



# Safe Spaces Quarterly Qualitative Report

1<sup>st</sup> April – 30<sup>th</sup> June 2021

<b>Key Performance Indicators (KPIs)</b>
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KPI:12: Service website includes relevant information about other agencies and how to contact them
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In the Q2 Jan to March quarterly report, we discussed how the Safe Spaces website has been updated with a directory of services.

In this quarter we have uploaded the Safe Spaces Newsletters, Leaflets and redacted quarterly and monthly reports. Additionally, we have now uploaded all information regarding the Safe Spaces grants scheme.

There is a long term plan to involved Victims and Survivors in co-producing some website content. This will be discussed at the next steering group meeting.

<b>Key Performance Indicators (KPIs)</b>
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KPI. 34: Provide a quarterly anonymised case study
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Redacted

<b>Key Performance Indicators (KPIs)</b>
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KPI.39: No of grant payments of up to £5,000 per group made community groups supporting victims/survivors of abuse.
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KPI.40 Min 4 grant payments made in first year of contract.
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KPI.41: 10% of contract grant funding to be made to a community group or groups in Wales.
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The grants scheme guidance and process has now been agreed, documented and published. All documents were disseminated across Safe Spaces and Church contacts, as well as being uploaded to the Safe Spaces Website.

The Victim Support area manager disseminated this across area managers in Victim Support to raise awareness and to request that it is passed on to their local contacts. Additionally the information has been disseminated via the following methods:

- In a VS policy update that is circulated nationally and also sent to VS partners.
- Across all police and crime commissioners who have been asked to forward on to their contacts.
- In a neighbourhood network (voluntary sector) newsletter for east of England – sent via the operations manager in Hull.

- Via a feature of the week article about the grants service in a victim support communication that has been circulated across internal victim support services and to external statutory and voluntary sector organisations.

The deadline for applications is 30<sup>th</sup> July 2021. From here, there will be a week where the Safe Spaces administrator will initially screen applications and ensure that applicants have included all relevant documentation. After this, the grants selection committee, which will be made up of the project manager and 3 steering group members, will review applications and allocate funding. With the hope of all funds reaching applicants by the 1<sup>st</sup> week of September.

So far, we have had 5 enquiries, where applicants are hopeful to submit a grant but had some questions. If the total of the funds are not distributed within the first round, we will allow applications after the deadline with an expectation that the funds are spent by the 31<sup>st</sup> August 2022.

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

The development of the Safe Spaces grants scheme has been an extensive piece of engagement that took a significant commitment from the Safe Spaces team and 3 steering group members. The Safe Spaces project manager and 3 members of the steering group met on the 24<sup>th</sup> and the 27<sup>th</sup> May, the meetings totalling 5 hours of engagement time to review the current procedure, guidance and paperwork. The project manager then made final edits and sent for a final review before uploading it.

In addition there was ongoing engagement with the steering group regarding the development of publicity materials and also regarding the development of the process for paying victims and survivors for co-production. This is discussed under KPI 45.

<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

A report was produced, which the project manager presented to the board on behalf of the steering group. This was followed by a change order, submitted by Victim Support to the Board to use the grants payment scheme to pay victims and survivors for co-production. We are pleased to say matters regarding paying Victims and Survivors has been resolved and from this point onwards Victims and Survivors will be paid for co-production work. This facility began in time for the co-production work on the Safe Spaces grants programme and payment has been offered to the Victims and Survivors who engaged with it.

As referred to above, there has been an extensive piece of engagement developing the Safe Spaces grants scheme. This has involved 2 meetings with steering group members, who also identify as a victims/survivor of Church abuse. In preparation for these meetings, the Safe Spaces project

manager made initial phone calls to answer any questions and provide support for any technological issues. Following the meetings the project manager made several further calls to ensure that all members of the subgroups views were fully articulated and taking into consideration for this process.

Following feedback from a steering group member regarding the development of our leaflets, the project manager accepted the challenge that she had not consulted with the steering group in the development of these. The project manager met with the steering group member to rectify this and as a result the steering group member volunteered their time to create new leaflets, which were sent to the steering group for further consultation before being published.

Victims and survivors have contributed to the Safe Spaces Newsletter, which is due to be published by the 18<sup>th</sup> July. Here you will see that we have included a feature on Survivors Voices, in consultation with the founder who has engaged with the Safe Spaces Service. Additionally, the grants sub committee were invited to share their experiences of engaging with the development of the grants process. Again, we have included some art work that one of our clients has done and wanted us to share.

The next Steering group meeting is currently being arranged and it is hoped will be held in August or Early September.

<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

On the 6<sup>th</sup> of April in the Safe Spaces contract meeting, the project manager was asked to share a detailed delivery plan to ensure that the service meets it contracted deliverables for the service going forward, with a deadline of two weeks from the meeting. This was shared as agreed by the 14<sup>th</sup> April.

The creation of promotional material was part of this delivery plan and they were disseminated this quarter.

There was a meeting on the 5<sup>th</sup> July with Safe Spaces and the communication teams from the Church of England, the Catholic Church in England and Wales and Victim Support. In this meeting, we agreed a cautious path forward in engaging with the media, to promote the Safe Spaces service, around the anniversary of the launch. We agreed to look at some of the achievements of the Safe Spaces service and potentially include some positive case studies. We agreed that Victim Support would lead on this and that the communications team would present a plan to the directors by the beginning of September.

<b>Key Performance Indicators (KPIs)</b>
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KPI.47: The production, sharing and implementation of standard referral form, referral pathways, information sharing protocols.
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Referral forms and pathways have been developed and discussed in previous quarters.

Within this quarter, Safe Spaces have agreed information sharing protocols with the independent evaluators, Rocket Science. This has included developing joint data protection impact assessments (DPIA) and a formal Data Sharing Agreement (ISA).

<b>Key Performance Indicators (KPIs)</b>
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KPI.48: No of engagement events with both denominations
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On the 26<sup>th</sup> May, the Safe Spaces project manager and a caseworker, provided a presentation to the Christian Safeguarding Forum about Safe Spaces. The Christian Safeguarding forum is made up of representatives of all Christian denominations.

On the 27<sup>th</sup> May, a Safe Spaces caseworker provided a presentation promoting Safe Spaces to the Diocesan Safeguarding Panel within the Catholic Diocese of East Anglia. Below is the feedback that this caseworker received.

*"I am writing to you following Xxxxx's wonderfully engaging presentation yesterday evening to our Parish Safeguarding Representatives (PSR) here in the Roman Catholic Diocese of East Anglia. Xxxxx's presentation outlined in detail what Safe Spaces do, eligibility, trauma informed approach, spiritual abuse with an anonymised case study and the opportunity at the end for questions. The PSRs are all volunteers and there is a variety of experience amongst them. Xxxxx's presentation was pitched at exactly the right level; she was clear and articulate, used effective and not overly-wordy slides and was engaging throughout. I have had great feedback from our team and I would like to thank you for allowing Xxxxx to join us, and to pass on our appreciation to her.*

The 14<sup>th</sup> June was the presentation to the Safe Spaces Board, which again consists of representatives from the Church of England and the Catholic Church of England and Wales. The area manager provided an update on the service and survivor engagement. As well as a presentation on lessons learned so far during the pilot period.

<b>Key Performance Indicators (KPIs)</b>
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KPI.49: Production of publicity materials
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As discussed above, leaflets and posters have been created to promote the Safe Spaces Service. These were disseminated across Safe Spaces and Church contacts, including contacts of the Safe Spaces steering group and development network. In addition, posters and leaflets were sent to Area Managers across the organisation to disseminate amongst local contacts. Are these also on our website?

In addition to this, the Safe Spaces newsletter creates a high level of engagement and promotes the service.

All of the Safe Spaces monthly and quarterly reports and newsletters are updated to the Safe Spaces website on a regular basis. As well as important information relevant to Safe Spaces, for example a feature about the evaluation.

There has also been several publicity activities in relation to the grants scheme and the Rocket Science evaluation. This is discussed under KPI's 39 to 41 for the grants and under KPI 50 for the evaluation.

<b>Key Performance Indicators (KPIs)</b>
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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.
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Hopefully this report, along with the quarterly KPI report has answered several elements of this KPI. Such as the case study in KPI34. Case study has been redacted for confidentiality reasons.

Within the KPI, you will find that we have received 5 satisfaction surveys this month. This is out of 17 surveys sent out to appropriate clients at the points of closure, which shows a return rate of 29%. Whilst the figures on themselves look rather low this actually is a significant improvement on the previous quarter, where we sent out 15 surveys and received 2 back showing a return rate of 13%. You will see we have offered a brief explanation in the KPI report about reasons why a survey may not be sent out. The reasons for this would be in cases where we do not have contact details for a client who has used the Safe Spaces service, as they have used it anonymously or if we have closed a case because the client did not meet the referral criteria and therefore we have not done any meaningful work. We do acknowledge the importance of gaining service user feedback, and we are currently exploring ways to make this easier and this is on the agenda for the next steering group meeting. Whilst we understand the importance of our service user surveys in order to gain information for our KPIs, additionally there is now an alternative method of gaining service user feedback through the Safe Spaces independent evaluation. At the point of closure, service users are given the opportunity to engage with this evaluation either by consenting to a caseworker forwarding their details on, or by contacting Rocket Science directly which allows for a more confidential approach.

You will note again that there has been a decline in new referrals this quarter from the previous quarter (Jan-March new cases – 44, April – June new cases – 34), however the number of active cases remains steady (Jan-March active cases – 76, April – June active cases 81). In terms of the type of work being done, this quarter has seen a much higher count of instances of advocacy (Jan-Mar 61, March-June 79), ongoing emotional support (Jan-Mar 180, March-June 228) and signposting (Jan-Mar 15, March-June 39). Whilst it is impossible to know the reasons for a decline in new referrals, it could be that referrals are steadying after an initial surge following the launch. However, the amount of work that is being done has been consistent throughout the quarters. During case supervision with the caseworkers, it seems clear that the cases that are still open from previous quarters are rather complex cases, which require in depth input from caseworkers and from the management team. This explains why workload has not reduced in line with new referrals. The caseworkers are in fact extremely busy.

Regarding equalities monitoring. This information was redacted from the public report for confidentiality reasons. The KPI report under KPI30, shows the equality, diversity and inclusion (EDI) data we have collected in the previous quarter. As the team is steadily improving our confidence and procedures for collecting EDI data, we are happy to report that we can now begin to identify some trends of the demographic of people using our service. However, it must again be noted that this data can only be collected when clients are not anonymous and consent to giving us this data. As you can see this quarter, from the service users who have been happy to share their gender, there seems to be an almost equal balance in the gender of people using the service.

A key activity of the service this quarter has focussed on working with the independent evaluators, Rocket Science, to support the evaluation. Within the previous quarter the Safe Spaces project manager has attended 7 meetings, 4 of which have also been attended by the VS area manager. These meetings have largely been to agree information sharing protocols and also to ensure that Safe Spaces can be as effective as possible in helping Rocket Science meet their proposed methodology. The Safe Spaces wider team also met with Rocket Science for an introductory meeting. Additional work has been completed to ensure that victims and survivors are aware of the evaluation. The evaluation has been added to our service user feedback forms, information about the evaluation and contact details have been uploaded to the Safe Spaces website, additionally an article about the evaluation was featured in the Safe Spaces Newsletter.

Throughout this report, we have referred to the level of complexity that some of the cases demonstrate, to illustrate how case workers are still very busy even though new referrals have reduced from Q1.

As an advocacy service, with mainly self referrals, clients contact us directly and often disclose multiple and detailed communications and information with the church. This is helpful in order for us to support them in dealing with church procedures and practices. However, if a case is reported to the Police which involves sexual violence, we become ISVAs, which bring a new complexity and dimension to our supporting role and means that our caseworkers are operating a dual role. If we have received first disclosure of the offence, we have to give statements. If we have case notes, they are often subpoenaed by the Police, which involves going through case notes and redacting third party information.

The caseworkers do not solely provide an ISVA service, their person centred support places the victim and survivor in control of how they prefer to communicate. The service provided expands beyond the normal ISVA role to managing communications with the Church and Safeguarding teams, as well as emotional support and advocacy. This makes managing boundaries extremely challenging

and can be resource heavy. As elucidated through the report, the team manage this balance well but can be time consuming and intensive work.

Finally, the service manager has been working hard with the team to begin consultations about returning to the office. This has included completing risk assessments, discussion in one to one's about staff members preferences, hopes and anxieties about returning to the office and developing a detailed regrouping plan. Whilst also recognising that this is a virtual service and the achievements of continuing to run a complex team service from home for the majority of the past year.