

On Track Data Briefing: 2024-25

Introduction

This briefing outlines data from On Track on the profile, needs and experiences of women accessing domestic abuse support services in the financial year 2024-25. On Track is a programme of support by Women's Aid designed to support our member services and other domestic abuse services use data to strengthen service delivery and outcomes for survivors. As part of the programme, services gain access to a series of outcomes measurement tools, based on Women's Aid's outcomes framework, in the OASIS On Track case management system.

Where survivors and services consent, the information collected through the case management system and outcomes monitoring tools contributes to an anonymous dataset held by Women's Aid. As of March 2025, the On Track dataset contains information on 313,047 survivors, 289,185 of whom are female (92.4%), who have accessed domestic abuse services since the

system was launched on 1st April 2016. The On Track national dataset is the largest dataset in the country on the experiences of survivors and their experiences accessing domestic abuse support services.

This report provides data on a sample of **42,369 female survivors** recorded in On Track who finished a period of support from a refuge or community-based service using On Track in the year 1st April 2024 to 31st March 2025, and who consented for their anonymised data to be shared with Women's Aid. Of these:

- ▶ **3,607 accessed refuge services.**
- ▶ **39,354 accessed community-based support (CBS) services.**

Where a survivor accessed both a refuge and CBS service, they are represented twice in the data.

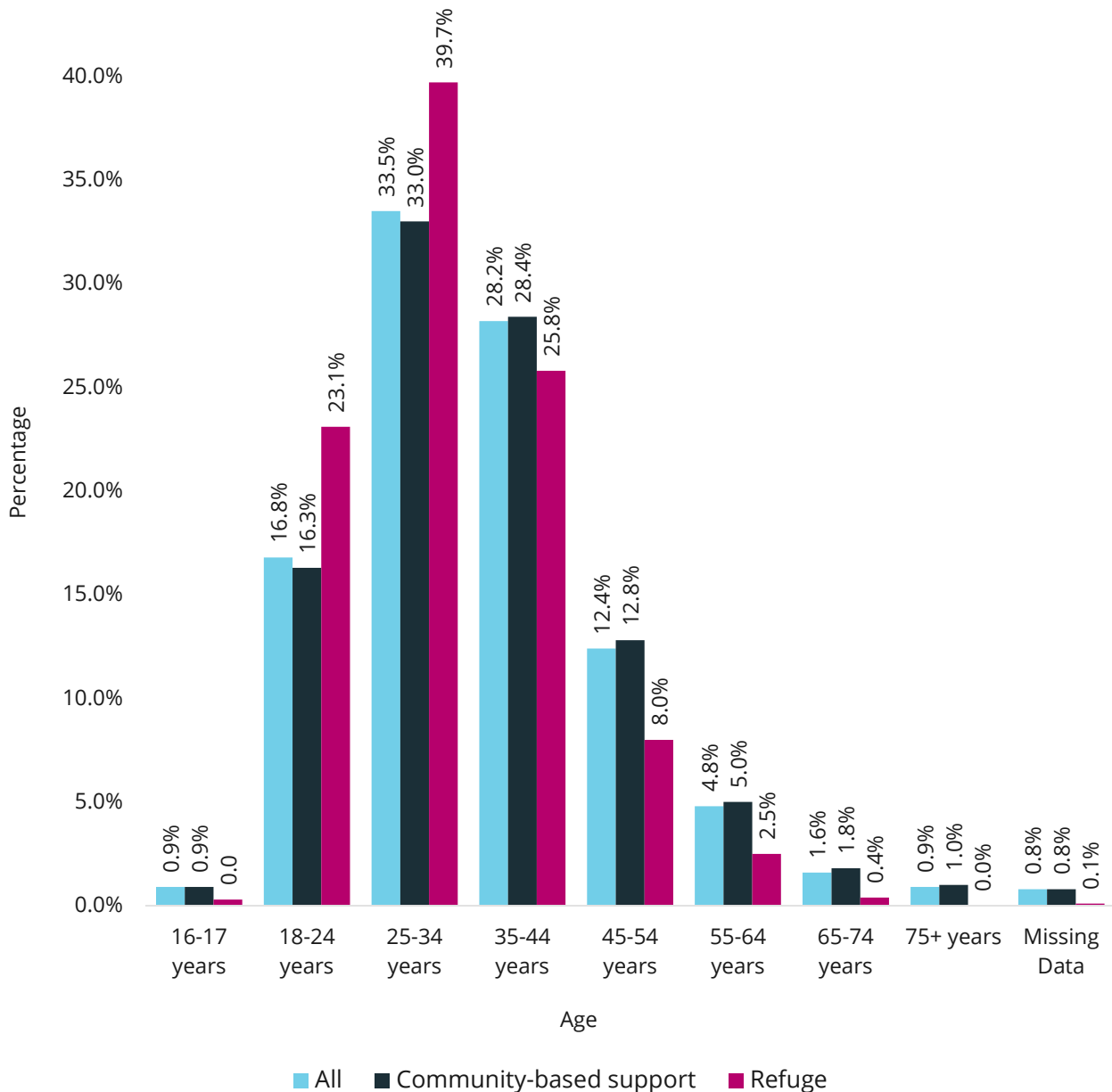


Age

- ▶ The ages of survivors in our sample ranged from 16 to over 75, with the most common age group being 25-34 years (33.5%), closely followed by 35-44 years (28.2%) and 18-24 years (16.8%).
- ▶ Older women are underrepresented in the sample and are generally in domestic abuse

service use. Only 2.8% of service users in the total sample were 65 or over, and this fell to 0.4% in refuge services. This is despite women aged 65 and older were the most prevalent age group of Family Homicide victims (Hoeger et al., 2025). This reflects the barriers faced by older women to accessing domestic abuse support service.

Graph 1: Age of service users 2024-25 (On Track)



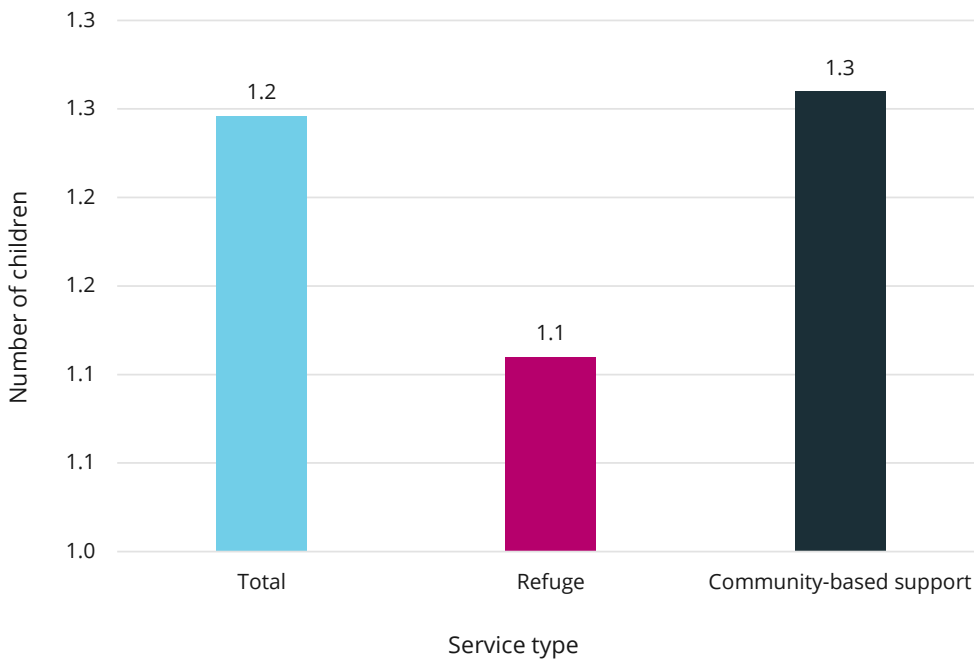
Children

There were 52,790 children of service users in the sample, averaging 1.2 children per service user across all service types. Of those service users who have children, the average number of children per service user was 2.1.

► In CBS services 60.9% of service users had children and 6.1% were pregnant. On average, there were 1.3 children per service user and 2.1 children per service user with children.

► In refuge, 58.9% of service users had children and 7.5% were pregnant. On average, there were 1.1 children per service user and 1.9 children per service user with children.

Graph 2: Average number of children per service user 2024-25 (On Track)

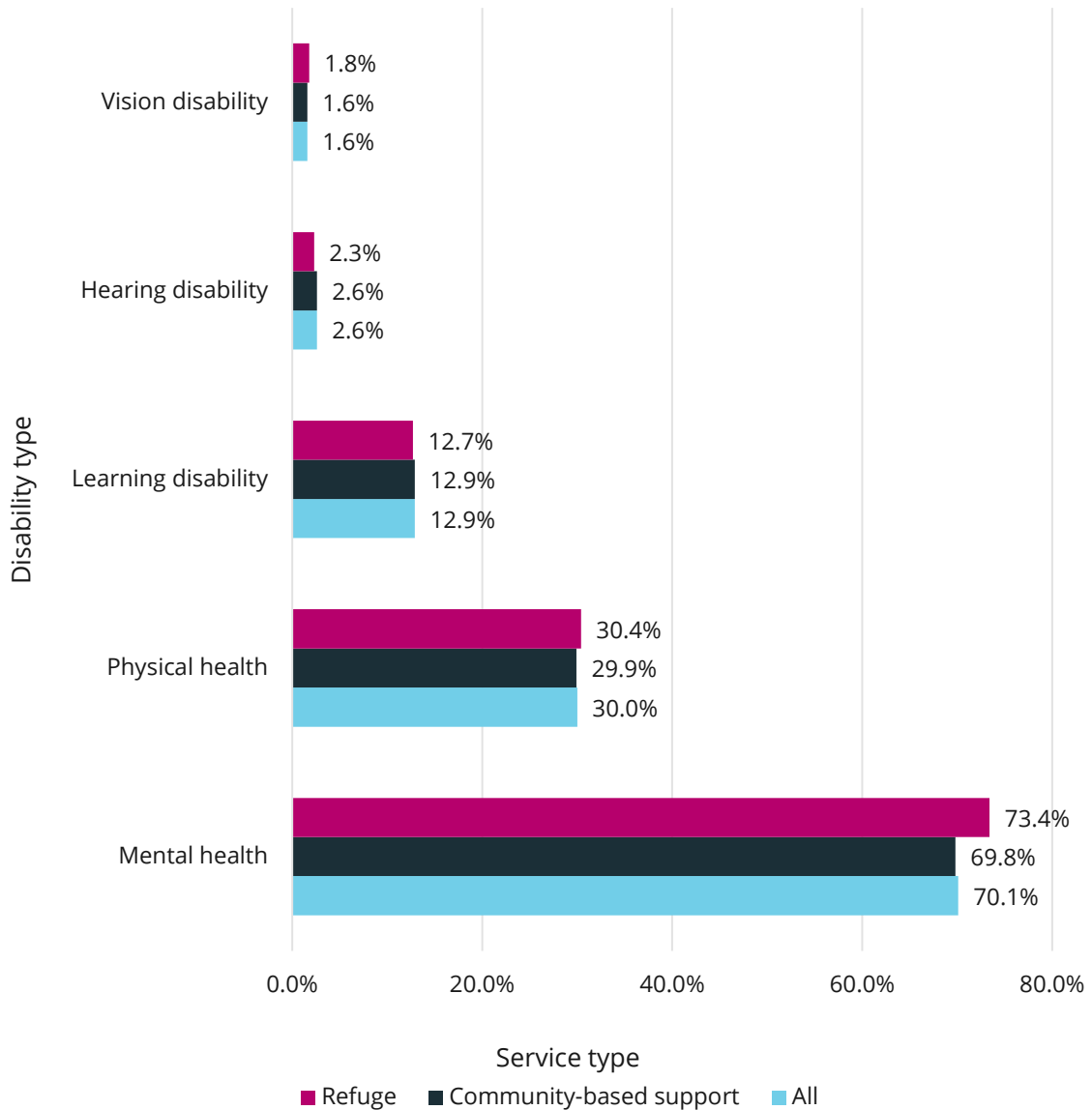


Disability

Overall, 35.5% of all survivors in the sample had at least one disability that they disclosed.

- ▶ In refuge services, 35.2% of service users reported having a disability; the most common disability reported was having a mental health condition (73.4% of those with a disability), followed by having a physical disability (30.4% of those with a disability).
- ▶ In CBS services, 35.5% of all service users reported having a disability; having a mental health condition was also the most common reported disability (69.8% of those with a disability), followed by having a physical disability (29.9% of those with a disability).

Graph 3: Types of disability reported by service users 2024-25* (On Track)

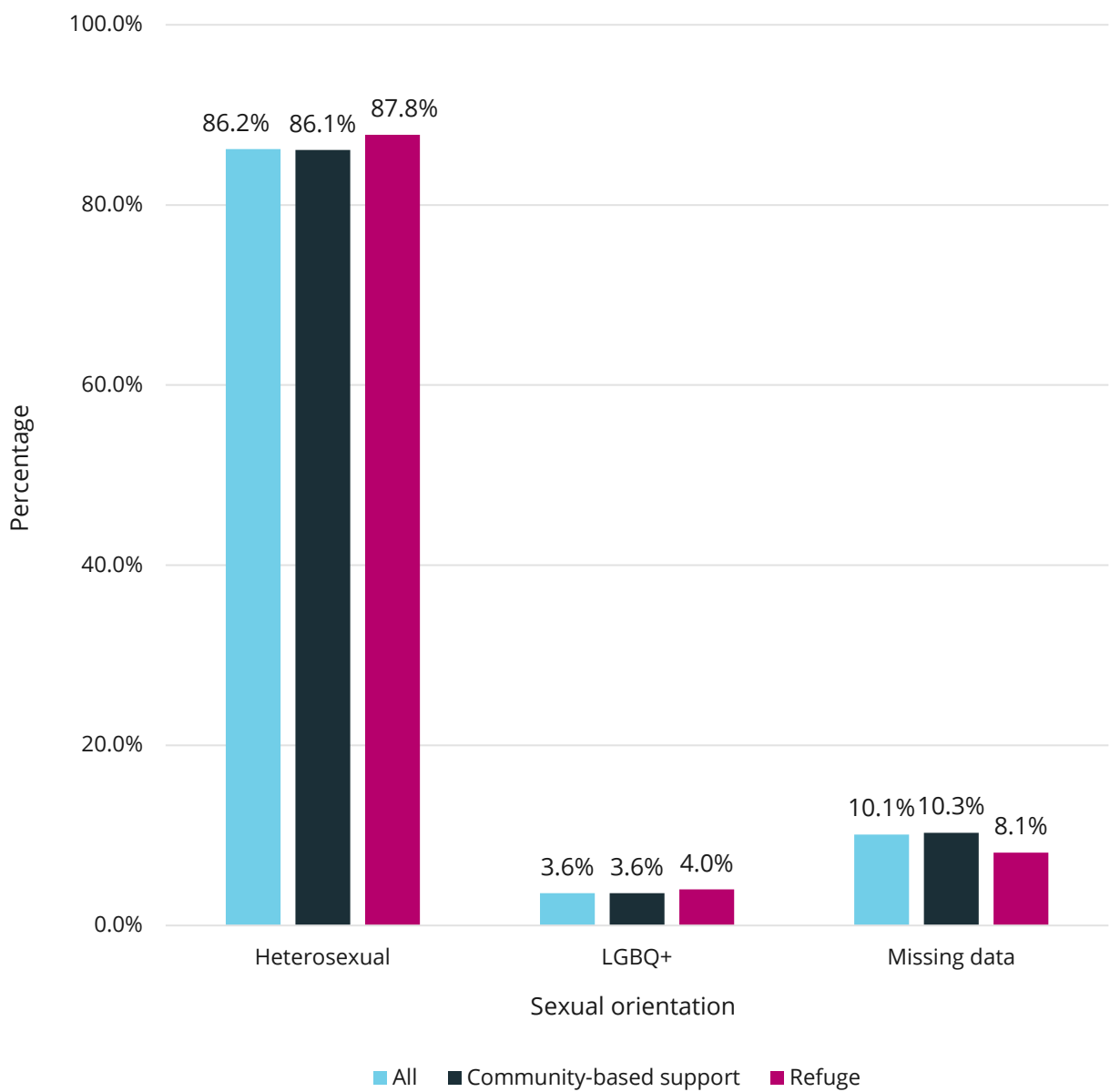


*Percentage of a sub-sample of service users who reported having a disability

Sexual orientation and gender identity

3.6% of service users identified as lesbian, bisexual, gay, asexual, pansexual or queer across service types. In refuge, this number was 4.0% and in CBS services it was 3.6%. 1.0% of services users overall identified as transgender across service types.

Graph 4: Sexual orientation of service users 2024-25 (On Track)



Ethnicity

Across all services, 64.8% of service users were White British. In refuge services, this was 50.3% and 66.0% in CBS services. 10.8% of all service users were from Asian/Asian British ethnic backgrounds, and 6.1% were from Black/African/Caribbean/Black British ethnic backgrounds.

Table 1: Ethnicity

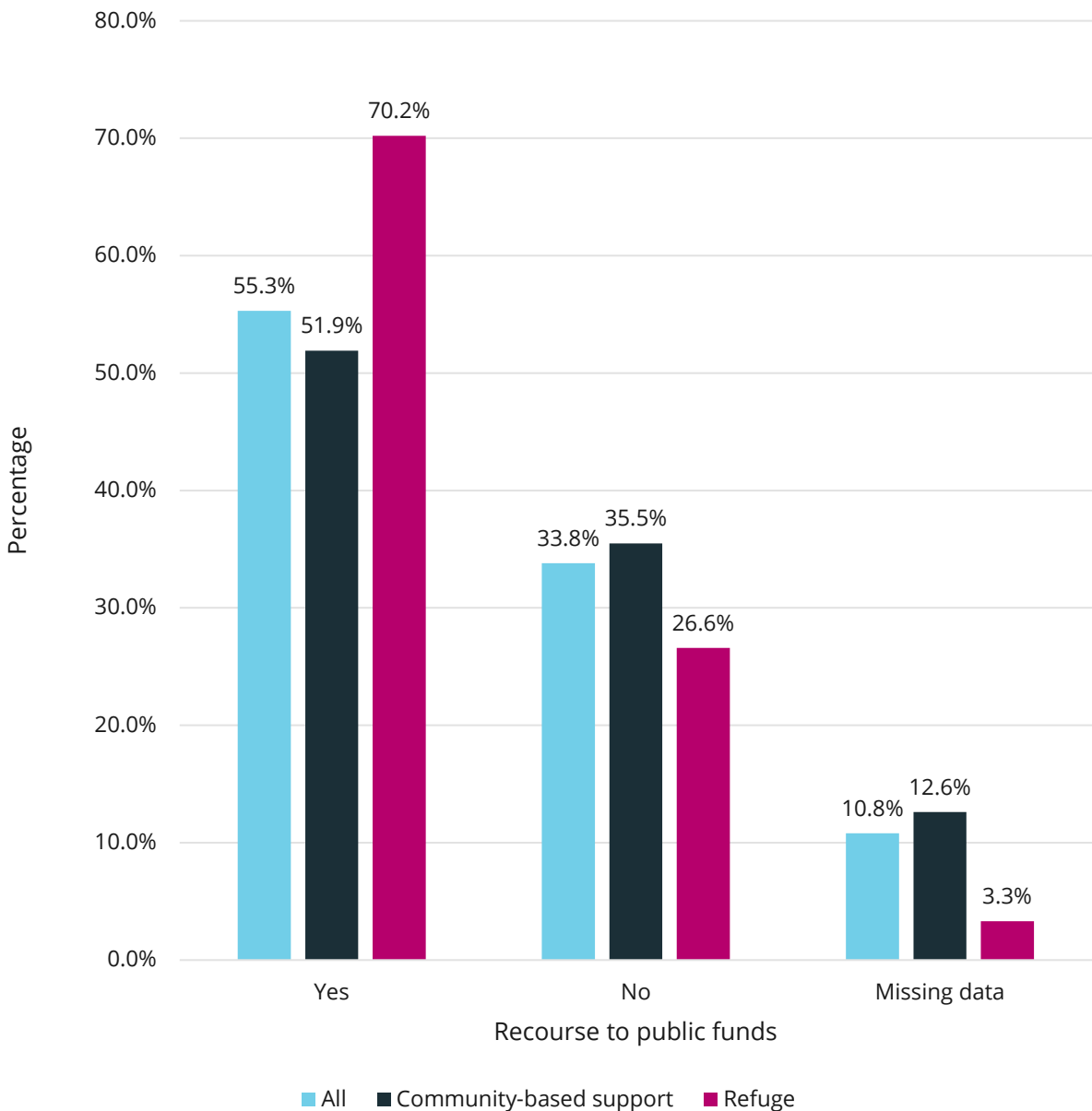
Ethnic backgrounds of service users 2024- 25 (On Track)	Community-based support services (39,354)	Refuge (3,607)	All (42,369)
Asian/Asian British			
Indian	1.9%	2.0%	1.9%
Pakistani	4.3%	10.4%	4.7%
Bangladeshi	1.3%	2.8%	1.4%
Chinese	0.3%	0.2%	0.3%
Any other Asian background	2.4%	3.4%	2.5%
Black/African/Caribbean/Black British			
African	3.1%	6.2%	3.4%
Caribbean	1.3%	1.9%	1.4%
Any other Black/African/Caribbean background	1.2%	1.7%	1.3%
Mixed/Multiple Ethnic Background			
White and Black Caribbean	1.5%	2.3%	1.6%
White and Black African	0.4%	0.5%	0.4%
White and Asian	0.4%	0.5%	0.4%
Any other Mixed/Multiple Ethnic Background	1.2%	1.9%	1.3%
Other Ethnic group			
Arab	0.6%	2.3%	0.8%
Any other ethnic group	1.3%	3.1%	1.5%
White			
British	66.0%	50.3%	64.8%
Irish	0.6%	0.9%	0.6%
Gypsy or Irish Traveller	0.3%	0.7%	0.3%
Eastern European	2.5%	4.1%	2.7%
Roma	0.1%	0.1%	0.1%
Any other White background	3.6%	3.4%	3.6%
Unknown	3.3%	0.5%	3.1%
Not asked	2.0%	0.7%	1.9%
Declined	0.2%	0.1%	0.2%

Nationality and citizenship

Across all service types, 12.8% of service users were non-British nationals. In CBS services this was 11.4% and was 29.5% in refuge. Of all service users who were non-British nationals, 33.8% had no recourse to public funds. This was 35.5% in CBS services and 26.6% in refuge.

Service users who were non-British nationals reported having a range of immigration statuses. The most commonly reported type of immigration status was Indefinite leave to remain (18.8%) followed by spouse visa (16.2%).

Graph 5: Recourse to public funds for those who are not British nationals 2024-25* (On Track)



*Percentage of a sub-sample of service users who were non-British nationals

Table 2: Immigration status

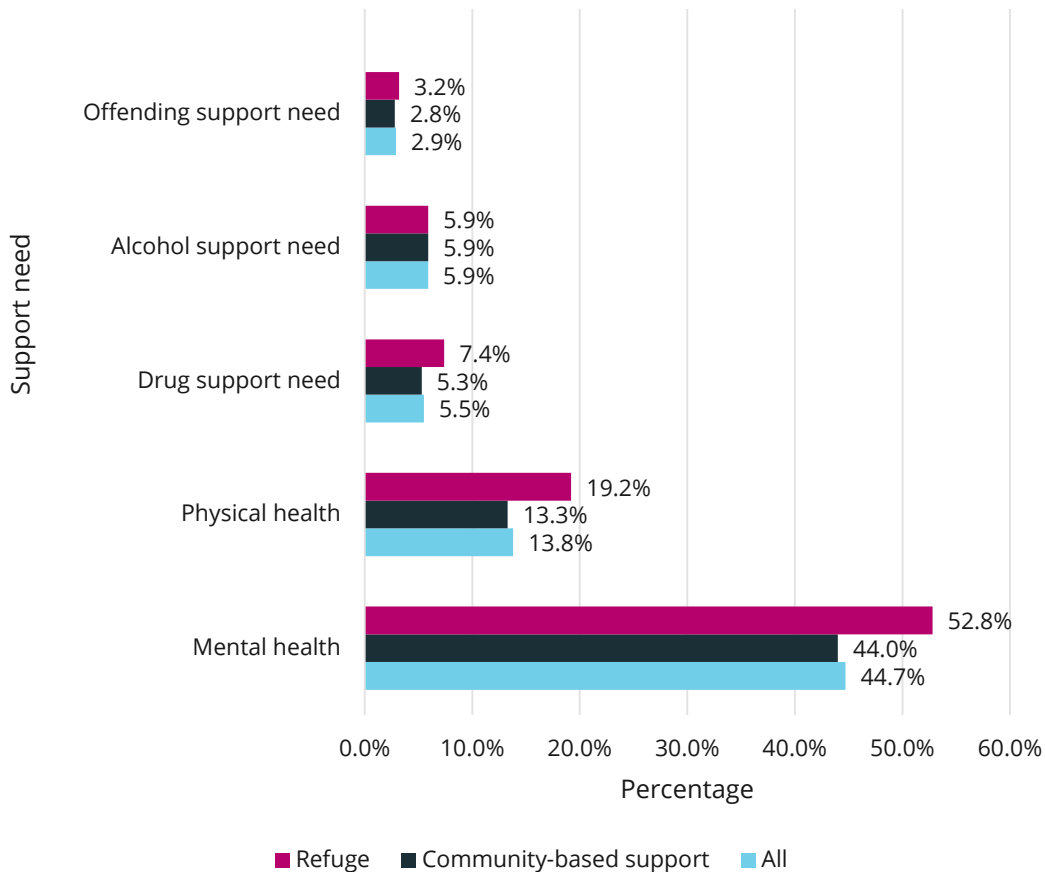
Immigration statuses of service users who were non-British nationals 2024-25 (On Track)	Community-based support services (4,486)	Refuge (1,064)	All (5,423)
Indefinite leave to remain (ILR)	17.2%	26.1%	18.8%
Spouse visa	15.1%	21.4%	16.2%
EEA national currently working	1.3%	0.4%	1.1%
EEA national other	0.9%	0.7%	0.8%
EEA family member	0.7%	0.2%	0.6%
EEA national financially self-supporting	0.0%	0.0%	0.1%
EEA national in UK studying	0.1%	0.0%	0.1%
EEA national receiving welfare benefits	0.9%	0.8%	0.8%
UK nationals	5.2%	2.8%	4.7%
Limited leave to remain	4.9%	10.2%	5.9%
Insecure / no status	2.5%	2.2%	2.4%
Dependent on husband / wife's visa	4.2%	2.9%	4.0%
Asylum seeker awaiting decision	3.9%	1.2%	3.4%
Discretionary leave to remain	0.8%	2.4%	1.1%
Humanitarian protection	0.1%	0.3%	0.1%
Refugee	1.4%	1.9%	1.5%
Study visa	3.2%	0.6%	2.7%
Work visa(s)	4.8%	1.3%	4.2%
Visitor's visa	0.5%	0.2%	0.5%
Pre-Settled Status	5.1%	6.7%	5.4%
Settled status	15.3%	12.6%	14.8%
Family reunification	0.4%	1.0%	0.5%
Parent visa	0.6%	0.3%	0.6%
Not asked	3.3%	0.5%	2.8%
Declined	0.3%	0.0%	0.2%
Unknown	7.2%	3.4%	6.5%

Support needs

44.7% of service users had support needs around their mental health; this was 44.0% in CBS services and for those in refuge services this was higher at 52.8%. The link between domestic abuse as a driver of mental ill health is well established, yet many survivors still face barriers when accessing adequate mental health support. Women’s Aid’s Deserve To Be Heard campaign sets out seven pillars for an effective mental health response to survivors, including providing women-only spaces and support delivered by professionals with expertise on domestic abuse (Women’s Aid, 2022).

5.5% of service users had drug use support needs and 5.9% had support needs around alcohol. 12.4% had support needs around their physical health; for service users in CBS this was 11.8% and for those in refuge services this was higher at 18.3%.

Graph 6: Support needs of service users 2024-25 (On Track)

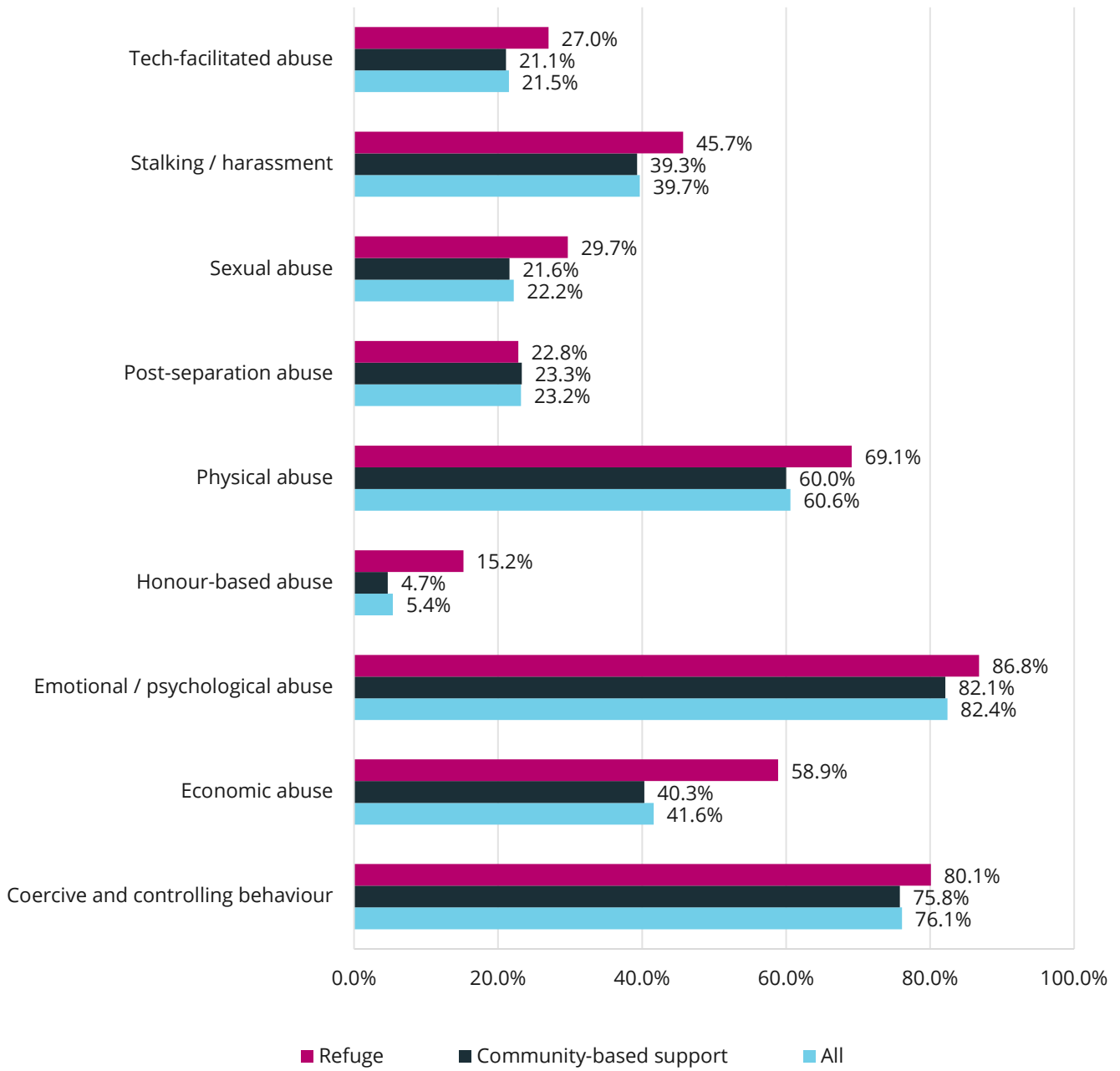


Experiences of abuse

The way we collect data on survivors' experiences of abuse has changed since the Annual Audit 2025 (data collected throughout the financial year 2023-24). As a result, the sample information is smaller compared to the sample used in the rest of the of the data briefing. Although this data can provide us with information about the types of abuse experienced by the survivors in the sample, they are likely to underestimate the prevalence of each type of abuse and abusive behaviours, due to this change in data collection. We advise against making comparisons with previous Annual Audit publications.

- ▶ From a sub-sample of service users where perpetrator information was recorded, 93.6% of perpetrators were male and 83.0% were the current or ex-partner of the survivor.
 - ▶ The length of abuse ranged from 0 to 50 years. The average length of abuse was 4 years.
 - ▶ There were 20 women who had experienced abuse for over 30 years. 12 of these women experienced sexual abuse.
 - ▶ Survivors reported experiencing different types of abuse including coercive and controlling behaviour (76.1%), emotional abuse (82.4%) and physical abuse (60.0%).
 - ▶ Since the publication of the Annual Audit 2025, we have updated the way we collect data on experiences of abuse. This year, we can report that 21.5% of survivors experienced tech-facilitated abuse, 23.2% experienced post-separation abuse, and 20.2% experienced abuse where their identity was used in the abuse.
 - ▶ Due to this change in data collection, we would not recommend comparing this year's abuse data to previous years.
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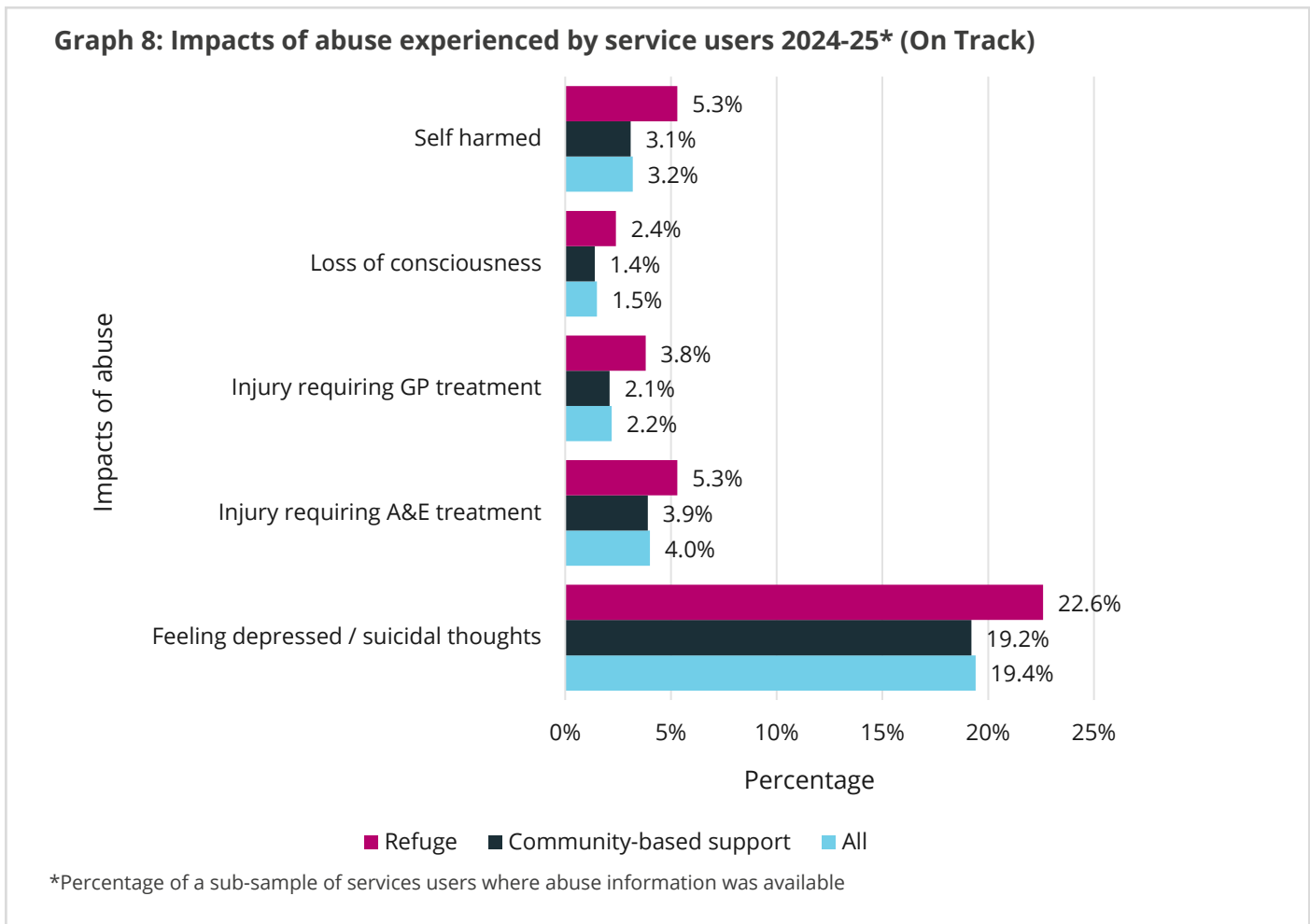
Graph 7: Types of abuse and abusive behaviours experienced by service users 2024-25* (On Track)



*Percentage of a sub-sample of services users where abuse information was available

Impacts of abuse

- ▶ 19.4% of survivors reported feeling depressed or having suicidal thoughts because of the abuse. This was higher in refuge at 22.6%. 3.2% reported self-harming as a way of coping with the abuse.
- ▶ 1.5% of survivors experienced loss of consciousness as a result of head injury or suffocation or strangulation.
- ▶ 4.0% of survivors had to have treatment at A&E or the hospital and 2.2% reported needing GP treatment.



References

Hoeger, K. Gutierrez-Munoz, C. Sadullah, A. Whitaker, A. (2025). *Vulnerability Knowledge and Practice Programme (VKPP) Domestic Homicides and Suspected Victim Suicides 2020-2024 Year 4 Report*.

Women’s Aid. (2022) *“Are you listening?” 7 Pillars for a survivor-led approach to mental health support*. Bristol: Women’s Aid.

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