



1st January – 31st March 2022

Safe Spaces Quarterly Qualitative Report

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| **Key Performance Indicators (KPIs)**  |
| KPI:12: Service website includes relevant information about other agencies and how to contact them  |

The website has been updated with the latest newsletter, narrative and KPI report from the previous quarter.

The service manager has engaged with additional website training to learn how to add a page. This means that there is now a page where interested parties can download publicity materials. You can find this on the following link:

<https://www.safespacesenglandandwales.org.uk/leaflets-and-publications/>

Additionally, members of the steering group have met with the service manager to discuss the development of a survivor section of the website. An update on the progress of this will be provided in the next quarterly report.

The project manager has created a new page on the website where Safe Spaces leaflets and posters can be downloaded.

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

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| **Key Performance Indicators (KPIs)**  |
| 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. |

The final grants process had an initial deadline for the 9th January. However, the grants panel later extended the deadline until the 27th of January to allow an application to be received from the Catholic Diocese of Salford.

The grants panel met on the 28th January. Unfortunately, due to sickness the Catholic Diocese of Salford had not been able to submit an application by this extended deadline. Safe Spaces had received 2 applications from other groups. The panel assessed the received applications and it was decided that unfortunately these applications did not meet the grants service specification. Detailed feedback was provided to the applicants, giving the opportunity to resubmit a revised application, which met the service criteria by a new deadline of the 28th February. At this time, the project manager also contacted the Catholic Diocese of Salford to offer an opportunity to submit by this new deadline.

On the 28th February, Safe Spaces received one revised application. The Catholic Diocese of Salford had been unable to submit an application. The panel re-assessed the revised application but unfortunately, the decision of the panel was that this still did not meet the grants service specification.

This means that out of the £45,000 which was allocated to the Safe Spaces grants service. Only six grants were provided, amounting to £29,963.00. It is the decision of Safe Spaces Directors, the project manager and the steering group that a further grants process would prove difficult given that the grant recipients would only have 5 months to spend the money and report on the outcomes.

Additionally, the service received no grant applications from Wales for the entirety of the 4 rounds.

It has been agreed that the project manager will provide an update on the progress the grant applicants have made, to the directors by the 29th April 2022.

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

The Safe Spaces steering group now have more frequent meetings. This quarter Steering Group meetings were held on the 12th January and the 9th March.

However, there have also been the following survivor engagement activities:

* The 25th January 2 survivors were included on the interview panel for a new staff member.
* The 28th January the grants assessment panel took place. This is a steering group activity and involved the Safe Spaces project manager and 3 survivors of church abuse.
* The 24th February a steering group member provided training to the Safe Spaces team
* The 7th March a steering group sub committee was created, to discuss Safe Spaces website and developing an area for survivor content. This committee consists of the Safe Spaces project manager and 3 steering group members.
* The 14th March was the final grants assessment panel. This is a steering group activity and involved
* the Safe Spaces project manager and 3 survivors of church abuse.

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| **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  |

There has been much activity with the Safe Spaces steering group this previous quarter. The activities are detailed above under KPI.44.

Victims and survivors were included on the interview panel for the recruitment of a new Safe Spaces advocate. This resulted in a person successfully being recruited.

The final rounds of the Safe Spaces Grants Programme were held. As detailed above, the panel consisted of Safe Spaces Steering group members; which were the project manager and 3 survivors of church abuse. Unfortunately, the panel were not able to commission any grants from this round. However, the panel carefully considered the applications and provided detailed feedback to the applicants. This has now concluded the grants process. The project manager would like to use this space to acknowledge the absolute necessity of having victims and survivors on this panel. There have been detailed discussions held by the grants panel about every application. There have been several instances when the nuances in the wording of applications, relating to church abuse and spirituality, has been highlighted to the project manager in the grants assessment meetings by a survivor of church abuse. This has been vital in ensuring that the grants assessment panel can arrive at an informed consensus in decision making, and that the grants which have been issued have focussed on projects which fully meet the needs of church abuse survivors. This has been a time consuming endeavour and the project a manager offers her gratitude to the survivors who have engaged with her on this project so wholeheartedly.

As discussed above, a subcommittee has now been set up, constituting of the Safe Spaces project manager and 2 victims and survivors to discuss the development of a survivor led area on the Safe Spaces website. This will be a page where victims and survivors can share creative pieces for the project manager to upload, providing the panel agree it is appropriate and safe to do so.

The two wider steering group meetings were held this quarter. In the March meeting, Rocket Science evaluator Cherri Blissett, attended to observe and participate. This allowed for a constructive discussion between the steering group and Rocket science about the evaluation.

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| **Key Performance Indicators (KPIs)**  |
| 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 an ongoing process.

As part of this, the Safe Spaces Newsletter was disseminated in March across the Safe Spaces mailing list. As well as Church of England and Catholic Church in England and Wales contacts.

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| **Key Performance Indicators (KPIs)**  |
| 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.

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

There have been no engagement activities with either denominations this quarter.

The Safe Spaces project manager was due to talk at the Catholic Diocese of Shrewsbury’s Celebration event, for the Parish Safeguarding Representative volunteers on the 29th January. Unfortunately, this was cancelled due to the ongoing concerns around the COVID-19. This has been rescheduled to later in the year and the project manager has agreed that a staff member will attend when the new date is confirmed.

The Catholic Diocese of Northampton have requested a Safe Spaces representative attend their event, marking the launch of their healing garden for survivors of abuse. This is being held on the 15th May.

Safe Spaces have maintained communications with interested parties from both denominations. Recently Safe Spaces sent promotional materials to a parish within the Catholic Diocese of Clifton. Additionally, a team member who is very active in her church community shared information about Safe Spaces within her Parish.

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

Publicity materials have been previously designed and circulated. These were designed by victims and survivors and were distributed amongst a wide range of Victim Support, CofE, and CCEW contacts.

Within this previous quarter they have been uploaded to the safe spaces website.

Additionally, the steering group are currently designing a leaflet, which will encourage survivor contributions for a survivor page located on the Safe Spaces website. An update on this will be provided in the next quarter.

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| **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. |

New cases have increased in this quarter from the previous quarter. This is largely due to a particularly busy February where Safe Spaces received 17 new referrals. This is the highest number of referrals in a month that Safe Spaces have received since May 2021. This also coincided with a recruitment drive following a team member reducing her hours to maintain her well being and another staff member moving to a new role within Victim Support. However, all eligible new referrals were responded to within the KPI specifications.

You will see in the KPI report for this quarter (pg. 24) that Safe Spaces now has data from surveys sent out following initial contact. Safe Spaces only received 4 back after 23 links were sent out but this is an encouraging start with a 17% return rate. As you can see, all contacts were either very satisfied or satisfied with their experience. Only 23 links were sent out as 5 cases were ineligible for a service and for 1 case it was deemed to be too triggering to send a feedback link due to the persons poor mental health. 50% of contacts expressed they were neither satisfied or dissatisfied that Safe Spaces resolved their enquiry. This is not surprising however as it is unlikely that Safe Spaces will be able to resolve an enquiry within the first call for all calls. All contacts however, stated they would recommend Safe Spaces to others in a similar position to them. It is interesting that 1 person has said they would be unlikely to return to the website. It is unclear as to whether this is because they felt they would not need to, or they felt the website was insufficient. Rocket Science are currently engaging in a piece of work evaluating the website and this might offer some illumination on the subject.

Unfortunately, only one end of service questionnaire was returned. There have been significantly less cases closed within this quarter than previous quarters, therefore it stands to reason there would be less feedback forms returned but this is still disappointing. The feedback on this form was overwhelmingly positive. Hopefully, the addition of the table in the KPI report on pg 24, which details the cumulative data from end of service questionnaires since the start of the service, will offer further clarity regarding overall service user satisfaction, when combined with the initial contact feedback. The Safe Spaces team continue to make a conscientious effort to encourage feedback from service users.