

Creating **SAFE**

Futures 

- Standing with survivors •
- Empowering families •
- Strengthening communities •
- Creating change •



Annual Review
2025–2026





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2025-2026 ANNUAL REVIEW

this review



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WELCOME

“Every person deserves the opportunity
to feel safe, valued and hopeful”

Every year tells a different story. Some stories begin with fear and uncertainty; others end with hope, confidence and new beginnings. At Valley House we have the privilege of walking alongside people as they rebuild their lives, and this annual review celebrates those journeys, the dedication of our staff and volunteers, and the partnerships that make lasting change possible.

This year has been one of growth, resilience, renovation and innovation. We were delighted to have our funding extended for a further two years, allowing us to continue planning for the long term, and strengthening the services our community relies on.

“

Behind every statistic
is a story of courage,
resilience and hope

We launched our new Strategic Plan, placing the voice of our service users at the heart of everything we do. The strategy outlines what we need to do to deliver our overall vision and mission. It shows how we are responding to what people have told us they need and the external environment we are working in. It is an ambitious five-year plan built around three areas of strategic focus – financial sustainability, business sustainability and environmental sustainability.

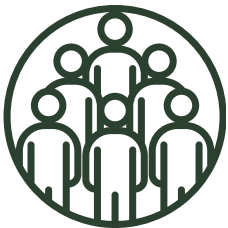
Everything we have achieved in 2025-2026 is because of the commitment and grit shown by our incredible staff, volunteers, partners and supporters in the community. I would like to thank everyone who has been part of our story over the last year, and I look forward to the next year working alongside you all.

While the challenges facing our community continue to grow, so too does our determination to stand alongside those who need us.

Together, we are creating safer futures.
Thank you for being part of our journey.

LJ Winterburn

LJ Winterburn
Chief Executive



405

lives changed
this year

Why we're here.

Because feeling safe can change everything.

Every journey is different. But everyone deserves the opportunity to feel safe, supported and hopeful about what comes next.

More than a safe place.

**We create opportunities
for people to move forward.**

At Valley House, we believe everyone deserves the opportunity to feel safe, valued and able to shape their own future.

From safe and supported accommodation for survivors of domestic abuse, to specialist support for people with complex needs, community wellbeing and early years provision, our services are built around people, their experiences, their strengths and their hopes for what comes next.

We don't simply respond to moment of crisis. We walk alongside people as they rebuild confidence, strengthen relationships, develop independence and take meaningful steps towards the future they want.

*Because safety
can be the beginning
of something new.*



**Since
1977**

**Promoting
positive
change.**



OUR VISION

“

To provide opportunities for all, where people can respond confidently to the challenges of life.

”

WHAT WE DO



Creating safety

Safe and supported accommodation for survivors of domestic abuse.



Supporting recovery

Specialist support for people experiencing complex and overlapping needs.



Building wellbeing

Peer-led community support through our REACH service.



Helping children thrive

Quality early years provision through Valley House Nursery.

A year of impact.

**405 people. Hundreds of journeys.
One shared belief, that positive
change is possible.**

405
PEOPLE SUPPORTED



Every number tells a story.

**A person finding safety. A child beginning to thrive.
Someone rebuilding their confidence or taking
another step towards independence.**

This is what 2025-2026 looked like at Valley House.



85

**adults supported
through Domestic Abuse**



105

**children supported
through Domestic Abuse**



15

**adults supported through
Complex Needs**



4

**children supported through
Complex Needs**



166

**children accessed
Nursery &
Holiday Club**



22

**people supported by
our REACH Peer Support Worker**



**8 future professionals supported
through student placements**
3 Social Work 5 Nursery

CREATING SAFE FUTURES

Safety is where
the journey begins.
What comes next
can change a life.

SUPPORTING PEOPLE

Building brighter futures

A SAFE PLACE IS ONLY THE BEGINNING.



Leaving domestic abuse can mean leaving behind a home, familiar routines and everything that once felt known.

At Valley House, we provide more than somewhere safe to stay, across **54 units of accommodation in Coventry**, survivors and their children receive practical and emotional support, 24-hour staff availability, personalised safety planning and one-to-one and group support.

From single flats and family homes to shared and staffed accommodation our support is shaped around the individual, helping people feel safer, regain confidence and take the next steps towards independence.



**SAFE
ACCOMMODATION**
54 units across
Coventry



**24-HOUR
SUPPORT**
Staff available
when it matters most



**SAFETY
PLANNING**
Personalised plans
to support safety
and wellbeing



**ONE-TO-ONE
SUPPORT**
Tailored support
for every individual
and their family

MORE THAN A SAFE PLACE

to Stay

**Because finding safety
should be the beginning
of a new chapter,
not the end of the support.**



BEHIND THE NUMBERS

When “Amina” arrived at Valley House, safety was her immediate priority. With practical and emotional support, she began rebuilding her confidence, preparing for independent living and imagining a future that felt like her own again.

“For the first time, I felt like I could make decisions about my own life.”

Names changed to protect identity.

Every day, we walk alongside survivors on their journey to safety, stability and independence.

This year, **85 adults and 105 children** were supported through our Domestic Abuse Safe and Supported Accommodation service. Our teams provide 24-hour support, practical help and emotional guidance, empowering people to rebuild their lives with confidence.



98%
FELT SAFER

Our support helps people feel safe in their home, in their community and in their future.



99%
**EFFECTIVELY
MANAGING THEIR
TENANCY**

Those who move into their own accommodation are successfully maintaining their tenancy.



100%
**ACCESSED ADDITIONAL
SUPPORT
WHERE NEEDED**

Including mental health, drug and alcohol support.



100%
**FELT SUPPORTED
THROUGH COURT
PROCEEDINGS**

All service users engaged in criminal or civil proceedings felt supported by our team.

“Safety creates the space to breathe, rebuild and begin again.”

HELPING CHILDREN

Feel Safe Again

Domestic abuse doesn't only change where a child lives.

It can change how safe the world feels.

For children arriving at Valley House, a new home can also mean a new school, unfamiliar surroundings and the loss of everyday routines.

Our special Family Support Workers provide one-to-one and group support, creating space for children to express themselves, rebuild confidence and strengthen relationships with their non-abusing parent.

This year **105 children** were supported to find stability, reconnect and begin moving forward.



A SMALL MOMENT THAT MATTERED

"Valley House has given me and my children a place where we feel safe, welcomed and supported. The nursery has helped my daughter settle so well, and the trips and activities have created wonderful memories for us. Thank you for everything you do for my family."

Sometimes progress looks like returning to school. Sometimes it's joining an activity. Sometimes it is simply seeing a child laugh again.



MAKING A POSITIVE DIFFERENCE

Our Support helps children rebuild their lives, continue learning and strengthen the relationships that matter most.



105
CHILDREN SUPPORTED

Through one-to-one and group support from our **specialist Family Support Workers.**



95%
REGULARLY ATTENDING SCHOOL

Despite challenges securing school places for some children.



96%
REPORTED IMPROVED RELATIONSHIPS

With their non-abusing parent.

Growing brighter futures



A nurturing environment where children can be children again.



Support that helps them express, heal and grow.



Building confidence and resilience for the future.



Stronger bonds with the people who love them.



When children feel safe, they can dream, learn and thrive.



SUPPORT WITHOUT *Judgement*

Because recovery is rarely a straight line.

Experiences of domestic abuse can intersect with mental ill health, drug or alcohol use and other complex challenges. Too often, these experiences create additional barriers to finding safety and support.

Our Complex Needs Domestic Abuse Service provides **seven self-contained homes** alongside specialist, person-centred support. We meet people where they are, without judgement and without expecting recovery to follow a perfect path. The focus is on safety, stability and helping each person build the confidence to access support more independently.



7

**Self-contained
homes**

A safe, private space with specialist support for people with complex needs.

HER JOURNEY

When “Leah” came to Valley House, she was struggling with her **mental health** and had lost hope that things could ever feel different.

With consistent support, a safe place to live and help accessing the right services, Leah began to rebuild her confidence one day at a time.

“

**I was met with kindness not judgement.
That made all the difference.
I’m in a much better place now and
believe in myself again.**

”

Names changed to protect identity.

**92%**

EFFECTIVELY MANAGING THEIR TENANCY

Building stability and maintaining a safe place to call home.

**92%**

SAID THEIR MENTAL HEALTH HAS STABILISED

Feeling more in control and better able to manage daily life.

**97%**

MORE ABLE TO ACCESS SERVICES INDEPENDENTLY

Growing confidence and connecting with the right support network.

SMALL MOMENTS. BRIGHTER FUTURES.

Growing together...



For a child, feeling supported can begin with the smallest moments.



A conversation.

A creative activity.

Returning to a familiar routine.

Laughing and playing with family.



At Valley House, we create opportunities for children and families to reconnect, build confidence and enjoy experiences that help make difficult days feel a little brighter.



Moments that matter

SUPPORTING
CHILDREN & FAMILIES



CREATE

Expressing feelings
through arts and crafts.



CONNECT

Sharing experiences
and building relationships.



PLAY

Making space for
laughter and childhood.



GROW

Building confidence
for what comes next.

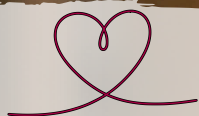
“ Sometimes the smallest moments
create the biggest change ”

A PLACE TO LEARN, PLAY AND GROW

Little steps. Big beginnings.

Our nursery is a happy, nurturing space where children feel safe, curious and ready to explore.

Through play and positive relationships, we help children build the skills, confidence, and independence they need for a brighter future.



166 children
were supported through
our nursery in
2025-2026.

A day in our nursery

SUPPORTING
CHILDREN & FAMILIES

Every day is filled with opportunities to learn, play and grow.
Here's what a typical day looks like for children at our nursery.

ARRIVE



A WARM WELCOME

We start the day by greeting each child and family, helping everyone feel safe, settled and ready for the day ahead.



EXPLORE



DISCOVER AND EXPLORE

Children choose from a range of activities that spark curiosity and encourage independence and problem solving.



CREATE



CREATE AND EXPRESS

Through art, music, stories and mark making, children can express themselves, build confidence and celebrate their ideas.



PLAY



PLAY AND CONNECT

Outdoor play, team games and imaginative play help children build friendships, develop skills and have lots of fun!



GROW



REFLECT AND GROW

We end the day with stories, songs and time to reflect, celebrating achievements and looking forward to tomorrow.



SUPPORT THAT STARTS WITH LISTENING

Here when it matters...

Sometimes, the first step is simply having someone listen. Our community services meet people where they are, offering practical and emotional support without judgement. Whether someone is facing homelessness, struggling with their wellbeing or navigating a difficult period in their life, our teams work alongside them to build stability, confidence and a way forward.

 VALLEY
HOUSE

Support shaped around you!



LISTEN

Understanding what matters to you.



SUPPORT

Practical help when life feels overwhelming.



CONNECT

Helping people access the right services and opportunities.



MOVE FORWARD

Building confidence, stability and independence.



“

Real change begins when people feel heard, valued and supported.

”

SOMEONE WHO

UNDERSTANDS

Walking alongside you...

Sometimes, support feels different when it comes from someone who understands.

Through our REACH Service, peer support is rooted in lived experiences, empathy and connection.

Our Peer Support Worker walks alongside people experiencing mental distress, helping them identify personal goals, reconnect with their community and take practical steps towards greater wellbeing and independence.

*Not leading the way.
Walking it together.*

22 PEOPLE.

22 DIFFERENT JOURNEYS.

In 2025-2026, our REACH Service supported 22 individuals living with common and severe mental health challenges. Together, we worked towards personal goals that support wellbeing, confidence and a more hopeful future.



CONNECT

Taking part in local activities and feeling less isolated.



BELIEVE

Building confidence and recognising personal strengths.



NAVIGATE

Getting practical support, including help to access benefits.



MOVE FORWARD

Working towards personal goals, one step at a time.



“ Peer Support is about using understanding to inspire hope and recovery. ”

LOOKING AHEAD

**Every year brings new challenges,
but it also brings new opportunities.**

As we look to the future, we remain committed to provide safe accommodation, compassionate support and opportunities that empower people to rebuild their lives.

“

*Together we will continue creating
safer futures, stronger communities and lasting hope.*

”

Volunteers

Giving time. Changing lives.

Every volunteer who gave their time this year helped make Valley House a warmer, safer and more welcoming place. Whether painting homes, supporting our charity shop, maintaining the community garden or giving practical help, their kindness made a lasting difference to the people and families we support.

“Volunteering isn't just about giving time - it's about giving hope.”

SUPPORT VALLEY HOUSE

Together, we can change lives.

Every day, people across Coventry help survivors rebuild their lives through donations, volunteering, fundraising and partnerships. There are many ways to become part of the Valley House community.



THREE SIMPLE WAYS TO SUPPORT US:



DONATE

Every donation helps provide safe accommodation, practical support and hope for adults and children rebuilding their lives.

Support Valley House through our JustGiving page:

www.justgiving.com/charity/valleyhouse



SHOP & DONATE

Visit our Charity Shop to shop sustainably, donate quality items and help fund Valley House services.



VOLUNTEER OR PARTNER WITH US

Whether you're an individual, local business or community organisation, your support makes a lasting difference.

You can:

- Volunteer your time
- Organise a fundraiser
- Make a corporate donation
- Donate goods and services
- Partner with Valley House



SHOP ONLINE & RAISE MONEY FOR FREE

Support Valley House through Easy Fundraising

Every time you shop online with participating retailers, they make a donation to Valley House at no extra cost to you.



Thousands of
participating retailers



Free to use



Every purchase helps
support our service



www.valleyhouse.org.uk



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Thank you to our Partners & Supporters

**Thank you to everyone who supported Valley House during 2025-2026,
including:**





Coventry Church
Connect. Grow. Share.



**Coventry Tuesday
Ladies Darts**



Special thanks to Jane Hill for her generous donation, and to Jayne and Julie for their skydive fundraising, alongside the many generous individuals, businesses and community groups who continue to support Valley House.

Together, we are creating safer futures, stronger communities and lasting hope.

THANK YOU FOR STANDING WITH VALLEY HOUSE!





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