



**VICTIM  
SUPPORT**

# Safe Spaces Quarterly Qualitative Report

29<sup>th</sup> September – 31<sup>st</sup> December 2020

## Key Performance Indicators (KPIs)

KPI:12: Service website includes relevant information about other agencies and how to contact them

The Safe Spaces Website is now in place at the following URL: [www.safespacesenglandwales.org.uk](http://www.safespacesenglandwales.org.uk)  
The team are finalising their consultation with victims and survivors on branding and content. It was agreed that a basic directory of services and self-help would be developed. It is the Safe Spaces team's intentions that this will be coproduced with victims and survivors through the Safe Spaces Steering Group and the Safe Spaces Development Network.

It is intended that the website will be continually developed and improved in consultation with survivors, currently relevant information about other agencies can be found on the additional resources page and includes the following.

The image shows a screenshot of the Safe Spaces website. It is divided into two main sections: 'My Support Space' on the left and 'Useful links' on the right.

**My Support Space**

My Support Space is a free, safe, secure and confidential online resource provided by Victim Support designed to help you manage the impact that crime has had on you. These support resources are also appropriate for victims and survivors of abuse.

My Support Space contains interactive guides covering a range of topics such as sleep, trauma, difficult emotions and wellbeing. Each guide contains videos, techniques, activities and tips, and can be completed at your own pace.

You can also create an online diary, find useful resources and request direct support.

Create your free account [here](#)

At the bottom of this section are two logos: 'VS' (Victim Support) and 'My support space'.

**Useful links**

- Catholic Safeguarding Advisory Service
- The Church Of England Safeguarding
- The Church in Wales Safeguarding
- The Church Society - What is Spiritual Abuse?
- Citizens Advice
- Ministry of Justice: Code for Victims
- My Support Space - Victim Support's online platform containing interactive guides
- MACSAS
- Mind
- National Association for People Abused in Childhood
- Royal College of Psychiatrists: post-traumatic stress disorder
- Rape Crisis
- Samaritans
- The Survivors Trust
- Survivors UK
- Survivors Voices
- Why me?
- thirtyone:eight
- Victim Support

Whilst it is important to have links to other services for survivors to access, some may have long waiting lists. Ideally, individuals visiting the site would make contact with the Safe Spaces team so we can ensure that holistic support can be offered via an assessment and a support plan; which will aim to meet the diverse needs of an individual. Enquiries can then be made to appropriate services to ensure they have capacity and effective partnership working can ensure that the client's journey avoids retraumatisation by avoiding them having to repeat information about their incident(s) to

numerous services. However, individual choice is crucial, so we will aim to discuss with survivors the best way to provide this alternative information.

The safe spaces website is intended to be a continually developing service, which will be directed by the needs of victims and survivors, articulated to us through our feedback forums; the steering group, the development network and feedback forms sent to service users. With this in mind, we see our progress in this area as a continuous process throughout the length of this contract.

<b>Key Performance Indicators (KPIs)</b>
KPI.39: No of grant payments of up to £5,000 per group made community groups supporting victims/survivors of abuse.
KPI.40 Min 4 grant payments made in first year of contract.
KPI.41: 10% of contract grant funding to be made to a community group or groups in Wales.

In this quarter Safe Spaces have been focussing on the preparation of a procedure to develop a robust and fully inclusive plan to provide grants. This plan includes the advertising, an application toolkit, the criteria and selection process of eligible applications.

By the next quarterly report we will be able to report on our progress with the first wave of grant provision and outcomes will be presented in the quantitative report.

<b>Key Performance Indicators (KPIs)</b>
KPI.44: A minimum of 1 engagement event/activity per quarter

Prior to this quarter (Q1), the Safe Spaces team held various sessions with DSAs and Survivors updating them on the progress of the Service. The team also attended various training sessions led the Church of England and the Catholic Church of England and Wales throughout September. This was in depth training on the safeguarding procedures within the Church's and also included training delivered by a survivor on their experience and how the additional spiritual element in relation to their abuse impacted on their trauma.

On 16<sup>th</sup> October, Safe Spaces held interviews for the final advocate post. Two individuals were invited to participate within the interview panel, one from the Survivor's Reference Group and one from the Catholic Advisory Panel.

During this quarter (Q1), a webinar consultation was held with victims and survivors regarding the Safe Spaces branding.

On Saturday the 19<sup>th</sup> December, a Safe Spaces newsletter was distributed to the Church of England, the Catholic Church of England and Wales and the Church in Wales to share with their contacts. It

was also sent to existing Safe Spaces contacts and to service users who had expressed an interest in receiving ongoing communication. The newsletter also invited individuals and agencies to join a mailing list, which has resulted in an additional 27 contacts for the mailing list.

On the 19<sup>th</sup> of December, accompanying the newsletter, an invite letter, including a briefing and expression of interest form was sent out via the Church of England and the Catholic Church of England and Wales as well as to a number of Safe Spaces' contacts and survivor groups.

<b>Key Performance Indicators (KPIs)</b>
KPI.45: Provision of a quarterly report, alongside an annual report, which sets out how victims and survivors have been involved in the ongoing development of the Safe Spaces Service

As discussed above in KPI 44, a detailed consultation process has been executed with victims and survivors regarding the Safe Spaces branding, namely the Safe Spaces logo, colour palette and strap line.

Prior to this quarter (Q 1), the Safe Spaces implementation team (Victim Support staff) undertook webinars with the Catholic Church's Survivor Advisory Panel and the Church of England's Survivor Reference group in July and August. Following these webinars, Safe Spaces send out a questionnaire focussed on branding, marketing and the Safe Spaces website, with an online survey link gathering feedback on the webinar themselves. In addition, we also asked participants if, and how, they would like to be engaged with Safe Spaces in the future.

The questionnaires and survey links were sent to our Church contacts, for distribution, in August 2020, for circulation following the webinars

Through discussion with the Church of England and the Catholic Church of England and Wales, and feedback gained from survivors groups, it was agreed that further consultation was needed, using both a direct consultation approach (webinar) and a further survey distributed more extensively. A branding webinar was held in November 2020.

Utilising findings from this webinar, a further survey was designed using a selection of logos. This survey was then distributed widely via our contact lists, including Safe Spaces service users and survivor groups. We also included information in our newsletter, and placed a link to the survey on our website. This reflects our growing stakeholder network, and represents a significantly broader distribution than the survey focussed on webinar participants in the late summer.

In addition to this, as discussed under KPI 44, Safe Spaces have begun the process of developing the engagement strategy, which will in turn form the communications and delivery action plan. This will include the creation of two groups. The Safe Spaces Steering Group, designed to support the continuous improvement of the Safe Spaces project, within the boundaries of the service contract and resources. Areas of potential interest may include, but are not limited to:

- Support materials and resources, whether digital or facilitated by Advocates.
- Key messages to potential service users.
- Website content.
- Communications planning, including messaging tone and audience and social media.

- Team development potentially including learning opportunities

Safe Spaces recognises that not all Survivors will be able or willing, to be 'spokespersons' on a strategic level and may choose to engage in support services, without the requirement to be part of a strategic group. As such we will also be establishing a virtual Development Network. The 'Network' will provide interested parties with an opportunity to learn more about the service, to understand the ongoing developments, and to contribute their thoughts and feedback 'virtually'. Initially we anticipate that the network will communicate primarily by email, but in time we will consider other feedback methods, such as virtual forums.

Safe Spaces have begun the process of engaging victims and survivors, stakeholders and interested parties to join the steering group and the development network. Before Christmas, information regarding both the steering group and the development network were sent out via the Church of England, the Catholic Church of England and Wales, Survivors Groups and safe spaces contacts to encourage interested parties to express an interest in joining us.

The Safe Spaces Newsletter is also an important method of including the victim and survivor voice in safe spaces. It is the intention that the newsletter will now be co-produced with the steering group and the development network. We will encourage victims and survivors to write articles and it will also be a useful device for articulating changes that we have made in response to service user feedback, in the sense of 'you asked....we did' themed articles.

<b>Key Performance Indicators (KPIs)</b>
KPI.46: Development and execution of a communications strategy produced by Victim Support in consultation with Church of England and Catholic Church in England and Wales

Since the launch of the project, there have been a number of communications with the church and survivors, mainly outlined in KPI44, KPI45 and KPI48. These included information sessions, training sessions, 1-1 discussions with diocese, safeguarding advisors, external stakeholders such as 31:8 and other survivor groups. Once the Survivor engagement strategy has been agreed, we aim to develop, in conjunction with our steering group, a communications action plan for the duration of the project. This will include elements such as quarterly newsletters and positive news articles about the service.

<b>Key Performance Indicators (KPIs)</b>
KPI.47: The production, sharing and implementation of standard referral form, referral pathways, information sharing protocols.

Prior to this reporting period (Q1), a referral process and form was developed and distributed to diocese within all Church of England and Catholic Church of England and Wales. Through conversation with the Safeguarding Team within the Church in Wales, we have identified some differences in practice and procedure and have now agreed a process for victims and survivors to self-refer.

As the Safe Spaces website is now further developed, we have also now developed a secure electronic web referral form that can be used to send referrals from church DSA, police and other stakeholder agencies with consent or for victims and survivors to self-refer confidentially.

Information sharing protocols are being developed as the service develops and partnerships are created with stakeholders.

<b>Key Performance Indicators (KPIs)</b>
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KPI.48: No of engagement events with both denominations
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As discussed in KPI47 in the early days of the Safe Spaces service, referrals were sent to us securely via email. In this instance, we had communications with a number of diocese within the Catholic Church of England and Wales and the Church of England to agree referral pathways.

Throughout November and December, the Safe Spaces team have had fortnightly meetings with staff members from National Safeguarding Team and the national Catholic Safeguarding Training Coordinator for the purpose of the ongoing training and development of the staff team.

Additionally, a Safe Spaces advocate met with the Archbishops' Advisers for Appointments & Development, to discuss how safeguarding concerns or other allegations are managed in the episcopal pooling and appointment process.

As referred to under KPI 47, the Safe Spaces Project manager met with the Safeguarding Manager from the Church in Wales to discuss and agree future partnership working.

<b>Key Performance Indicators (KPIs)</b>
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KPI.49: Production of publicity materials
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Whilst we recognise the need for publicity materials, it was felt preferable to wait until branding had been formally agreed to avoid any confusion. Safe Spaces staff have designed some rudimentary leaflets for safeguarding officers to share basic information with victims and survivors. However, the hope is that these will be co-produced with the Steering Group and Development Network once the branding has been finalised

As discussed above the Safe Spaces Newsletter has been disseminated and we now have a mailing list of 27 contacts who wish to continue receiving it.

<b>Key Performance Indicators (KPIs)</b>
KPI.50: Victim Support to provide a quarterly and annual written report on the service, impact, activity and any issues, challenges and risks identified including equalities monitoring info and the case study.

This quarterly report has hopefully provided relevant information to highlight the Safe Spaces service, impact and activity.

So far, the project manager has been in a position to notice some trends. It seems clear from cases that Safe Spaces have worked with, that abuse resulting to sexual harm was the most frequent. A significant number of these were relating to sexual abuse that occurred a long time ago and the victim had not received adequate support to receive acknowledgement of the harm done to them, or support to resolve their trauma.

Due to the very nature of Safe Spaces virtual support being anonymous and accessible. We have experienced a noticeable number of contacts from individuals who do not meet the referral criteria and have significant support needs. As the service user has chosen to remain anonymous, this poses a challenge in being able to refer these individuals on to relevant services such as crisis support. This issue is manageable currently and the team will continue to monitor it to assess if any additional resources need to be targeted in this area.