



**VICTIM  
SUPPORT**

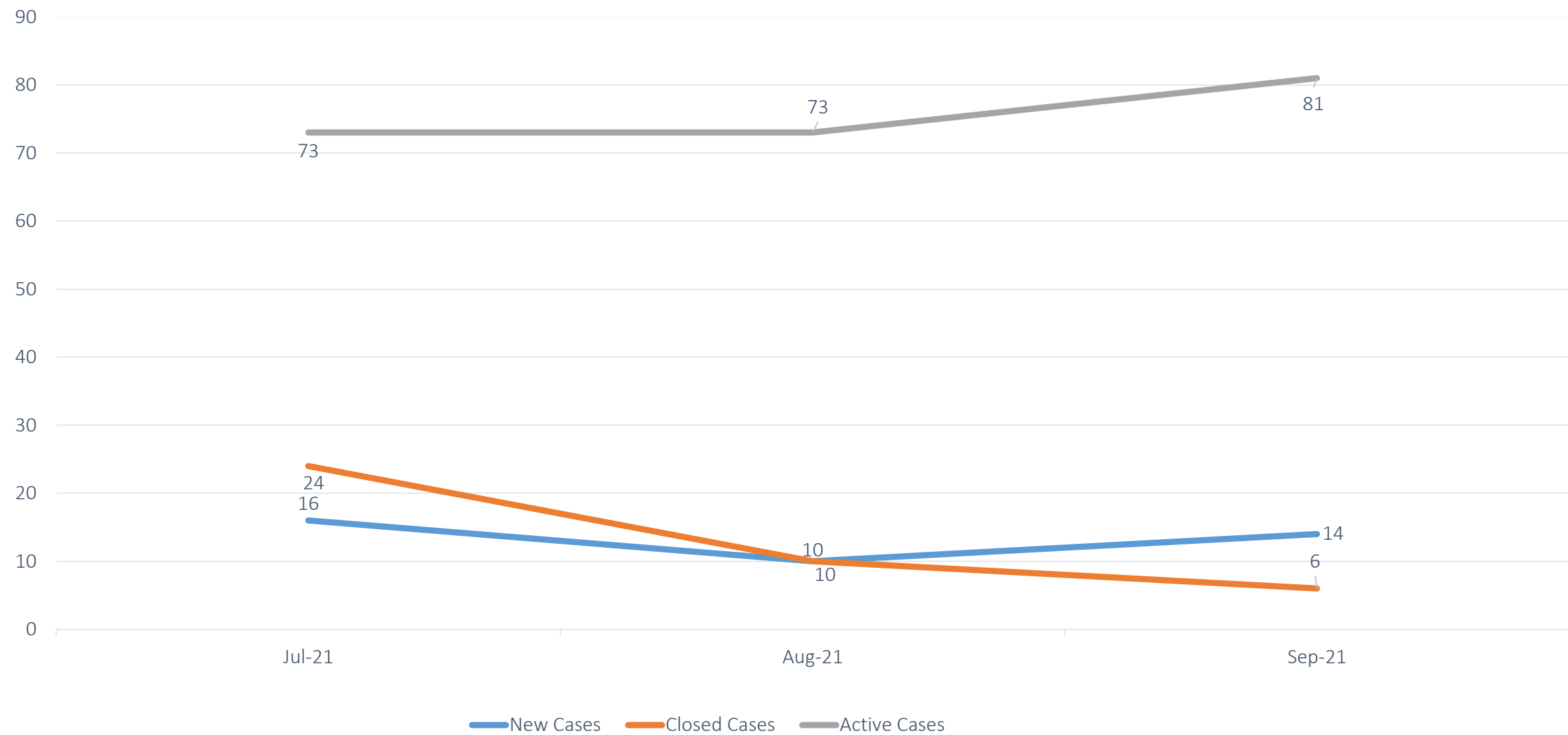
# Safe Spaces Quarterly KPI Report

1<sup>st</sup> July to the 30<sup>th</sup> September

# Overview of Quarterly Cases

- New Cases - 40
- Active Cases – 81
- Closed Cases – 40 (*including 5 rejected*)
- Rejected Cases – 5

# Monthly Comparison: Overview of Cases



# User Satisfaction Survey

Certain KPIs are not able to be identified through our case management system and require asking for feedback from clients. During the course of the quarter (Q4, July 1<sup>st</sup> to September 30<sup>th</sup>), we sent out 19 User Satisfaction Surveys. We have currently received 1 responses.

Below are the number of responses to each question. Other responses were indicated as not applicable:-

KPI 3	1 returns	responses
KPI 4	1 returns	responses
KPI 10	1 returns	responses
KPI 11	1 returns	responses
KPI 13	1 returns	responses
KPI 14a	1 returns	responses
KPI 14b	1 returns	responses
KPI 19	1 returns	responses
KPI 20	1 returns	responses
KPI 21	1 returns	responses
KPI 22	1 returns	responses
KPI 27	1 returns	responses
KPI 37	1 returns	responses
KPI 38	1 returns	responses

Of the total of closed cases.

19 forms were sent out

14 client provided no email address

5 clients from this QTR were ineligible for a service

1 client that was opened last QTR and closed this QTR, after it was ascertained that they were not eligible

1 client was closed this QTR on the system but their feedback form was accidentally included in the previous quarters figures.

# Response Times

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Victims/survivors feel heard	Victims and survivors are listened to and responded to well by safe spaces in a timely manner, as defined by users of the service.	KPI.1: 90% weekday Service User contacts receive response from a SA within 48 hours (unless considered unsafe for the Service User)	95%	As reported in the September report. One new referral did not receive a response within 48 hours. However this was explained to the client and they were happy with this. July and August has 100% response rates.
		KP.2: 90% weekend Service User contacts receive response from a SA within 72 hours (unless considered unsafe for the Service User)	100%	

# User Survey Feedback

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Victims/survivors feel heard	Victims and survivors are listened to and responded to well by safe spaces in a timely manner, as defined by users of the service.	KPI.3: Min 70% Service User report feeling listened to by Safe Spaces (user survey)	100%	These figures are based on 1 returned surveys.
		KPI.4: Min 70% Service User report feeling responded to well by Safe Spaces (user survey)	100%	These figures are based on 1 returned surveys.

# Referrals

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Victims/survivors feel heard	Reports of abuse are reported to statutory services within 24 hours of review by Victim Support staff dedicated to Safe Spaces and the relevant church body in line with legislation and appropriate consent/information sharing requirements.	KPI.5: No of referrals made to police by:		
		a) Safe Spaces with consent of victim/survivor	1	
		b) Safe Spaces without consent and providing details of the alleged perpetrator only	0	
		c) Victim/survivor following access of Safe Spaces service (when known)	0	
		KPI.6: Provision of a monthly report on serious cases	0	There have been no serious cases
		KPI.7: No of referrals made to social care services by:		
		a) Safe Spaces	3	
		b) victim/survivor following access to Safe Spaces service (when known)	0	
		KPI.8: No of referrals made to the relevant church safeguarding body by:		
		a) Safe Spaces	1	
		b) victim/survivor following access to Safe Spaces service (when known)	3	

# User Survey Feedback continued

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Victims/survivors feel heard	Victim/survivors views are advocated for by Safe Spaces	KPI.9: No of occasions the Safe Spaces service advocates on behalf of a victim/survivor	31	
		KPI.10: Min 70% Service User report views were advocated well by Safe Spaces (as defined by users of the service) (user survey)	100%	These figures are based on 1 returned surveys.



# User Survey Feedback continued

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Victims/survivors are empowered and informed	<p>Victim Survivors are:</p> <p>Given clear information as to:</p> <p>a) What to expect from the criminal justice, social care and church processes for managing allegations of abuse</p> <p>b) Available support services, including statutory, voluntary, faith-based and secular services, online support and community services.</p>	KPI.11: Min 70% Service User report information clearly provided or signposted by Safe Spaces (user survey)	100%	These figures are based on 1 returned surveys.

# Safe Spaces Website

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Comments
Victims/survivors are empowered and informed	Victims and survivors are:  Given clear information as to: a) What to expect from the criminal justice, social care and church processes for managing allegations of abuse b) Available support services. including statutory, voluntary, faith-based and secular services, online support and community services.	KPI:12: Service website includes relevant information about other agencies and how to contact them	Please see narrative report for this.

# User Survey Feedback continued

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Victims/survivors are empowered and informed	<p>Victims and survivors are:</p> <p>Involved in any decision-making processes and are supported and empowered by Safe Spaces to</p> <p>a) self-advocate and/or</p> <p>a) make their own decisions</p>	KPI.13: Min 70% Service User report feeling empowered to self-advocate and/or make own decisions by Safe Spaces (user survey)	100%	These figures are based on 1 returned surveys.
Victim/survivors have improved wellbeing	<p>Victim/survivors experience:</p> <p>an improvement to their health and wellbeing</p>	<p>KPI.14: Min 70% Service User report feeling an improvement in their wellbeing having</p> <p>a) accessed Safe Spaces for wellbeing support (user survey) (and VS scale if used)</p> <p>b) other services signposted from Safe Spaces</p>	<p>a) 100%</p> <p>b) N/A</p>	Question a) is based on 1 returned surveys.

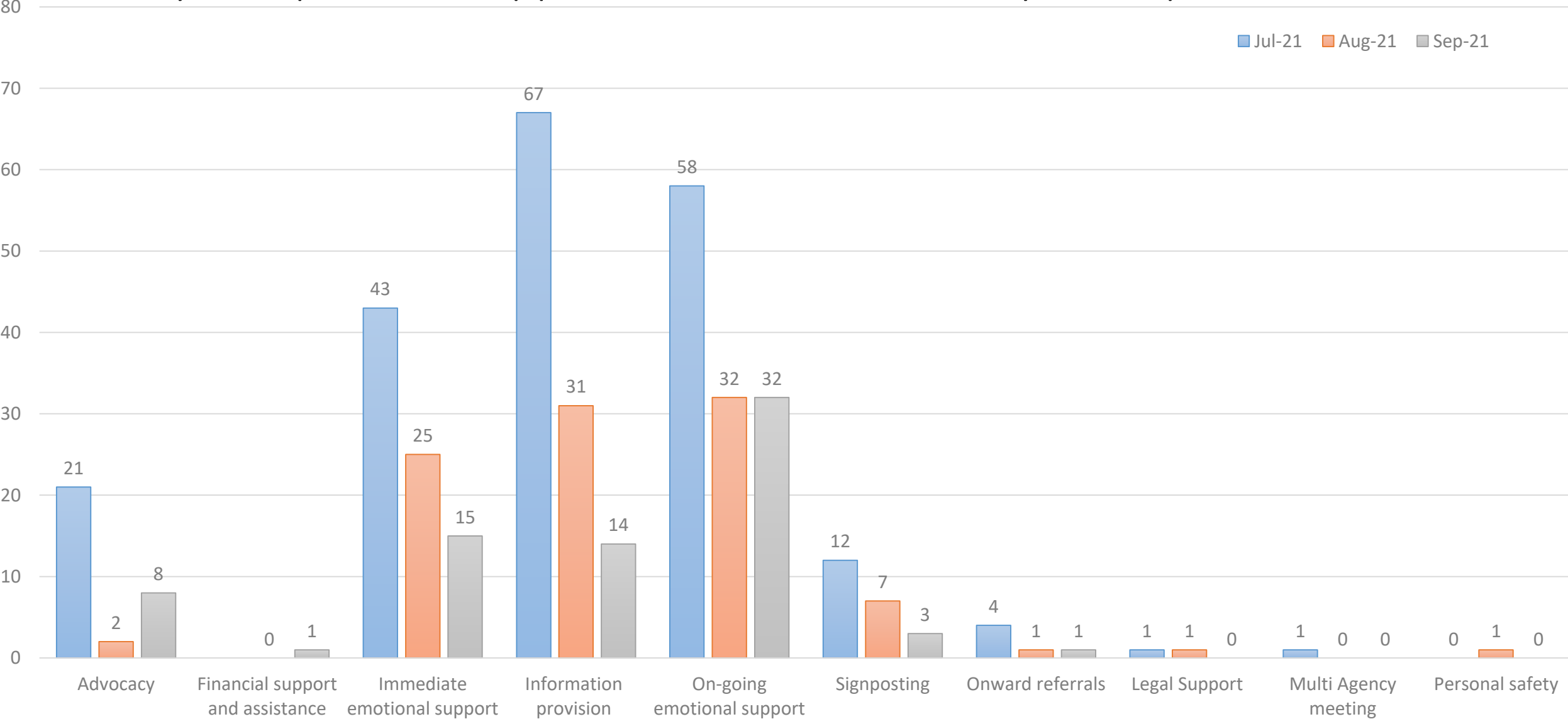
# Referrals cont.

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Victim/survivors have improved wellbeing	Victim/survivors experience:			
	An improvement to their health and wellbeing	KPI.15: No of times that victims/survivors want to be put in contact with the Church for pastoral support, and this is facilitated by Safe Spaces	1	
		KPI.17: No of referrals made by Safe Spaces to wellbeing, therapeutic or community support services that: a) Were accepted for a service, and b) Were not accepted for a service (and the reasons why)	3	

# Support Services delivered by Safe Spaces

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Victim/survivors have improved wellbeing	<p>Victim/Survivors experience:</p> <p>An improvement to their health and wellbeing</p>	<p>KPI.16: No of Service Users receiving support services delivered by Safe Spaces (by type, inc: advocacy, online therapy, supported online therapy)</p>	<p>Legal Support – 2</p> <p>Advocacy – 31</p> <p>Financial Support and Assistance – 1</p> <p>Immediate emotional support – 83</p> <p>Information Provision – 112</p> <p>On-going emotional support – 122</p> <p>Signposting – 22</p> <p>Onward Referrals – 6</p> <p>Personal Safety - 1</p> <p>Multi Agency Meetings - 1</p>	

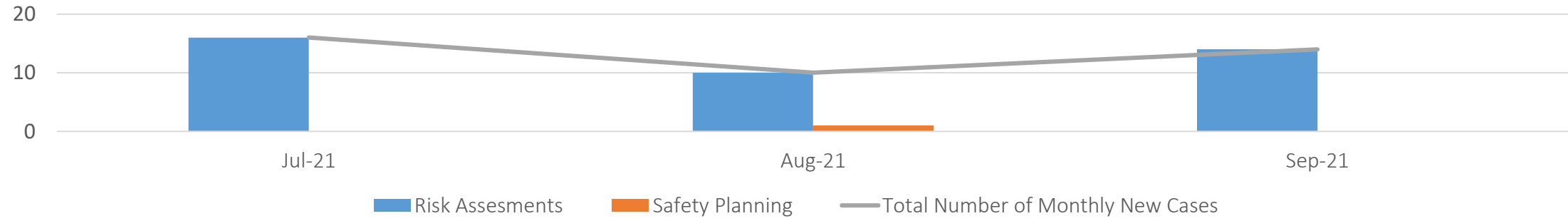
# Monthly Comparison: Support Services delivered by Safe Spaces



# User Survey Feedback

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Victim/survivors have improved wellbeing	Victim/survivors experience:			
	Increased feelings of safety	KPI.18: No of Service Users provided with risk assessment and safety planning advice	Risk Assessments – 40 Safety Planning - 1	
	increased feelings of safety	KPI.19: Min 70% Service User report increased feelings of safety having accessed Safe Spaces risk assessment/safety planning advice (user survey) (and VS scale if used)	100%	These figures are based on 1 returned surveys.
	No re-traumatisation by their experience of receiving support from “Safe Spaces”, as defined by users of the service	KPI.20: Min 70% Service User report the service provided by Safe Spaces did not result in traumatisation (user survey)	100%	These figures are based on 1 returned surveys.
	An improvement in their economic wellbeing as a result of having access to information, support or resources to do so	KPI.21: Min 30% Service User report feeling some improvement in their economic wellbeing having accessed Safe Spaces for information and signposting about economic support (user survey)	N/!	

Number of Service Users provided with risk assessment and safety planning advice per month



# Referrals

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Victim/survivors have improved wellbeing	Victim/survivors experience:  Multiagency working by Safe Spaces	KPI.22: Where referrals are made to other agencies, the number of those referrals and, of that number, the number of those in which the person reported back that they felt helped	Number of Referrals: NA	The client reported that Safe Spaces made no referrals on their behalf
		KPI.23: No of Service Users supported by virtual attendance at multiagency meetings by Safe Spaces	1	

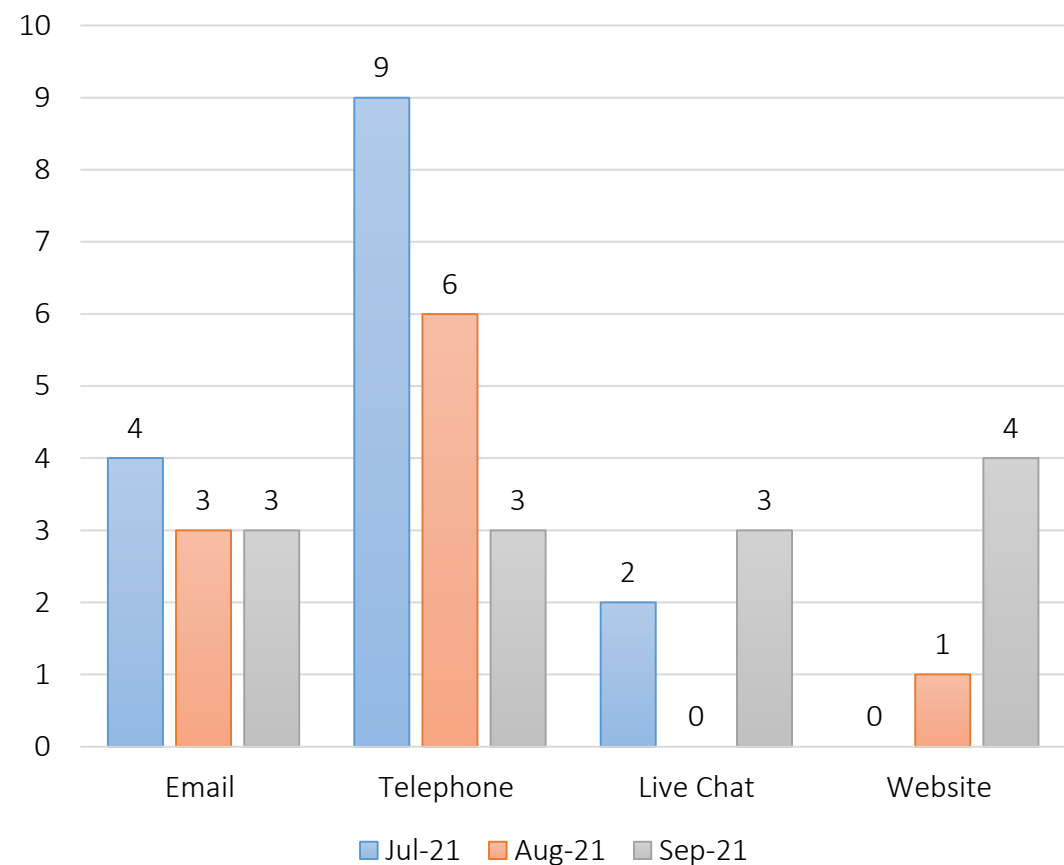


# Accessing the Service

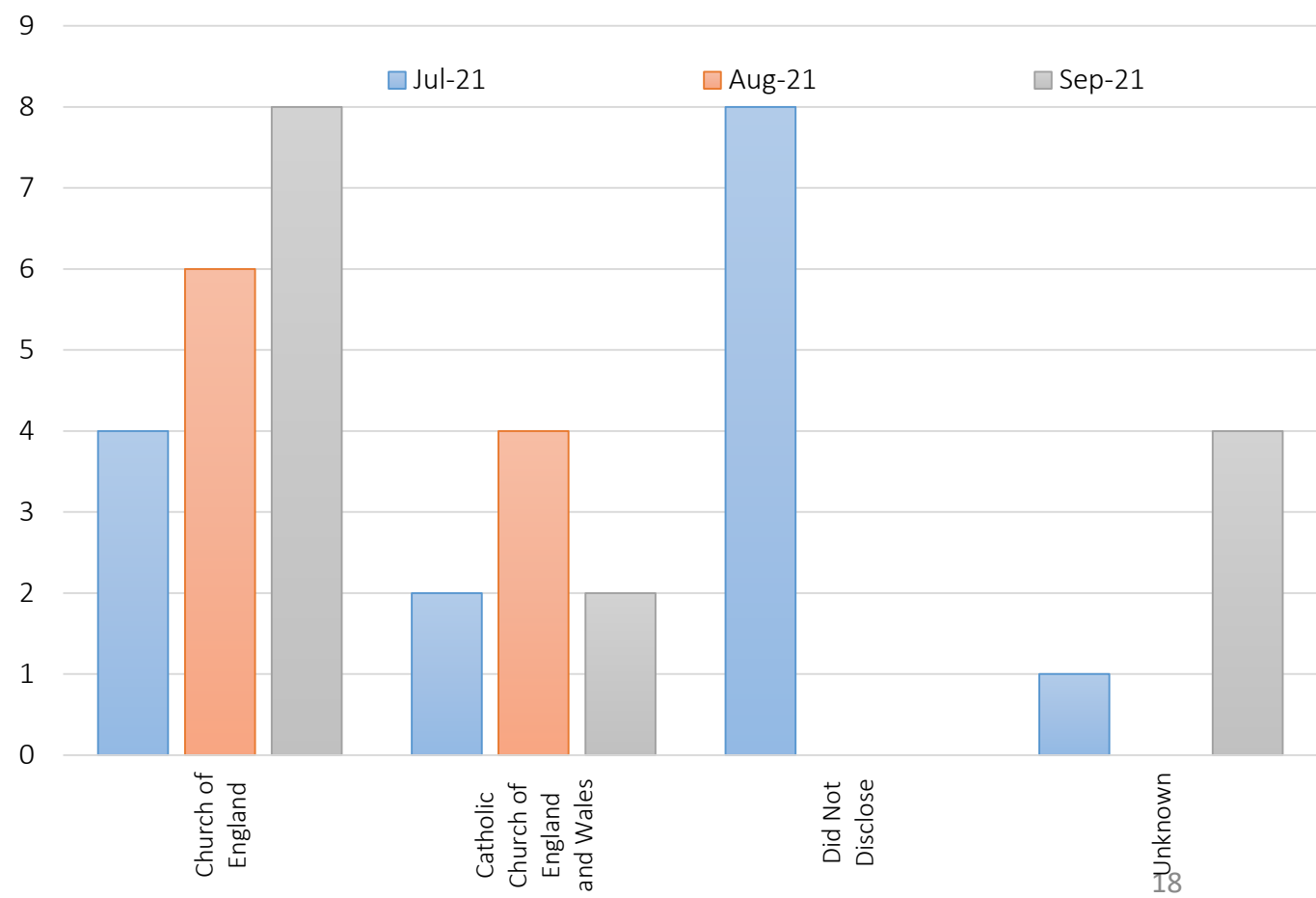
Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Victims/survivors access a high-quality service	Victims/survivors access the Safe Spaces service.	KPI:24 No of self-referrals made to Safe Spaces service by		
		a) List different methods	Email – 10 Telephone – 18 Live Chat – 5 Website – 5	
		b) Denomination where this is known	Church of England – 18 Catholic Church in England and Wales - 8 Did not disclose - 1 Unknown – 13	
		KPI:25: No of referrals made to Safe Spaces by external organisations.	2	
		KPI:26 No of successful contacts made by Safe Spaces to victim/survivors following a referral from an external organisation (inc. referral source and denomination when provided)	1	1 victims support internal 1 other  ! Referral this quarter came from a friend of a victim. Safe Spaces tried to make contact with the victim by letter as requested and the victim never responded.

# Monthly Comparison of Self Referrals

Monthly Comparison: Self Referral Initial Contact Method



Monthly Comparison: Self Referrals Denomination



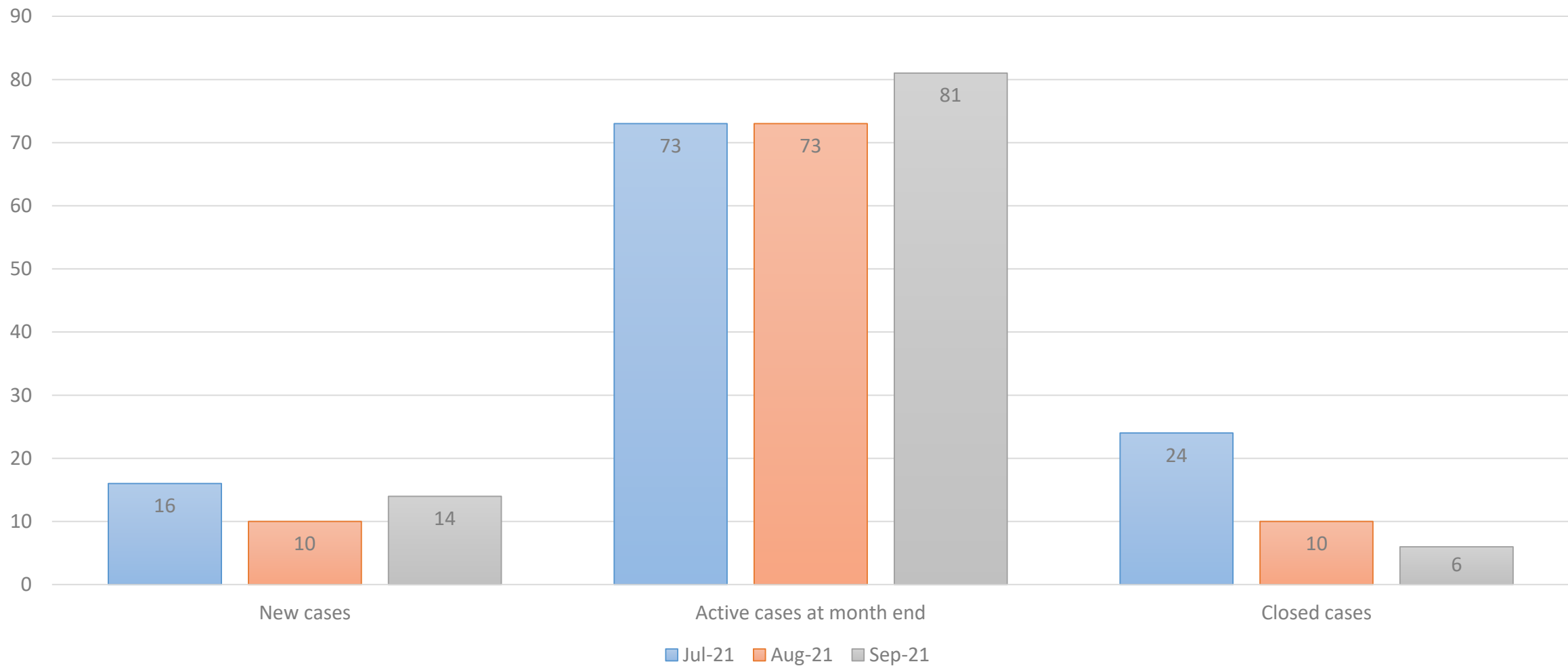
# User Survey Feedback continued

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Victims/survivors access a high-quality service	Victims/survivors access the Safe Spaces service.	KPI.27: A survey to cover delivery of support in which Service Users report ease of access to service (min average score 4) in terms of method and time of being able to make contact (where 1 is not at all satisfied and 5 is extremely satisfied)	5	These figures are based on 1 returned surveys.

# Case Type Summary

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Victims/survivors access a high-quality service	Victims/survivors access the Safe Spaces service.	KPI:28 No. of new cases accepted and rejected by Victim Support including why cases are rejected	New cases - 40	
			Rejected cases – 5 <i>(Rejected due to not fitting criteria)</i>	
		KPI:29 No. of active cases at month end; No. of new cases opened during the quarter; No. of cases closed during the month	Active cases at quarter end – 81	Cases were rejected due to not fitting the eligibility criteria for a service. 2 cases were denominations outside of the criteria of SSEW 1 case did not experience abuse related to the church 1 case was related to a school not under the jurisdiction of the church 1 case was duplicated
			New cases – 40 Cases closed – 40 <i>(Includes 5 rejected cases)</i>	

# Quarterly Comparison: Case Type Summary



# Equality, Diversity and Inclusion

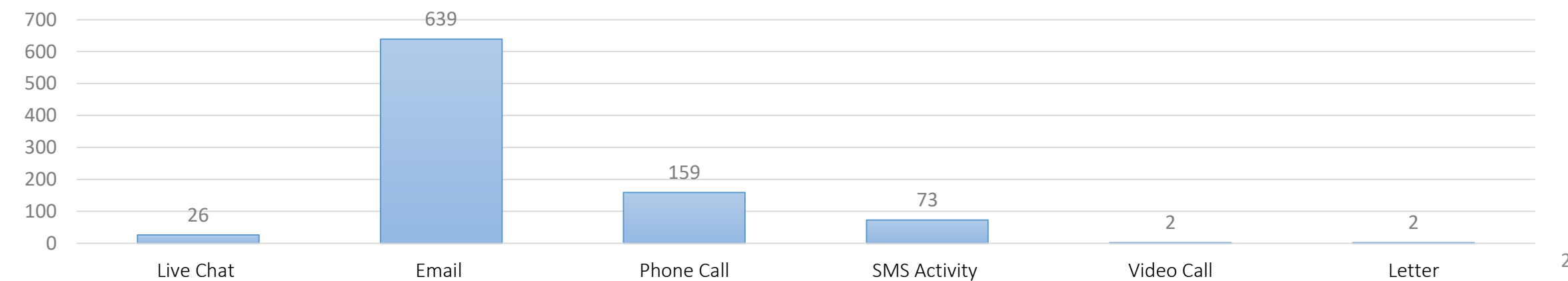
Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)		Actuals	Comments
Victims/survivors access a high-quality service	Victims/survivors access the Safe Spaces service.	KPI:30 Equalities monitoring information (when provided by Service User) (gender, ethnicity, disability, sexuality, religion/denomination, language, and geographic location)	<u>Gender</u>		
			Female		
			Male		
			Unknown		
			<u>Age</u>		
			25 to 34		
			35 to 44		
			45 to 54		
			55 to 64		
			65 and over		
			Unknown		
			<u>Ethnicity</u>		
			Black British		
			White British		
			White Irish		
			British Asian		
			White Other		
			Not Specified		
			Unknown		
			<u>Religion</u>		
			Church of England		
			Christian – Roman Catholic		
			Buddhist		
			Christian Anglican		
			Christian – Protestant		
			Unknown		
			<u>Sexual Orientation</u>		
			Heterosexual		
			Gay		
			Unknown		

# Equality, Diversity and Inclusion cont.

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)		Actuals	Comments
Victims/survivors access a high-quality service	Victims/survivors access the Safe Spaces service.	KPI:30 Equalities monitoring information (when provided by Service User) (gender, ethnicity, disability, sexuality, religion/denomination, language, and geographic location)	<u>Location</u>		

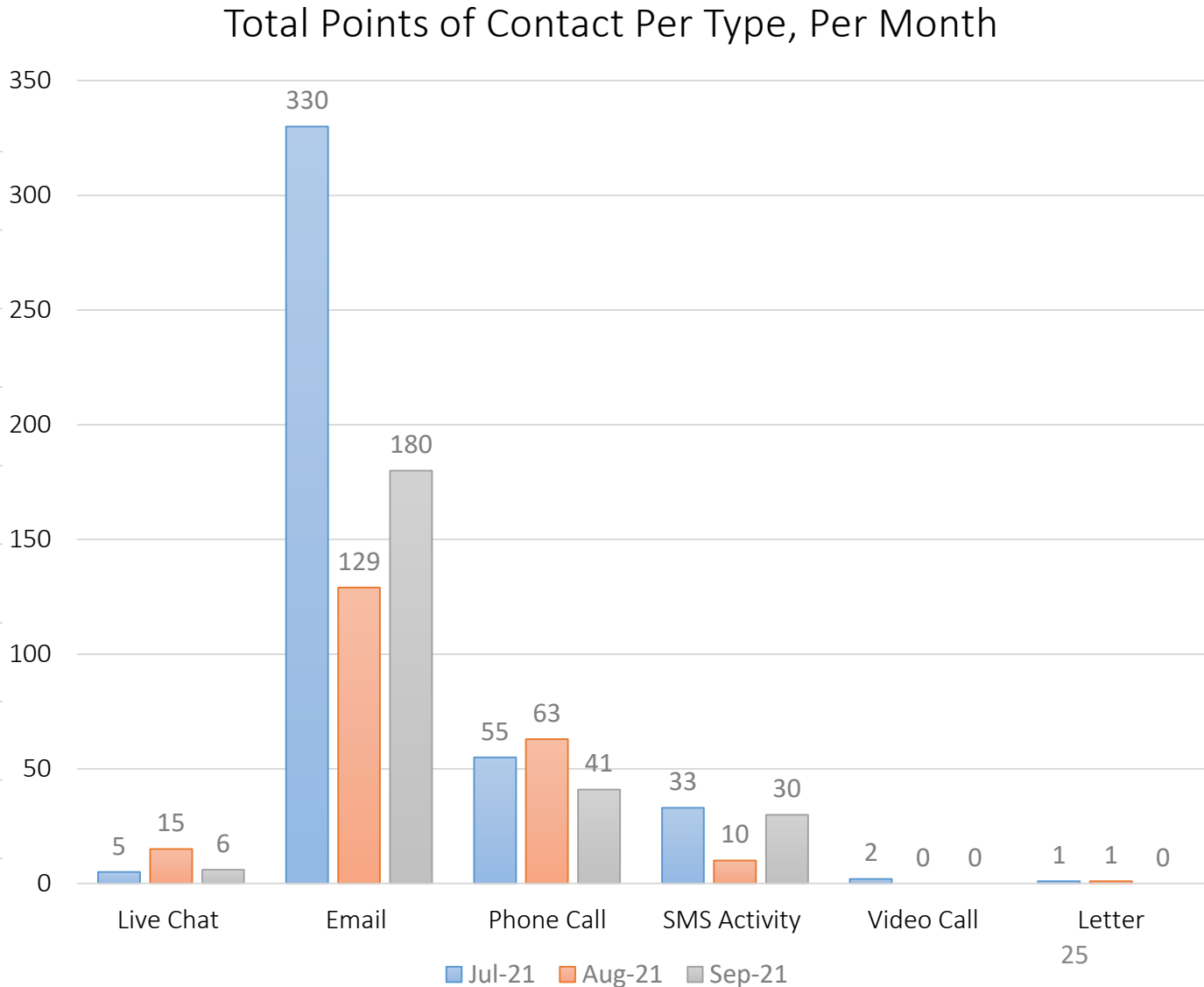
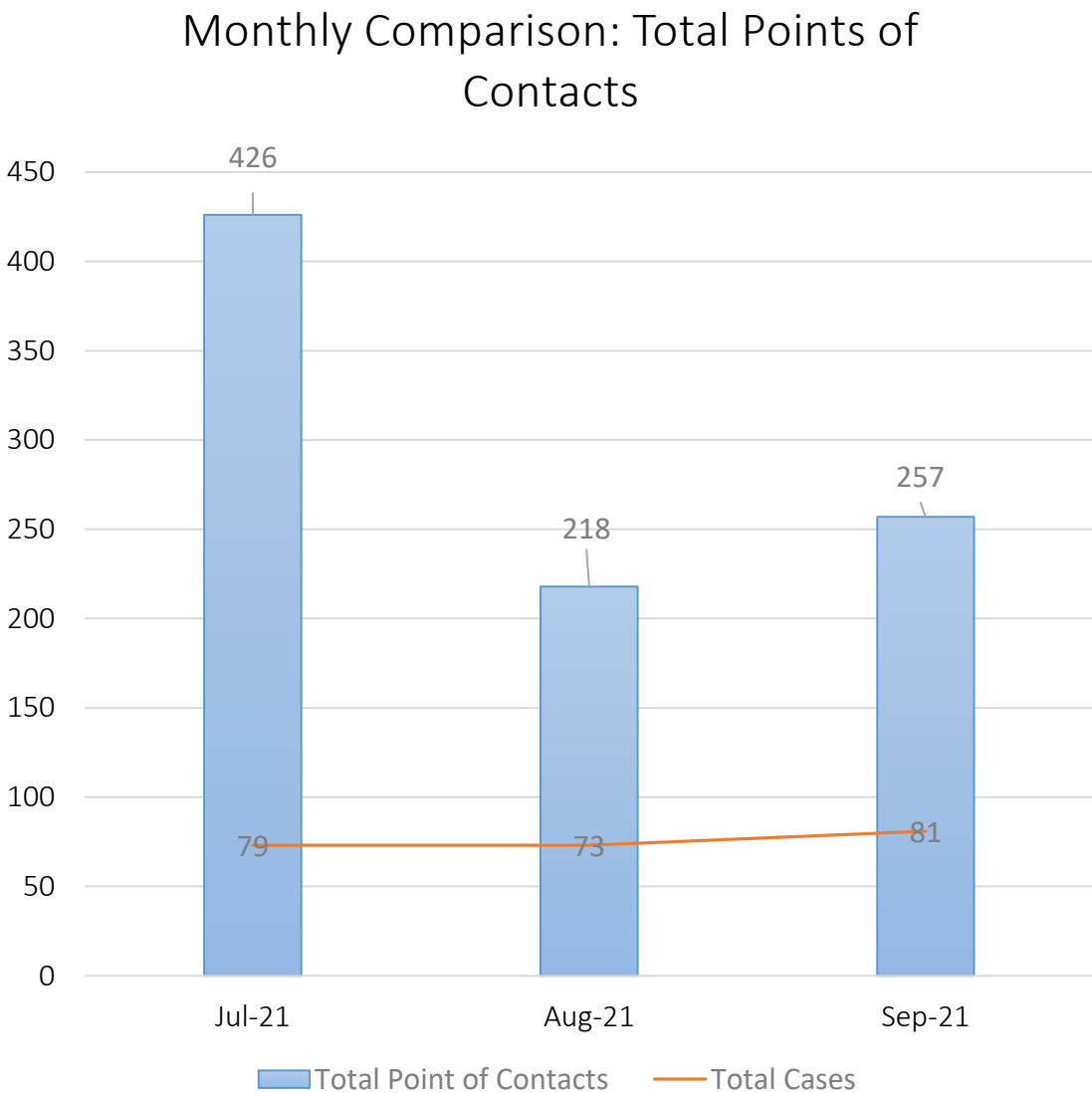
Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Victims/survivors access a high-quality service	Victims/survivors access the Safe Spaces service.	KPI:31 No of Service Users making single contacts to Safe Spaces.	12	
		KPI.32 No of Service Users receiving extended advocacy support from Safe Spaces (grouped by number of sessions/contacts)	Number of Users who have received extended advocacy support this quarter –  Total Points of Contact Live Chat – 26 Email – 639 Phone Call – 159 SMS Activity – 73 Video Call – 2 Letter - 2 <b>Total – 901</b>	
		KPI.33: No of Service Users re-contacting Safe Spaces after signposting/referral did not yield required support service.	0	
		KPI.34: A minimum of 1 anonymised case study per quarter demonstrating the support provided to a client, the services that they received as an outcome and the difference that it has made to them	Please see narrative report for this	

Total Points of Contact Per Type





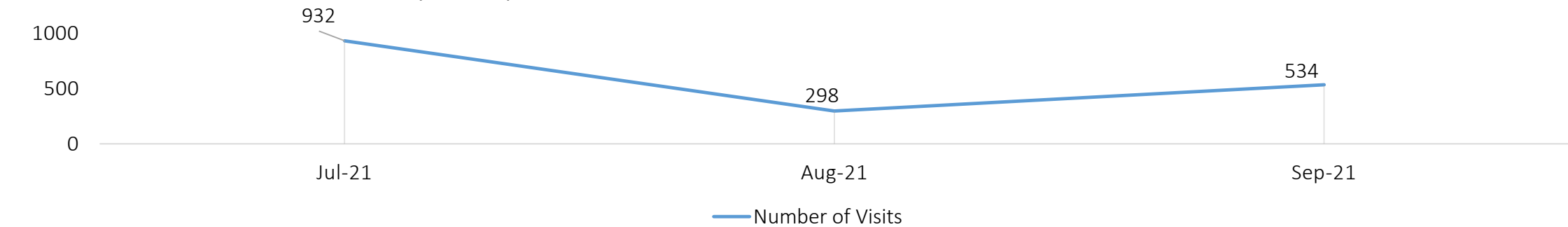
# Monthly Comparison of Total Type of Contact per Point



# Website/Helpline Availability

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Victims/survivors access a high-quality service	Victims/survivors access the Safe Spaces service.	KPI.35: No of visits to Safe Spaces website	1764	
		KPI.36: Service availability of helpline during opening hours, and website at 95% (excluding any scheduled and agreed maintenance time)	100%	

Monthly Comparison: Number of Visits to the Site



# User Survey Feedback continued

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Victims/survivors access a high-quality service	Victim/survivors are confident in the service provided	KPI.37: Min 70% Service User report satisfaction with the service provided by Safe Spaces (user survey)	100%	These figures are based on 1 returned surveys.
		KPI.38: Min 70% Service User report they would recommend Safe Spaces to others (user survey)	100%	These figures are based on 1 returned surveys.

# Grants

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
	Faith-based and secular community groups supporting victims/survivors of abuse are awarded small grants to support their work.	KPI.39: No of grant payments of up to £5,000 per group made community groups supporting victims/survivors of abuse.	See narrative report	
		KPI.40 Min 4 grant payments made in first year of contract.	See narrative report	
		KPI.41: 10% of contract grant funding to be made to a community group or groups in Wales.	See narrative report	

# Number of User Surveys

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Victims/survivors have ongoing involvement in the development of the Safe Spaces service	Victims/survivors:  Have ongoing opportunities to feedback about their experience as a user of the Safe Spaces service	KPI.42: No of Service User surveys completed: - Survey to cover services delivered on first call only (text) - Survey to cover immediate support and intervention (text) - Survey to cover delivery of support (long term) – Short online survey	Number sent out via email is 19  Number received back is 1	Of the total of closed cases. 19 forms were sent out 14 client provided no email address 5 clients from this Qtr were ineligible for a service 1 client was opened last qtr and closed this qtr after it was ascertained that they were not eligible 1 client was closed this qtr on the system but their feedback form was accidentally included in the previous quarters figures.
		KPI.43: Victim/survivor engagement and development plan produced by Victim Support in consultation with victim/survivor representatives from the Church of England and Catholic Church in England and Wales by November 2020.	See narrative report	

# Engagement Activities

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Victims/survivors have ongoing involvement in the development of the Safe Spaces service	Victims/survivors:  Have ongoing opportunities to be involved in the continued development of the Safe Spaces service	KPI.44: A minimum of 1 engagement event/activity per quarter	See narrative report	
	Victims/survivors:  Are supported to be involved in the continued development of the Safe Spaces service	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	see narrative report	

# Production of Resources

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Awareness	Church officers and victims/survivors are aware of Safe Spaces, how to access it and the protocols for referrals and information sharing	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	See narrative report	
		KPI.47: The production, sharing and implementation of standard referral form, referral pathways, information sharing protocols.	See narrative report	
		KPI.48: No of engagement events with both denominations	See narrative report	

# Production of Publicity Materials

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Awareness	Church officers and victims/survivors are aware of Safe Spaces, how to access it and the protocols for referrals and information sharing	KPI.49: Production of publicity materials	See narrative report	



# Reports

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Governance	Church bodies are assured of the quality and effectiveness of the Safe Spaces service.	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.	See narrative report	