



**VICTIM  
SUPPORT**

# Safe Spaces Quarterly KPI Report

1 April 2022 – 30 June 2022

# Quarterly Overview of Cases

Case Type	End of Yr 1 figure	Q3/20* Sept-Dec	Q4-21 Jan-Mar	Q1/21 Apr-Jun	Q2/21 Jul-Sept	Q3/21 Oct-Dec	Q4/22 Jan - Mar	Q1/22 Apr - Jun	Q2/22 Jul - Sept	Pilot ends	Cumulative Oct 2020 to Date
New Cases	202	84	44	34	40	25	29	39			295
Active Cases	n/a	58	76	81	81	76	80	95			n/a
Closed Cases (incl. non Qualifying or duplicate)	121	26	26	29	40	38	25	19			203
Non Qualifiying	15	3	5	2	5	4	5	7			31

# 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.	<b>KPI 1:</b> 90% weekday Service User contacts receive response from a SA within 48 hours (unless considered unsafe for the Service User)	100 %	
		<b>KPI 2:</b> 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.	<b>KPI 3:</b> Min 70% Service User report feeling listened to by Safe Spaces (user survey)	50%	The cumulative data for this KPI can be found in new table on page 24
		<b>KPI 4:</b> Min 70% Service User report feeling responded to well by Safe Spaces (user survey)	50%	The cumulative data for this KPI can be found in new table on page 24

# Referrals

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	This Quarter	Cumulative	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.	<b>KPI 5:</b> No. of referrals made to police by:			Cumulative from beginning of service		
		a) Safe Spaces with consent of victim/survivor	1	3			
		b) Safe Spaces without consent and providing details of the alleged perpetrator only	0	0			
		c) Victim/survivor following access of Safe Spaces service (when known)	0	0			
				<b>KPI 6:</b> Provision of a monthly report on serious cases	0	0	There have been no serious cases
				<b>KPI 7:</b> No. of referrals made to social care services by:			Cumulative from beginning of service
				a) Safe Spaces	0	3	
				b) Victim/survivor following access to Safe Spaces service (when known)	0	0	
				<b>KPI 8:</b> No. of referrals made to the relevant church safeguarding body by:			Cumulative from beginning of service
				a) Safe Spaces	2	12	
		b) Victim/survivor following access to Safe Spaces service (when known)	0	8			

# User Survey Feedback continued

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Cumulative	Comments
Victims/survivors feel heard	Victim/survivors views are advocated for by Safe Spaces	<b>KPI 9:</b> No of occasions the Safe Spaces service advocates on behalf of a victim/survivor	30	320	Number of occasions across active case load Please refer to Service Deliveries for cumulative data broken down by month
		<b>KPI 10:</b> Min 70% Service User report views were advocated well by Safe Spaces (as defined by users of the service) (user survey)	50%		Please also see narrative report for a more detailed breakdown of response information relating to this KPI <b>The cumulative data for this KPI can be found in new table on page 24</b>

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Victims/survivors are empowered and informed	Victim 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.	<b>KPI 11:</b> Min 70% Service User report information clearly provided or signposted by Safe Spaces (user survey)	75%	These figures are based on <b>4</b> returned survey. <b>4</b> persons responded to this question  Please also see narrative report for a more detailed breakdown of response information relating to this KPI  <b>The cumulative data for this KPI can be found in new table on page 24</b>

# 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.	<b>KPI 12:</b>  Service website includes relevant information about other agencies and how to contact them	Please see narrative report for this KPI

# User Survey Feedback

During the course of the quarter (October – December 2021), we sent out XX User Satisfaction Surveys. We have currently received XX responses.

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Victims/survivors are empowered and informed	Victims and survivors are: Involved in any decision-making processes and are supported and empowered by Safe Spaces to a) self-advocate and/or a) make their own decisions	<b>KPI 13:</b> 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 4 returned survey. 2 persons answered this question  The cumulative data for this KPI can be found in new table on page 24
Victim/survivors have improved wellbeing	Victim/survivors experience: an improvement to their health and wellbeing	<b>KPI 14:</b> Min 70% Service User report feeling an improvement in their wellbeing having a) accessed Safe Spaces for wellbeing support (user survey) (and VS scale if used) b) other services signposted from Safe Spaces	a) 50 %  b) n/a	Question (a) figure is based on 4 returned surveys and 4 responding to this question  Question (b) figure no one responded to this question  The cumulative data for this KPI can be found in new table on page 24



# Referrals cont.

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	This Quarter	Comments
Victim/survivors have improved wellbeing	Victim/survivors experience:  An improvement to their health and wellbeing	<b>KPI.15:</b> 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	3	<ul style="list-style-type: none"> <li>• Interim Support Scheme</li> <li>• Newcastle Diocese Survivors</li> <li>• Church of England Safeguarding</li> </ul>
		<b>KPI.17:</b> No. of referrals made by Safe Spaces to wellbeing, therapeutic or community support services that:		<b>Referrals made</b> MACSAS Survivors Voices Survivor group Diocese of Newcastle
		a) Were accepted for a service, and	3	
		b) Were not accepted for a service (and the reasons why)	0	

# Support Services delivered by Safe Spaces

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Services	This Quarter	Comments
Victim/survivors have improved wellbeing	Victim/Survivors experience: An improvement to their health and wellbeing	<b>KPI 16:</b> No of Service Users receiving support services delivered by Safe Spaces (by type, inc: advocacy, online therapy, supported online therapy)	Advocacy	30	<p>please refer to monthly report for breakdown of cumulative figures from start of service.</p> <p><b>Referrals made:</b> ISS MACSAS Survivors Voices Police Diocese Safe Guarding Local solicitor Survivor group Diocese of Newcastle</p> <p><b>Signposted to</b> Mind website (leaflet) One in four Law works solicitors</p>
			Financial Support and Assistance	2	
			Immediate Emotional Support	43	
			Information Provision	25	
			On-going Emotional Support	51	
			Signposting	3	
			Onward Referral	7	
			Personal Safety	0	
			Criminal Injury	0	
			Multi Agency	2	
Legal	1				

# User Survey Feedback

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Comments
Victim/survivors have improved wellbeing	Victim/Survivors experience: Increased feelings of safety	<b>KPI 18:</b> No. of Service Users provided with risk assessment and safety planning advice	39	Risk Assessments
			0	Safety Planning
	Increased feelings of safety	<b>KPI 19:</b> 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)	67%	These figures are based on <b>4</b> returned surveys where <b>3</b> persons answered the question <b>The cumulative data for this KPI can be found in new table on page 24</b> Please also see narrative report for more detailed information relating to this KPI
	No re-traumatisation by their experience of receiving support from “Safe Spaces”, as defined by users of the service	<b>KPI 20:</b> Min 70% Service User report the service provided by Safe Spaces did not result in traumatisation (user survey)	67%	These figures are based on <b>4</b> returned survey. Where <b>3</b> persons answered the question <b>The cumulative data for this KPI can be found in new table on page 24</b> Please also see narrative report for more detailed information relating to this KPI
	An improvement in their economic wellbeing as a result of having access to information, support or resources to do so	<b>KPI 21:</b> 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/A	These figures are based on <b>4</b> returned surveys <b>0</b> person answered this question. <b>The cumulative data for this KPI can be found in new table on page 24</b> Please also see narrative report for more detailed information relating to this KPI

# Referrals

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Cumulative	Comments
Victim/survivors have improved wellbeing	Victim/survivors experience: Multiagency working by Safe Spaces	<b>KPI 22:</b> 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	1	22	Agencies: Police
		<b>KPI 23:</b> No of Service Users supported by virtual attendance at multiagency meetings by Safe Spaces	2	18	

# Accessing the Service

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Cumulative	Comments	
Victims/survivors access a high-quality service	Victims/survivors access the Safe Spaces service.	<b>KPI 24</b> No. of self-referrals made to Safe Spaces service by			The non Qualifying reasoning for this KPI can be found in Narrative Report  Please refer to monthly report for breakdown of information	
		a) List different methods	• Email	7		67
			• Telephone	13		125
			• Live Chat	8		51
			• Website	9		31
		b) Denomination where this is known	<input type="checkbox"/> Church of England	17		118
			<input type="checkbox"/> Catholic Church England & Wales	12		57
			<input type="checkbox"/> Church in Wales	0		1
			<input type="checkbox"/> Unknown	6		82
			<input type="checkbox"/> Non Qualifying	0		7
	<b>KPI 25</b> No. of referrals made to Safe Spaces by external organization's.		2	26	Detail can be found in the accompanying Narrative Report <b>Add in agencies if possible:</b>  • Catholic Diocese of Southwark • Police (non ADT) Denomination Catholic Church	
	<b>KPI 26</b> 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	21	Successful contact made with the referral from the Catholic Diocese of Southwark  Safe Space have so far been unable to make contact with the referral from the Police.	

# 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.	<p><b>KPI 27:</b> 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)</p>	<p>75%</p> <p>Answered:</p> <p>2 Very Easy = 50%</p> <p>1 Easy = 25%</p> <p>1 No Answer</p>	<p>These figures are based on 4 returned survey. The percentage is based on 3 response of which 75% agreed service was easy to access.</p> <p>*note in the new survey the criteria for scoring is now relative to:</p> <ul style="list-style-type: none"> <li>• Not easy to access</li> <li>• Somewhat easy to access</li> <li>• Easy to access</li> <li>• Very easy to access</li> <li>• N/A</li> </ul> <p>And not as described in the original survey description for KPI 17 which was numerical</p>

# Case Type Summary

	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 - 39	This Quarter Apr – Jun 2022
			Non qualifying cases – 7 <i>(not fitting criteria)</i>	
		KPI 29 No. of active cases at month end; No. of new cases opened during the month; No. of cases closed during the month	Active cases at quarter end – 95	This Quarter Apr – Jun 2022
			New cases – 39	
			Cases closed – 19 <i>(Includes 7 non qualifying cases)</i>	

# Equality, Diversity and Inclusion

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)		Actuals	Cumulative from start of service	Comments
Victims/survivors access a high-quality service	Victims/survivors access the Safe Spaces service.	<b>KPI 30</b> Equalities monitoring information (when provided by Service User) (gender, ethnicity, disability, sexuality, religion/denomination, language, and geographic location)	<b>Gender</b>			Please note in the interest inclusivity and clarity the data used within graphs and tables for EDI will be representative only when people have identified themselves with a specific characteristic and where there is cumulative data for this.
			Female			
			Male			
			Unknown			
			Transsexual			
			<b>Age</b>			
			19 to 24			
			25 to 34			
			35 to 44			
			45 to 54			
			55 to 64			
			65 and over			
			Unknown			
			<b>Ethnicity</b>			
			Black British			
			White British			
			White Irish			
			British Asian			
			White Other			
			Not Specified			
Unknown						
Bangladeshi						
Other						



# Equality, Diversity and Inclusion

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)		Actuals	Cumulative from start of service	Comments	
Victims/survivors access a high-quality service	Victims/survivors access the Safe Spaces service.	<b>KPI 30</b> Equalities monitoring information (when provided by Service User) (gender, ethnicity, disability, sexuality, religion/denomination, language, and geographic location)	<b>Religion</b>			Please note in the interest inclusivity and clarity the data used within graphs and tables for EDI will be representative only when people have identified themselves with a specific characteristic and where there is cumulative data for this.	
			Church of England				
			Christian – Roman Catholic				
			Not Given				
			Christian – Anglican				
			Christian – Protestant				
			Unknown				
			No Religion				
			Christian Other				
			Other				
			Buddhist				
			<b>Sexual Orientation</b>				
			Heterosexual				
			Unknown				
			Lesbian				
			Bi Sexual				
			Gay				
			Not Given				
Other							

# Equality, Diversity and Inclusion

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

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)		This Quarter	Cumulative	Comments																											
Victims/survivors access a high-quality service	Victims/survivors access the Safe Spaces service.	<b>KPI 31</b> No. of Service Users making single contacts to Safe Spaces.		5	59																												
		<b>KPI 32</b> 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 Email Phone Call SMS Activity Video Call	<table border="0"> <tr> <td>Live Chat</td> <td>11</td> <td>Live Chat</td> <td>96</td> </tr> <tr> <td>Email</td> <td>452</td> <td>Email</td> <td>4997</td> </tr> <tr> <td>Phone Call</td> <td>165</td> <td>Phone Call</td> <td>1175</td> </tr> <tr> <td>SMS Activity</td> <td>72</td> <td>SMS Activity</td> <td>416</td> </tr> <tr> <td>Video Call</td> <td>1</td> <td>Video Call</td> <td>33</td> </tr> <tr> <td>Letter</td> <td>0</td> <td>Letter</td> <td>5</td> </tr> <tr> <td><b>Total</b></td> <td><b>701</b></td> <td><b>Total</b></td> <td><b>6722</b></td> </tr> </table>	Live Chat	11	Live Chat	96	Email	452	Email	4997	Phone Call	165	Phone Call	1175	SMS Activity	72	SMS Activity	416	Video Call	1	Video Call	33	Letter	0	Letter	5	<b>Total</b>	<b>701</b>	<b>Total</b>	<b>6722</b>	All Activities, across all clients for this quarter  Cumulative from start of service for monthly report for breakdown
		Live Chat	11	Live Chat	96																												
		Email	452	Email	4997																												
Phone Call	165	Phone Call	1175																														
SMS Activity	72	SMS Activity	416																														
Video Call	1	Video Call	33																														
Letter	0	Letter	5																														
<b>Total</b>	<b>701</b>	<b>Total</b>	<b>6722</b>																														
<b>KPI 33:</b> No. of Service Users re-contacting Safe Spaces after signposting/referral did not yield required support service.		0	0																														
<b>KPI 34:</b> 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 KPI																																

# Website/Helpline Availability

Outcomes	Outcome Descriptor	Key Performance Indicators (KPIs)	Actuals	Cumulative	Comments
Victims/survivors access a high-quality service	Victims/survivors access the Safe Spaces service.	<b>KPI 35</b> No. of visits to Safe Spaces website	1,903	12,044  This figure represents cumulative from start of service	Breakdown of cumulative figures are available in the monthly reports  Actuals reflect this quarter
		<b>KPI 36</b> Service availability of helpline during opening hours, and website at 95% (excluding any scheduled and agreed maintenance time)	100%		Reporting does not include cumulative for percentage figures

# 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	<b>KPI 37</b> Min 70% Service User report satisfaction with the service provided by Safe Spaces (user survey)	67%	These figures are based on <b>4</b> returned surveys. <b>3</b> persons answered this question  The cumulative data for this KPI can be found in new table on page 24 Please also see narrative report for more detailed information relating to this KPI
		<b>KPI 38</b> Min 70% Service User report they would recommend Safe Spaces to others (user survey)	67%	These figures are based on <b>4</b> returned surveys. <b>3</b> persons answered this question  The cumulative data for this KPI can be found in new table on page 24 Please also see narrative report for more detailed information relating to this KPI

# 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.	<b>KPI 39</b> No. of grant payments of up to £5,000 per group made community groups supporting victims/survivors of abuse.	See narrative report	
		<b>KPI 40</b> Min 4 grant payments made in first year of contract.	See narrative report	
		<b>KPI 41</b> 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	<b>KPI 42:</b> 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 received back is 4  <b>Response Rate =</b>  <b>14.28 %</b>	28 survey monkey links sent out to cases that were closed since 01 April and where users had given consent to contact.  Survey monkey links are not sent to non-qualifying cases  .  Please also see narrative for supporting information relating to this KPI
		<b>KPI 43:</b> 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	

## End of Service Surveys – Cumulative KPI Information Breakdown

KPI	Q4 2021 Jan – Mar Returns & % satisfaction	Q1 2021 Apr – Jun Returns & % satisfaction	Q2 2021 July – Sept Returns & % satisfaction	Q3 2021 Oct – Dec Returns & % satisfaction	Q4 2022 Jan – Mar Returns & % satisfaction	Q1 2022 Apr – Jun Returns & % satisfaction	Q2 2022 July – Sept Returns & % satisfaction	Cumulative % satisfaction	Minimum % satisfaction target as per contract
KPI 3	2 /100%	5 /100%	1 /100%	9 / 67%	1 / 100%	4/50%		86.1%	70%
KPI 4	2 /100%	5 /100%	1 /100%	9 / 67%	1 /100%	4/50%		86.1%	70%
KPI 10	2 /100%	5 /100%	1 /100%	8 / 50%	1 /100%	4/50%		83.3%	70%
KPI 11	2 /100%	4 /100%	1 /100%	8 / 63%	1 /100%	4/75%		89.6%	70%
KPI 13	2 /100%	5 /100%	1 /100%	8 / 75%	1 /100%	2/100%		95.8%	70%
KPI 14	1 /100%	4 / 75%	1 /100%	9 / 56% 7 / 71%	1/100% 1 /100%	4/50%		80.1% %	70%
KPI 19	2 /100%	4 / 75%	1 /100%	7 / 43%	1 /100%	4/50%		78.0%	70%
KPI 20	2 /100%	5 / 80%	1 /100%	9 / 67%	1 / 100%	3/67%		85.6%	70%
KPI 21	2/ na	5/ na	1 / na	2 / 50%	1 /na	4/na		50%	30%
KPI 37	2 /100%	5 / 80%	1 /100%	9 / 56%	1 /100%	3/67%		83.8%	70%
KPI 38	2 /100%	5 / 80%	1 /100%	9 / 51%	1 /100%	3/67%		83.0%	70%
KPI 42	2 out of 16 12.5% response rate	5 out of 17 29% response rate	1 out of 19 5% response rate	9 out of 51 18% response rate	1 out of 18 6% Response rate	4 out of 28 14% Response rate		14.76% Average response	N/A



Question	Answers choices	Answers (out of 4 returned surveys)	Answers (out of 2 returned surveys)	Cumulative Percentage	Comments
How satisfied are you with your experience contacting Safe Spaces today?	Very Satisfied	2 (50%)	2 (100%)	75%	Please refer to narrative report for further information of this tables content.
	Satisfied	2 (50%)	0	50%	
	Neither Satisfied or Dissatisfied	0	0		
	Dissatisfied	0	0		
	Very Dissatisfied	0	0		
How satisfied are you with our team in resolving your enquiry?	Very Satisfied	2 (50%)	1 (50%)	50%	
	Satisfied	0	1 (50%)	50%	
	Neither Satisfied or Dissatisfied	2 (50%)	0	50%	
	Dissatisfied	0	0		
	Very Dissatisfied	0	0		
Would you to recommend Safe Spaces to other people in a similar position to you?	Yes	4 (100%)	2 (100%)	100%	
	No	0	0		
How likely are you to return to our website?	Likely	3 (75%)	2 (100%)	87.5%	
	Unlikely	1 (25%)	0	25%	

# 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	<b>KPI 44</b> 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	<b>KPI 45</b> 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	<b>KPI 46</b> 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	
		<b>KPI 47</b> The production, sharing and implementation of standard referral form, referral pathways, information sharing protocols.	See narrative report	
		<b>KPI 48</b> 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	<b>KPI 49</b> 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.	<b>KPI 50</b> 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 for this KPI	