



**FIRST LIGHT**

# Performance and Quality Report

## Safe Spaces Service



1<sup>st</sup> June – 30th June 2023

Month 6

& Q2 2023

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## 1. Executive Summary

This report analyses the monthly data collected between 1/6/23 and 30/6/23, as well as the quarterly data for Q2 2023 (Apr-Jun).

During June, the caseload grew from 71 clients to 79 clients, 10 new and 2 closed.

1 Survivor advocate joined the team to fill the vacancy left in May. They have completed initial training and commenced work with their inherited caseload successfully.

All other staff continue to look for further training, and complete ISVA training where appropriate.

## 2. Safe Spaces Performance Management Framework

### 2.1 Monthly Reporting Indicator (RI) and Key Performance Indicators (KPI) Requirements

Ref	Description	Target	Achieved
RI 04	No. of support sessions delivered – by service total and average per victim/survivor.	n/a	519 6.6 p.s 3hr35m p.s
RI 11	Average caseload per advocate	n/a	31.6
KPI 11	% Victims/survivors with a signed client agreement who have a named advocate	100%	100%
RI 14	No. of open cases – snapshot at the end of each month	n/a	79
RI 16	No. cases closed – number of cases closed each month	n/a	2
KPI 12	% Contacts responded to within 24 hours or 48 hours if the service has been closed for a day – this measure is based on attempted contact as opposed to contact made	90%	100%
RI 18	Average length of time (days) for an advocate to be allocated	n/a	< 1
RI 23	No. of new referrals – Breakdown by key demographics (age, gender, ethnicity, denomination where abuse occurred, current denomination/faith). Monthly and cumulative	n/a	10
RI 24	Source of new referral – self, church, police, social care, other church (non-Catholic or CofE), other. Number in each category.	n/a	10x Self-referral
KPI 15	No. of new contacts (eligible referrals) – Breakdown by key demographics (age, gender, ethnicity, denomination where abuse occurred, current denomination)	10 per month	22 (3 month rolling average 20.7 p/m)
RI 25	No. of ineligible referrals: Non church related Non E and W Under 18 Sub-threshold Disengaged prior to disclosure	n/a	12 3 2 0 3 4

## 2.2 Quarterly Reporting Indicator (RI) and Key Performance Indicators (KPI) Requirements

Ref	Description	Target	Achieved
KPI 01	Service users report improved wellbeing – Cope and recovery tool	75%	80%
KPI 02	Service users report being provided with a supportive space - Cope and recovery tool	75%	80%
KPI 03	Service users report they feel listened to by Safe Spaces - Cope and recovery tool	75%	100%
KPI 04	Service users report they are empowered to self-advocate – Cope and recovery tool	75%	80%
RI 02	No. of victims/survivors signposted to other services	n/a	116
RI 03	No. of victims/survivors referred to other services	n/a	38
KPI 05	At least 1 activity specifically on engagement per quarter	n/a	
RI 06	Number of survivors supported to access counselling	n/a	23
RI 07	Number of survivors supported to report to police/social care	n/a	14
KPI 06	Confirm all open cases have support plan – (of cases with signed agreement)	n/a	92.5%
RI 08	Number of survivors with a planned exit from the service	70%	62%
RI 09	Number of survivors with an unplanned exit from the service	n/a	40%
RI 10	Number of Safeguarding concerns raised	n/a	11
KPI 07	Number and % of staff level 2 safeguarding trained	100%	100% (5)
KPI 08	Number and % of managers level 3 safeguarding trained	100%	100% (1)
KPI 09	Number and % of exit surveys	25%	2/10 (20%)
KPI 10	Percentage of service users who are satisfied and would recommend Safe Spaces	80%	100%
RI 12	Number of Complaints received	n/a	0 Formal 5 Informal
RI 15	Duration cases open (closed cases)	n/a	2x < 1 month 4x 1-3 months 1x 3-6 months 3x 3-6 months 3x 12+ months
RI 17	Closed cases with onward signposting/referral	n/a	53%% (7)
RI 19	Number of service users provided with risk assessment and safety planning advice	n/a	89% (70)
RI 20	SSEW website homepage views	n/a	4817
RI 21	SSEW website 'Referral' page views	n/a	91
RI22	SSEW website – links accessed to other sites	n/a	213
KPI 14	Service availability – number of hours service was unavailable	95%	100%
RI 26	Referral by type of abuse	n/a	See table (outcome 5)
KPI 16	Number of organisations external to the church contacted	n/a	23

### 2.3 Reporting Indicator and KPI Exception Report

All monthly KPI's achieved as set. Two quarterly criteria listed below were missed;

**RI 08 - Number of survivors with a planned exit from the service – (Target 70% - Actual 62%)**

**KPI 09 – Number and % of Exit Surveys – (Target 25% - Actual 20% - 2/10 returned)**

### 3. Monthly Data Report and Analysis

Case Type	Jan '23	Feb '23	Mar '23	Apr '23	May '23	Jun '23	Cumulative (Jan '23-present)	Cumulative (all time)
New cases	5	8	7	13	12	10	65	385
Active cases	43	51	57	66	71	79	79	79
Closed cases	1	0	1	4	7	2	15	306
Eligible contacts	50	12	16	15	31	22	144	N/A
Non qualifying	0	3	8	8	21	12	52	86

### Outcome 1 – Victims/survivors have improved wellbeing - Quarterly

Please see overleaf the questionnaire (blank) that has been sent to all willing survivors using the Safe Spaces service at the end of Q1. The same Questionnaire is due to be sent beginning of Q3 to reflect Q2 client experience. The first section of coping and recovery questions is to help First Light gain an understanding of client journey and improved general wellbeing throughout their time with Safe Spaces. The 4 questions following these correlate directly to KPI 01-04, and have been used to develop an understanding of satisfaction with the service under First Light. There is also a section for providing qualitative feedback, which is included in the section for Outcome 6.

The scoring ranks people's opinions on a 1-10 scale, 1 correlating to 'Strongly Disagree' and 10 correlating to 'Strongly Agree'. As such, scores of 1-5 reflect negative opinions of Safe Spaces, and 6-10 reflect positive opinions.

Questionnaires Sent	Questionnaires Returned	%
46	5	11%

11% of Questionnaires were returned of the 46 sent. 11 service users made it clear that they did not wish to receive a questionnaire by email. For service users for whom technology is a barrier to their ability to complete a questionnaire, their advocate offered to provide support in completing this.



**FIRST LIGHT**



**Safe Spaces Client Questionnaire**

**PLEASE READ THIS INFORMATION CAREFULLY**

Safe Spaces values the feedback of clients to shape its services and improve the experience of future service users.

Please assess yourself on how you feel you are able to cope with everyday matters that may be affected by the abuse you have experienced. This is scaled from 'strongly disagree' to 'strongly agree', with 'neither disagree or agree' in the middle.

You will be asked to complete this questionnaire on a number of occasions during your time at Safe Spaces/First Light.

It helps us assess our own performance and improve our services, and is not used to assess your own personal development or progress.

Any feedback will be anonymised and used to help us learn as a service how to better support survivors.

The information you provide will also be used as evidence to other service users, partner agencies, potential service funders and service commissioners. The work we do at Safe Spaces can make a real difference to the lives of people who have been affected by church related abuse. No personal information will be included in any funding or commissioner reports.

If you **DO NOT** wish to participate in this feedback then please tick this box

If you **DO** wish to complete this feedback then please tick this box

**Signed**..... **Date**.....

**Print Name**.....

**Thank you for taking the time to help us improve the services we provide.**

**Once you have completed the questionnaire please hand it into Reception.**

**PLEASE TURN OVER TO COMPLETE THE QUESTIONNAIRE**

Please tick the box that shows how you feel today, on the scales below

**1. I am able to cope with everyday life.**

1	2	3	4	5	6	7	8	9	10
Strongly Disagree								Strongly Agree	

**2. I am positive about my future.**

1	2	3	4	5	6	7	8	9	10
Strongly Disagree								Strongly Agree	

**3. I am in control of my life.**

1	2	3	4	5	6	7	8	9	10
Strongly Disagree								Strongly Agree	

**4. I live a healthy lifestyle.**

1	2	3	4	5	6	7	8	9	10
Strongly Disagree								Strongly Agree	

**5. I am able to achieve my goals.**

1	2	3	4	5	6	7	8	9	10
Strongly Disagree								Strongly Agree	

**6. I am able to live an independent lifestyle.**

1	2	3	4	5	6	7	8	9	10
Strongly Disagree								Strongly Agree	

**7. I am happy in my relationships.**

1	2	3	4	5	6	7	8	9	10
Strongly Disagree								Strongly Agree	

**8. I have a good support network.**

1	2	3	4	5	6	7	8	9	10
Strongly Disagree								Strongly Agree	

**9. I value myself.**

1	2	3	4	5	6	7	8	9	10
Strongly Disagree								Strongly Agree	

**10. I have confidence in myself.**

1	2	3	4	5	6	7	8	9	10
Strongly Disagree								Strongly Agree	

**11. I am able to cope with stress.**

1	2	3	4	5	6	7	8	9	10
Strongly Disagree								Strongly Agree	

**12. I am able to manage my emotions.**

1	2	3	4	5	6	7	8	9	10
Strongly Disagree								Strongly Agree	

## Safe Spaces specific questions

### 1. I feel that Safe Spaces has helped to improve my wellbeing.

1	2	3	4	5	6	7	8	9	10
Strongly Disagree					Strongly Agree				

### 2. Safe Spaces has provided a 'Safe Space' for me to talk about my experiences.

1	2	3	4	5	6	7	8	9	10
Strongly Disagree					Strongly Agree				

### 3. I feel that Safe Spaces have listened to and believed me.

1	2	3	4	5	6	7	8	9	10
Strongly Disagree					Strongly Agree				

### 4. I feel empowered to self advocate/make my own decisions by Safe Spaces

1	2	3	4	5	6	7	8	9	10
Strongly Disagree					Strongly Agree				

**Please use this space to provide feedback (positive and negative) about your experience with Safe Spaces. Feel free to provide feedback about the service as a whole and you're your allocated support worker. All Feedback will be anonymised before being discussed with staff/commissioners.**

The following tables show the anonymised responses of the 5 survivors who provided feedback, alongside the averages (Mean, Median, Mode) for each of the 4 questions relating to KPI 01-04.

	Survivor					Average		
	A	B	C	D	E	Mean	Median	Mode
KPI 01 - Safe Spaces has helped improve my wellbeing	8	7	4	8	7	<b>6.60</b>	7	8
KPI 02 - Safe Spaces has provided a 'Safe Space' for me to talk about my experiences	9	9	4	10	9	<b>7.82</b>	9	9
KPI 03 - I feel that Safe Spaces have listened to and believed me	9	10	6	10	10	<b>8.84</b>	10	10
KPI 04 - I feel empowered to self advocate/make my own decisions by Safe Spaces	8	7	5	7	7	<b>6.72</b>	7	7



	1 - 5		6 - 10	
	Total	%	Total	%
KPI 01 - Safe Spaces has helped improve my wellbeing	1	20%	4	80%
KPI 02 - Safe Spaces has provided a 'Safe Space' for me to talk about my experiences	1	20%	4	80%
KPI 03 - I feel that Safe Spaces have listened to and believed me	0	0%	5	100%
KPI 04 - I feel empowered to self-advocate/make my own decisions by Safe Spaces	1	20%	4	80%

**KPI 01 - Service users report improved wellbeing**

80% of service users who returned a survey scored favorably regarding Safe Spaces improving their wellbeing, with a mean score of 6.6.

**KPI 02 - Service users report being provided with a supportive space**

80% of service users who returned a survey scored favorably regarding Safe Spaces providing a 'Safe Space' to talk, with a mean score of 7.82.

**KPI 03 - Service users report they feel listened to by Safe Spaces**

100% of service users who returned a survey scored favorably regarding Safe Spaces having listened to and believed them, with a mean score of 8.84.

**KPI 04 - Service users report they are empowered to self-advocate**

80% of service users who returned a survey scored favorably regarding Safe Spaces empowering them to self-advocate/make their own decisions, with a mean score of 6.72.

We aim to get a greater number of responses in Q2 by providing a better rationale that encourages service users to provide the feedback that helps to shape the service.

## Outcome 2 – Victims/survivors are empowered and informed – Monthly

	Q1	Q2 2023			Cumulative	
	Combined Totals	Signposted - given details	Referrals - completed on behalf of	Accompanied with or attended on behalf of	Totals	Totals
SARC (Any area)	0				0	0
Report to Police	4	6	1		7	11
CSSA/NST	4	1	1	3	5	9
Diocesan Safeguarding	16	6	2		8	24
CDM	3				0	3
Interim Support Scheme	12	7	3		10	22
Counselling (DA/SV)	14	16	4		20	44
Health - GP	5	5			5	10
Health - GU/SH	0				0	0
Mental Health	9	6			6	15
Child/ Family Service	0	3			3	3
Adult Social Care	1		1		1	2
Safeguarding Children	0		1		1	1
Safeguarding Adults	0	2	4		6	6
Drugs and Alcohol Services	0		2		2	2
DA Services	1	2	1		3	4
Victim Care Unit	0				0	0
Referral to local ISVA service	1	3	6		9	10
Peer Support Group	7	6			6	13
Rape Crisis (or other similar)	0	1	2		3	3
LGBTQ+ Services	1	3			3	4
Victim Support/ Witness Service & Outreach	0	1	3	1	5	5
CSE Groups	0				0	0
Witness Care	0				0	0
CAB	4	3			3	7
Online Support (Kooth/ Samaritans/SHOUT etc)	10	14			14	24
Housing	0	1	2		3	3
Student Support Service (College/ Uni)	1	2			2	3
Foodbank	0				0	0
Debt Advice	1	2			2	3
CICA	0	2	3	1	6	6
Other	4	24	2		26	30
<b>Totals</b>	<b>98</b>	<b>116</b>	<b>38</b>	<b>5</b>	<b>149</b>	<b>247</b>

### **Reporting Indicator 02 - No. of victims/survivors signposted to other services**

As seen in the table above, survivors were signposted to other agencies a total of **116** times in Q2 of 2023. The itemised breakdown is also given above. This figure was 89 in Q1, showing a small increase in signposting. There is a lot of variation in signposting routes, as it is client led and reflects each individual's needs. Online and telephone MH support was most common in Q2. Many of those in the 'Other' category were signposted to solicitors or legal advice.

### **Reporting Indicator 03 - No. of victims/survivors referred to other services**

A total of **38** referrals to other services were made in Q2, up from only 5 in Q1. This reflects our growing confidence in referring to external agencies and improving links to these agencies. Where possible, we encourage clients to self-refer to other agencies, and will signpost and discuss the benefits in detail. We made referrals to local ISVA services for survivors who needed extra face to face support and were reporting to the police.

### **RI 04 – No. of support sessions delivered:**

Month	Total Number of Clients	Total Number of Support Sessions	Average sessions per Client	Average time per client
Jan '23	43	352	8.2	1hr55m
Feb '23	51	340	6.8	2hr5m
Mar '23	57	390	6.85	2hr36m
Apr '23	66	509	7.7	3hr36m
May '23	71	502	7.1	3hr59m
Jun '23	79	519	6.6	3hr35m

These vary in type depending on the desired contact request of the client, and include emails, text messages, phone and video calls. On average, 3hr35m was spent with each client (some clients do not require regular or intensive support every month). On average, this was 24m less per client than May, though similar to April.

This does not include time spent responding to new contacts and non-registered clients, both in and out of operating hours. Total number of sessions per client delivered in June was slightly up on May.

### **Key Performance Indicator 05 – At least 1 activity specifically on engagement per quarter**

Case Type	Q1 2023	Apr '23	May '23	June '23	Q2 2023
New cases	20	13	12	10	35
Active cases	57	66	71	79	79
Closed cases	2	4	7	2	13
Cases contacted	59	60	61	70	92

All Clients were engaged with during Q2, as per our minimum requirements of advocate contact. All clients are able to provide feedback regarding their case or Safe Spaces performance during any contact, and as written in their signed client agreement, are able to provide feedback directly the Safe Spaces inbox regarding the service at any time. Feedback received ad-hoc, as well as that provided in the formal quarterly client feedback process is included under outcome 6.

Survivors (from Safe Spaces caseload) were asked to provide input in both rounds of recruitment that occurred in Q2. In the first instance, the process occurred faster than was expected with applications having to be stopped within 12 hours, so at short notice for interviews, no survivors asked were able to participate. Existing questions provided by survivors in previous recruitment were used in these interviews. In the second round of recruitment a request to multiple survivors was made to assist with the process. A survivor who had not previously assisted us with recruitment was identified to partake in the interview process. They provided questions and were due to partake in the interview process, but withdrew due to work commitments on the day of interviews. Their questions were still included in the interviews.

Work was also done to engage with the RC Dioceses safeguarding teams (and by proxy increase the number of referrals received and signposting to our service), by attending the CSSA conference on April 26<sup>th</sup> 2023. Martin Christmas-Nelson produced a presentation on the direction and intentions for Safe Spaces under First Light and highlighted the value in agency cooperation in producing better and faster resolutions for survivors and Dioceses alike. This resulted in a sudden jump in Diocesan Safeguarding referrals to our service.

An agreement has been reached with a Solicitor’s firm, that they will pass on our details/make referrals to us from any individual who contacts them regarding making a legal claim against either church institution, with a presentation having been delivered to them regarding the role of Safe Spaces by a Safe Spaces Survivor Advocate. We have also established a referral/signposting pathway with this Solicitor for existing Safe Spaces service users who wish to engage with legal advice. They have agreed to offer a reduced service fee to clients who are referred by Safe Spaces. We intend to pursue similar avenues with other firms moving forward.

We continue to distribute digital copies of our new promotional posters to any request, and have printed and sent a small number on request of Dioceses and parishes.

A quarterly digital newsletter reflecting the previous quarter is intended to begin in Q3, to keep survivors informed as to the progress and current steps taken by Safe Spaces. With a second Support Advisor due to be onboarded in August, the process of establishing a peer support forum can begin in earnest. As part of this, we will work with existing partner agencies of First Light to discuss how they run peer support groups, including vetting participants to minimise risk and operating in a trauma informed way. Work on redeveloping the website will begin in the third quarter, with survivors being asked to provide feedback through this process.

**Outcome 3 – Victims/survivors feel well support by Safe Spaces - Quarterly**

**RI 06 – Number of survivors supported to access counselling**

Nature of Support	Q1 2023	Q2 2023	Total (Jan 2023 - Present)
Discussed (excl. signposting)	10	3	13
Signposted	14	16	30
Referred	0	4	4
<b>Total</b>	<b>24</b>	<b>23</b>	<b>47</b>

In Q2, counselling/therapy was discussed with 23 clients in total. Many of our clients already self-fund counselling. Counselling services discussed with clients include the potential for church-funding, free or self-funded options depending on the requirements and wishes of the clients.

As previously discussed, as a service we would always rather empower clients to self-refer following signposting, to give them a sense of control and empowerment to make their own decisions.

In many cases we support clients with their applications for Interim Support, which often covers funding for counselling, and we signpost to available services in these instances.

If clients are unable to self-refer, as a service we would always be willing to do so.

**RI 07 – Number of survivors supported to report abuse to police/statutory services**

<b>Police</b>	<b>Q1</b>	<b>Q2</b>	<b>Total (Jan 2023 - Present)</b>
Signposted	3	6	9
Referred	1	1	2
<b>Total</b>	<b>4</b>	<b>7</b>	<b>11</b>
<b>Statutory Services</b>	<b>Q1</b>	<b>Q2</b>	<b>Total (Jan 2023 - Present)</b>
Signposted	0	2	2
Referred	0	5	5
<b>Total</b>	<b>0</b>	<b>7</b>	<b>7</b>

7 clients were supported to report to the police and social services during Q2. These were all reports to police. It is always clarified when discussing with DSA/CSA/ Catholic Safeguarding Coordinators as to the statutory safeguarding requirements they have to report if the case is a public safeguarding matter as well as a diocese investigation. Discussions are always held with clients as to who they would like to report abuse to, be that internal church, external statutory services and police. Referrals for Child and Adult Safeguarding were completed on 5 occasions in Q2. These are not always to report the abuse they are receiving directly, but can be for extra support connected to aspects of the abuse.

**KPI 06 – Confirmation that all open cases have a support plan**

	End of Q1 (cases open over 1 month)	End of Q2 (cases open over 1 month)
<b>Total Clients</b>	51	69
<b>w/ Signed AGR</b>	33	67
<b>% Signed AGR</b>	65%	97.1%
<b>Of those with Signed AGR, w/ SAS</b>	24/33	62/67
<b>SAS %</b>	<b>73%</b>	<b>92.5%</b>

All registered clients are set up on our case management system MODUS. Once they have signed a client agreement, a safety and support plan (SAS) is produced in conjunction with the client which forms the basis of a support plan and risk assessment, in combination with the ongoing case notes regarding every interaction with have with a client and any interactions with external agencies regarding their case. The AGR and SAS should be completed within **1 calendar month** of successful contact with the client, so only referrals up to the end of May have been included in these statistics. There has been a big step forward in ensuring all paperwork is present and correct in Q2.

**RI 08 & RI 09 – Number of survivors with a planned exit from the service (where case is closed in agreement and it's planned) & Number of survivors with an unplanned exit from the service**

	Planned Exit	Unplanned Exit	Total
<b>Q1 2023</b>	1	1	2
<b>Q1 2023 %</b>	50%	50%	
<b>Q2 2023</b>	8	5	13
<b>Q2 2023 %</b>	<b>62%</b>	<b>38%</b>	
<b>Cumulative (Jan '23-)</b>	<b>9</b>	<b>6</b>	<b>15</b>
<b>Cumulative %</b>	<b>60%</b>	<b>40%</b>	-

13 clients closed through Q2, a marked increase on Q1 following the stabilisation of the service provision.

8 out of 13 cases closed in Q2 followed discussions between Survivor Advocate and survivor to manage their exit and ensure they were fully supported and had no outstanding actions/tasks before closure.

2 cases were closed following disengagement with existing clients. On all such occasions, attempts are 3 times over a 6 week period to engage with the survivor. After this they are sent a message confirming their case is closed, but they can re-refer in the future should they wish to do so.

3 cases closed were from new referrals who disengage or choose not to engage after their Survivor Advocate makes initial contact. They will be sent the same message reiterating the availability of future support following closure.

**Outcome 4 – Victims/survivors access a high-quality service that focuses on strong safeguarding practice and governance**

**RI 10 – Number of Safeguarding concerns raised by the service**

Agency	Q1	Q2	Cumulative (Jan '23 - )
Diocesan Safeguarding/NST/CSSA	5	6	11
Police	1	0	1
Local Authority	0	5	5
Suicide/Self Harm	7	6	13

5 cases were taken to Diocesan Safeguarding in Anglican and Catholic Dioceses or to the NST/CSSA by Safe Spaces staff in Q2, in all instances with the support/understanding of the client as to what this meant and empowering them to be involved in all cases. This does not include those signposted to Diocesan Safeguarding either by an advocate or the helpline.

5 referrals to local authority safeguarding were made in Q2, 4 for an adult at risk and 1 for a child at risk.

Although not required in RI10, all mentions of suicide and self-harm are recorded by Safe Spaces staff on a safeguarding log, and monitored to inform any further action required. All instances in Q2 were managed by the client, Safe Spaces Staff and external MH agencies.

**KPI 07 - Number and percentage of staff level 2 safeguarding trained**

Current Total Staff	Minimum S/G I2 Trained	%
5	5	100%

All Staff are Safeguarding level 2 trained as part of their induction programme and online learning. This is completed before staff gain access to the case management system and any client details. Safeguarding level 3 training is sought for all staff once in post.

**KPI 08 – Number and percentage of managers safeguarding level 3 trained**

Current Total Management	Minimum S/G I3 Trained	%
1	1	100%

All managers are minimum Safeguarding Level 3 trained.

**RI 11 – Average caseload per advocate:**

Total Cases	Advocate 1	Advocate 2	Advocate 3	UNASSIGNED	AVERAGE (2.5 ISVAs)
79	25	31	23	0	31.6

**KPI 09 – Number and percentage return of exit surveys**

	Q1	Q2	Cumulative
Exit Surveys sent	0	10	10
Exit Surveys returned	0	2	2
% returned	N/A	20%	20%

2 of 10 exit surveys were completed and returned. 3 of 13 closed clients were not sent exit surveys having failed to engage with their allocated advocate before being closed due to non-engagement. In these circumstances, we respect a survivor’s decision to disengage and receive no further contact.

Efforts will be made in Q3 to improve the process of getting returned client surveys, by introducing the idea as advocate when the case is being closed, then implemented by the Support Advisors via email following case closure. We intend to engage with Rocket Science to discuss methods to increase the % participants in surveys and gain a greater amount of service user feedback.

**KPI 10 – Percentage of service users who are satisfied and would recommend Safe Spaces**

The following questions are included on the exit questionnaire, along with the option to provide open feedback regarding their experience with Safe Spaces.

**5. I am satisfied with the support that Safe Spaces have provided me with**

1	2	3	4	5	6	7	8	9	10
Strongly Disagree					Strongly Agree				

**6. I would recommend Safe Spaces as a service to others in a similar situation to me**

1	2	3	4	5	6	7	8	9	10
Strongly Disagree					Strongly Agree				

	Survivor		Average		
	A	B	Mean	Median	Mode
I am satisfied with the support that Safe Spaces have provided me with	6	7	6.48	6.5	#N/A
I would recommend Safe Spaces as a service to others in a similar situation to me	7	7	7.00	7	7



	1 - 5		6 - 10	
	Total	%	Total	%
I am satisfied with the support that Safe Spaces have provided me with	0	0%	2	100%
I would recommend Safe Spaces as a service to others in a similar situation to me	0	0%	2	100%

Both returned exit surveys indicated they were satisfied using the 1-10 scale and would recommend Safe Spaces to others, with a mean satisfaction score of 6.48 and a mean recommendation score of 7.

**RI 12 – Number of complaints received by the service**

Complaint type	Q1	Q2	Cumulative (Jan '23 - )
Formal	0	0	0
Informal	6	5	11
		5	11

No formal written complaints have been received by First Light in Q2.

In total, 3 complaints were received in the form of survivors requesting to change their allocated advocate, due to personal preference/uneasy working relationship. In all instances this was done, and the survivor has continued to work positively with their new advocate.

1 informal complaint/concern was also raised by a survivor who feels Safe Spaces is underfunded, resulting in a lack of staffing. In this instance, the survivor was reassured that First Light receive adequate funding for the current demand placed upon the service.

A complaint was received from an individual who has previously been barred from the service for being abusive to staff. We maintain a 0 tolerance policy to abuse.

**KPI 11 - % of Victims/survivors with a signed client agreement who have a named advocate:**

Total Cases	Signed Client Agreements	Signed AGR (with named advocate)	% Signed Agreements
79	70	70	100%

Clients referred in June are not expected to have agreements signed until 1 month after initial contact. Advocates have been increasing the percentage of transferred clients from previous providers who have signed client agreements, and continue to explain the improved support they will receive when an agreement is in place.

The new Survivor Advocate has made good progress in completing client agreements with their inherited caseload, many of whom were missing client agreements previously.

**All clients with signed client agreements have a named advocate.**

**RI 14 – Number of open cases:**

79 cases currently open. These cases are shared between 2.5 advocates.

**RI 15 – Duration of support (closed cases)**

Duration of Support	Q1	Q2	Cumulative (Jan '23 - )
< 1 month	1	2	3
1-3 months	0	4	4
3-6 months	1	1	2
6-12 months	0	3	3
12+ months	0	3	3

13 cases closed in Q2. There appears to be a fairly even range of those wishing to engage with short-term support and those having longer-term support. A clearer pattern may emerge as more cases are closed in the coming months.

**Reporting Indicator 16 – Number of cases closed:**

2 cases closed in June.

**RI 17 – Number of closed cases with onward referral/signposting**

	Signposting/Referral	Q1	Q2	Cumulative (Jan '23 - )	% of total closed
Closed Cases	Yes	1	7	8	53%
	No	1	6	7	47%

7 (53%) Closed Cases/clients given onward referral or signposting to other services at the point of closure.

7 (47%) Closed Cases/clients received no onward referral or signposting at the point of closure.

All unregistered clients who received no onward referral or signposting chose to disengage before it was provided. All clients who choose to exit the service in conjunction with their advocate receive onward signposting discussions, unless they express that they do not wish to do so.

1 registered client with agreed closing of case required no onward signposting in Q2.

All clients are reminded they can use our helpline for emotional support or re-refer for practical support in the future.

**KPI 12 - % of Contacts responded to within 24 or 48 hours if the service has been closed for a day:**

Number of referrals	Referrals Contacted within 24hrs (Weekday)	Referrals Contacted within 48hrs (Weekend)	Referrals Not Contacted within 24/48hrs	% of Clients contacted within 24/48hrs
10	9	1	0	100%

All clients contacted within 24/48hrs depending on receipt day.

**RI 18 – Average length of time (days) for an advocate to be allocated:**

< 1– all advocates are allocated at the point of referral being uploaded onto case management system.

**RI 19- Number of service users provided with risk assessment and safety planning advice**

Safety planning/Advice	Q1	Q2 (end of)
Total Open Cases	57	79
Cases with SAS	24	70
No SAS (Suicide/Self Harm support)	2	0
Total	26	70
<b>Total (% open cases)</b>	<b>46%</b>	<b>89%</b>

SAS (safety and support) plan will be created will all clients, irrespective of risk factors. This forms the basis of safety planning/client risk factors and a support plan. All clients may request to see their SAS at any time. Once SAS is complete, staff may use other forms of producing action plans to set goals and targets for survivors.

Staff performance in completing SAS documents with clients has greatly improved following managerial input into effective ways of guiding conversations to cover important aspects of risk assessment whilst still being a survivor-led service.

**KPI 13 – Provider is to provide a quarterly and annual written report on the service**

Written reports provided monthly and quarterly by First Light.

	Jan '23	Feb '23	Mar'23/Q1	Apr '23	May '23	Jun'23/Q2	Cumulative
Y/N	Y	Y	Y	Y	Y	Y	Y

## Outcome 5 – Increased awareness of the Safe Spaces Service

### RI 20 – Page Views SS Website Homepage

	Q1	Q2	Quarterly +/-	Cumulative
Views	4384	4817	+ 433	9201

### RI 21 – Page Views SS Website – Make a referral link

	Q1	Q2	Quarterly +/-	Cumulative
Views	90	91	+ 1	181

### RI 22 – Page views SS Website resources – links to other sites

	Q1	Q2	Quarterly +/-	Cumulative
Views	146	213	+ 67	359

### KPI 14 – Service Availability – number of hours the service was unavailable

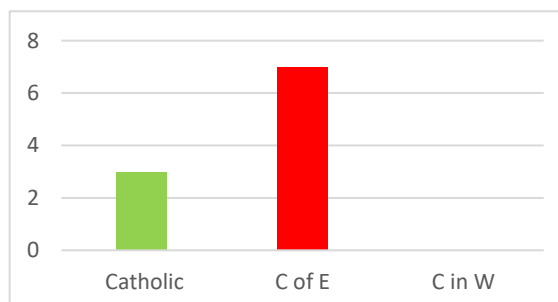
		In Hours	OOH Helpline	Total
Q1	Potential	480	328	808
	Actual	480	328	808
	%	100%	100%	100%
Q2	Potential	480	344	824
	Actual	480	344	824
	%	100%	100%	100%
Cumulative (Jan '23 - )	Potential	960	672	1632
	Actual	960	672	1632
	%	100%	100%	100%

When compiling data for the Q2 report, it was noticed that there had been an error recording the 'In Hours' totals for Q1, which has now been amended in this table. 100% was still achieved, but the totals previously quoted were incorrect.

### RI 23 – Number of new referrals:

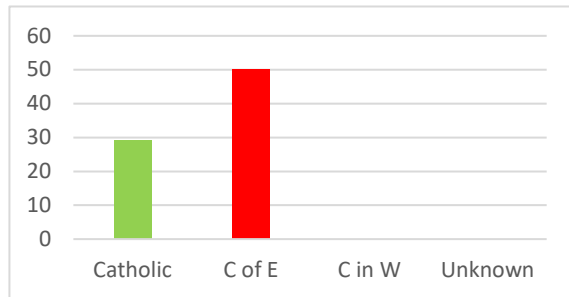
#### New Referrals by denomination where abuse occurred – Jun 2023

Denomination Of Abuse	Quantity
Catholic	3
C of E	7
C in W	0



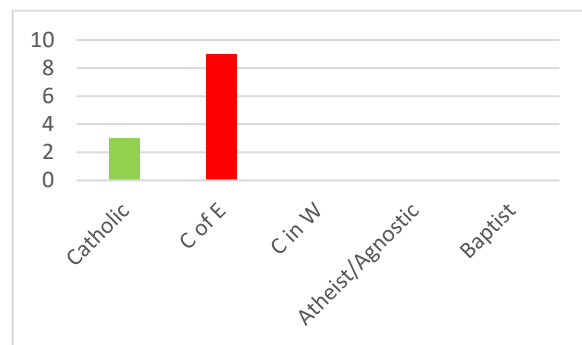
**Referrals by denomination where abuse occurred (all open cases)**

Denomination Of Abuse	Quantity
Catholic	29
C of E	50
C in W	0
Unknown	0



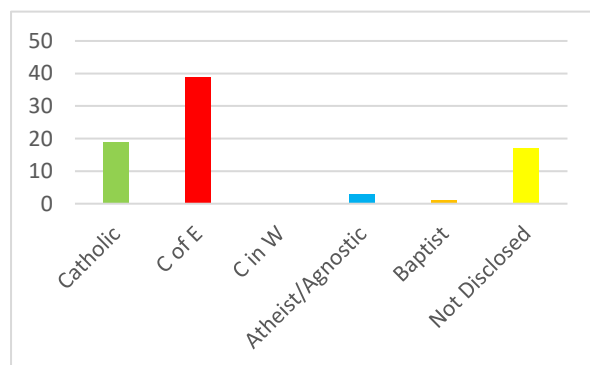
**New Referrals by current denomination of client – Jun 2023**

Denomination of Client	Quantity
Catholic	3
C of E	7
C in W	0
Atheist/Agnostic	0
Baptist	0
Not Disclosed	0



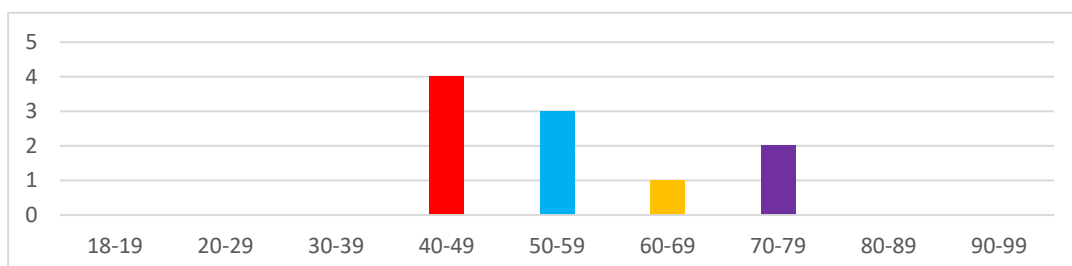
**Referrals by denomination of client (all open cases)**

Denomination of Client	Quantity
Catholic	19
C of E	39
C in W	0
Atheist/Agnostic	3
Baptist	1
Not Disclosed	17



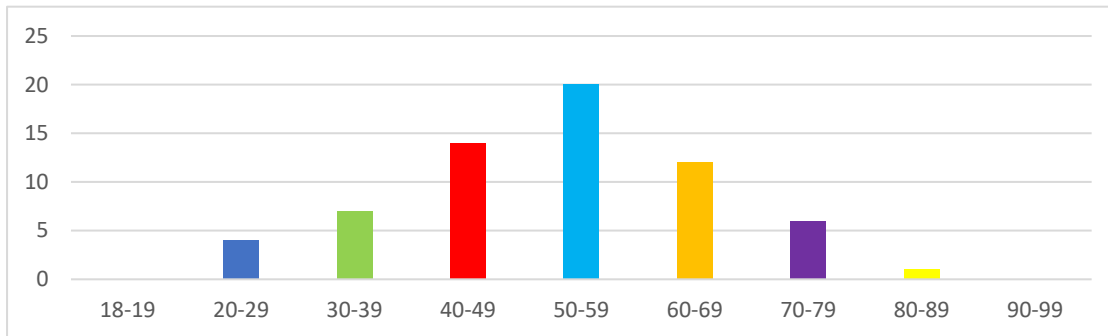
**Referrals by age – Jun 2023 (where age was provided)**

Age of referral	18-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99
Quantity	0	0	0	4	3	1	2	0	0



**Referrals by age (all open cases where age was provided)**

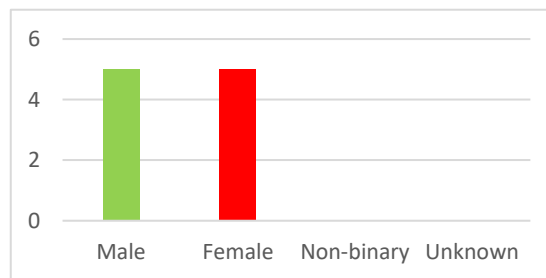
Age of referral	18-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99
Quantity	0	4	7	14	20	12	6	1	0



Data for age range not provided for all cases carried forward from previous providers.

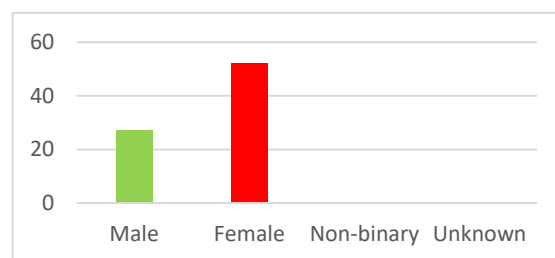
**Referrals by gender – Jun 2023**

Referral Gender	Quantity
Male	5
Female	5
Non-binary	0
Unknown	0



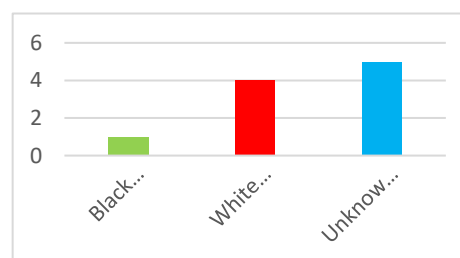
**Referrals by gender (all open cases)**

Referral Gender	Quantity
Male	27
Female	52
Non-binary	0
Unknown	0



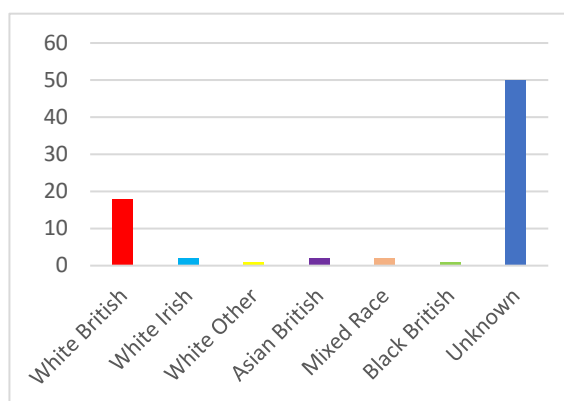
**Referrals by Ethnicity – Jun 2023**

Referral Ethnicity	Quantity
Black British	1
White British	4
Unknown/Declined	5



### Referrals by Ethnicity (all open cases)

Referral Ethnicity	Quantity
White British	18
White Irish	2
White Other	1
Asian British	2
Mixed Race	2
Black British	1
Unknown	50



Self-referrals are often received missing information, or clients refuse to answer questions about their ethnicity. Ethnicity data not provided for 26 cases brought forward from previous service provider.

### RI 24 – Source of new referrals: Jun 2023

Referral Source	Quantity
<b>Self</b>	<b>10</b>
Church (C of E)	0
Church (Catholic)	0
Church (C in W)	0
Church (other)	0
C of E Safeguarding	0
Catholic Safeguarding	0
I.S.S.	0
Police	0
Social Care	0
Other	0
<b>Total</b>	<b>10</b>

Self Referrals Signposted from	Quantity
<b>Church (C of E)</b>	<b>2</b>
<b>Church (Catholic)</b>	<b>1</b>
Church (C in W)	0
Catholic Safeguarding	0
<b>C of E Safeguarding</b>	<b>1</b>
Police	0
Social Care	0
ISS	0
<b>SS Website/Poster</b>	<b>4</b>
Other	0
<b>Unknown</b>	<b>2</b>

**Reporting Indicator 24 – Source of referrals: (Cumulative from 9/1/23)**

Referral Source	Quantity
<b>Self</b>	<b>55</b>
Church (C of E)	0
Church (Catholic)	0
Church (C in W)	0
Church (other)	0
<b>C of E Safeguarding</b>	<b>1</b>
<b>Catholic Safeguarding</b>	<b>6</b>
<b>I.S.S.</b>	<b>1</b>
Police	0
Social Care	0
<b>Other</b>	<b>3</b>
<b>Total</b>	<b>65</b>

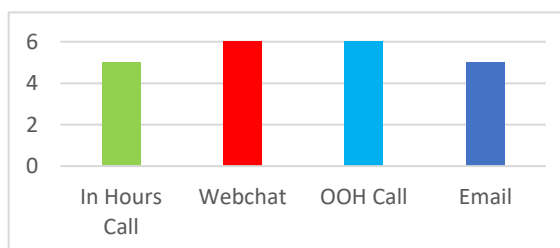
Self Referrals Signposted from	Quantity
<b>Church (C of E)</b>	<b>6</b>
<b>Church (Catholic)</b>	<b>5</b>
Church (C in W)	0
<b>Catholic Safeguarding</b>	<b>2</b>
<b>C of E Safeguarding</b>	<b>5</b>
<b>Police</b>	<b>1</b>
Social Care	0
<b>ISS</b>	<b>1</b>
<b>SS Website/Poster</b>	<b>9</b>
Other	0
<b>Unknown</b>	<b>26</b>

**KPI 15 -Number of new contacts (eligible referrals):**

Calls to our helpline and emails to our inbox often take place anonymously, or occur as a one off from each contact. In many cases clients reveal little to no detail about themselves, or end the call or email correspondence after a single contact.

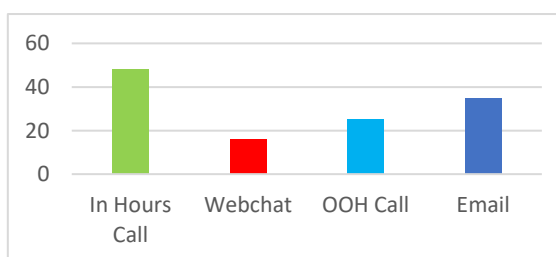
**New Contacts by source – June 2023**

Contact Mode	Quantity
In Hours Call	5
Webchat	6
OOH Call	6
Email	5
<b>Total</b>	<b>22</b>



**New Contacts by source (Cumulative from 9/1/23)**

Contact Mode	Quantity
In Hours Call	53
Webchat	22
OOH Call	31
Email	40
<b>Total</b>	<b>144</b>

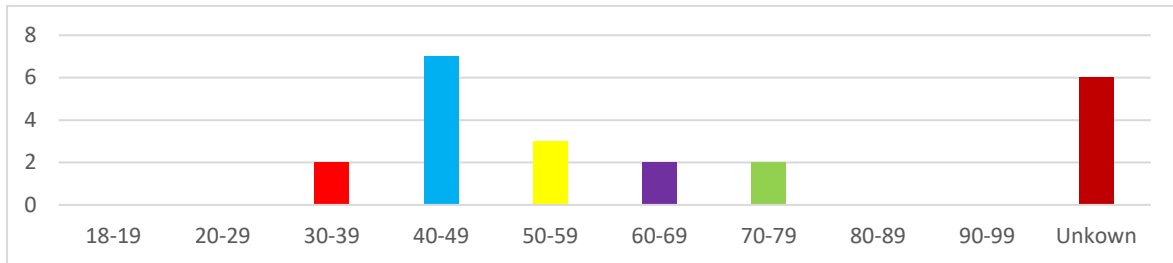


The helpline still fields calls from pre-existing service users while they adjust to the new service provider and their new support worker. This data only refers to contacts from prospective service users.



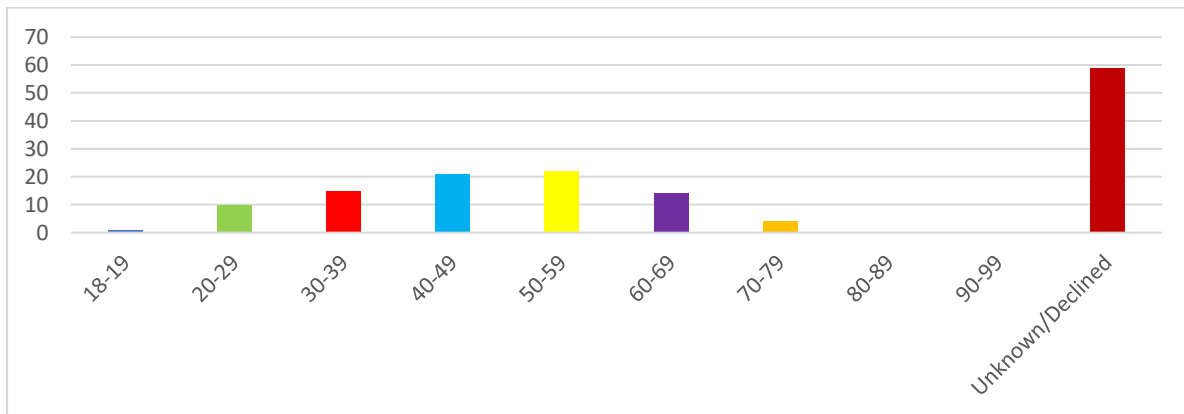
**New contacts by age – June 2023**

Age of referral	18-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	Unknown/Declined
Quantity	0	0	2	7	3	2	2	0	0	6



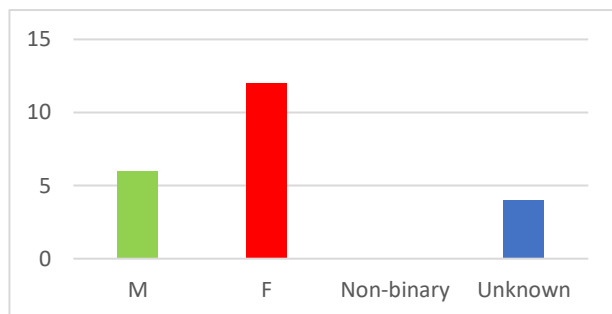
**New contacts by age (Cumulative from 9/1/23)**

Age of referral	18-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	Unknown/Declined
Quantity	1	10	15	21	22	14	4	0	0	59



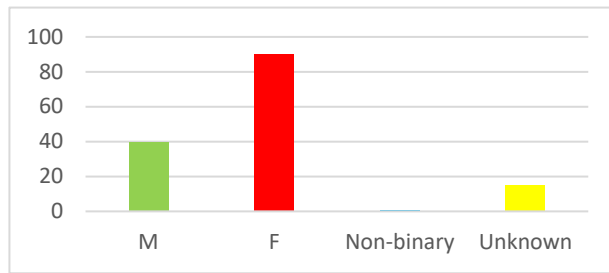
**New contacts by gender – June 2023**

Contact Gender	Quantity
M	6
F	12
Non-binary	0
Unknown	4



**New contacts by gender (Cumulative from 9/1/23)**

Contact Gender	Quantity
M	40
F	90
Non-binary	1
Unknown	15



**New contacts by ethnicity – June 2023**

Referral Ethnicity	Quantity
<b>White British</b>	<b>10</b>
White Irish	0
White Other	0
White American	0
<b>Black British</b>	<b>2</b>
Mixed Race	0
British Asian	0
<b>Unknown/Declined</b>	<b>10</b>

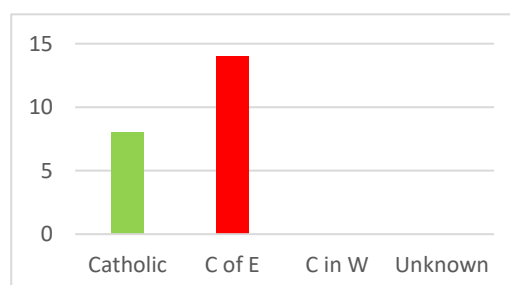
**New contacts by ethnicity (Cumulative from 9/1/23)**

Referral Ethnicity	Quantity
White British	28
White Irish	1
White Other	2
White American	1
Black British	3
Mixed Race	2
British Asian	3
Unknown/Declined	118

Ethnicity of caller is not a relevant question in many cases where someone is contacting the service for the first time. At the point of an initial contact becoming a self-referral, all clients will be and are asked to state their ethnicity (if they are willing to do so). 12/22 provided ethnicity in June, compared to 6/31 in May

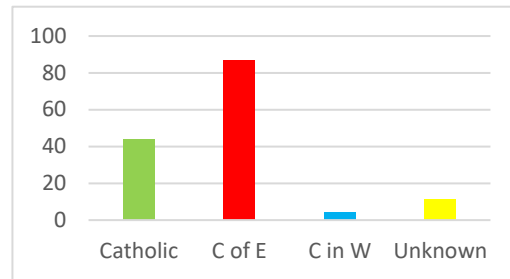
**New contacts by Denomination of Abuse – June 2023**

Denomination of Abuse	Quantity
Catholic	8
C of E	14
C in W	0
Unknown	0



### New contacts by Denomination of Abuse (Cumulative from 9/1/23)

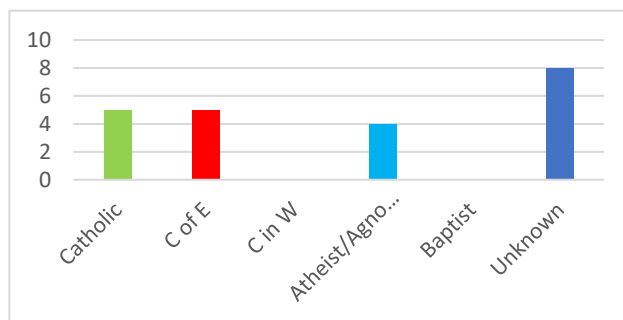
Denomination of Abuse	Quantity
Catholic	44
C of E	87
C in W	4
Unknown	11



Unknown denomination of abuse data is a result of initial contact being made by email, followed by no further engagement, or by callers unwilling to identify their denomination (but insisting it is an eligible denomination at time of contact).

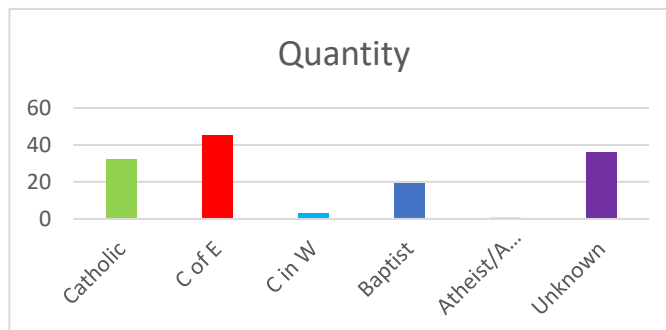
### New contacts by Denomination of victim – June 2023

Denomination of contact	Quantity
Catholic	5
C of E	5
C in W	0
Atheist/Agnostic	4
Baptist	0
Unknown	8



### New contacts by Denomination of victim (Cumulative from 9/1/23)

Denomination of contact	Quantity
Catholic	32
C of E	45
C in W	3
Atheist/Agnostic	19
Baptist	1
Unknown	36



Unknown denomination data is a result of contacts not wishing to state their current religious beliefs, email contacts who disengage and callers who do not disclose.

### RI 25 – Number of ineligible referrals: June 2023

Referral Type	Number of ineligible referrals
Non church related	3
Sub-threshold	3
Non England and Wales (abuse)	2
Under 18	0
Disengaged before disclosing	4
<b>Total</b>	<b>12</b>

**RI 26 – Referral by Type of abuse**

Abuse	Q1		Q2		Cumulative (Jan '23 - )	
	Number	%	Number	%	Number	%
Emotional	0	-	4	11.5%	4	7.3%
Spiritual	4	20%	4	11.5%	8	14.6%
Physical	1	5%	4	11.5%	5	9.1%
Sexual	11	55%	15	42.7%	26	47.2%
Neglect/omission	0	-	0	-	0	-
Domestic	0	-	1	2.9%	1	1.8%
Discrimination	0	-	1	2.9%	1	1.8%
Financial	0	-	1	2.9%	1	1.8%
Psychological	1	5%	3	8.5%	4	7.3%
Modern Slavery	0	-	0	-	0	-
Organisational	3	15%	2	5.6%	5	9.1%
Self-Neglect	0	-	0	-	0	-
<b>Total</b>	<b>20</b>	<b>N/A</b>	<b>35</b>	<b>N/A</b>	<b>55</b>	<b>N/A</b>

**KPI 16 – Number of organisations external to the church engaged (reached out to)**

Type of Service	Q1	Q2	Cumulative (Jan '23 - )
Regional Sexual Violence	3	6	9
Regional Domestic Violence	2	3	5
Counselling/Therapy	7	3	10
Drug and Alcohol	4	2	6
Mental Health	6	2	8
Other	2	7	9
<b>TOTAL</b>	<b>24</b>	<b>23</b>	<b>47</b>

Continued efforts to engage with external service providers were ongoing in Q2. As previously stated, these included approaches and discussions with Solicitors' Firms, as well as LGBTQ+ agencies to provide further training to staff to dovetail with the awareness staff have of treatment of LGBTQ+ community members who we support as survivors. Wherever any external referral is made, efforts

are undertaken to engage with that service to explain our role/function, and suggest future collaboration and work between our agencies.

#### **Outcome 6 – Improved understanding/learning about what works for survivors of church abuse**

This outcome involves working collegiately with independent evaluators to evaluate the service model.

#### **4. Service User Feedback – June and Q2**

All feedback has been anonymised to protect the rights of service users.

Positive feedback received in June can be seen below;

“Thank you for checking in and all the support you are giving me. I don’t think I’d be able to do this without you.” This comment was received by a Survivor Advocate who had helped established a communication channel with Diocesan Safeguarding and begin the process of reporting the abuse they have experienced for the first time.

‘Alice’ stated they are feeling “lifted” and their “energy is coming back” and are “finding my voice again”. She stated she feels better now they are receiving support and have practical actions to complete which has helped her feel she’s “gained power back” and it is “empowering to have someone standing with you” also “feels less shame since working with safe spaces”.

“Thank you for your persistence”. The client was unsure if it was “worth” engaging because of the pressure and power from the church (not to pursue their complaint and being silenced). Some months later the client greatly appreciates their advocate consistently letting them know we are here to listen. Trust was built before having any initial discussions.

No formal negative feedback was received during June.

#### Quarterly Feedback (from questionnaires)

“Yes I was with the 'old team' with zero/stressful results! The new one seems great although progress a bit slow still. I'll definitely find a way of distinguishing between the 2. Thanks for what you've been doing”.

This client has been reassured since First Light took over operating Safe Spaces and has generally been reassured and forward progress has been made in his case alongside the Dioceses safeguarding team and his solicitor, as well as beginning the process of receiving ISS support for counselling.

“I couldn't go through what I am going through without the support of Safe Spaces. [redacted] (advocate) has great patience and is kind and caring. I only had one gripe and it was that sometimes emails are not replied to straight away but [redacted] explained how it works and I understand and fully agree. No problems at all. I'm lucky to have found Safe Spaces and I have passed the details on to people that I know who work in the Care Industry and will continue to pass on your details if anyone I know is in difficulty.”

This was received from a client who registered with Safe Spaces in January, and has had substantial support from Safe Spaces with Diocesan Safeguarding.

No further questionnaires contained qualitative feedback responses.

## **5. Safeguarding - June**

A shared log of client and helpline calls where reference to suicide, suicidal ideation or suicide attempts, as well as mentions of self-harm has been in operation since February 2023.

There is also a log of any Safeguarding discussions raised with the manager, decisions made and outcomes tracked to ensure that clients are kept safe.

There were 3 recorded mentions of client self-harm during June.

There was one logged Safeguarding concern during June, regarding a non-eligible caller. All correct and further safeguarding protocols were followed to ensure their safety before ending our engagement.

Safeguarding remains a priority and all cases are assessed at every contact.

## **6. Workforce - June**

Following the successful recruitment of a new advocate, they began work for Safe Spaces in early June. After completing her initial training with the service manager and induction, she was assigned a 'buddy' within Safe Spaces to support with initial client contact and establishing a rapport with the inherited caseload. The process of completing missing client agreements with the inherited caseload has been effective and is reflected in the reported figures.

During June, the process of completing the Safe Spaces workforce was begun with the request to recruit for a 2<sup>nd</sup> full-time Support Advisor, with interviews taking place on 26/6/23. Survivor input was provided for this post in the form of questions provided for the panel. The same survivor had intended to be present for the interviews, but had to withdraw at short notice due to alternative commitments. Their questions were still asked in all interviews. As with our previous posts, there was an excess of high quality applicants and we offered the role to one, who accepted the role. The start date for this post is set for 7/8/23.

At this point, the staff member who was previously performing a split-role will become a full-time Survivor Advocate. This will leave Safe Spaces with a full team, comprising of 1 service manager, 2 Support Advisors and 3 Survivor Advocates.

Survivor Advocates continue to receive ISVA training. Further discussions are ongoing regarding alternative training options for future staff to vary the skillset and expertise shared amongst the team.