my bedroom floor with my 2-year-old daughter — afraid I wouldn't live to see the morning.

My husband was in a violent rage. And this time I felt like he wouldn't stop until he killed me.

I promised myself that if we lived through the night, we'd escape.

I'd tried to leave before, but I was too ashamed to tell my family and friends what was happening. To the outside world, I was a successful, professional woman, raising a daughter with my loving husband.



Emma's story is real. Her name and some details have been changed to protect her family's privacy & the photo uses models.

But behind closed doors, my husband was violent and abusive — I lived in constant fear.

Miraculously, I survived that night. The next day, I fled with my daughter and went to stay with my family.

But we still weren't safe. My husband showed up day after day, harassing and abusing me and my family. We were terrified of what he might do.

That's when I heard about Saoirse. I called Saoirse's helpline and a kind woman answered and listened to me. She told me about Saoirse's refuges and all their services that could help us.

My life changed after that.

Saoirse welcomed me and my daughter into their refuge. For the first time in years, I felt safe. Saoirse's team supported me to begin rebuilding my life and gain freedom.

Ever since that first call, Saoirse has been there for us. From providing a safe space, to offering counselling, and accompanying me to court dates — they've been incredible.

I'm no longer ashamed to speak up about my experience. I'm proud to be a survivor.

”



Our People - delivering our mission



Rachel

Rachel Maxwell,
Director of Human
Resources

By focusing on staff engagement, organisational culture, and recruiting the best people, we can meet the needs of the women and children who access our services — and the staff who deliver them.



Members of our Child & Youth Services team

New structure & team members

We designed and implemented a new management structure in 2025, with the goal of providing clearer leadership, stronger accountability and improved operational resilience. The new structure allowed us to increase emphasis on recovery for all families accessing our services.

- We created a new Support and Recovery Manager role overseeing both refuge locations, and introduced two Refuge Coordinator roles, operating across both sites. This revised refuge management structure enhanced oversight and increased support for both staff and clients.
- We successfully appointed new team members in key roles across outreach, refuge, child and youth services, HR and fundraising.

WRC pay awards

- Following many years of lobbying, we welcomed our sector and services being included in the WRC pay awards for the first time.
- WRC pay awards were implemented for all eligible staff in recognition of their dedication and professionalism.

Employee engagement & wellbeing

- We established an Employee Engagement and Wellbeing Committee and delivered several new initiatives, including General Team Meetings, wellbeing activities and opportunities for team connection and recognition.
- We introduced an Employee Engagement Survey in 2025 to strengthen our staff's voices and inform organisational development.
- We introduced Wellbeing Days for all teams, reflecting Saoirse's commitment to supporting staff working in an emotionally demanding environment.
- Feedback indicates that these initiatives have been positively received and are enhancing Saoirse's culture.

Education & development

- We delivered a training and development programme to support staff in meeting both operational and regulatory requirements. We also supported staff in meeting professional standards, including CORU registration, and reintroduced supports for ongoing education and development.
- These initiatives contributed to maintaining high standards of practice and supporting staff to work safely and effectively.
- We introduced a management development programme to support high-quality leadership. The programme focuses on strengthening collaboration and supporting a more strategic leadership approach.

Staffing challenges

- Staff retention and recruitment was increasingly challenging in 2025. We continue to operate in a highly competitive labour market, impacting our ability to attract and retain suitably qualified candidates. This has resulted in ongoing reliance on agency personnel, with implications for continuity and consistency of service delivery.
- In response, we have continued to refine recruitment approaches, strengthen candidate engagement, and increase focus on retention strategies.

Board of Management

Saoirse's Board of Management remained actively engaged in stewarding our strategic direction and oversight responsibilities. Our Board laid important groundwork for clearer accountability, improved assurance, and future regulatory resilience.

Building on the Board's core strengths, the year saw further maturation of governance and oversight practices, with a clear emphasis on consistency, clarity and disciplined decision making.

Steps taken in 2025 to enhance Saoirse's governance:

- The Board refreshed its skills matrix, aligning recruitment priorities with identified skills gaps and organisational needs. This resulted in several key appointments during the year, including a new Chairperson and Treasurer, strengthening both Board leadership and financial stewardship.
- Board templates were refreshed, CEO reporting enhanced, and risk flagging and strategic tracking processes improved.
- An external risk management review was carried out.
- Board and management received targeted risk and ABHRA training.
- Improved risk oversight and reporting frameworks were implemented.
- The BoardX governance and compliance system was advanced.



Grainne Gleeson

**Grainne Gleeson,
Chairperson**

“ 2025 was a year in which Saoirse made critical structural, governance and leadership advances. These developments position us more robustly for the final years of our current Strategic Plan (pg. 6) and for long-term sustainability.

We have been pursuing organisational growth year-on-year, and 2025 continued this pattern. We strive every year to increase the scale of support we provide, to help as many women and children as possible to escape domestic violence.

”

Committees

- A **Fundraising Committee** was established, signalling the Board's focus on developing unrestricted income and long-term resilience.
- **Stakeholder, Lived Experience and Services Committee:**
Renamed and expanded, with a renewed emphasis on service quality and the voices of those impacted by domestic violence.
- Our **Governance and Risk Committee** and **Finance and Audit Committee** were further strengthened through new members.
- All committees established or refreshed their **Terms of Reference** to support clarity of purpose and accountability.
- Following approval of a Succession Policy, the Board began work to establish a **Nominations Committee** to support sustainable Board renewal.

Key appointments

- New Chairperson, Grainne Gleeson
- New Treasurer, Rachel Horgan

Board meetings

- In 2025, our Board held eight formal board meetings and two dedicated planning and strategy days, providing both continuity of oversight and space for longer-term reflection and decision-making.



Finances

In 2025, Saoirse delivered specialist domestic violence services to women and children across our communities while achieving a positive financial outcome, with strong budget planning and control.



Ade

Ade Ogundipe,
Director of
Finances

Financial performance

Income

- Total income for 2025 was €3,710,349. The primary source was grant income of €3,569,769, reflecting continued funding support from our major statutory partners.
- Self-generated income — comprising donations, housing fees, and other charitable activities — totalled €102,081, demonstrating meaningful progress in income diversification.

Surplus

- We recorded a surplus of €58,074 for the year — the result of prudent financial management and disciplined cost control in the face of continuing inflationary pressures.
- This surplus supports the ongoing strengthening of organisational reserves.

Expenditure

- Total operating expenditure was €3,652,275. Staff costs of €3,046,147 accounted for 83% of total spend, reflecting our core commitment to investing in experienced, specialist frontline teams.
- Remaining expenditure covered premises, family support services, IT and equipment, professional fees, audit costs, and general administration.
- The WRC pay awards were implemented for all eligible staff in recognition of the dedication and professionalism demonstrated across every service area.

For a full review of our financial position, audited accounts, and accompanying disclosures, please refer to the 2025 Financial Statements and Annual Report.

Governance & financial oversight

We prioritised strengthening financial governance in 2025. Key developments included -

- **We reinforced our Audit & Finance Committee** with enhanced terms of reference and improved internal oversight structures.
- **We reviewed and updated financial policies and procedures**, ensuring full compliance with statutory, regulatory, and Charities Regulator obligations.
- **We continued adherence to SORP compliance standards**, reinforcing transparency and accountability across all financial reporting.
- **Saoirse's annual independent financial audit was successfully completed.**
- **We continued developing our reserves policy** to accurately reflect Saoirse's current scale, risk profile, and long-term operational needs.

Income diversification & sustainability

Cuan partnership

- 2025 was our first complete funding year under Cuan, our principal funder and strategic partner.
- We secured a multi-annual SLA (2025–2026) with Cuan, and welcomed this increased level of funding certainty.
- We continue to engage and build relations with Cuan, as both of our strategic plans' progress. We aim to gain stronger engagement with Cuan on future service development and resourcing.

Fundraising

- Recognising that Saoirse's long-term resilience depends on unrestricted income, we made a strategic investment in appointing a dedicated Fundraising Manager in 2025.
- This role will strengthen corporate and community engagement, grow individual giving, and increase the proportion of unrestricted income available to support services where they are needed most.

Strategic priorities for 2026

Our 2026 financial priorities are:

- Maintain full SORP compliance and explore ESG reporting to strengthen transparency and attract corporate investment.
- Grow unrestricted and self-generated income towards a target of 10–15% of total income.
- Strengthen organisational reserves in line with an updated and tested reserves policy.
- Continue to invest in people, systems, and the operational infrastructure of a growing organisation.
- Support the Board in embedding a Governance, Risk, and Control (GRC) framework across all service areas.
- Deepen alignment with Cuan's Zero Tolerance Strategy across its four pillars: Policy, Protection, Prevention, and Prosecution.



L-R: Grainne Gleeson, Chairperson; Rachel Maxwell, Director of Human Resources; Allison Graham, CEO; Ade Ogundipe, Director of Finance; Katie O'Keefe, Child & Youth Services Manager



Looking Ahead

For almost 20 years, Saoirse has been supporting women and children to live free from fear. What began as a small organisation with a big vision has grown into a trailblazing domestic violence charity, supporting thousands of women and hundreds of families every year. Together, we're transforming lives.

The word Saoirse means "freedom". It captures what we want for every woman and child who comes through our doors — freedom from abuse, freedom from control, and freedom to rebuild their lives.

1 in 3 women in Ireland have experienced violence or abuse in a relationship. Ireland currently ranks second in Europe for the prevalence of violence and abuse against women.

Every day, we help brave women take the first step to safety.

As we enter 2026, we are focused on building a more resilient, sustainable

organisation, while maintaining the quality of frontline services on which women and children depend. We're focused on enhancing the care we provide, expanding our survivor-centred supports, and increasing crisis accommodation for women and children escaping domestic violence.

As demand for our services grows, we are committed to delivering safe, high-quality, trauma-informed care to every family who needs us — today, tomorrow, and for as long as it takes.

**Thank you for being
part of our mission.**



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