FIRST LIGHT

Performance and Quality Report

Safe Spaces Service

1st March – 31st March 2023

Month 3

& Quarter 1 2023

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	CONTENTS	PAGE
1.	**Executive Summary**	3
2.	**Safe Spaces Performance Management Framework**	3
	2.1 Monthly Reporting Indicator (RI) Requirements and Key Performance Indicators (KPI)	3
	2.2 Quarterly Reporting Indicator (RI) Requirements and Key Performance Indicators (KPI)	4
	2.3 KPI Exception Report	5
3.	**Monthly and Quarterly Data Report and Analysis**	5
	- **Overview of cases**	5
	- **Outcome 1 – Victims/survivors have improved wellbeing**	5
	Outcome 2 – Victims/survivors are empowered and informed	6
	- **Outcome 3 – Victims/survivors feel well support by Safe Spaces**	8
	- **Outcome 4 – Victims/survivors access a high-quality service that focuses on strong safeguarding practice and governance**	10
	- **Outcome 5 – Increased awareness of the Safe Spaces Service**	13
	- **Outcome 6 – Improved understanding/learning about what works for survivors of church abuse**	23
4.	**Service user feedback**	23
5.	**Safeguarding**	24
6.	**Workforce**	24

1. Executive Summary

Following a prolonged period with reduced staffing, Safe Spaces filled vacancies in March with the employment of 1.5x Case Workers and 1.5x Support Advisors into post. Initial onboarding and training was successful and all are now working as part of our client support team. Our total number of clients has continued to increase, as the has the number of client contacts and the amount of time spent with each client.

This report analyses the monthly data collected between 1/3/23 and 31/3/23, as well as the quarterly data for Q1 2023 (Jan-March).

New marketing materials were developed in conjunction with survivor feedback and feedback from other agencies regarding accessibility and inclusivity. These have been finalised and are ready to be distributed digitally in April.

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	390 6.85 p.s 2hr36m p.s
RI 11	**Average caseload per advocate**	n/a	22.8
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	57
RI 16	**No. cases closed** – number of cases closed each month	n/a	1
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	7
RI 24	**Source of new referral** – self, church, police, social care, other church (non-Catholic or CofE), other. Number in each category.	n/a	6x Self-referral 1x CofE DSA
KPI 15	**No. of new contacts (eligible referrals)** – Breakdown by key demographics (age, gender, ethnicity, denomination where abuse occurred, current denomination)	10 per month	**16** (3 month rolling average 26p/m)
RI 25	**No. of ineligible referrals:** **Non church related** **Non E and W** **Under 18**	n/a	**8** 7 1 0

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%	n/a
KPI 02	**Service users report being provided with a supportive space** - Cope and recovery tool	75%	n/a
KPI 03	**Service users report they feel listened to by Safe Spaces** - Cope and recovery tool	75%	n/a
KPI 04	**Service users report they are empowered to self-advocate** – Cope and recovery tool	75%	n/a
RI 02	**No. of victims/survivors signposted to other services**	n/a	89
RI 03	**No. of victims/survivors referred to other services**	n/a	5
KPI 05	**At least 1 activity specifically on engagement per quarter**	n/a	All Cases
RI 06	**Number of survivors supported to access counselling**	n/a	24
RI 07	**Number of survivors supported to report to police/social care**	n/a	4
KPI 06	**Confirm all open cases have support plan** – (of cases with signed agreement)	n/a	73%
RI 08	**Number of survivors with a planned exit from the service**	70%	100%
RI 09	**Number of survivors with an unplanned exit from the service**	n/a	0%
RI 10	**Number of Safeguarding concerns raised**	n/a	6
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%	0 sent (declined or unsuitable)
KPI 10	**Percentage of service users who are satisfied and would recommend Safe Spaces**	80%	No quantitative Feedback
RI 12	**Number of Complaints received**	n/a	0 Formal 6 Informal
RI 15	**Duration cases open (closed cases)**	n/a	1x < 1 month 1x 3-6 months
RI 17	**Closed cases with onward signposting/referral**	n/a	47.5% (33)
RI 19	**Number of service users provided with risk assessment and safety planning advice**	n/a	46% (26)
RI 20	**SSEW website homepage views**	n/a	4384
RI 21	**SSEW website 'Referral' page views**	n/a	90
RI22	**SSEW website – links accessed to other sites**	n/a	n/a
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	24

2.3 Reporting Indicator and KPI Exception Report

Monthly
Following challenges in collecting accurate data for all Reporting Indicators (RIs) and Key Performance Indicators (KPIs)) in January, changes were implemented in February to improve practice, and to capture more data regarding demographics of new contacts, alongside growing staff experience and knowledge. This continued through March. All monthly KPI's achieved as set.

Quarterly
KPI 01-04 were not achieved in Quarter 1 via quantitative feedback, because surveys/questionnaires were not distributed until all staff were settled in post, and it would not detract from the time devoted to each in emotional and practical support by sending out via email. This stage was reached in late March, at which point adapted Coping and Recovery Questionnaires were distributed to all clients with an active email address on record by Support Advisors. This data will be collated to reflect Quarter 1, during Quarter 2.

KPI 09/10 were not achieved in Quarter 1. 2 cases were closed, though one was barred from the service for harassing staff, and an exit survey was not appropriate. Exit surveys will continue to be sent to eligible and appropriate clients through Quarter 2.

RI22 could not be met due to an error in collecting this data. Contact made with webhosts to retrospectively collect this data if possible, to be available with Quarter 2 report.

3. Monthly Data Report and Analysis

Overview of Cases

Case Type	Jan '23	Feb '23	March '23	Cumulative (Jan '23-present)	Cumulative (all time)
New cases	5	8	7	20	350
Active cases	43	51	57	57	57
Closed cases	1	0	1	2	293
Eligible contacts	50	12	16	78	N/A
Non qualifying	0	3	8	11	45

Outcome 1 – Victims/survivors have improved wellbeing - Quarterly

KPI 01 – Number of victims who report and improvement in wellbeing

KPI 02 – Service users reported that it provided them with a supportive space

KPI 03 – Service users report that they feel listened to by Safe Spaces

An adapted First Light Coping and Recovery questionnaire has been sent out to all clients at the end of Quarter 1 (March 2023), now that Safe Spaces under First Light is established and operating with adequate staffing to cope with the admin demands. This is an optional questionnaire to assess the client's wellbeing, and to directly address KPI 01-03 (**improved wellbeing**, **providing a 'Safe Space'**, and **being listened to**). The returns received for this period will be used to show a baseline of the client

experience of Safe Spaces under First Light, from which we can seek to improve in areas highlighted in these.

As yet, no surveys have yet been returned and analysed. Those relating to Quarter 1 experience will be provided within the Quarter 2 update.

Outcome 2 – Victims/survivors are empowered and informed – Monthly & Quarterly

KPI 04 – Service Users report Safe Spaces empowers them to self-advocate

As detailed above, a question has been added to the First Light Coping and Recovery Questionnaire relating this KPI, for which feedback is expected during this quarter.

Signposting and referral data

On the following page is the cumulative data for all staff in Quarter 1 regarding signposting, referral, and meetings/contact made on behalf of a client.

	Q1 2023				Cumulative
	Signposted - given details	Referrals - completed on behalf of	Accompanied with or attended on behalf of	Totals	Totals
SARC (Any area)				0	0
Report to Police	3	1		4	4
CSSA	3		1	4	4
CSA/DSA/Coordinator	11	2	3	16	16
CDM	3			3	3
Interim Support Scheme	10	2		12	12
Counselling (DA/SV)	14			14	14
Health - GP	5			5	5
Health - GU/SH				0	0
Mental Health	9			9	9
Child/ Family Service				0	0
Adult Social Care	1			1	1
Safeguarding Children				0	0
Safeguarding Adults				0	0
Drugs and Alcohol Services				0	0
DA Services	1			1	1
Victim Care Unit				0	0
Referral to local ISVA service	1			1	1
Peer Support Group	7			7	7
Rape Crisis (or other similar)				0	0
LGBTQ+ Services	1			1	1
Victim Support/ Witness Service & Outreach				0	0
CSE Groups				0	0
Witness Care				0	0
CAB	4			4	4
Online Support (Kooth/ Samaritans/SHOUT etc)	10			10	10
Housing				0	0
Student Support Service (College/ Uni)	1			1	1
Foodbank				0	0
Debt Advice	1			1	1
CICA				0	0
Other	4			4	4
Totals	89	5	4	98	98

RI 02 - No. of victims/survivors signposted to other services

As seen in the table above, survivors were signposted to other agencies a total of **89** times in Quarter 1 of 2023, from when data started being collected in February (during initial weeks of launch establishing client relationships was primary focus). The itemised breakdown is also given above. The most common signposting provided is to Dioceses Safeguarding of any denomination, signposting to the Interim Support Scheme, to counselling/therapeutic options, mental health support, peer support groups and online mental health crisis services.

RI 03 - No. of victims/survivors signposted to other services

A total of **5** referrals to other services were made in Quarter 1 2023. 2 were made to Dioceses Safeguarding, 2 to the Interim Support Scheme and 1 to police on behalf of a client. First Light's approach has been to empower people to make their own choices and give them multiple options, which is reflected by the disparity between signposting and referral. Where possible, we encourage clients to self-refer to other agencies, and will signpost and discuss the benefits in detail.

RI 04 – No. of support sessions delivered:

Total Number of Clients	Total Number of Support Sessions	Average sessions per Client	Average time per client
57 (Feb - 51)	390 (Feb - 340)	6.85 (Feb - 6.8)	2hr36m (Feb – 2hr5m)

These vary in type depending on the desired contact request of the client, and include emails, text messages, phone and video calls. On average, 2hr36m was spent with each client (some clients do not require regular or intensive support every month). On average, this was 30m more per client than February, which itself was an increase on January, despite a caseload increase of 6 clients. This does not include time spent responding to new contacts and non-registered clients, both in and out of operating hours. Negligible change in number of sessions per client delivered in February, but longer spent per contact on average.

KPI 05 – At least 1 activity specifically on engagement per quarter

Case Type	Jan '23	Feb '23	March '23	Q1 2023
New cases	5	8	7	20
Active cases	43	51	57	57
Closed cases	1	0	1	2
Cases contacted	44	48	54	**59**

Client engagement will be reviewed on a monthly basis with each advocate/support worker. Any clients with whom no contact has been made within 6 weeks will be contacted for a 'check-in' and to ensure support is still needed and resources and capacity are not being misused.

To improve client engagement and Safe Spaces – client relations and understanding, clients representatives were also invited to participate in our recruitment process in January and February, including sitting on interview panels.

They were also consulted during the design phase for the new promotional materials, as were external agencies such as societies representing people with learning difficulties and physical disabilities, to ensure our final product was as user friendly, engaging and diverse as possible.

It is our future plan to form a regular feedback forum (now that staffing levels are adequate) for service users to have a greater voice in the shaping of the service, and increase the extent to which they feel 'heard', and empowered in their own recovery from trauma. The process of establishing this is set to begin in Quarter 2.

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	Total (Jan 2023 - Present)
Discussed (excl. signposting)	10	10
Signposted	14	14
Referred	0	0
Total	**24**	**24**

In Quarter 1, counselling/therapy was discussed with 24 clients. Many of our clients already self-fund counselling. Counselling services discussed with clients include the potential for church-funded, 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

Police	Q1	Total (Jan 2023 - Present)
Signposted	3	3
Referred	1	1
Total	**4**	**4**
Statutory Services	**Q1**	**Total (Jan 2023 - Present)**
Signposted	0	0
Referred	0	0
Total	**0**	**0**

4 clients were supported to report to the police and social services during Quarter 1. These were all reports to police. It is always clarified when discussing with DSA/CSA/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.

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

	End of Q1 (cases open over 1 month)	Cumulative (open cases end of Q1)
Total Clients	51	51
w/ Signed AGR	33	33
% Signed AGR	65%	65%
Of those with Signed AGR, w/ SAS	24	24
SAS %	**73%**	**73%**

The process of familiarising clients with First Light's processes, and operating understaffed, has produced a lower percentage than desired through Quarter 1. This percentage figure increased greatly in the final month when new staff were able to devote more time to each client and the settling in process had concluded.

This figure is expected to rise in Q2 with full staffing levels and improved standards.

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

	Agreed	Not Agreed	Total Q1	Cumulative
With onward plan	1	0	1	1
No onward plan	1	0	1	1
			2	2

2 clients closed through Q1 – A period of grace was given to clients reluctant to engage with the new service provider and a level of caution exercised regarding closing cases prematurely until client needs were better understood.

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	Cumulative (Jan '23 - present)
Diocesan Safeguarding	5	5
Police	1	1
Social Services	0	0
Suicide/Self Harm	7	7

5 cases were taken to Diocesan Safeguarding in Anglican and Catholic Dioceses by Safe Spaces staff in Q1, 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.

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 Q1 were managed by the client, Safe Spaces Staff and external Mental Health support agencies.

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

Current Total Staff	Minimum S/G l2 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 sourced for all staff once in post.

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

Current Total Management	Minimum S/G l3 Trained	%
1	5	**100%**

All managers are as a minimum Safeguarding Level 3 trained.

RI 11 – Average caseload per advocate:

Total Cases	Advocate 1	Advocate 2	Advocate 3	UNASSIGNED	AVERAGE (2.5 ISVAs)
57	24	19	14	0	22.8

All clients are assigned an advocate upon receipt of referral. Clients previously assigned to The service manager have been distributed to new 1.5x Caseworkers to balance caseloads across staff.

KPI 09 – Number and percentage return of exit surveys

	Q1	Cumulative
Exit Surveys sent	0	**0**
Exit Surveys returned	0	**0**
% returned	N/A	**N/A**

In both instances of cases closed in Quarter 1, an exit survey was not appropriate.

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

Having distributed 0 and therefore received 0 returns in Quarter 1, there is no data to present for this period.

RI 12 – Number of complaints received by the service

Complaint type	Q1	Cumulative (Jan '23 - present)
Formal	0	**0**
Informal	6	**6**
		6

No formal written complaints have been received by First Light in Q1.

2 informal complaints were received regarding the initial automated message on the out of hours helpline. As such, this message was shortened in the following days and no further complaints have been received. 1 further informal complaint was received regarding staffing levels in Quarter 1.

A further informal complaint related to the scope of the service, which was dealt with by the service manager meeting with staff from the relevant Diocese to discuss improved communications.

An informal complaint was received following the transfer of Safe Spaces by a previous client who had not been contacted. The previous service provider was contacted to transfer data and support has continued since.

An informal complaint was received regarding the professionalism of a communication from Safe Spaces. Staff were reminded of their duty of care, and an apology issued.

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
57	33	33	100%

Clients referred in March are not expected to have agreements signed until 1 month. Ongoing support and training is provided to staff to ensure client agreements are completed and importance of legal basis for support with clients.

All clients with signed client agreements have a named advocate.

RI 14 – Number of open cases:

57 cases currently open. These cases are shared evenly between 2.5 advocates.

RI 15 – Duration of support (closed cases)

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

2 cases closed in Quarter 1. 1 had referred to the service in January, and the other had referred when the service was operated by Fear-Less, in Quarter 4 2022

Reporting Indicator 16 – Number of cases closed:

1 case closed in March at client's request (no further support required).

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

	Signposting/Referral	Q1	Cumulative (Jan '23 - present)	% of total closed
Unregistered	Yes	32	**32**	**46%**
	No	35	**35**	**51%**
Registered (AGR)	Yes	1	**1**	**1.5%**
	No	1	**1**	**1.5%**

33 (47.5%) Cases/clients given onward referral or signposting to other services.

36 (53.5%) Cases/clients received no onward referral or signposting.

All unregistered clients who received no onward referral or signposting chose to disengage before it was provided. In Quarter 2 we aim to produce a mental health and practical signposting information sheet to provide to all clients at point of enquiry where an email address is provided, to ensure they are aware of available support, even if they choose to disengage.

1 registered client who agreed to the closing of case required no onward signposting.

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
7	6	1	0	100%

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

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

Less than one– 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	Cumulative (Jan '23 - present)
Cases with SAS	24	24
No SAS (Suicide/Self Harm support)	2	2
Total	26	26
Total (% open cases)	**46%**	**46%**

A SAS (safety and support) plan will be created with all clients, irrespective of risk factors. This forms the basis for safety planning/client risk factors and a support plan.

2 clients without SAS disclosed suicide/self-harm, and in all such instances risk/safety planning advice is given, and onward check-ins and support are informed by this.

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	March '23/Q1	Cumulative
Y/N	Y	Y	Y	Y

Outcome 5 – Increased awareness of the Safe Spaces Service

RI 20 – Page Views SS Website Homepage

	Jan '23	Feb '23	March '23	Q1	Cumulative
Views	1882	1145	1357	4384	4384

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

	Jan '23	Feb '23	March '23	Q1	Cumulative
Views	29	28	33	90	90

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

At time of writing, this information could not be accessed by First Light. Contact has been made with the website host, and will provided when available.

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

	Q1			Cumulative (Jan '23 - present)		
	Potential	Actual	%	Potential	Actual	%
In Hours	2250	2250	100%	2250	2250	100%
OOH Helpline	328	328	100%	328	328	100%
Total	2578	2578	100%	2578	2578	100%

RI 23 – Number of new referrals:

New Referrals by denomination where abuse occurred – March 2023

Denomination Of Abuse	Quantity
Catholic	3
C of E	4
C in W	0
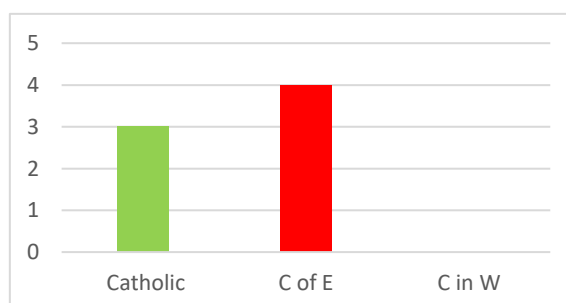
Referrals by denomination where abuse occurred (all open cases)

Denomination Of Abuse	Quantity
Catholic	15
C of E	35
C in W	1
Unknown	6
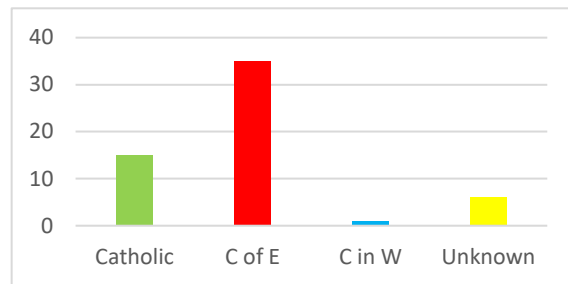
New Referrals by current denomination of client – March 2023

Denomination of Client	Quantity
Catholic	3
C of E	4
C in W	0
Atheist/Agnostic	0
Not Disclosed	0
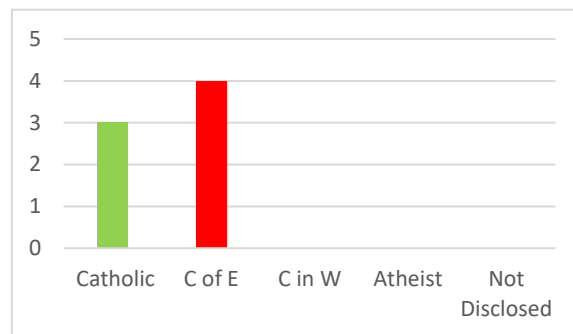
Referrals by denomination of client (all open cases)

Denomination of Client	Quantity
Catholic	13
C of E	22
C in W	0
Atheist/Agnostic	2
Not Disclosed	20
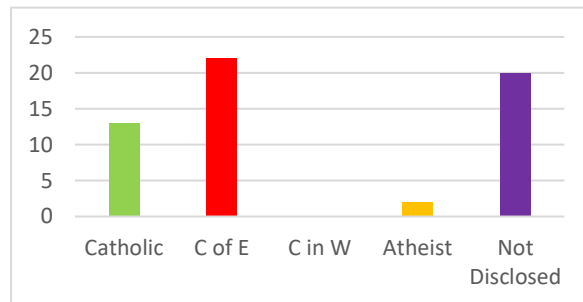
Referrals by age – March 2023 (where age was provided)

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

15
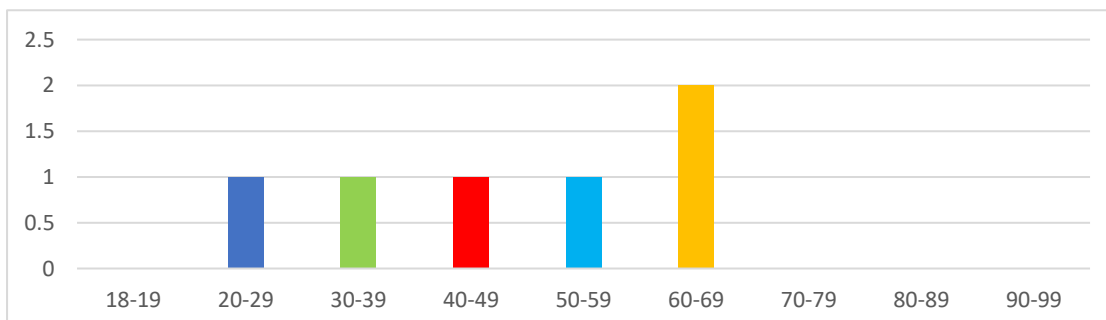
Referrals by age (all open cases where age was provided)

Age of referral	18-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99
Quantity	0	1	2	6	7	9	4	1	0
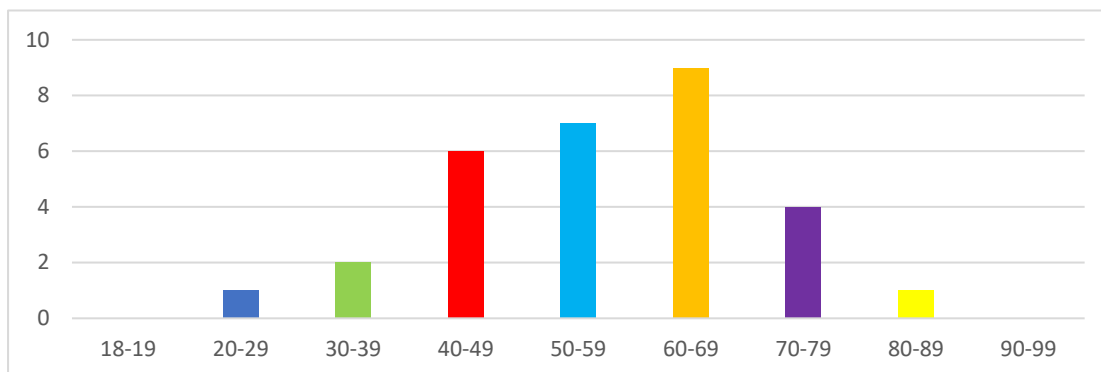
Data for age range not provided for all cases carried forward from previous providers. 1 new referral has not stated age/date of birth at this point, but is over 18.
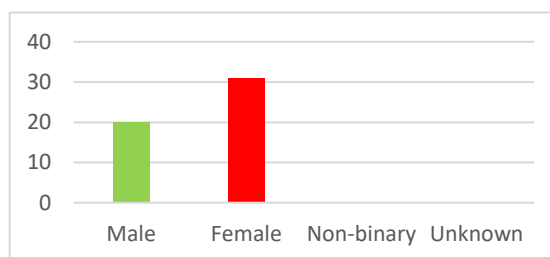
Referrals by gender – March 2023

Referral Gender	Quantity
Male	0
Female	7
Non-binary	0
Unknown	0
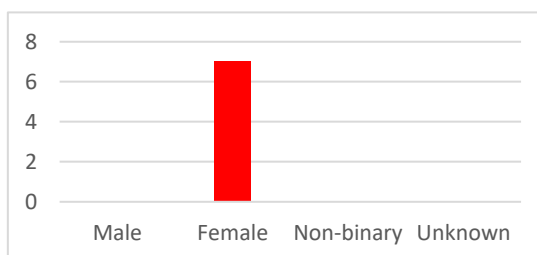
Referrals by gender (all open cases)

Referral Gender	Quantity
Male	29
Female	38
Non-binary	0
Unknown	0

Referrals by Ethnicity – March 2023

Referral Ethnicity	Quantity
Mixed Race	1
Asian British	1
Unknown/Declined	5
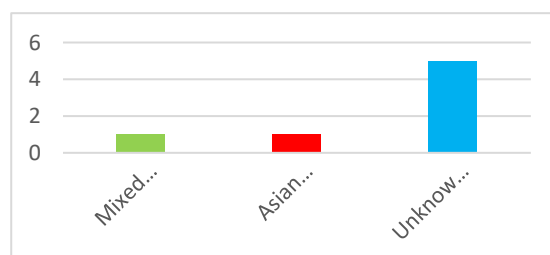
Referrals by Ethnicity (all open cases)

Referral Ethnicity	Quantity
White British	16
White Irish	2
White American	1
White Other	1
Asian British	2
Mixed Race	1
Unknown	34
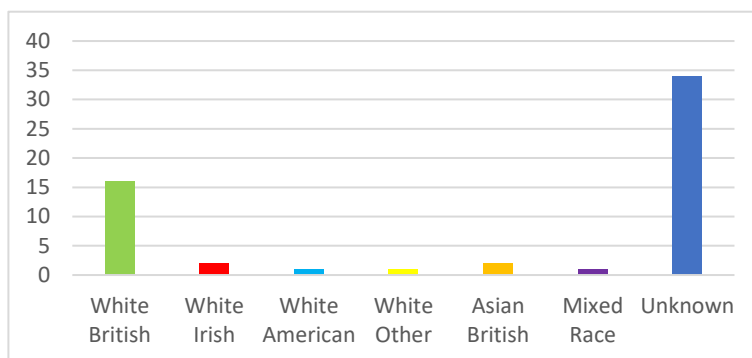
Self-referrals received are often missing information, or clients refuse to answer questions about their ethnicity. In addition to this, ethnicity data was not provided for 26 cases brought forward from previous service provider.

RI 24 – Source of new referrals: March 2023

Referral Source	Quantity
Self	**6**
Church (C of E)	0
Church (Catholic)	0
Church (C in W)	0
Church (other)	0
C of E Safeguarding	**1**
Catholic Safeguarding	0
I.S.S.	0
Police	0
Social Care	0
Other	0
Total	**7**

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

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

Referral Source	Quantity
Self	14
Church (C of E)	0
Church (Catholic)	0
Church (C in W)	0
Church (other)	0
C of E Safeguarding	1
Catholic Safeguarding	1
I.S.S.	1
Police	0
Social Care	0
Other	3
Total	20

Self Referrals Signposted from	Quantity
Church (C of E)	2
Church (Catholic)	2
Church (C in W)	0
Catholic Safeguarding	1
C of E Safeguarding	3
Police	0
Social Care	0
ISS	0
SS Website/Poster	2
Other	0
Unknown	10

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. As such, our January data about eligible new contacts had many unknowns. Efforts have been made to implement new processes in order to improve the accuracy of data collected in February and continued through March.
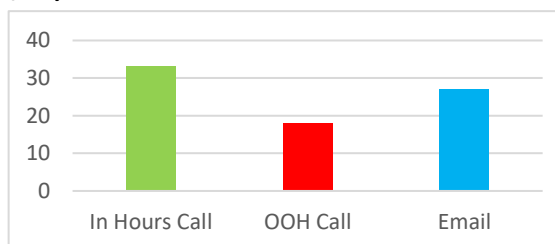
New Contacts by source – March 2023

Contact Mode	Quantity
In Hours Call	5
OOH Call	3
Email	8
Total	16
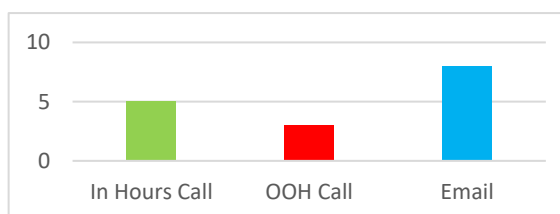
New Contacts by source (Cumulative from 9/1/23)

Contact Mode	Quantity
In Hours Call	33
OOH Call	18
Email	27
Total	78

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 initial contacts from prospective service users.
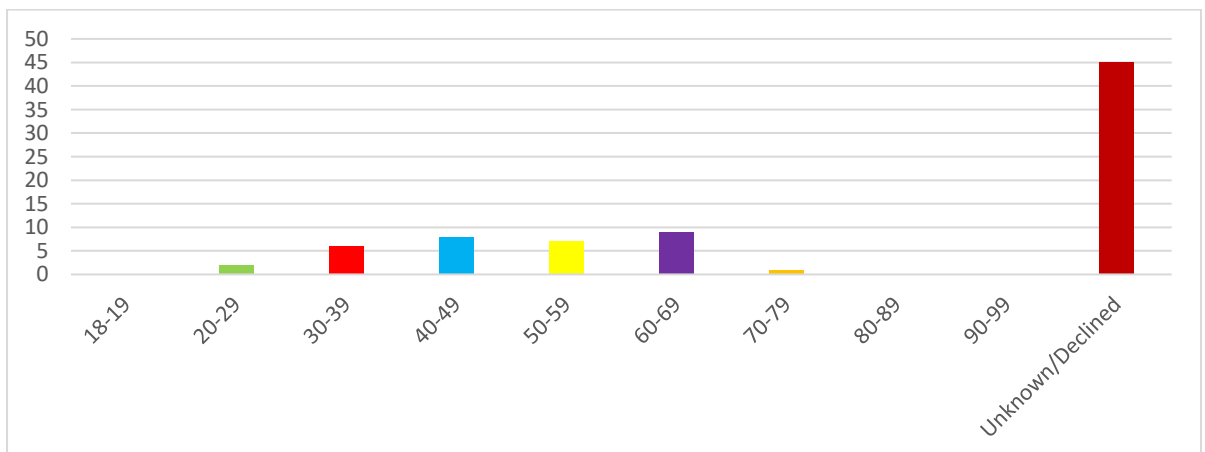
New contacts by age – March 2023

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	1	1	4	1	2	0	0	0	7
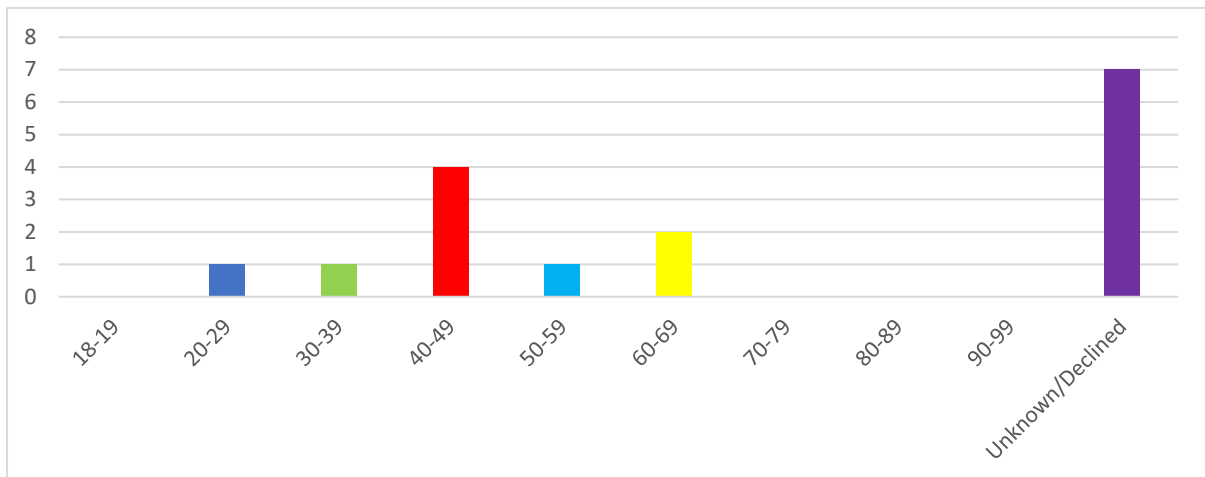
New contacts by age (Cumulative from 9/1/23)

Age of referral	18-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	Unknown/ Declined
Quantity	0	2	6	8	7	9	1	0	0	45

There was a relatively even spread of contact by age range. As previously stated, many clients do not divulge their age, some for fear of being identifiable by any details they give to Safe Spaces. All callers who become registered clients are asked to disclose their age. Contacts made via email may disengage before age is provided.
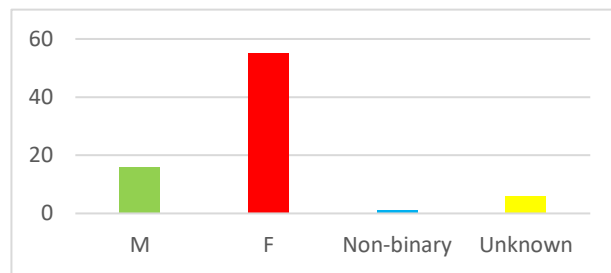
New contacts by gender – March 2023

Contact Gender	Quantity
M	4
F	12
Non-binary	0
Unknown	0
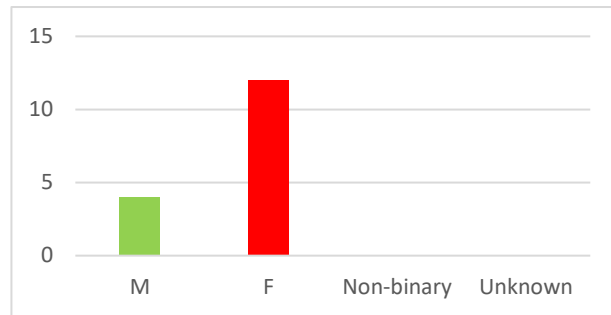
New contacts by gender (Cumulative from 9/1/23)

Contact Gender	Quantity
M	16
F	55
Non-binary	1
Unknown	6

There is an emerging pattern that considerably more individuals who identify as female are accessing the service than male. Males also appear to be less likely to continue to engage after initial contact, with all 4 eligible males disengaging in March.

New contacts by ethnicity – March 2023

Referral Ethnicity	Quantity
White British	**3**
White Irish	0
White Other	0
White American	0
Black British	0
Mixed Race	**1**
British Asian	**1**
Unknown/Declined	**11**

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

Referral Ethnicity	Quantity
White British	10
White Irish	1
White Other	2
White American	1
Black British	1
Mixed Race	1
British Asian	1
Unknown/Declined	61

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). 5/16 provided their ethnicity in March (compared to 1/10 in January), due to a change in the way the question was being asked.
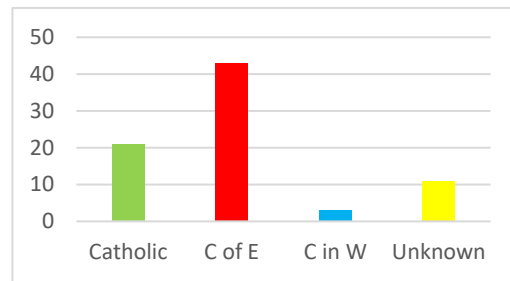
New contacts by Denomination of Abuse – March 2023

Denomination of Abuse	Quantity
Catholic	5
C of E	7
C in W	1
Unknown	3
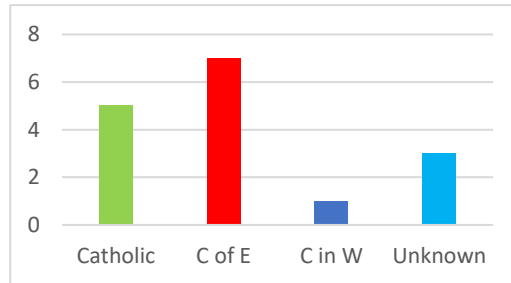
New contacts by Denomination of Abuse (Cumulative from 9/1/23)

Denomination of Abuse	Quantity
Catholic	21
C of E	43
C in W	3
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/ending a call before this information is requested.
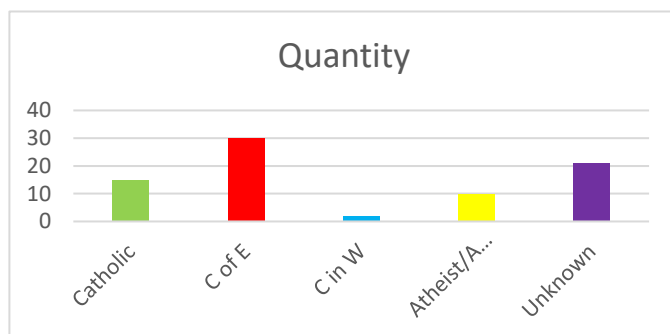
New contacts by Denomination of victim – March 2023

Denomination of contact	Quantity
Catholic	5
C of E	6
C in W	0
Atheist/Agnostic	1
Unknown	4
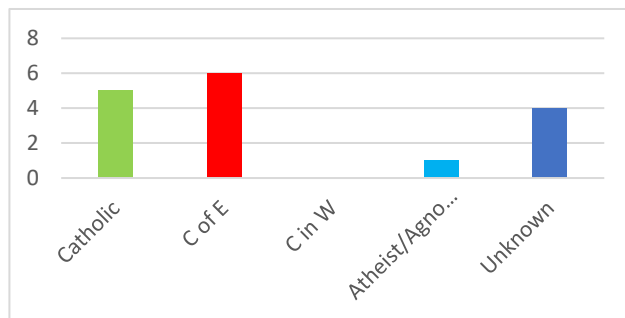
New contacts by Denomination of victim (Cumulative from 9/1/23)

Denomination of contact	Quantity
Catholic	15
C of E	30
C in W	2
Atheist/Agnostic	10
Unknown	21

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: March 2023

Referral Type	Number of ineligible referrals
Non church related	7
Sub-threshold	2
Non England and Wales (abuse)	1
Under 18	0
Total	**3**

RI 26 – Referral by Type of abuse

	Q1		Cumulative (Jan '23 - present)	
Abuse	**Number**	**%**	**Number**	**%**
Emotional	0	-	0	-
Spiritual	4	20%	4	20%
Physical	1	5%	1	5%
Sexual	11	55%	11	55%
Neglect/omission	0	-	0	-
Domestic	0	-	0	-
Discrimination	0	-	0	-
Financial	0	-	0	-
Psychological	1	5%	1	5%
Modern Slavery	0	-	0	-
Organisational	3	15%	3	15%
Self-Neglect	0	-	0	-
Total	**20**	**N/A**	**20**	**N/A**

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

Type of Service	Q1	Cumulative (Jan '23 - present)
Regional Sexual Violence	3	3
Regional Domestic Violence	2	2
Counselling/Therapy	7	7
Drug and Alcohol	4	4
Mental Health	6	6
Other	2	2
TOTAL	**24**	**24**

Efforts to make contact with external agencies to explain Safe Spaces began in earnest upon the recruitment of new staff in March 2023. This focused initially on services that all staff had previously engaged with and worked with to establish agencies and pathways for future referral and signposting.

LGBTQIA+ agency Galop have been contacted to arrange training regarding the impact of 'conversion therapies' on clients.

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 – Q1

Due to low staffing levels until late March, feedback has not been actively sought or requested to avoid harming the standard of support offered to clients. All feedback has been anonymised to protect the rights of service users.

Positive feedback was received from client "Victoria", who initially made contact with the helpline at the end of January. She was very untrusting of any form of Church funded support, due to an ongoing abusive situation within her Catholic Diocese. Time was taken to support Victoria and gain her trust, and introduce to her Diocesan Safeguarding Team anonymously at first, and gradually develop a trusting relationship to the extent she is now able to progress her case. The following was received in an SMS by her caseworker;

"Thank you [Redacted name]. I honestly don't know what I would have done without your help to this point, I felt like I was going mad before and completely isolated and alone. You've really listened to me and made me feel like I'll be believed if I speak up. Sorry if I've taken up far too much of your time but it's been a life saver".

The Advocate who received this message reassured Victoria that the support was no problem at all, and that it was our honour to help people get the support and the answers they deserve.

Positive feedback was received from client "Steph", who initially made contact with the helpline at the end of February. Through gradual video calls with her and her personal advocates/supporters, trust was developed and she decided she would like to become a registered client and have an allocated case-worker. She sent the following feedback to the Safe Spaces inbox;

"Thank you very much for your email. There is no need for any apologies; I am conscious I took up a lot of your time and really appreciate your listening to my story. It gave me a lift just having someone hear me and believe. I feel that in many years, this is the first time someone has given me the full chance to explain our side of the story and believe us".

The advocate who received this message reassured "Steph" that all of our staff believe people who have shown the courage to come forward with allegations of abuse, and empower them to have self-belief again too.

Further gratitude was also received from a client who initially was unwilling to work with the advocate assigned to them, but has been grateful for the support and solutions provided to them throughout the process. This gratitude was expressed via a phone call, so cannot be provided verbatim.

Finally, further positive feedback was received from a client who struggles to engage or communicate with the Church of England as a result of their abuse as a child. Their advocate has acted as a conduit for information and discussions between both parties, and as such, communication has greatly improved and results have been positive.

Through March, we continued to foster and establish regular and effective communication and professional relationships with clients, and to establish their relationships with their new advocate/caseworker. We hope this continues to pay dividends and that more positive feedback will be received as we grow the service.

5. Safeguarding – Q1

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.

In total through March, suicide and self-harm were discussed with staff on 4 occasions by 3 clients. None of these were suicide attempts or completed suicides but amounted to suicidal ideation, and coping strategies and techniques were discussed.

There were no further safeguarding concerns during February.

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

Further Safeguarding information redacted to protect identities of survivors.

6. Workforce – Q1

Staffing levels have now been addressed due to the successful recruitment of 1.5x Caseworkers and 1.5x Support Advisors, and their induction in the first 2 weeks of March. Initial training was successful

and new Caseworkers assumed caseloads in the final 2 weeks of March, taking all cases from the service manager.

The Support Advisor post covers initial triage, admin tasks, and operating the in hours helpline and Safe Spaces email inbox. This has improved our ability to maintain positive client-survivor relationships, plan working days/meetings, and increase the amount of telephone/video call time available to registered clients.