



Safe Spaces Quarterly Qualitative Report

1st October 2021 to 31st December 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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The website has seen several updates this quarter.

In the Additional Resources section, amendments were made to the information about the Catholic Standards Safeguarding Agency (CSSA), following its replacement of the Catholic Safeguarding Advisory Service (CSAS). Information was also added about the conversion therapy helpline run by the LGBT+ charity Galop, following some networking between the Galop and Safe Spaces team.

The latest grants forms, redacted copies of the quarterly, annual reports, as well as November's newsletter were all uploaded to the website

Key Performance Indicators (KPIs)
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KPI. 34: Provide a quarterly anonymised case study
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redacted

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.

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.

Round 2 of the grants process saw 4 new applications. Of which 2 grants were allocated.

These were to:

Mersey Counselling and Therapy Centre (MCTC) - MCTC applied for funding to provide fully professional counselling, psychotherapy and/or spiritual accompaniment sessions for people who have suffered abuse through their churches, whether that abuse is physical, sexual, emotional or spiritual. They hold a strong relationship with the Archdiocese of Liverpool and plan to receive referrals via this link.

Men Against Sexual Abuse (MASA) – MASA aim to use the grant to create an awareness of sexual abuse and provide 1-2-1 support and group support to men who have been sexual

abused through no fault of their own. MASA have created a relationship with the Diocese of Truro to target this support at victims and survivors of Church related abuse.

It is worth noting that both of these applicants previously applied in round 1 and were rejected. After receiving in depth feedback from the grants assessment panel, which mainly focussed on ensuring that the proposed projects met the specific needs of victims and survivors of Church related abuse, they reapplied and were successful.

Two other applicants were rejected in round 2. It was identified by the panel that the applicants hadn't demonstrated any consultation with victims and survivors about their needs and it appeared to the panel that those projects were not victim and survivor focussed. Again, in depth feedback was provided by email and with one of the applicants the Safe Spaces project manager attended a video call to offer the feedback in person. Both applicants have been invited to reapply demonstrating that they have taken the feedback on board.

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

The grants assessment panel, made up of the Project manager and 3 victims and survivors who are also steering group members was held on the 22nd and the 28th October. Each meeting took 2 hours, followed by several emails after, to discuss and score the applications, allocate funding and co-produce the feedback for the 4 applications.

Additionally, the Safe Spaces steering group meeting was held on the 2nd of December. This was attended by six victims and survivors who are valued steering group members. In this meeting we agreed that more frequent meetings were necessary. The next meeting has been scheduled for the 12th January 2022. Future smaller meetings with victims and survivors are planned; to explore how Safe Spaces can improve their service user feedback collection and create a survivor led element within the website.

We have received an additional steering group member this quarter. This member was a Safe Spaces service user who expressed in her feedback form that she would like to join the steering group. She has already been pivotal in working with the grants assessment panel and joined the first larger group meeting.

Key Performance Indicators (KPIs)
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

The above section (KPI.44) has discussed the engagement activities that have been completed with Victims and Survivors within the steering group. This is not the only engagement with victims and survivors that we have. Service user feedback is vital to the ongoing success of the Safe Spaces service.

The previous quarter has seen a huge drive for feedback. On the 15th November, Safe Spaces developed a survey monkey, which has replaced the email questionnaire that used to be sent out. This change was in response to feedback from service users who felt that the email questionnaire was less accessible due to it being difficult to complete on any device other than a laptop and the fact that anonymous feedback can not be provided. After creating the survey monkey, we sent out 28 links to all cases closed from June, where we had appropriate contact details and permission to contact. The results of which will be discussed under KPI.50. This is in addition to the link being sent to the 23 cases which were closed since November the 15th as a matter of normal procedure.

The survey monkey feedback form asks if service users would like to take part in the Safe Spaces evaluation. Out of the 9 received applications, we were able to put 4 service users in touch with Rocket Science to provide feedback. There was an additional person who said they were interested unfortunately, they did not leave their name so we were unable to pursue this.

In addition to this, Safe Spaces now sends a short 4 question survey monkey following first contact. The questions for this were created in consultation with Rocket Science. This went live on the 10th of December. As yet we have had no responses, however there has been very few initial contacts since the 10th of December, possibly due to the Christmas break.

The Safe Spaces Newsletter was sent out this quarter, which included an anonymised case study, written by Safe Spaces service user, as it was important to them to have an opportunity to encourage others in a similar position to engage with the Safe Spaces service.

The project manager is always willing to make herself available to speak to service users, in addition to them providing feedback by email, via survey monkey or on the phone. Recent phone calls with one service user, who made recommendations for the team to engage in some learning about LGBT+ rights, led to Safe Spaces and Galop forming a partnership. Galop are an LGBT+ anti abuse charity and have a supportline for victims and survivors of conversion therapy. Galop and Safe Spaces have discussed the possibility of exchanging training between the two services. This is to be explored further this year.

Key Performance Indicators (KPIs)
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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 communications strategy is ongoing. Throughout the previous quarter, Safe Spaces have worked with the Church of England and the Catholic Church in England and Wales to ensure that relevant information was disseminated about the Grants Scheme.

As agreed, following recommendations made from the Safe Spaces evaluation, a communication was sent out nationally to all Victim Support contacts promoting the Safe Spaces Service. This included sending communications to Rape Crisis, Mind, APCC, ACPOS, College of Policing, Survivors Trust UK, Adult Social Care teams (local authorities) and Victim Support Local Managers. Further to this, a similar communication was sent nationally to all local authority Safeguarding boards and NHS CCG's throughout England and Wales. So far, we have heard back from the Staffordshire Adult Safeguarding board; advising us that they will link from their website to the Safe Spaces website, as well as the

Gwent Safeguarding unit; advising that the briefing was disseminated to their practitioners before Christmas and Berkshire NHS trust advising that they will feature Safe Spaces in their GP newsletter.

Additionally, we are aware that partners within the CofE and CCEW sent promotional materials to all diocesan safeguarding teams and are exploring ways they can support local parishes to include information about Safe Spaces on their websites.

The Safe Spaces newsletter was distributed amongst the Safe Spaces mailing list and across contacts in the CofE and CCEW. The newsletter included details of grants, an introduction to our new staff members, compliments from service users and information about the evaluation.

Key Performance Indicators (KPIs)
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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.

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

The 26th October the Safe Spaces project manager attended and in person meeting at the CSSA Safeguarding Coordinators Meeting, Headingley Hall in Leeds, to give a presentation about the Safe Spaces Service. This was well received and following Safe Spaces has been invited to present at a meeting in January for the Catholic Shrewsbury Diocese. This will be a Parish Safeguarding meeting with representatives from across the Shrewsbury Diocese.

In addition, 26th of November, the Safe Spaces project manager and a Safe Spaces caseworker presented the Safe Spaces trauma informed approach at Bishophorpe Palace for the Church of England's Safeguarding event. This was attended by safeguarding leads across many diocese and also by the National Safeguarding Team.

Key Performance Indicators (KPIs)
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KPI.49: Production of publicity materials

As mentioned under KPI.46, within the previous quarter the publication materials. Which were designed by victim and survivors were distributed amongst a wide range of Victim Support, CofE, and CCEW contacts.

In addition to this, new leaflets promoting the Safe Spaces Grants Service were updated, circulated and uploaded to the Safe Spaces Website.

Key Performance Indicators (KPIs)
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.

As is demonstrated in the quarterly KPI report. Safe Spaces has seen a much lower uptake of the service in the previous quarter. This is unsurprising as it is the run up to Christmas. A number of Safe Spaces existing service users asked for contact to be paused over the Christmas period. Safe Spaces only took one new referral the week leading up to Christmas and one between Christmas and New Year. In fact, the self-referral between Christmas and New Year was the only call the service received, other than a planned call from a caseworker. Other than these new referrals, all other referrals were on or before the 6th December.

Again, a significant number of cases were closed, with consent of the service user this quarter, which means that the Safe Spaces active caseload is at 76. This is manageable, however one of the team have asked to reduce their hours for health reasons. The project manager agreed this, and a part time caseworker role is currently being advertised. This means that for the period of January, the team will be slightly understaffed from a caseworker perspective. However, as the administrator is taking on a triage role hopefully caseworkers will be freed from managing the phone line and able to focus on their casework, increasing the resilience of the service. Whilst there has been a lower level of new referrals. There has not been a drop in work completed. With the number of activities increasing this quarter (1058) compared to the previous quarter (901).

As discussed under KPI45. The survey monkey was sent to 28 cases that were closed between June and November, and then a further 23 cases which were closed since November as the normal closure procedure. In total that is 51 forms sent out with 9 returned, this is a 19% return rate which is an improvement on previous quarters. The Safe Spaces manager has a meeting planned with the steering group to discuss how we can increase victims and survivors engagement with feedback.

Information reacted for confidentiality.

Though the Safe Spaces team are disappointed with some of the feedback, they continue to strive to improve services on a regular bases. An example of this is by increasing the Safe Spaces administrator's hours and tasking her with triage responsibilities, so that all first contacts are mainly directed from her, to the project manager for allocation. This means that there is a clear process for new referrals and first contacts, and if clients are not responding to initial emails from caseworkers the manager will be alerted immediately, hopefully avoiding a repeat of the situation as described in survey 2. All feedback is important and it is most likely impossible to avoid some negative feedback. Especially in the situations where Safe Spaces are unable to meet a clients needs due to eligibility as in survey 1. This is an ongoing challenge and the Safe Spaces team will continue to strive for excellent standards of service.