Performance and Quality Report

Safe Spaces Service

1ˢᵗ September – 31ˢᵗ September 2023

Month 9

& Q3 2023

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1. Executive Summary

During Q3, the caseload decreased from 79 to 77 clients. This was in part impacted by the work done by a caseworker to assess the needs of the caseload they inherited, and identifying many cases that were due to and happy to be closed. Referrals and closures otherwise remain consistent.

While there was uncertainty regarding staffing during Q3 with 2 staff leaving Safe Spaces, it ended with Safe Spaces fully staffed, with 2 Support Advisors and 3 Survivor Advocates in addition to the manager. Work has begun to develop a relationship with Rocket Science to begin the independent evaluation process as agreed in the contract.

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	501 6.5 p.s 3h9m p.s
RI 11	**Average caseload per advocate**	n/a	25.7
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	77
RI 16	**No. cases closed** – number of cases closed each month	n/a	5
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	9
RI 24	**Source of new referral** – self, church, police, social care, other church (non-Catholic or CofE), other. Number in each category.	n/a	9x 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	**27** (3 month rolling average 24.3 p/m)
RI 25	**No. of ineligible referrals:** **Non church related** **Sub-threshold** **Non England and Wales** **Under 18** **Disengaged prior to disclosure**	n/a	**14** 5 3 3 0 3

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%	87.5%
KPI 02	**Service users report being provided with a supportive space** - Cope and recovery tool	75%	87.5%
KPI 03	**Service users report they feel listened to by Safe Spaces** - Cope and recovery tool	75%	87.5%
KPI 04	**Service users report they are empowered to self-advocate** – Cope and recovery tool	75%	87.5%
RI 02	**No. of victims/survivors signposted to other services**	n/a	118
RI 03	**No. of victims/survivors referred to other services**	n/a	33
KPI 05	**At least 1 activity specifically on engagement per quarter**	n/a	Y
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	17
KPI 06	**Confirm all open cases have support plan** – (of cases with signed agreement)	n/a	94.4%
RI 08	**Number of survivors with a planned exit from the service**	70%	82.5%
RI 09	**Number of survivors with an unplanned exit from the service**	n/a	17.5%
RI 10	**Number of Safeguarding concerns raised**	n/a	
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%	5/15 (33%)
KPI 10	**Percentage of service users who are satisfied and would recommend Safe Spaces**	80%	80%
RI 12	**Number of Complaints received**	n/a	0 Formal 4 Informal
RI 15	**Duration cases open (closed cases)**	n/a	3x < 1 month 3x 1-3 months 5x 3-6 months 5x 3-6 months 5x 12+ months
RI 17	**Closed cases with onward signposting/referral**	n/a	17
RI 19	**Number of service users provided with risk assessment and safety planning advice**	n/a	71
RI 20	**SSEW website homepage views**	n/a	4850
RI 21	**SSEW website 'Referral' page views**	n/a	82
RI22	**SSEW website – links accessed to other sites**	n/a	245
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	27

2.3 Reporting Indicator and KPI Exception Report

All KPI's achieved as set.

3. Monthly and Quarterly Data Report and Analysis

Overview of Cases

Case Type	Jan '23	Feb '23	Mar '23	Apr '23	May '23	Jun '23	Jul '23	Aug '23	Sep '23	Cumulative (Jan '23-present)	Cumulative (all time)
New cases	5	8	7	13	12	10	6	6	9	76	390
Active cases	43	51	57	66	71	79	81	74	77	77	77
Closed cases	1	0	1	4	7	2	4	13	6	38	328
Eligible contacts	50	12	16	15	31	22	24	22	27	219	N/A
Non qualifying	0	3	10	8	21	12	13	15	14	96	113

Outcome 1 – Victims/survivors have improved wellbeing - Quarterly

First Light use a Cope and Recovery tool. 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. For Safe Spaces, a further 4 questions have been added. 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	%
50	8	16%

16% of Questionnaires were returned of the 50 sent. This is an increase from 11% in the previous quarter. 19 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.

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	F	G	H	Mean	Median	Mode
Safe Spaces has helped improve my wellbeing	10	8	8	8	4	7	9	10	**7.74**	**8**	**8**
Safe Spaces has provided a 'Safe Space' for me to talk about my experiences	10	8	9	8	3	9	9	6	**7.34**	**8.5**	**9**
I feel that Safe Spaces have listened to and believed me	10	8	9	9	6	8	7	5	**7.58**	**8**	**8**
I feel empowered to self advocate/make my own decisions by Safe Spaces	9	7	8	8	5	7	8	6	**7.14**	**7.5**	**8**

	1 - 5		6 - 10	
	Total	%	Total	%
KPI 01 - Safe Spaces has helped improve my wellbeing	1	12.5%	7	87.5%
KPI 02 - Safe Spaces has provided a 'Safe Space' for me to talk about my experiences	1	12.5%	7	87.5%
KPI 03 - I feel that Safe Spaces have listened to and believed me	1	12.5%	7	87.5%
KPI 04 - I feel empowered to self-advocate/make my own decisions by Safe Spaces	1	12.5%	7	87.5%

KPI 01 - Service users report improved wellbeing

87.5% of service users who returned a survey scored favorably regarding Safe Spaces improving their wellbeing, with a mean score of 7.74

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

87.5% of service users who returned a survey scored favorably regarding Safe Spaces providing a 'Safe Space' to talk, with a mean score of 7.34

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

87.5% of service users who returned a survey scored favorably regarding Safe Spaces having listened to and believed them, with a mean score of 7.58

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

87.5% 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 7.14

All KPIs reached with 87.5% positive score due to one client responding negatively to all questions. With stability of support under a new caseworker we aim to address this concern.

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

	Q1	Q2	Q3 2023				Cumulative
	Total	Total	Signposted - given details	Referrals - completed on behalf of	Accompanied with or attended on behalf of	Totals	Totals
SARC (Any area)	0	0	0	0	0	0	0
Report to Police	4	7	2	2	4	8	19
CSSA/NST	4	5	4	2	0	6	15
Diocesan Safeguarding	16	8	2	3	28	33	57
CDM	3	0	3	5	0	8	11
Interim Support Scheme	12	10	5	0	8	13	35
Counselling (DA/SV)	14	20	8	2	0	10	54
Health - GP	5	5	6	0	0	6	16
Health - GU/SH	0	0	1	0	0	1	1
Mental Health	9	6	3	2	0	5	20
Child/ Family Service	0	3	1	0	0	1	4
Adult Social Care	1	1	0	0	0	0	2
Safeguarding Children	0	1	1	1	0	2	3
Safeguarding Adults	0	6	3	0	0	3	9
Drugs and Alcohol Services	0	2	0	0	0	0	2
DA Services	1	3	3	0	0	3	7
Victim Care Unit	0	0	0	0	0	0	0
Referral to local ISVA service	1	9	5	3	0	8	18
Peer Support Group	7	6	11	1	0	12	25
Rape Crisis (or other similar)	0	3	2		0	2	5
LGBTQ+ Services	1	3	3	1	2	10	14
Victim Support/ Witness Service & Outreach	0	5	4	10	0	5	10
CSE Groups	0	0	0	0	0	0	0
Witness Care	0	0	0	0	0	0	0
CAB	4	3	2	0	0	2	9
Online Support (Kooth/ Samaritans/SHOUT etc)	10	14	21	0	0	21	45
Housing	0	3	3	1	0	4	7
Student Support Service (College/ Uni)	1	2	1	0	0	1	4
Foodbank	0	0	1	0	0	1	1
Debt Advice	1	2	1	0	0	1	4
CICA	0	6	6	1	0	7	13
Other	4	26	16	4	3	23	53
Totals	98	149	118	33	45	196	443

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 **118** times in Q3 of 2023. The itemised breakdown is also given above. This figure was 116 in Q2, showing consistency. 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 Q3. 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 **33** referrals to other services were made in Q3, showing consistency with the 38 in Q2. This reflects our confidence in referring to eternal 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	3h35m
Jul '23	81	520	6.5	2hr45m
Aug '23	74	490	6.6	3h15m
Sep '23	77	501	6.5	3h9m
-		Total 4123	Monthly Average 6.98	Monthly Average 3hr1m

These vary in type depending on the desired contact request of the client, and include emails, text messages, phone and video calls. On average, 3h 9m was spent with each client in September, despite spending most of the month with one less Survivor Advocate.

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

Survivor/client input was sought during the recruitment process to the fullest extent it could be. Due to the internal redeployment process of ISVAs, survivors could not be included in the interview process, but input was sought by the service manager so that during the consultation process client concerns and needs were discussed with all interested parties, with consideration given to their aptitude, understanding and willingness to work for Safe Spaces.

Survivor input was also sought in the redesigning and testing phase of the new Safe Spaces website, regarding content and design. This was done via an online feedback tool, and this information was used to inform the designer of the requirements of service users.

Quarterly client feedback was again collected as previously done, with all feedback collated and assessed by the service manager. Where issues are identified in the service structure by clients, they will be asked to help inform our best practice moving forwards.

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	Q3 2023	Total (Jan 2023 - Present)
Discussed (excl. signposting)	10	3	14	27
Signposted	14	16	8	38
Referred	0	4	2	6
Total	**24**	**23**	**24**	**71**

In Q3, counselling/therapy was discussed with 24 clients in total, consistent with previous quarters 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 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	Q2	Q3	Total (Jan 2023 - Present)
Signposted	3	6	2	11
Referred	1	1	6	8
Total	**4**	**7**	**8**	**19**
Statutory Services	**Q1**	**Q2**	**Q3**	**Total (Jan 2023 - Present)**
Signposted	0	2	7	9
Referred	0	5	2	7
Total	**0**	**7**	**9**	**16**

17 clients were supported to report to the police and statutory services during Q3. 8 were to report to the police and 9 were to statutory services. Referrals for Child and Adult Safeguarding were completed on 2 occasions in Q3.

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)	End of Q3 (cases open over 1 month)
Total Clients	51	69	74
w/ Signed AGR	33	67	72
% Signed AGR	65%	97.1%	97.3%
Of those with Signed AGR, w/ SAS	24/33	62/67	68/72
SAS %	**73%**	**92.5%**	**94.4%**

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 August have been included in these statistics. In Q3 the improvement seen in Q2 was maintained.

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
Q1 2023	1	1	2
Q1 2023 %	50%	50%	
Q2 2023	8	5	13
Q2 2023 %	62%	38%	
Q3 2023	19	4	23
Q3 2023 %	82.5%	17.5%	
Cumulative (Jan '23-)	28	10	38
Cumulative %	73.5%	26.5%	-

23 clients closed through Q3.

19 out of 23 cases closed in Q3 followed discussions between Survivor Advocate and survivor to manage their exit. This equals 82.5% leaving as a planned exit or having not ever engaged.

4 clients disengaged unexpectedly and no further successful contact was achieved.

All clients are sent a message upon closure of their case, reminding them of our availability and encouraging them to re-refer if they ever need further support.

> **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	Q3	Cumulative (Jan '23 -)
Diocesan Safeguarding/NST/CSSA	5	6	5	16
Police	1	0	1	2
Local Authority	0	5	2	7
Suicide/Self Harm	7	6	4	17
Total	13	17	12	42

5 cases were taken to Diocesan Safeguarding in Anglican and Catholic Dioceses or to the NST/CSSA by Safe Spaces staff in Q3, 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.

2 referrals to local authority safeguarding were made in Q3, both 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 Q3 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 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 sought 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	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 (3 SAs)
77	10	33	34	0	25.7

The third full-time Survivor Advocate commenced with Safe Spaces in September, so all previously unassigned clients were reassigned to them, and new referrals will go to them until caseloads are balanced.

KPI 09 – Number and percentage return of exit surveys

	Q1	Q2	Q3	Cumulative
Exit Surveys sent	0	10	15	25
Exit Surveys returned	0	2	5	7
% returned	N/A	**20%**	**33%**	**28%**

5 of 15 exit surveys were completed and returned. 8 of 23 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.

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**	**C**	**D**	**E**	**Mean**	**Median**	**Mode**
I am satisfied with the support that Safe Spaces have provided me with	5	6	8	10	10	**7.8**	8	10
I would recommend Safe Spaces as a service to others in a similar situation to me	6	6	9	10	10	**8.2**	9	6/10

	1 - 5		6 - 10	
	Total	**%**	**Total**	**%**
I am satisfied with the support that Safe Spaces have provided me with	1	20%	4	80%
I would recommend Safe Spaces as a service to others in a similar situation to me	0	0%	5	100%

An average from the returned exit surveys indicated that 80% of exiting service users were satisfied with the service with a mean score of 7.8, with 100% recommending Safe Spaces to others with a mean score of 8.2. Overall this results in an 80% satisfied and would recommend rate.

RI 12 – Number of complaints received by the service

Complaint type	Q1	Q2	Q3	Cumulative (Jan '23 -)
Formal	0	0	**0**	0
Informal	6	5	**4**	15
Combined	6	5	**4**	**15**

No formal written complaints have been received by First Light in Q3.

In total, 2 complaints were received in the form of survivors who were frustrated that the caseworker who joined us in Q3 left their post shortly afterward with minimal notice. As such they were taken on by other Survivor Advocates.

2 informal complaints were made by a client whom we have provided long term support for in cooperation with Diocese Safeguarding Team.

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
77	72	72	100%

Clients referred in September 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.

RI 14 – Number of open cases:

77 cases currently open.

RI 15 – Duration of support (closed cases)

Duration of Support	Q1	Q2	Q3	Cumulative (Jan '23 -)
< 1 month	1	2	3	6
1-3 months	0	4	3	7
3-6 months	1	1	5	7
6-12 months	0	3	5	8
12+ months	0	3	7	10

23 cases closed in Q2. This is in part due to the number of clients who chose to end support during August rather than transfer to a new caseworker.

RI 16 – Number of cases closed:

4 cases closed in July, 13 cases in August and 6 in September.

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

	Signposting/Referral	Q1	Q2	Q3	Cumulative (Jan '23 -)	% in Q3	% Cumulative
Closed Cases	Yes	1	7	17	25	74%	66%
	No	1	6	6	13	26%	34%

17 (74%) Closed Cases/clients given onward referral or signposting to other services at the point of closure.

6 (26%) 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.

If clients disengage and no longer respond to contact attempts, Safe Spaces respect their right to privacy, and so long as they have previously received signposting support, do not provide them with more.

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
9	8	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	Q3
Total Open Cases	57	79	77
Cases with SAS	24	70	70
No SAS (Suicide/Self Harm support)	2	0	1
Total	26	70	71
Total (% open cases)	**46%**	**89%**	**92%**

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.

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	Apr '23	May '23	Jun '23	Jul '23	Aug '23	Sep '23	Cumulative
Y/N	Y	Y	Y	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	Q3	Quarterly +/-	Cumulative
Views	4384	4817	4850	+ 33	14051

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

	Q1	Q2	Q3	Quarterly +/-	Cumulative
Views	90	91	82	-9	263

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

	Q1	Q2	Q3	Quarterly +/-	Cumulative
Views	146	213	245	+32	604

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%
Q3	Potential	512	366	878
	Actual	512	366	878
	%	100%	100%	100%
Cumulative (Jan '23 -)	Potential	1472	1038	2510
	Actual	1472	1038	2510
	%	100%	100%	100%

100% of potential helpline hours have been covered since the launch of Service in January, by at least 1 member of staff at all times.

RI 23 – Number of new referrals:

Referrals by denomination where abuse occurred – Monthly and Cumulative

Month	Catholic	C of E	C in W	Total
Jan '23	2	3	0	5
Feb '23	1	7	0	8
Mar '23	3	4	0	7
Apr '23	6	7	0	13
May '23	3	9	0	12
June '23	3	7	0	10
Jul '23	2	3	1	6
Aug '23	1	5	0	6
Sep '23	3	5	1	9
TOTAL	**24**	**50**	**2**	**76**
TOTAL %	**31.5%**	**66%**	**2.5%**	**-**

Referrals by denomination where abuse occurred (all open cases)

Denomination Of Abuse	Quantity	%
Catholic	30	39%
C of E	46	59.5%
C in W	1	1.5%
Not Disclosed	0	0%

New Referrals by current denomination of client – Monthly and Cumulative

Month	Catholic	C of E	C in W	Atheist/ Agnostic	Other	Not Disclosed	Combined
Jan '23	2	2	0	1	0	0	5
Feb '23	1	3	0	2	0	2	8
Mar '23	3	4	0	0	0	0	7
Apr '23	4	6	0	1	1	1	13
May '23	3	9	0	0	0	0	12
June '23	3	7	0	0	0	0	10
Jul '23	2	3	1	0	0	0	6
Aug '23	2	4	0	0	0	0	6
Sep '23	2	6	0	1	0	0	9
TOTAL	**22**	**44**	**1**	**5**	**1**	**3**	**76**
Total %	**28%**	**58%**	**1.5%**	**6.5%**	**1.5%**	**4.5%**	**-**

Referrals by denomination of client (all open cases)

Denomination of Client	Quantity	%
Catholic	20	25.5%
C of E	36	46.5%
C in W	1	1.5%
Atheist/Agnostic	3	3%
Other	1	1.5%
Not Disclosed	16	22.5%

Referrals by age (where age was provided) – Monthly and Cumulative

Age of referral	18-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99
Jan '23	1	1	0	2	1	1	0	0	0
Feb '23	0	0	1	1	2	1	1	0	0
Mar '23	0	1	1	1	1	2	0	0	0
Apr '23	0	0	2	4	6	1	0	0	0
May '23	0	3	3	0	5	1	0	0	0
June '23	0	0	0	4	3	1	2	0	0
Jul '23	1	1	0	2	1	1	0	0	0
Aug '23	0	1	0	2	3	0	0	0	0
Sep '23	0	4	0	2	1	0	2	0	0
TOTAL	2	11	7	18	23	8	5	0	0
TOTAL %	3%	15%	9%	24%	31%	11%	7%	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	1	9	4	16	22	10	8	1	0
%	1.5%	12.5%	5.5%	23%	31%	14%	11%	1.5%	0

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

Referrals by gender – Monthly and Cumulative

Month	Male	Female	Other	Unknown/
Jan '23	1	4	0	0
Feb '23	3	5	0	0
Mar '23	0	7	0	0
Apr '23	5	8	0	0
May '23	5	7	0	0
June '23	5	4	1	0
Jul '23	2	4	0	0
Aug '23	2	4	0	0
Sep '23	2	7	0	0
TOTAL	**25**	**50**	**1**	**0**
TOTAL %	**33%**	**65.5%**	**1.5%**	**0%**

Referrals by gender (all open cases)

Referral Gender	Quantity	%
Male	27	**35.5%**
Female	49	**63%**
Non-binary	1	**1.5%**
Unknown	0	**0%**

Referrals by Ethnicity – Monthly and Cumulative

Ethnicity	Jan '23	Feb '23	Mar '23	Apr '23	May '23	Jun '23	Jul '23	Aug '23	Sep '23	Total	%
White British	2	5	5	2	-	4	-	2	-	**20**	**26%**
White English	-	-	-	-	-	-	-	-	-	**-**	**-**
White Scottish	-	-	-	-	-	-	-	-	-	**-**	**-**
White Northern Irish	-	-	-	-	-	-	-	-	-	**-**	**-**
White Irish	1	-	-	-	-	-	-	-	-	**1**	**1.5%**
White Welsh	-	-	-	-	-	-	-	-	-	**-**	**-**
Gypsy/Traveler	-	-	-	-	-	-	-	-	-	**-**	**-**
Roma	-	-	-	-	-	-	-	-	-	**-**	**-**
Other White background	-	1	1	-	-	-	-	-	-	**2**	**3%**
Caribbean	-	-	-	-	-	-	-	-	-	**-**	**-**
African	-	-	-	-	-	-	-	-	-	**-**	**-**
Other Black/Black British	-	-	-	-	-	1	-	-	-	**1**	**1.5%**
Indian	-	-	1	-	-	-	-	-	-	**1**	**1.5%**
Pakistani	-	-	-	-	-	-	-	-	-	**-**	**-**
Bangladeshi	-	-	-	-	-	-	-	-	-	**-**	**-**
Chinese	-	-	-	-	-	-	-	-	-	**-**	**-**
Other Asian/Asian British	-	-	-	-	-	-	-	-	-	**-**	**-**
White and Caribbean	-	-	-	-	-	-	-	-	-	**-**	**-**
White and African	-	-	-	-	-	-	-	-	-	**-**	**-**
White and Asian	-	-	-	-	-	-	-	-	1	**1**	**1.5%**
Other mixed Ethnic Background	-	-	-	1	-	-	-	-	-	**2**	**3%**
Arab	-	-	-	-	-	-	-	-	-	**-**	**-**
Any other Ethnic background	-	-	-	-	-	-	-	-	-	**-**	**-**
Unknown/undisclosed	1	2	2	10	12	5	4	4	8	**48**	**62%**

Referrals by Ethnicity (all open cases)

Referral Ethnicity	Quantity	%
White British	27	33.5%
White Irish	2	2.5%
White Other	1	1.5%
Asian British	3	4%
Mixed Race	2	2.5%
Black British	1	1.5%
White and Asian	1	1.5%
Unknown/undisclosed	41	53%

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: Monthly and Cumulative

Source	Jan '23	Feb '23	Mar '23	Apr '23	May '23	Jun '23	Jul '23	Aug '23	Sep '23	Total	%
Self	5	3	6	9	11	10	6	4	9	**63**	**82%**
Church (C of E)	-	-	-	-	-	-	-	-	-	**-**	**-**
Church (Catholic)	-	-	-	-	-	-	-	-	-	**-**	**-**
Church (C in W)	-	-	-	-	-	-	-	-	-	**-**	**-**
Church (other)	-	-	-	-	-	-	-	-	-	**-**	**-**
C of E Safeguarding	-	1	1	-	-	-	-	-	-	**2**	**3%**
Catholic Safeguarding	-	-	-	4	1	-	-	-	-	**5**	**7%**
I.S.S.	-	1	-	-	-	-	-	-	-	**1**	**1%**
Police	-	-	-	-	-	-	-	-	-	**-**	**-**
Social Care	-	-	-	-	-	-	-	-	-	**-**	**-**
Other	-	3	-	-	-	-	-	2	-	**5**	**7%**
Total	**5**	**8**	**7**	**13**	**12**	**10**	**6**	**6**	**9**	**76**	**-**

Signposted From (self-referrals)	Jan '23	Feb '23	Mar '23	Apr '23	May '23	Jun '23	Jul '23	Aug '23	Sep '23	Total	%
Church (C of E)	1	-	1	1	1	2	-	-	-	6	9%
Church (Catholic)	1	-	1	1	1	1	-	-	-	5	7.5%
Church (C in W)	-	-	-	-	-	-	-	-	-	0	0%
Catholic Safeguarding	1	-	2	-	-	-	-	-	1	4	6%
C of E Safeguarding	-	1	-	-	1	1	-	-	2	5	7.5%
Police	-	-	-	1	-	-	-	-	-	1	1.5%
Social Care	-	-	-	-	-	-	-	-	-	0	0%
ISS	-	-	-	-	1	-	1	-	1	3	4.5%
SS Website/Poster	-	1	-	1	2	4	1	-	1	10	15%
Other	1	-	1	-	-	-	-	3	-	8	12%
Unknown	1	1	1	5	5	2	4	1	4	24	37%
TOTAL	5	3	6	9	11	10	6	4	9	63	-

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 – Monthly and Cumulative

Month	In Hours Call	Webchat	OOH Call	Email	TOTAL
Jan '23	24	-	12	14	50
Feb '23	4	-	3	5	12
Mar '23	5	-	3	8	16
Apr '23	4	7	2	2	15
May '23	11	9	5	6	31
June '23	5	6	6	5	22
Jul '23	9	5	7	3	24
Aug '23	7	4	4	7	22
Sep '23	10	5	3	9	27
TOTAL	79	36	45	59	219
TOTAL %	36%	16.5%	20.5%	27%	100%

The Support Advisors and OOH helpline still receive contact from existing clients as well as new contacts.

New contacts by age – Monthly and Cumulative

All callers are asked to confirm they are over 18 years old to confirm eligibility. In many cases they do not wish to divulge their age at initial contact.

Age	18-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	Unknown (18+)
Jan '23	0	1	2	1	2	3	1	0	0	41
Feb '23	0	0	1	1	2	1	0	0	0	7
Mar '23	0	1	1	4	1	2	0	0	0	7
Apr '23	0	1	2	4	7	1	0	0	0	0
May '23	1	7	5	2	5	2	1	0	0	8
June '23	0	0	2	7	3	2	2	0	0	6
Jul '23	0	0	1	2	2	1	1	0	0	17
Aug '23	0	1	2	3	3	2	2	0	0	9
Sep '23	1	4	1	5	3	1	2	0	0	10
TOTAL	2	15	17	29	28	15	9	0	0	105
TOTAL %	1%	6.5%	7.5%	13%	12.5%	7%	4%	0%	0%	48.5%

New contacts by gender – Monthly and Cumulative

Month	Male	Female	Non-Binary	Unknown
Jan '23	12	33	1	4
Feb '23	2	10	0	0
Mar '23	4	12	0	0
Apr '23	6	8	0	1
May '23	12	15	0	4
Jun '23	6	12	0	4
Jul '23	8	10	2	4
Aug '23	5	10	2	5
Sep '23	5	21	0	1
TOTAL	60	131	5	23
TOTAL %	27%	60%	2.5%	10.5%

New contacts by ethnicity – Monthly and Cumulative

Ethnicity	Jan '23	Feb '23	Mar '23	Apr '23	May '23	Jun '23	Jul '23	Aug '23	Sep '23	Total	%
White British	3	4	3	2	4	10	4	2	3	**35**	**16.5%**
White English	-	-	-	-	-	-	-	-	-	**-**	**-**
White Scottish	-	-	-	-	-	-	-	-	1	**1**	**0.5%**
White Northern Irish	-	-	-	-	-	-	-	-	-	**-**	**-**
White Irish	1	-	-	-	-	-	-	-	-	**1**	**0.5%**
White Welsh	-	-	-	-	-	-	-	-	-	**-**	**-**
Gypsy/Traveler	-	-	-	-	-	-	-	-	-	**-**	**-**
Roma	-	-	-	-	-	-	-	-	-	**-**	**-**
Other White background	2	2	-	-	-	-	-	1	1	**6**	**2.5%**
Caribbean	-	-	-	-	-	-	-	-	-	**-**	**-**
African	-	-	-	-	-	-	-	-	-	**-**	**-**
Other Black/Black British	1	-	-	-	-	2	2	2	-	**7**	**3%**
Indian	-	-	-	-	-	-	-	-	-	**-**	**-**
Pakistani	-	-	-	-	-	-	-	-	-	**-**	**-**
Bangladeshi	-	-	-	-	-	-	-	-	-	**-**	**-**
Chinese	-	-	-	-	-	-	-	-	-	**-**	**-**
Other Asian/Asian British	-	-	1	-	2	-	1	-	-	**4**	**2%**
White and Caribbean	-	-	-	-	-	-	-	-	-	**-**	**-**
White and African	-	-	-	-	-	-	-	-	-	**-**	**-**
White and Asian	-	-	-	-	-	-	-	-	1	**1**	**0.5%**
Other mixed Ethnic Background	-	-	1	1	-	-	-	2	-	**4**	**2%**
Arab	-	-	-	-	-	-	-	-	-	**-**	**-**
Any other Ethnic background	-	-	-	-	-	-	-	-	-	**-**	**-**
Unknown/undisclosed	43	6	11	12	25	10	17	15	21	**160**	**72.5%**

Asking the ethnicity of a caller making initial contact is not best practice following a trauma-informed approach. 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).

New contacts by Denomination of Abuse – Monthly and Cumulative

Month	Catholic	C of E	C in W	Unknown
Jan '23	12	30	2	6
Feb '23	4	6	0	2
Mar '23	5	7	1	3
Apr '23	7	8	0	0
May '23	8	22	1	0
June '23	8	14	0	0
Jul '23	10	14	0	0
Aug '23	11	6	0	5
Sep '23	10	14	3	0
TOTAL	75	121	7	16
TOTAL %	35%	55%	3%	7%

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 – Monthly and Cumulative

Month	Catholic	C of E	C in W	Atheist/ Agnostic	Other	Not Disclosed
Jan '23	5	18	2	8	0	17
Feb '23	5	6	0	1	0	0
Mar '23	5	6	0	1	0	4
Apr '23	6	6	0	1	1	1
May '23	6	14	1	4	0	6
June '23	5	5	0	4	0	8
Jul '23	4	8	0	4	0	8
Aug '23	4	11	0	0	0	7
Sep '23	8	13	0	1	1	2
TOTAL	48	87	3	24	2	53
TOTAL %	22%	39.5%	1.5%	11%	1%	24%

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

Monthly and Cumulative

Month	Non-Church	Sub-threshold	Non England/Wales	Under 18	Disengaged pre-disclosure	Total
Jan '23	0	0	0	0	0	**0**
Feb '23	1	2	0	0	0	**3**
Mar '23	7	2	1	0	0	**10**
Apr '23	6	0	1	1	0	**8**
May '23	5	6	5	0	5	**21**
June '23	3	3	2	0	4	**12**
Jul '23	5	2	2	0	4	**13**
Aug '23	5	2	4	0	4	**15**
Sep '23	5	3	3	0	3	**14**
TOTAL	**37**	**20**	**18**	**1**	**20**	**96**
TOTAL %	**38%**	**21%**	**18.5%**	**1.5%**	**21%**	**-**

RI 26 – Referral by Type of abuse

	Q1		Q2		Q3		Cumulative (Jan '23 -)	
Abuse	**Number**	**%**	**Number**	**%**	**Number**	**%**	**Number**	**%**
Emotional	0	-	4	11.5%	**1**	**4.8%**	5	6.7%
Spiritual	4	20%	4	11.5%	**3**	**14.3%**	11	14.8%
Physical	1	5%	4	11.5%	**2**	**9.5%**	7	9.4%
Sexual	11	55%	15	42.7%	**10**	**47.7%**	36	47.6%
Neglect/omission	0	-	0	-	**-**	**-**	0	-
Domestic	0	-	1	2.9%	**-**	**-**	1	1.4%
Discrimination	0	-	1	2.9%	**1**	**4.8%**	2	2.7%
Financial	0	-	1	2.9%	**-**	**-**	1	1.4%
Psychological	1	5%	3	8.5%	**2**	**9.5%**	6	8%
Modern Slavery	0	-	0	-	**1**	**4.8%**	0	-
Organisational	3	15%	2	5.6%	**1**	**4.8%**	6	8%
Self-Neglect	0	-	0	-	**-**	**-**	0	-
Total	**20**	**N/A**	**35**	**N/A**	**21**	**N/A**	**76**	**N/A**

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

Type of Service	Q1	Q2	Q3	Cumulative (Jan '23 -)
Regional Sexual Violence	3	6	8	17
Regional Domestic Violence	2	3	6	11
Counselling/Therapy	7	3	3	13
Drug and Alcohol	4	2	1	7
Mental Health	6	2	3	11
Other	2	7	6	15
TOTAL	24	23	27	74

Continued efforts to engage with external service providers were ongoing in Q3. Having discussed previous contacts with individual solicitors firms with the SSEW board, we have now ceased doing so and signpost to directories of solicitors' firms. Further efforts were made source training with LGBTQ+ agencies, with GIRES and GALOP identified.

We continue to liaise with local and regional agencies on an ad-hoc basis.

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

An agreement has been reached to work with Rocket Science as an independent evaluator and contract signed to share data (with client consent). The process of identifying a range of survivors willing to work with Rocket science has begun, including a % who have previously been supported by Victim Support.

4. Service User Feedback – September and Q3

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

Positive feedback received in September can be seen below;

An email from a new self-referral client;

Hi Alice

Great to talk to you just now, I would like to take this opportunity to thank you on mine and *****'s behalf for your fantastic approach to our troubles and to reiterate how positively you have affected us, thank you.

An email of feedback sent to a survivor advocate regarding the ongoing support being received;

Good morning Anna

Thank you for speaking with me on Monday. I really appreciate the help and support, and your advice for ways I may ease my way through my current circumstances.

Kind regards

As part of the quarterly feedback questionnaires, there is a free text feedback section, and the following excerpts were received in Q3.

One client provided the following;

Very positive experience, thank you everyone – the first lady I spoke to out of hours on the phone line was amazing, really listened in an intelligent and thoughtful way, shared some useful insight including on the power dynamics of the situation. She reassured me about the therapy I was booked to have and answered my questions and also gave me some coping strategies.

The online chat has also been helpful – sometimes the chat times out which is frustrating but it is good to know that it is there

My support worker has been great and has really listened as well as properly making the effort to understand the complex situation. Her reflections on the wider context are also really helpful

I know that First Light took over delivery of the service in January and have found that while in some of my earlier contacts there were things some people did not know about the Church in terms of structure, culture etc, this level of knowledge now seems to be really good. In terms of understanding the impact on my own faith to have someone in a position of religious power misuse theology to justify their abusive behaviour, I found my support worker very good at this. The person on the out of hours chat had less understanding of the effect of this but I really cannot complain as I was very grateful to be able to chat to them and was glad that they were there.

A second client also provided this;

Safe Spaces have given me tremendous support enabling me to battle through a nightmare. That's the only word I can use for my ordeal. It's good to have someone take control because it felt like I was drowning and it still does..

May I make a suggestion please? As Safe Spaces grows perhaps consider having a counselling service working alongside you, sort of a one shop facility as people who are suffering because of the abuse will most probably need counselling to live with their ordeal.

A third provided the following short feedback response;

The support and kindness I have received have been excellent and it has helped me to view my world in a completely different and more positive view.

No formal complaints were received during September (or Q3 overall).

Some negative/constructive feedback was received via the questionnaires, and is as follows;

Some emails went unanswered. I appreciate that I am not the only client but even an acknowledgement would have been appreciated.

Finally I am unhappy with how one aspect was handled and instead of trying to understand where I was coming from I was told I was not being constructive in my criticism when I tried to explain.

I am not having a go at my caseworker, she is for the most part diligent, caring and passionate about their work and their clients, just offering honest feedback as requested.

This has been followed up with the caseworker, who has explained that on many occasions multiple (10+) emails were being received a day, and a suggestion of collating these emails into a single email went unheeded.

The following was also received following the resignation of one of the Survivor Advocates;

My concern with Safe Spaces at present is the woeful lack of continuity. No sooner had a I had an introductory telephone conversation with Lucy Smith than she announced she was leaving Safe Spaces. This is not at all a satisfactory situation.

The survivor was transferred to another caseworker on a permanent basis following this to provide continuity and experienced support.

5. Safeguarding - Q3

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.

2 Safeguarding concerns were raised during July. The first related to a client who made a flippant comment about harming people connected to their case. This was challenged and explored by their advocate immediately, and a discussion around the seriousness and meaning of these comments ensued.

The second safeguarding concern was regarding a child at risk, connected to a Safe Spaces client. After discussion with the manager and a decision that a LADO referral should be made if not already completed, contact was made with Diocesan Safeguarding, who confirmed that a LADO referral had already been made, and that they would update with any relevant information is needed. As such, no further action was taken.

There was one recorded mention of client self-harm during August.

There were 3 discussions regarding Safeguarding between Advocates and the Service manager in August, all pertaining to the same client, and a potential risk of them being a vulnerable adult. This was discussed again on 28/8/23 with the Service Manager and the decision to complete a LADO referral was made once Diocesan Safeguarding and the client all aware this process had begun.

There was one mention of self-harm/suicide in September.

There were 2 Safeguarding concerns raised during September. The first involved a potential risk to children. This was reported to the Archdiocese Safeguarding team by Safe Spaces, who confirmed receipt of the concern and that action was being taken to address it.

The second concern related to an adult who felt they were at risk of being visited by a perpetrator at their home address. They were given local police details and reminded of 999 service, and asked to discuss their current concerns. A follow up call was made to the client the next day and they confirmed they were safe, and were reminded to update local police about their concerns if they persisted.

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

6. Workforce - September

The process of replacing Advocate was paused initially due to an internal restructuring of the First Light Devon and Cornwall ISVA service, which was likely to lead to availability of qualified and experienced staff. As such, internal interviews were conducted in early September and an ISVA joined the Safe Spaces tea, inheriting the vacant caseload. Due to being an internal transfer, the induction process was simplified and shortened, and they were able to take the caseload before the end of September, with shadowing opportunities and cooperative work with their colleagues and internal training by Martin Christmas-Nelson sufficient to bring their skill and knowledge up to standard in a short time.

There were no other changes to the workforce in September, resulting in full staffing, with 1 manager, 2 Support Advisors and 3 full-time Survivor Advocates.