



Quetzal

Impact Report

1st April 2025 - 31st March 2026

About Quetzal

Quetzal is a specialist charity supporting women recovering from the trauma of childhood sexual abuse (CSA). We provide free, confidential and trauma-informed counselling and emotional support to women across Leicester, Leicestershire and Rutland.

We are a safe space where survivors are believed, understood and supported without judgement.

The impact of childhood sexual abuse can be lifelong, affecting mental health, relationships, physical wellbeing and survivors' sense of safety and self-worth. The right support can be transformational, however accessing appropriate services remains a significant challenge for many women. Quetzal exists to meet this need, offering flexible, ongoing support delivered by an experienced all-female team.

Our work empowers women to move towards recovery at their own pace, improve their wellbeing and build resilience, leading to significant positive outcomes over time.



Mission

To provide free and inclusive, counselling, support services, and outreach to empower female survivors recovering from the trauma of childhood sexual abuse

Values

Inclusive - We welcome all, challenge our own bias and appoint staff, volunteers and trustees who reflect the diverse communities we work among

Safe - We offer a confidential environment where female survivors can build trusting relationships with their counsellors, and a protective and nurturing environment for our staff

Integrity - We are honest and transparent, and seek feedback from those we support

Resilient - Our support provides female survivors with the space for action and to reflect on their abuse and enables them to take agency over how they cope, recover, respond and transform.

The Need for Our Services

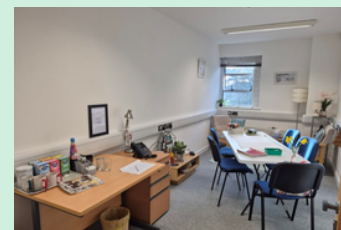
Child sexual abuse can have long-lasting impacts that extend well into adulthood. While experiences vary, many women live with the ongoing effects of CSA across multiple areas of their lives.

Common impacts include:

- Mental health difficulties, such as anxiety, depression, or PTSD
- Low self-esteem and shame, often rooted in experiences of powerlessness
- Difficulties with trust and relationships
- Emotional regulation challenges, like feeling overwhelmed or disconnected
- Coping strategies that may become harmful over time
- Physical health impacts, including chronic stress-related conditions

Many women do not disclose abuse until later in life, sometimes decades after it occurred. This can be due to stigma, fear, lack of safe opportunities to speak, or not recognising the impact earlier.

In 2025-2026 Quetzal received 464 referrals for support



Key Achievements 2025-2026

We supported **471** individual survivors

We delivered **4,011** individual interventions across our services

81% of our service users reported a meaningful improvement in their mental health after using our services

88% of service users 'Strongly Agreed' with the statement 'I would recommend Quetzal'

We facilitated **1353** hours of volunteering



Service Delivery

Over the year, Quetzal delivered 4,000+ individual contacts and sessions across counselling, group support, workshops and interim services, alongside community engagement and fundraising activity.

Counselling sessions

One-to-one, delivered in-person, online or via telephone.

2631

Coaching Sessions (New)

One-to-one coaching to build confidence, strengthen skills, and move toward goals

64

Events

Various events to fundraise and promote projects.

6

Emotional Support Calls

Delivered by trained staff and volunteers to maintain support while clients wait for therapy

912

Single Session Therapy

One-off therapy sessions offering practical coping strategies

72

Assessments

Clinical assessments by qualified therapists to match clients with appropriate support)

183

EMDR therapy

'Eye Movement Desensitisation and Reprocessing': a trauma-focused therapy that helps people process and reduce the distress associated with traumatic memories by using bilateral stimulation, such as guided eye movements.

143

Group Sessions

Artist-led Workshops

6

Strength and Confidence Building Sessions

20

Journalling Workshops

4

Drop-In Sessions

21

Counsellor-led Group Workshops (Emotional and peer support in a facilitated group environment)

18

Outcomes

We use CORE measures (Clinical Outcomes in Routine Evaluation) to track changes in wellbeing over time. These track wellbeing, symptoms, daily functioning, and risk.

2025-2026 outcomes

81% of service users decreased their CORE 34 'Clinical Score' indicating improved wellbeing

Other indicators

72% of respondents said they have a greater understanding of themselves

52% of clients reported feeling less hopeless

62% felt less overwhelmed by their problems

4.7 out of 5 rating that counselling has made a positive difference

Core outcomes

- **Improved emotional wellbeing**
- **Increased sense of safety and stability**
- **Greater self-understanding and reduced shame**
- **Healthier relationships and boundaries**
- **Stronger coping strategies and independence**

Impact and Outcomes; Survivor Voices

“My counsellor was good at stabilising and grounding me when things felt chaotic. Overall, I'm leaving therapy feeling more stable. I know I still have a long way to go but this has felt like the first step.”

“Counselling has empowered me to be more independent and given me the confidence to seek support from my GP for my mental health issues. Since starting therapy I have been able to form new friendships and remove myself from relationships I felt were unhealthy for me. I have been better able to articulate my feelings and have been given new ways to manage my feelings when I feel overwhelmed.”



“I wouldn't be here without counselling. Before counselling I was 95% suicidal - I can't remember the last time I had those feelings. I'm a completely different person now, compared to what I was back then. It saved my life, I can have a life and live.”



“The group sessions were really good. I didn't feel alone or to blame which was a great feeling! Being able to just talk with no judgement to my counsellor about anything that was bothering me was so helpful. The feeling of unburdening myself from more than 50 years of being confused about what happened to me and putting it into words has helped me so much.”

“Counselling has made a huge difference with the acceptance of myself and understanding what I have locked away and being able to process this. I now have the confidence to interact and be sociable and a more positive outlook in general.”

Case Study 'Jenny'

When Jenny was referred to Quetzal by her GP, she was struggling to cope. She was dealing with unresolved trauma, low confidence, and found it difficult to express her emotions or maintain healthy relationships. She experienced frequent panic attacks and had been diagnosed with anxiety and depression. An initial assessment confirmed the severity of her situation, showing high levels of distress and risk at the outset.

Jenny received 24 face-to-face counselling sessions. Support was structured but flexible tailored to how she processed her experiences and what they needed at each stage.

This personalised approach meant Jenny could move at a pace that felt safe, while still making steady progress.

We use CORE measures (Clinical Outcomes in Routine Evaluation) standard questionnaires used in many counselling and mental health services. They ask about things like wellbeing, symptoms, daily functioning, and risk. Scores were taken at the start and during support.

CORE-34 score moved from 'severe' to 'mild' distress (106 → 47)
Clinical score more than halved (31.18 → 13.82)
Risk reduced to minimal levels (2.2 → 0.2)

These changes show a meaningful improvement in how Jenny was able to function day to day. Beyond the numbers, she also reported wide-ranging changes in her life. She was able to:

- Build confidence and self-esteem
- Express thoughts and emotions more openly
- Develop healthier relationships
- Feel safer and more in control

Case Study 'Jenny' Cont...

- Re-engage with activities outside the home
- Improve self care and independence
- Reduce reliance on harmful coping strategies

Jenny also became more proactive about her health. She built confidence and was therefore able to access further support from her GP, leading to exploration of new treatment options.

Looking Ahead

Over the coming year, Quetzal aims to:

01

Raise awareness of the needs of all women who have experienced childhood sexual abuse.

02

Ensure beneficiaries have a voice in shaping Quetzal's services.

03

Become a leading trauma-informed organisation, well-known in our sector.

04

Build the future resilience of Quetzal by securing critical resources and sources of income.

05

Further embed safeguarding best practice into every aspect of our organisation.

With Thanks

We would like to thank our staff, trustees, volunteers, supporters, funders and most of all the women we work with who are the inspiration for everything we do.

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