FIRST LiGHT

Performance and Quality Report

Safe Spaces Service

1ˢᵗ – 31st December 2023

Month 12

and Q4 2023

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1. Executive Summary

During Q4, the caseload increased from 79 to 84 clients. This continues the general trend of steady growth with referrals and closures remaining consistent.

Staffing has remained consistent with all staff continuing to complete ISVA training. Further training needs have been identified in safely supporting perpetrator/victims and dual lens safeguarding, and initial discussions with a training provider have begun.

The website redesign has contributed to a large increase in traffic and online referral form has improved the accuracy of data collection as planned.

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	510 6.1 p.s 3h6m p.s
RI 11	**Average caseload per advocate**	n/a	28
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	84
RI 16	**No. cases closed** – number of cases closed each month	n/a	4
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	3
RI 24	**Source of new referral** – self, church, police, social care, other church (non-Catholic or CofE), other. Number in each category.	n/a	3x 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	**17** (3 month rolling average 25 p/m)
RI 25	**No. of ineligible referrals:** **Non church related** **Non-Abuse** **Non England and Wales** **Under 18** **Disengaged prior to disclosure**	n/a	**7** 1 3 1 0 2

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%	78.8%
KPI 02	**Service users report being provided with a supportive space** - Cope and recovery tool	75%	88.9%
KPI 03	**Service users report they feel listened to by Safe Spaces** - Cope and recovery tool	75%	100%
KPI 04	**Service users report they are empowered to self-advocate** – Cope and recovery tool	75%	88.9%
RI 02	**No. of victims/survivors signposted to other services**	n/a	158
RI 03	**No. of victims/survivors referred to other services**	n/a	37
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	30
RI 07	**Number of survivors supported to report to police/social care**	n/a	28
KPI 06	**Confirm all open cases have support plan** – (of cases with signed agreement)	n/a	95.1%
RI 08	**Number of survivors with a planned exit from the service**	70%	83.3%
RI 09	**Number of survivors with an unplanned exit from the service**	n/a	16.7%
RI 10	**Number of Safeguarding concerns raised**	n/a	18
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%	3/10 (29%)
KPI 10	**Percentage of service users who are satisfied and would recommend Safe Spaces**	80%	67% Cumulative 80%
RI 12	**Number of Complaints received**	n/a	0 Formal 2 Informal
RI 15	**Duration cases open (closed cases)**	n/a	2x < 1 month 1x 1-3 months 6x 3-6 months 3x 3-6 months 0x 12+ months
RI 17	**Closed cases with onward signposting/referral**	n/a	9
RI 19	**Number of service users provided with risk assessment and safety planning advice**	n/a	79
RI 20	**SSEW website homepage views**	n/a	6042
RI 21	**SSEW website 'Referral' page views**	n/a	315
RI22	**SSEW website – links accessed to other sites**	n/a	498
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	28

2.3 Reporting Indicator and KPI Exception Report

KPI 10 - Percentage of service users who are satisfied and would recommend Safe Spaces was not achieved in this quarter. Due to the small sample size of 3 returned surveys, results are erratic, but as a rolling average across the contract, 80% have been happy with the support they received, and 90% would recommend to others in a similar position. A table reflecting the cumulative results has been included in this report.

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	Oct '23	Nov '23	Dec '23	(Jan '23-	Cumulative (all time)
New cases	5	8	7	13	12	10	6	6	9	10	6	3	**95**	**409**
Active cases	43	51	57	66	71	79	81	74	77	82	85	84	**84**	**84**
Closed cases	1	0	1	4	7	2	4	13	6	5	3	4	**50**	**340**
Eligible contacts	50	12	16	15	31	22	24	22	27	32	27	17	**295**	**N/A**
Ineligible contacts	0	3	10	8	21	12	13	15	14	19	17	7	**139**	**156**

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	%
52	9	17.3%

17.3% of Questionnaires were returned of the 52 sent. This is consistent with 16% in the previous quarter. 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 9 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	I	Mean	Median	Mode
Safe Spaces has helped improve my wellbeing	9	4	6	10	10	8	4	7	7	**7.2**	**7**	**7,10**
Safe Spaces has provided a 'Safe Space' for me to talk about my experiences	10	10	7	10	9	8	4	9	8	**8.3**	**9**	**10**
I feel that Safe Spaces have listened to and believed me	10	8	6	10	10	9	6	8	8	**8.3**	**8**	**10**
I feel empowered to self advocate/make my own decisions by Safe Spaces	9	6	4	10	10	9	6	8	8	**7.8**	**8**	**8,9,10**

	1 - 5		6 - 10	
	Total	%	Total	%
KPI 01 - Safe Spaces has helped improve my wellbeing	2	22.2%	7	78.8%
KPI 02 - Safe Spaces has provided a 'Safe Space' for me to talk about my experiences	1	11.1%	8	88.9%
KPI 03 - I feel that Safe Spaces have listened to and believed me	0	0%	9	100%
KPI 04 - I feel empowered to self-advocate/make my own decisions by Safe Spaces	1	11.1%	8	88.9%

KPI 01 - Service users report improved wellbeing

78.8% of service users who returned a survey scored favorably regarding Safe Spaces improving their wellbeing, with a mean score of 7.2

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

88.9% of service users who returned a survey scored favorably regarding Safe Spaces providing a 'Safe Space' to talk, with a mean score of 8.3

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

100% of service users who returned a survey scored favorably regarding Safe Spaces having listened to and believed them, with a mean score of 8.3

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

88.9% 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 7.8

All KPIs reached achieved >75% as KPI set.

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

	Q1	Q2	Q3	Q3 2023			Cumulative	
	Total	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	2			2	2
Report to Police	4	7	8	4	4	3	11	30
CSSA/NST	4	5	6	4		5	9	24
Diocesan Safeguarding	16	8	33		7	9	16	73
CDM	3	0	8		2	1	3	14
Interim Support Scheme	12	10	13	5	5	4	14	49
Counselling (DA/SV)	14	20	10	10	1		11	55
Health - GP	5	5	6	10	2		12	28
Health - GU/SH	0	0	1				0	1
Mental Health	9	6	5	16	8	4	28	48
Child/ Family Service	0	3	1	3			3	7
Adult Social Care	1	1	0	3	1		4	6
Safeguarding Children	0	1	2	1	1		2	5
Safeguarding Adults	0	6	3	4	1		5	14
Drugs and Alcohol Services	0	2	0				0	2
DA Services	1	3	3	3	1		4	11
Victim Care Unit	0	0	0				0	0
Referral to local ISVA service	1	9	8	6	2		8	26
Peer Support Group	7	6	12	12			12	37
Rape Crisis (or other similar)	0	3	2				0	5
LGBTQ+ Services	1	3	10	5			5	19
Victim Support/ Witness Service & Outreach	0	5	5	2			2	12
CSE Groups	0	0	0				0	0
Witness Care	0	0	0				0	0
CAB	4	3	2	3			3	12
Online Support (Kooth/ Samaritans/SHOUT etc)	10	14	21	19	1		20	65
Housing	0	3	4	4		3	7	14
Student Support Service (College/ Uni)	1	2	1	2			2	6
Foodbank	0	0	1	1			1	2
Debt Advice	1	2	1				0	4
CICA	0	6	7	7			7	20
Other	4	26	23	32	1		33	86
Totals	98	149	196	158	37	29	224	667

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 **158** times in Q4 of 2023. The itemised breakdown is also given above. This figure was 118 in Q3, reflecting increasing confidence and knowledge within the team.

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

A total of **37** referrals to other services were made in Q4, showing consistency with the 33 in Q3. 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
Oct '23	82	542	6.6	3hr5m
Nov '23	85	512	6.1	3hr0m
Dec '24	84	510	6.1	3hr6m
	-	**Total** **5687**	**Monthly Average** **6.9**	**Monthly Average 3hr4m**

These vary in type depending on the desired contact request of the client, and include emails, text messages, phone and video calls. 3h per client has become the established norm.

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

Survivor Feedback was sought regarding the desire for Safe Spaces operated Peer Support, as well as how that peer support should be provided and managed. There was an incredible 40% response rate to the survey, with overwhelming evidence that peer support would be appreciated. As such, further work will begin in early 2024 to ask further questions in a forum setting regarding the requirements, training and safety of operating a group.

Quarterly qualitative and quantitative 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	Q4 2023	Total (Jan 2023 - Present)
Discussed (excl. signposting)	10	3	14	19	46
Signposted	14	16	8	10	48
Referred	0	4	2	1	7
Total	**24**	**23**	**24**	**30**	**101**

In Q4, counselling/therapy was discussed with 30 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	Q4	Total (Jan 2023 - Present)
Signposted	3	6	2	4	15
Referred	1	1	6	7	15
Total	**4**	**7**	**8**	**11**	**30**

Statutory Services	Q1	Q2	Q3	Q4	Total (Jan 2023 - Present)
Signposted	0	2	7	14	23
Referred	0	5	2	3	10
Total	**0**	**7**	**9**	**17**	**33**

28 clients were supported to report to the police and statutory services during Q4. 11 were to report to the police and 17 were to statutory services. It is always clarified when discussing with Church Safeguarding Coordinators as to the statutory safeguarding requirements they have to report if the case is a public safeguarding matter as well as a diocese investigation. Discussions are always held with clients as to who they would like to report abuse to, be that internal church, external statutory services and police. Referrals for Child and Adult Safeguarding were completed on 2 occasions in Q4. These are not always to report the abuse they are receiving directly, but can be for extra support connected to aspects of the abuse or additional unmet needs.

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)	End of Q4 (cases open over 1 month)
Total Clients	51	69	74	84
w/ Signed AGR	33	67	72	82
% Signed AGR	65%	97.1%	97.3%	98%
Of those with Signed AGR, w/ SAS	24/33	62/67	68/72	78/82
SAS %	**73%**	**92.5%**	**94.4%**	**95.1%**

All registered clients are set up on our case management system MODUS. Once they have signed a client agreement, a safety and support plan (SAS) is produced in conjunction with the client which forms the basis of a support plan and risk assessment, in combination with the ongoing case notes regarding every interaction with have with a client and any interactions with external agencies regarding their case. The AGR and SAS should be completed within **1 calendar month** of successful contact with the client, so only referrals up to the end of November have been included in these statistics. In Q4 the improvement seen in Q2 and Q3 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%	
Q4 2023	10	2	12
Q4 2023 %	83.3%	16.7%	
Cumulative (Jan '23-)	38	12	50
Cumulative %	76%	24%	-

12 clients closed through Q4.

10 out of 12 cases closed in Q4 followed discussions between Survivor Advocate and survivor to manage their exit and ensure they were fully supported and had no outstanding actions/tasks before closure, or were closed having had no successful contact following referral, after a minimum of 3 attempts. This equals 83.3% leaving as a planned exit or having not ever engaged.

2 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	Q4	Cumulative (Jan '23 -)
Diocesan Safeguarding/NST/CSSA	5	6	5	7	23
Police	1	0	1	4	6
Local Authority	0	5	2	3	10
Suicide/Self Harm	7	6	4	4	21
Total	13	17	12	18	60

7 cases were taken to Diocesan Safeguarding in Anglican and Catholic Dioceses or to the NST/CSSA by Safe Spaces staff in Q4, 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.

3 referrals to local authority safeguarding were made in Q4, with one being 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 Q4 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)
85	28	26	30	0	28

Caseloads are now balanced between 3 full time Caseworkers. As such, all new referrals go to the caseworker with the lowest caseload, unless a specialist need is identified during the referral process.

KPI 09 – Number and percentage return of exit surveys

	Q1	Q2	Q3	Q4	Cumulative
Exit Surveys sent	0	10	15	10	35
Exit Surveys returned	0	2	5	3	10
% returned	N/A	20%	33%	29%	29%

3 of 10 exit surveys were completed and returned. 2 of 12 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.

An online form version of the exit survey was used in Q4, sent from a central contact point, while maintaining the option to complete via Word document and over the phone with a Support Advisor.

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**	**Mean**	**Median**	**Mode**
I am satisfied with the support that Safe Spaces have provided me with	1	10	9	6.7	9	1,9,10
I would recommend Safe Spaces as a service to others in a similar situation to me	2	10	10	7.3	10	10

	1 - 5		6 - 10	
	Total	%	Total	%
I am satisfied with the support that Safe Spaces have provided me with	1	33.3%	2	66.7%
I would recommend Safe Spaces as a service to others in a similar situation to me	1	33.3%	2	66.7%

An average from the returned exit surveys indicated that 66.7% of exiting service users were satisfied with the service with a mean score of 6.7, with 66.7% recommending Safe Spaces to others with a mean score of 7.3. Overall this results in an 66.7% satisfied and would recommend rate.

The individual who scored 1 and 2 received a negative outcome from the Diocese with whom they were making a complaint, having been adjudged to be a safeguarding risk themselves rather than being at risk, and therefore Safe Spaces was able to provide minimal valuable support.

Cumulatively from January 2023, the satisfaction rates can be seen below.

	1 - 5		6 - 10	
	Total	%	Total	%
I am satisfied with the support that Safe Spaces have provided me with	2	20%	8	80%
I would recommend Safe Spaces as a service to others in a similar situation to me	1	10%	9	90%

RI 12 – Number of complaints received by the service

Complaint type	Q1	Q2	Q3	Q4	Cumulative (Jan '23 -)
Formal	0	0	0	0	0
Informal	6	5	4	2	17
Combined	6	5	4	2	17

No formal written complaints have been received by First Light in Q4.

2 informal complaints were made by a client whom we have provided long term support for in cooperation with Diocese Safeguarding Team. The decision to reallocate the survivor to another advocate was made. There has been no further issue, and after investigation by the service manager, no fault has been found with the work the previous advocate was doing.

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
84	82	82	100%

Clients referred in December are not expected to have agreements signed until 1 month after initial contact.

RI 14 – Number of open cases:

84 cases currently open.

RI 15 – Duration of support (closed cases)

Duration of Support	Q1	Q2	Q3	Q4	Cumulative (Jan '23 -)	Cumulative %
< 1 month	1	2	3	2	8	16%
1-3 months	0	4	3	1	8	16%
3-6 months	1	1	5	6	13	26%
6-12 months	0	3	5	3	11	22%
12+ months	0	3	7	0	10	20%

RI 16 – Number of cases closed:

4 cases closed in December

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

	Signposting/Referral	Q1	Q2	Q3	Q4	Cumulative (Jan '23 -)	% in Q4	% Cumulative
Closed Cases	Yes	1	7	17	9	34	75%	68%
	No	1	6	6	3	16	25%	32%

9 (75%) Closed Cases/clients given onward referral or signposting to other services at the point of closure.

3 (25%) 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
3	3	0	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	Q4
Total Open Cases	57	79	77	84
Cases with SAS	24	70	70	78
No SAS (Suicide/Self Harm support)	2	0	1	1
Total	26	70	71	79
Total (% open cases)	**46%**	**89%**	**92%**	**94%**

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

Staff performance has greatly improved in completing risk assessment and safety planning throughout the first 12 months of the contract.

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	Oct '23	Nov '23	Dec '23	Cumulative
Y/N	Y	Y	Y	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	Q4	Quarterly +/-	Cumulative
Views	4384	4817	4850	**6042**	**+ 1192**	**20093**

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

	Q1	Q2	Q3	Q4	Quarterly +/-	Cumulative
Views	90	91	82	**315**	**+233**	**578**

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

	Q1	Q2	Q3	Q4	Quarterly +/-	Cumulative
Views	146	213	245	**498**	**+253**	**1102**

The launch of the new website has dramatically increased traffic to the Safe Spaces website. First Light's Communications Officer is collecting further website user data to improve our understanding of the website performance and improve the Search engine prevalence of the website. This includes website user acquisition data included below.

User Acquisition

Organic Search: 3,230

Direct: 3,026

Referral: 1,814

Email: 531

Social: 24

Other: 3

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%
Q4	**Potential**	504	360	864
	Actual	504	360	864
	%	100%	100%	100%
Cumulative (Jan '23 -)	**Potential**	1976	1398	3374
	Actual	1976	1398	3374
	%	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. If there are 2 calls when one member of staff is operating the helpline, the second caller is diverted to voicemail and will receive a call back ASAP

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
Oct '23	2	8	0	10
Nov '23	2	4	0	6
Dec '24	0	3	0	3
TOTAL	**28**	**65**	**2**	**95**
TOTAL %	**29.47%**	**68.42%**	**2.11%**	**-**

Referrals by denomination where abuse occurred (all open cases)

Denomination Of Abuse	Quantity	%
Catholic	30	**35.71%**
C of E	53	**63.1%**
C in W	1	**1.19%**
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
Oct '23	1	5	0	0	2	2	10
Nov '23	0	1	0	1	2	2	6
Dec '23	0	3	0	0	0	0	3
TOTAL	23	53	1	6	5	7	95
Total %	24.21%	55.79%	1.05%	6.32%	5.26%	7.37%	-

Referrals by denomination of client (all open cases)

Denomination of Client	Quantity	%
Catholic	15	17.86%
C of E	42	50%
C in W	0	0%
Atheist/Agnostic	1	1.19%
Other	5	5.95%
Not Disclosed	21	25%
TOTAL	84	-

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
Oct '23	0	1	0	4	3	2	0	0	0
Nov '23	0	1	0	2	3	0	0	0	0
Dec '23	0	0	0	0	2	0	1	0	0
TOTAL	**2**	**13**	**7**	**24**	**31**	**10**	**6**	**0**	**0**
TOTAL %	**2.15%**	**19.98%**	**7.53%**	**25.81%**	**33.33%**	**10.75%**	**6.45%**	**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	20	26	10	8	1	0
%	1.27%	11.39%	5.06%	25.32%	34.18%	12.66%	8.86%	1.27%	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
Oct '23	3	7	0	0
Nov '23	0	6	0	0
Dec'23	1	2	0	0
TOTAL	**29**	**65**	**1**	**0**
TOTAL %	**30.53%**	**68.42%**	**1.05%**	**0%**

Referrals by gender (all open cases)

Referral Gender	Quantity	%
Male	27	**32.14%**
Female	56	**66.67%**
Non-binary	1	**1.19%**
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	Oct '23	Nov '23	Dec '23	Total	%
White British	2	5	5	2	-	4	-	2	-	2	4	3	29	30.53%
White English	-	-	-	-	-	-	-	-	-	1	-	-	1	1.09%
White Scottish	-	-	-	-	-	-	-	-	-	-	-	-	-	-
White Northern Irish	-	-	-	-	-	-	-	-	-	-	-	-	-	-
White Irish	1	-	-	-	-	-	-	-	-	-	-	-	1	1.05%
White Welsh	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Gypsy/Traveler	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Roma	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other White background	-	1	1	-	-	-	-	-	-	-	-	-	2	2.11%
Caribbean	-	-	-	-	-	-	-	-	-	-	-	-	-	-
African	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other Black/Black British	-	-	-	-	-	1	-	-	-	1	-	-	2	2.11%
Indian	-	-	1	-	-	-	-	-	-	-	-	-	1	1.05%
Pakistani	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Bangladeshi	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other Asian/Asian British	-	-	-	-	-	-	-	-	-	-	-	-	-	-
White and Caribbean	-	-	-	-	-	-	-	-	-	-	-	-	-	-
White and African	-	-	-	-	-	-	-	-	-	-	-	-	-	-
White and Asian	-	-	-	-	-	-	-	-	1	-	-	-	1	1.05%
Other mixed Ethnic Background	-	-	-	1	-	-	-	-	-	-	-	-	2	2.11%
Arab	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other Ethnic background	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown/ undisclosed	1	2	2	10	12	5	4	4	8	6	2	-	56	58.95%

Referrals by Ethnicity (all open cases)

Referral Ethnicity	Quantity	%
White British	35	41.67%
White English	1	1.19%
White Irish	1	1.19%
White Other	1	1.19%
Asian British	1	1.19%
Mixed Race	2	2.38%
Black British	2	2.38%
White and Asian	1	1.19%
Unknown/undisclosed	40	47.62%

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. The launch of the new Safe Spaces website and online referral from has improved the accuracy of recording for this data, which is slowly reducing the amount of unknown data in this field.

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	Oct '23	Nov '23	Dec '23	Total	%
Self	5	3	6	9	11	10	6	4	9	8	6	3	79	83.16%
Church (C of E)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Church (Catholic)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Church (C in W)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Church (other)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
C of E Safeguarding	-	1	1	-	-	-	-	-	-	-	-	-	2	2.11%
Catholic Safeguarding	-	-	-	4	1	-	-	-	-	-	-	-	6	6.32%
I.S.S.	-	1	-	-	-	-	-	-	-	-	-	-	1	1.05%
Police	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Social Care	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	3	-	-	-	-	-	2	-	2	-	-	7	7.37%
Total	**5**	**8**	**7**	**13**	**12**	**10**	**6**	**6**	**9**	**10**	**6**	**3**	**95**	**-**

Signposted From (self-referrals)	Jan '23	Feb '23	Mar '23	Apr '23	May '23	Jun '23	Jul '23	Aug '23	Sep '23	Oct '23	Nov '23	Dec '23	Total	%
Church (C of E)	1	-	1	1	1	2	-	-	-	-	-	-	6	7.59%
Church (Catholic)	1	-	1	1	1	1	-	-	-	-	-	-	5	6.33%
Church (C in W)	-	-	-	-	-	-	-	-	-	-	-	-	0	0%
Catholic Safeguarding	1	-	2	-	-	-	-	-	1	-	-	-	4	5.06%
C of E Safeguarding	-	1	-	-	1	1	-	-	2	-	-	-	5	6.33%
Police	-	-	-	1	-	-	-	-	-	-	-	-	1	1.27%
Social Care	-	-	-	-	-	-	-	-	-	-	-	-	0	0%
ISS	-	-	-	-	1	-	1	-	1	-	-	-	3	3.8%
SS Website/Poster	-	1	-	1	2	4	1	-	1	2	2	1	15	18.99%
Other	1	-	1	-	-	-	-	3	-	-	3	2	10	12.66%
Unknown	1	1	1	5	5	2	4	1	4	6	-	-	30	37.97%
TOTAL	5	3	6	9	11	10	6	4	9	8	5	3	79	-

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
Oct '23	12	8	8	5	32
Nov '23	11	8	6	2	27
Dec '23	7	2	3	5	17
TOTAL	109	54	62	71	296
TOTAL %	36.82%	18.24%	20.95%	23.99%	-

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	9
Oct' 23	2	3	3	6	5	4	1	0	0	8
Nov '23	0	1	3	3	5	2	2	0	0	11
Dec '23	0	1	1	0	2	1	0	0	0	12
TOTAL	**4**	**20**	**24**	**38**	**40**	**22**	**12**	**0**	**0**	**135**
TOTAL %	**1.36%**	**6.78%**	**8.14%**	**12.88%**	**13.56%**	**7.46%**	**4.32%**	**0%**	**0%**	**45.76%**

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
Oct '23	12	20	0	0
Nov '23	9	18	0	0
Dec '24	4	13	0	0
TOTAL	**85**	**182**	**5**	**23**
TOTAL %	**28.81%**	**61.69%**	**1.69%**	**7.8%**

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	Oct '23	Nov '23	Dec '23	Total	%
White British	3	4	3	2	4	10	4	2	3	3	4	6	48	16.33%
White English	-	-	-	-	-	-	-	-	-	1	-	-	1	0.34%
White Scottish	-	-	-	-	-	-	-	-	1	-	-	-	1	0.34%
White Northern Irish	-	-	-	-	-	-	-	-	-	-	-	-	-	-
White Irish	1	-	-	-	-	-	-	-	-	-	-	2	3	1.02%
White Welsh	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Gypsy/Traveler	-	-	-	-	-	-	-	-	-	-	-	1	1	0.36%
Roma	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other White background	2	2	-	-	-	-	-	1	1	-	1	-	7	2.38%
Caribbean	-	-	-	-	-	-	-	-	-	-	-	-	-	-
African	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other Black/Black British	1	-	-	-	-	2	2	2	-	2	1	3	13	4.42%
Indian	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pakistani	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Bangladeshi	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other Asian/Asian British	-	-	1	-	2	-	1	-	-	1	1	-	5	1.7%
White and Caribbean	-	-	-	-	-	-	-	-	-	-	-	-	-	-
White and African	-	-	-	-	-	-	-	-	-	-	-	-	-	-
White and Asian	-	-	-	-	-	-	-	-	1	-	-	-	1	0.34%
Other mixed Ethnic Background	-	-	1	1	-	-	-	2	-	-	-	-	4	1.36%
Arab	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other Ethnic background	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown/undisclosed	43	6	11	12	25	10	17	15	21	25	20	5	210	71.43%

Asking the ethnicity of a caller making initial contact is not best practice following a trauma-informed approach. If a caller offers this information or the conversation allows, it is asked. 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	9	14	0	0
Jul '23	10	14	0	0
Aug '23	11	6	0	5
Sep '23	10	14	3	0
Oct '23	11	20	0	1
Nov '23	10	16	1	0
Dec '23	8	9	0	0
TOTAL	**105**	**166**	**8**	**17**
TOTAL %	**35.47%**	**56.08%**	**2.7%**	**5.74%**

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
Oct '23	8	12	0	6	1	5
Nov '23	7	9	0	2	0	9
Dec '23	4	6	0	3	0	4
TOTAL	**60**	**105**	**3**	**33**	**3**	**62**
TOTAL %	**22.56%**	**39.47%**	**1.13%**	**12.41%**	**1.13%**	**23.31%**

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	Not relating to abuse	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**
Oct '23	4	7	5	0	3	**19**
Nov '23	6	7	2	0	2	**17**
Dec '23	1	3	1	0	2	**7**
TOTAL	**48**	**37**	**26**	**1**	**27**	139
TOTAL %	**34.53%**	**26.62%**	**19.42%**	**0.72%**	**19.42%**	**-**

'Sub-threshold' has now been altered to 'Not relating to Abuse' following discussion with the board of SSEW and a lack of clarity regarding what this meant. As such, this now includes cases that do not relate to abuse in any way, requests from Dioceses and professionals for resources or for contact details for a member of staff, and any other contacts which do not fall into the other categories.

RI 26 – Referral by Type of abuse

Abuse	Q1		Q2		Q3		Q4		Cumulative	
	Number	%	Number	%	Number	%	Number	%	Number	%
Emotional	0	-	4	11.5%	1	4.8%	3	15.79%	8	8.6%
Spiritual	4	20%	4	11.5%	3	14.3%	2	10.53%	13	13.98%
Physical	1	5%	4	11.5%	2	9.5%	2	10.53%	9	9.68%
Sexual	11	55%	15	42.7%	10	47.7%	7	36.84%	43	46.24%
Neglect/omission	0	-	0	-	-	-	-	-	0	-
Domestic	0	-	1	2.9%	-	-	-	-	1	1.08%
Discrimination	0	-	1	2.9%	1	4.8%	1	5.26%	3	3.23%
Financial	0	-	1	2.9%	-	-	-	-	1	1.08%
Psychological	1	5%	3	8.5%	2	9.5%	1	5.26%	7	7.53%
Modern Slavery	0	-	0	-	1	4.8%	1	5.26%	0	-
Organisational	3	15%	2	5.6%	1	4.8%	2	10.53%	8	8.6%
Self-Neglect	0	-	0	-	-	-	-	-	0	-
Total	20	N/A	35	N/A	21	N/A	19	N/A	95	N/A

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

Type of Service	Q1	Q2	Q3	Q4	Cumulative (Jan '23 -)
Regional Sexual Violence	3	6	8	5	22
Regional Domestic Violence	2	3	6	6	17
Counselling/Therapy	7	3	3	6	19
Drug and Alcohol	4	2	1	5	12
Mental Health	6	2	3	2	13
Other	2	7	6	4	19
TOTAL	24	23	27	28	102

Continued efforts to engage with external service providers were ongoing in Q4. Further efforts continue to source training with LGBTQ+ agencies, with GIRES and GALOP identified, and GALOP will attend a future Safe Spaces meeting with the offer reciprocated. A dual lens Safeguarding training and workshop with Circles UK has been identified as useful training for staff and a future working relationship with Circles UK is being nurtured currently.

We continue to liaise with local and regional agencies on an ad-hoc basis, with staff working towards specific targets regarding engagement with further services in the next quarter (targets set September '23).

<div style="background:#d9ead3;padding:4px;">Outcome 6 – Improved understanding/learning about what works for survivors of church abuse</div>

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. Rocket Science have begun contacting these survivors, as well as interviewing all Safe Spaces staff, Manager, and First Light's CEO regarding the first 12 months of First Light's contract.

<div style="background:#c9daf8;padding:4px;">4. Service User Feedback – October-December '23</div>

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

Positive feedback received in Q4 can be seen below;

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 consistently makes life easier for me. Thank you.

Have a good day.

Kind regards

An email received by a Survivor Advocate form their client, in which they stated;

Hi Anna, [Safe Spaces] are the only agency to support consistently and help me feel as though what happened to me matters and |I appreciate the effort encouraging other agencies to pay attention.

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

Good morning,

Thank you for your time this week. I cannot thank you enough for the compassion you have shown when so many others don't. It's invaluable to survivors to have a service like yours. Huge gratitude to you all for the tough job you do.

Have a good day.

Another email was received saying the following to Survivor Advocate;

Hi Alice

Great to talk to you just now, it's really helped.

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.

All the best

Another client offered the following;

I appreciate the longevity of the support and would not be anywhere near what we have achieved without safe spaces. You have helped me to gently understands things i couldn't at first.

I had been feeling anxious about attending meetings but with Safe Spaces attending too, will have support I need to do it.

I am relieved to have found safe spaces as other agencies had been unhelpful and not understanding of the worry I had, I relieved to have consistent support from 1 support advocate.

No formal complaints were received during Q4

Negative feedback was raised by a client whose advocate required personal crisis leave during this period. They were given a full update a day before the leave began, and contacted by the support team to let them know their advocate was taking time off and to contact the helpline if anything immediate was needed, but were otherwise awaiting response from other agencies. They were signposted and offers of referrals made to local MH services, national MH crisis services, their GP, our OOH helpline service and webchat, and asked if there was any other support they may need help accessing during the absence, as well as plentiful interaction with the I.S.S regarding their application by their advocate and the service manager.

Much of the issue seems to focus around being unhappy with remote support and feeling this is a failure from First Light to provide an adequate service by not providing face to face support.

As mentioned earlier in this report, they were re-allocated to a new advocate. This is not a reflection of poor work by the original advocate, but the relationship has improved with their new advocate who continues to provide support.

Further to this, there was negative feedback provided as part of the closed clients feedback survey, which related to Diocese in question insisting the client was placed on a Safeguarding plan if they wished to attend church. It was explained at the time that Safeguarding is Safe Spaces' number one priority, and we have no influence on the implementation of Safeguarding plans within Dioceses.

There was no further negative feedback received in Q4.

5. Safeguarding – December

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

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

There was 1 safeguarding concern discussed with the manager during December.

There were two mentions of suicide in December.

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

6. Workforce - December

There has been consistency in staffing over previous months and this continued through December, which helps to develop a positive, collaborative and supportive team dynamic. This also helps with developing positive relations with external agencies and Diocesan safeguarding teams.

All staff continue with their ISVA training at present, and further training opportunities with safeguarding and spiritual abuse awareness workshops have been identified and booked for staff to develop knowledge.