



# Safe Spaces Quarterly Qualitative Report

1<sup>st</sup> July – 30<sup>th</sup> September 2021

Key Performance Indicators (KPIs)
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KPI:12: Service website includes relevant information about other agencies and how to contact them
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Within the previous quarter, we have continued to update and improve the service. We have embarked on a new relationship with Jump Media, who will be providing a security maintenance service, as well as offering technological support as required. The project manager, updated the front page of the website to include details of the independent evaluation provided by Rocket Science. Ensuring that this is more visible and hopefully encouraging interested parties to participate in the evaluation. The newsletter and quarterly reports were also uploaded for public consumption. As Safe Spaces are now into round 2 of the grants service, the project manager also uploaded revised documents that reflect the new deadlines. In addition, we uploaded a statement acknowledging the one year anniversary onto the Safe Spaces website.

Key Performance Indicators (KPIs)
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KPI. 34: Provide a quarterly anonymised case study
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Key Performance Indicators (KPIs)
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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 Safe Spaces Steering group formed a grants committee for the purpose of reviewing all grants applications, agreeing successful applicants and allocating funding accordingly. The sub-committee was made up of the Safe Spaces project manager and 3 victims and survivors who are steering group members.

In round 1, Safe Spaces received 8 grant applications. The grants committee carefully reviewed all of these applications in a series of meetings lasting a total of 6 hours.

The grants committee wholly agreed that 4 of the applications should receive funding, details of the successful projects are below.

**Newcastle Diocese: Church of England - If I Told you What Would you do**

To design and develop accessible multimedia resources and materials to engage survivors of church based abuse and educate those who need to respond well to them (infographic poster with supporting and expanding postcards; art exhibition and original music score; short animation exploring helpful and unhelpful responses to survivors, all produced by those with lived experience of church based abuse).

- Three engagement and promotion events (spring 2022): Newcastle Cathedral, Hexham Abbey and in a Secular Venue/online.
- Establish Peer Support Group, co-facilitated by 'If I Told You What Would You Do?' leaders, meeting monthly, sessions alternating in person/online.

This project is match funded by the Church of England, Diocese of Newcastle

### **Survivor Voices: Church of England - #Church Too Programme**

Survivor's voices will pilot 3 peer support groups run by survivors of church abuse, with 2 distinct formats to meet the needs of different groups. There will be planned facilitated sessions, with the opportunity to continue as a peer-facilitated support group.

- 'Unshamed' will run a church-based group for survivors and others with 6 biblically-based sessions aimed at healing and empowerment.
- 'Unbinding' (for survivors only) will run in a diocese in partnership with the Safeguarding Team; and a virtual national group. This will comprise 6 core & 4 optional sessions covering themes and tools e.g. trust, forgiveness, reporting, support & advocacy.

### **MACSAS (Survivors Reference Group): Church of England**

The grant money will allow the SRG to continue its work. The SRG is intended to be a formal mechanism for survivors representation for the CofE. The members of the current steering group are all survivors of abuse in the CofE and are committed to improving safeguarding and the prevention of abuse in the Church and to developing better engagement with, and support for victims and survivors whether they are still a part of the Church or have left.

Key activities include policy consultation and development in relation to safeguarding, survivor engagement and redress, training development and delivery, sitting on interview panels, advocating for Church abuse survivors and peer support.

### **The Voices of Awareness Creative Media Group (VOACMG): Catholic Church - "Dedicated to supporting you to develop your own ideas."**

Survivors of Institutional Abuse establishing, managing, hosting & expanding creative media platforms to amplify the diversity of voices, perspectives, concerns, wisdom, expertise, lived experiences & ideas of all survivors of institutional abuse, equally.

Survivors of church related abuse will have a (virtual) center dedicated to supporting ourselves to develop our own ideas, encourage discussion and peer support through YouTube, Instagram, Facebook and Twitter.

Throughout, VOCAMG be inviting survivors & allies to join the growing community. These connective opportunities will help to reduce loneliness & isolation for all participants, be they viewers, listeners, readers or participant members in each event.

Regarding the unsuccessful applications, 3 of the 4 of these were mainly due to the fact that they were not focussing on church survivors in their applications, nor explained how they would engage survivors of church-based abuse. These groups have been given this feedback and invited to apply again in Round 2. So far, one of the groups has reapplied.

We have received grants acceptance letters and invoices from all of these agencies and payment is now being processed.

The 4<sup>th</sup> unsuccessful applicant did not include any of the required additional paperwork in their application. The project manager contacted the applicant advising them of the additional documents required and received no response. Therefore we can only assume that the applicant decided they no longer wanted to proceed.

Round 2 of the grants programme has now been advertised, with a closing date of 8<sup>th</sup> October. We have worked closely with the Catholic Church in England and Wales and the Church in Wales to promote this grant round in Wales as one of the KPIs is that 10% of grant funding goes to groups within Wales.

So far Safe Spaces has received 2 fresh applications and 1 enquiry.

One of the applicants has reapplied after being unsuccessful in round 1 and receiving feedback from the panel.

<b>Key Performance Indicators (KPIs)</b>
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KPI.44: A minimum of 1 engagement event/activity per quarter
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Much of the work of the steering group over the previous quarter has been focussing on the grants selection committee. This indeed took a significant commitment from the victims and survivors who had put themselves forward to participate. This work was paid for by the grant that we secured in the previous quarter. As discussed above the panel met for a total of 6 hours, over two meetings. However additional hours were spent by the panel reading the applications to prepare for the meeting.

The project manager received contact from a previous service user of Safe Spaces, asking for opportunities to engage in a proactive way. She was invited to join our steering group and as a result put herself forward to participate on the grant selection committee. She also participated in the independent evaluation with Rocket Science. We feel incredibly grateful to have someone who has

personal knowledge of the experience of being a Safe Spaces service user join us and give her time so kindly to steer us forward.

In addition to this Safe Spaces has been through a recruitment process for the new caseworker, following the previous caseworker leaving in August. The interview panel included 2 victims and survivors who put themselves forward to participate after a call went out to the steering group. The interviews lasted over two days and resulted in Safe Spaces recruiting an excellent staff member.

<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, victims and survivors have been integral to the ongoing development of the Safe Spaces service. The participation of victims and survivors in the grants committee has been vital and the unique perspective of the individuals on the committee has been fundamental to the success of the first stage of grant giving.

This can be demonstrated by the feedback that was given to the unsuccessful grant applicants. As mentioned above, 3 grant applicants were given detailed feedback and invited to reapply in round 2 of the funding. This feedback mostly focussed on that fact that it seemed evident from the applications submitted, that substantial thought had not been given to the specific needs of individuals and families who has been affected by abuse in a faith context. The applications were very professional, however it seemed that what was on offer was an extension of already formed services to people who have experienced church related abuse, rather than a bespoke service that has been designed through consultation or co-production with victims and survivors. The panel were very vocal about this and helped myself as manager write extensive feedback to provide and encourage them to reapply demonstrating that they have taken this education on board.

This education is vital to create sustainable societal change and without the expertise of the victims and survivors on the grant selection committee, the quality of the education provided would have been significantly diminished.

<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

The Safe Spaces service celebrated its one-year anniversary on 29th September 2021. A press release from Victim Support was sent to the Church Times and the Catholic weekly 'Tablet'. In addition, the press release was posted on the Safe Spaces website, Victim Support website and mentioned on our national twitter account.

There has been continued collaboration between Victim Support and Church of England, Catholic Church in England and Wales and the Church in Wales leaders to ensure that information has been disseminated regarding the Safe Spaces Grants Scheme.

All relevant paperwork regarding the grants scheme was uploaded to the Safe Spaces website. The Project manager of Safe Spaces disseminated grants scheme paperwork access the Safe Spaces mailing list, the development network and the steering group. The safe spaces newsletter included an article about the grants process also. The Victim Support Area Manager also ensured that information about the grant scheme was included in the Victim support newsletter bulleting, as well as the information being disseminated across all area managers within Victim Support, with a request for it to be shared with local partners.

Leaders within the Catholic Church in England and Wales, the Church of England and the Church in Wales also ensured that the grants information was shared internally across diocese and with external partners. This ensured that the information was received far and wide. It was reported by a member of the steering group that they had received notification of the grants process several times, which they felt was an encouraging sign.

As well as this, there has been intensive collaboration between the Safe Spaces team and Rocket Science to ensure that information about the independent evaluation of Safe Spaces is distributed as far as possible. This work included an article in the Safe Spaces newsletter, information about the evaluation with a link to participate being uploaded to the Safe Spaces website, information about the evaluation being added to the end of service survey and also team members discussing the evaluation with service users on a regular basis. This has resulted in Rocket Science having enough initial research participants to enable them to provide the first evaluation report. This work is ongoing and further meetings are arranged to continue this work.

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

Referral forms and pathways have been developed and discussed in previous quarters.

<b>Key Performance Indicators (KPIs)</b>
KPI.48: No of engagement events with both denominations

Within the previous quarter, Safe Spaces staff have provided a presentation to the Church of England's Diocese of Northampton's Safeguarding panel.

<b>Key Performance Indicators (KPIs)</b>
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KPI.49: Production of publicity materials
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Within the previous quarter the publicity has mainly focussed on the grants process. A leaflet was designed, along with grant guidance. This was co-produced with the steering group in the previous quarter. All of this was uploaded to the Safe Spaces website.

<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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As you can see from the figures in the previous quarter, the number of new referrals has picked up slightly from 34 (QTR 3, April – June) to 40 this quarter. This has been during a time when the Safe Spaces team have faced some additional staffing challenges due to a caseworker leaving at the end of July and the administrator leaving at the end of August to take on new roles. This was in addition to the usual challenges that any team would face over summer; which is balancing staff members leave with service efficiency.

The Safe Spaces manager took the following action to ensure that service delivery could be maintained. Firstly, for the period of July to the end of August, whilst Safe Spaces recruited new staff, the administrator, who had already benefitted from the training provided by the NST and additional training by Victim Support, stepped up to take a triage assistant position. This meant that she increased her hours from her part time administrator role to a full time position. As part of her new role, with the additional hours she was working, she responded to new referrals received via the phone line, email and live chat, offering a triage service before cases were passed to caseworkers for more intensive work. This was very successful as it meant that caseworkers were freed to focus on their existing cases and new cases, which were identified as needing intensive work. We have now recruited a full time caseworker who is currently engaging with training and shadowing staff members before picking up casework. Additionally, we have now recruited a replacement administrator. As we have a full team in place, the administrator will be working part time and solely fulfilling the duties of administrative support for the service which means that she will not have regular contact with Victims and Survivors.

You can see from this quarterly report that there has been a slight decline in activities recorded from 1001 (QTR 3, April – June) to 901 this quarter. The caseworkers have reported that a number of their cases have been less responsive over the summer period, or have asked for their cases to be paused. This could be as a result of summer being more busy with clients taking holidays or wanting to focus on family. We will review this over the next quarter.

This is also reflected in the number of service deliveries. Again, the same explanation is relevant here.

Similar to the previous quarter, we have received a lower response than hoped for the satisfaction survey. Of the victims and survivors that we sent forms to, we are aware that two individuals asked

to be put in contact with Rocket Science rather than complete the survey, so we facilitated this. Additionally, as Manager, I have had conversations with two people who did not want to complete a form but wanted to offer verbal feedback. One of these clients wanted to express a dissatisfaction regarding Safe Spaces ability to provide legal support. The project manager wanted to facilitate this individuals voice being heard and therefore this was one of the clients who was put in touch with the evaluation

Information redacted here.