FIRST LIGHT

Performance and Quality Report

Safe Spaces Service

safe
spaces

April 1st – June 30th 2024

Q2 2024

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1. Executive Summary – Q2 2024

During Q2, the caseload increased from 90 to 102 clients, with a peak of 104. This continues the general trend of steady growth with referrals and closures remaining consistent.

The website redesign has continued to contribute to an increase in traffic and the online referral form has improved the accuracy of data collection as planned.

Cautious but steady progress towards peer support has continued, with training and resources having been identified with negotiation for delivery imminent.

Further agency outreach work has continued and casual reciprocal partnerships are emerging.

2. Safe Spaces Performance Management Framework – Q2 2024

2.1 Monthly Reporting Indicator (RI) and Key Performance Indicators (KPI) Requirements (APR MAY JUN 2024)

Ref	Description	Target	Achieved		
RI 04	**No. of support sessions delivered** – by service total and average per victim/survivor.	n/a	590 6 p.s	570 5.5 p.s	500 5 p.s
RI 11	**Average caseload per advocate**	n/a	33	35	34
KPI 11	**% Victims/survivors with a signed client agreement who have a named advocate**	100%	100%	100%	100%
RI 14	**No. of open cases** – snapshot at the end of each month	n/a	99	104	102
RI 16	**No. cases closed** – number of cases closed each month	n/a	11	11	11
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%	100%	100%
RI 18	**Average length of time (days) for an advocate to be allocated**	n/a	< 1	< 1	< 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	20	16	10
RI 24	**Source of new referral** – self, church, police, social care, other church (non-Catholic or CofE), other. Number in each category.	n/a	See p.23	See p.23	See p.23
KPI 15	**No. of new contacts (eligible referrals)** – Breakdown by key demographics (age, gender, ethnicity, denomination where abuse occurred, current denomination)	10 per month	65	54	45
RI 25	**No. of ineligible contacts:** **Non church related** **Non-Abuse** **Non England and Wales** **Under 18** **Disengaged prior to disclosure**	n/a	**15** 3 6 3 0 3	**18** 2 6 6 0 4	**23** 4 7 4 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%	83%
KPI 02	**Service users report being provided with a supportive space -** Cope and recovery tool	75%	88%
KPI 03	**Service users report they feel listened to by Safe Spaces -** Cope and recovery tool	75%	92%
KPI 04	**Service users report they are empowered to self-advocate** – Cope and recovery tool	75%	83%
RI 02	**No. of victims/survivors signposted to other services**	n/a	1476
RI 03	**No. of victims/survivors referred to other services**	n/a	44
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	97%
RI 08	**Number of survivors with a planned exit from the service**	70%	88%
RI 09	**Number of survivors with an unplanned exit from the service**	n/a	12%
RI 10	**Number of Safeguarding concerns raised**	n/a	10
KPI 07	**Number and % of staff level 2 safeguarding trained**	100%	100% (4)
KPI 08	**Number and % of managers level 3 safeguarding trained**	100%	100% (1)
KPI 09	**Number and % of exit surveys**	25%	8/20 (40%)
KPI 10	**Percentage of service users who are satisfied and would recommend Safe Spaces**	80%	88% Cumulative 89%
RI 12	**Number of Complaints received**	n/a	0 Formal 1 Informal
RI 15	**Duration cases open (closed cases)**	n/a	3x < 1 month 5x 1-3 months 3x 3-6 months 15x 6-12 months 7x 12+ months
RI 17	**Closed cases with onward signposting/referral**	n/a	29
RI 19	**Number of service users provided with risk assessment and safety planning advice**	n/a	99
RI 20	**SSEW website homepage views**	n/a	12299
RI 21	**SSEW website 'Referral' page views**	n/a	961
RI22	**SSEW website – links accessed to other sites**	n/a	967
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	38

2.3 Reporting Indicator and KPI Exception Report

3. Monthly and Quarterly Data Report and Analysis – Q2 2024

Overview of Cases

Case Type	New cases	Active cases	Closed cases	Eligible contacts	Ineligible contacts
Q1 2023	20	57	2	78	13
Q2 2023	35	79	13	68	41
Q3 2023	21	77	23	73	42
Q4 2023	19	84	12	76	43
Q1 2024	28	90	22	132	58
Apr 2024	20	99	11	65	18
May 2024	16	104	11	54	23
June 2024	9	102	11	45	17
(Jan '23-	168	102	105	591	255
Cumulative	482	102	362	N/A	272

Outcome 1 – Victims/survivors have improved wellbeing

Feedback is collected using a Microsoft Forms system sent to all open clients at the end of the quarter, containing 4 questions. The 4 questions 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. Further to this, they are also asked if they would like to provide details to be contacted by Rocket Science to contribute to the ongoing review.

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	%
102	26	26%

26% of Questionnaires were returned of the 102 sent. 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.

Due to the number of responses, itemised breakdown is no longer feasible.

	1 - 5		6 - 10	
	Total	%	Total	%
KPI 01 - Safe Spaces has helped improve my wellbeing	4	17%	20	83%
KPI 02 - Safe Spaces has provided a 'Safe Space' for me to talk about my experiences	3	12%	21	88%
KPI 03 - I feel that Safe Spaces have listened to and believed me	2	8%	22	92%
KPI 04 - I feel empowered to self-advocate/make my own decisions by Safe Spaces	4	17%	20	83%

KPI 01 - Service users report improved wellbeing

83% of service users who returned a survey scored favorably regarding Safe Spaces improving their wellbeing, with a mean score of **7.81**

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

88% of service users who returned a survey scored favorably regarding Safe Spaces providing a 'Safe Space' to talk, with a mean score of **8.15**

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

92% of service users who returned a survey scored favorably regarding Safe Spaces having listened to and believed them, with a mean score of **8.73**

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

83% 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 **7.92**

All KPIs reached achieved >75% as KPI set.

N.B – one service user answered in their feedback that they were too new to the service to know how effective support had been, but wanted to answer the qualitative sections regarding people engagement and Rocket Science. As such, they asked us to remove their scores from our data. One user also answered 1 for all questions, and it is assumed this is the same respondent, but the scores of 1 have not been removed as we cannot be sure.

Outcome 2 – Victims/survivors are empowered and informed

	Q1 2023 Total	Q2 2023 Total	Q3 2023 Total	Q4 2023 Total	Q1 2024 Total	Q2 2024 Signposted - given details	Q2 2024 Referrals - completed on behalf of	Q2 2024 Accompanied with or attended on behalf of	Totals	Cumulative Totals
SARC (Any area)	0	0	0	2	0	2	-	-	2	4
Report to Police	4	7	8	11	8	5	2	-	5	43
CSSA/NST	4	5	6	9	5	6	-	1	7	36
Diocesan Safeguarding	16	8	33	16	30	4	1	24	29	132
CDM	3	0	8	3	15	5	3	-	8	37
Interim Support Scheme	12	10	13	14	29	12	13	6	31	109
Counselling (DA/SV)	14	20	10	11	21	18	6	-	24	100
Health - GP	5	5	6	12	14	19	2	-	21	63
Health - GU/SH	0	0	1	0	0	-	-	-	0	1
Mental Health	9	6	5	28	19	16	2	1	19	86
Child/ Family Service	0	3	1	3	2	-	-	-	0	9
Adult Social Care	1	1	0	4	2	4	2	-	6	14
Safeguarding Children	0	1	2	2	1	-	-	-	0	6
Safeguarding Adults	0	6	3	5	1	1	3	-	4	19
Drugs and Alcohol Services	0	2	0	0	1	3	1	-	4	7
DA Services	1	3	3	4	5	7	2	1	10	26
Victim Care Unit	0	0	0	0	0	-	-	-	0	0
Referral to local ISVA service	1	9	8	8	2	4	1	-	5	33
Peer Support Group	7	6	12	12	4	2	-	-	2	43
Rape Crisis (or other similar)	0	3	2	0	0	-	-	-	0	5
LGBTQ+ Services	1	3	10	5	1	2	-	-	2	22
Victim Support/ Witness Service & Outreach	0	5	5	2	0	-	-	-	0	12
CSE Groups	0	0	0	0	0	-	-	-	0	0
Witness Care	0	0	0	0	0	-	-	-	0	0
CAB	4	3	2	3	1	4	-	-	4	17
Online Support (Kooth/ Samaritans/SHOUT etc)	10	14	21	20	33	40	-	-	40	138
Housing	0	3	4	7	2	2	-	2	4	20
Student Support Service (College/ Uni)	1	2	1	2	1	2	1	-	3	10
Foodbank	0	0	1	1	0	1	-	-	1	3
Debt Advice	1	2	1	0	0	2	-	-	2	6
CICA	0	6	7	7	6	6	4	-	10	36
Other	4	26	23	33	22	9	3	1	13	121
Totals	98	149	196	224	225	176	44	36	256	1248

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 **176** times in Q2 of 2024. The itemised breakdown is also given above. This figure was 145 in Q1.

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

A total of **44** referrals to other services were made in Q2, showing consistency with the 36 in Q1. 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.

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
Q1 2023	151	1082	7.2	2.2hrs
Q2 2023	216	1530	7.1	3.7hrs
Q3 2023	232	1511	6.6	3.1hrs
Q4 2023	251	1564	6.2	3.1hrs
Q1 2024	273	1682	6.2	3.2hrs
APR 2024	**99**	**590**	**6**	**3.1hrs**
MAY 2024	**104**	**570**	**5.5**	**2.9hrs**
JUNE 2024	**102**	**500**	**5**	**2.9hrs**
Jan '23 - present	**-**	**Total 7467**	**Monthly Average 6.3**	**Monthly Average 3hrs**

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

Further survivor interviews took place to ascertain a structure that would be effective for running Peer Support groups online, and how to provide equitable access for all given the likely limited spaces available. These were incredibly productive, with a clear vision of facilitated session-limited peer groups, and another survivor organisation with expertise in peer support have been contacted and negotiations regarding specifications has begun to provide training to all Safe Spaces staff.

Survivor representation was used to formulate questions and interview to fill the vacant Advocate role.

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.

RI 06 – Number of survivors supported to access counselling

Nature of Support	Discussed (excl. signposting)	Signposted	Referred	Total
Q1 2023	10	14	0	**24**
Q2 2023	3	16	4	**23**
Q3 2023	14	8	2	**24**
Q4 2023	19	10	1	**30**
Q1 2024	15	13	8	**36**
Q2 2024	6	18	6	**30**
Total	**67**	**79**	**21**	**167**

In Q2, 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	Signposted	Referred	Total	Statutory Services	Signposted	Referred	Total
Q1 23	3	1	**4**	Q1 23	0	0	**0**
Q2 23	6	1	**7**	Q2 23	2	5	**7**
Q3 23	2	6	**8**	Q3 23	7	2	**9**
Q4 23	4	7	**11**	Q4 23	14	3	**17**
Q1 24	8	0	**8**	Q1 24	6	0	**6**
Q2 24	5	2	**7**	Q2 24	5	5	**10**
Total (Jan 2023 - Present)	28	17	**45**	Total (Jan 2023 - Present)	34	15	**49**

17 clients were supported to report to the police and statutory services during Q2. 7 were to report to the police and 10 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. No Referrals for Child Safeguarding and 3 for Adult Safeguarding were completed in Q2. 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 Quarter (open >1 month)	Total Clients	w/ Signed AGR	% Signed AGR	Of those with Signed AGR, w/ SAS	SAS %
Q12023	51	33	65%	24/33	**73%**
Q2 2023	69	67	97.10%	62/67	**92.50%**
Q3 2023	74	72	97.30%	68/72	**94.40%**
Q4 2023	84	82	98%	78/82	**95.10%**
Q1 2024	87	85	98%	81/85	**95.30%**
Q2 2024	104	102	98%	99/102	**97%**

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 August have been included in these statistics. There has been continued consistency in completion of these documents.

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%	
Q1 2024	19	3	22
Q1 2024 %	86.4%	13.6%	
Q2 2024	29	4	33
Q2 2024%	88%	12%	
Cumulative (Jan '23-)	86	19	105
Cumulative %	82%	18%	-

33 clients closed through Q2.

29 out of 33 cases closed in Q2 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 88% 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	Diocesan Safeguarding/NST/CSSA	Police	Local Authority	Suicide/Self Harm	Total
Q1 2023	9	4	3	4	20
Q2 2023	5	1	0	7	13
Q3 2023	6	0	5	6	17
Q4 2023	5	1	2	4	12
Q1 2024	2	0	0	8	10
Q2 2024	5	1	1	3	10
TOTAL	32	7	11	32	82

5 cases were taken to Diocesan Safeguarding in Anglican and Catholic Dioceses or to the NST/CSSA by Safe Spaces staff in Q2, 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 Q2 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	%
4	4	**100%**

All Staff are Safeguarding level **3** 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.

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:

Month	Total Cases	Advocate 1	Advocate 2	Advocate 3	AVERAGE (3 SAs)
APR 24	99	35	32	32	33
MAY 24	104	39	38	27	35
JUN 24	102	41	41	22	34

Advocate #3 left their job role at the start of June, with their remaining caseload passed to the service manager to oversee in conjunction with the Support Advisor team until a new advocate commenced on July 1st 2024. As such, caseloads for the 2 remaining advocates were above our prescribed limit at the end of June, with this expected to be corrected through July.

KPI 09 – Number and percentage return of exit surveys

	Exit Surveys sent	Exit Surveys returned	% returned
Q1 2023	0	0	N/A
Q2 2023	10	2	20%
Q3 2023	15	5	33%
Q4 2023	10	3	29%
Q1 2024	20	9	45%
Q2 2024	20	8	40%
Cumulative	75	27	36%

8 of 20 exit surveys were completed and returned. 6 closed clients were not sent exit surveys having failed to engage with their allocated advocate before being closed due to non-engagement. 7 clients requested not be sent feedback or were not open long enough to receive support. In these circumstances, we respect a survivor's decision to disengage and receive no further contact.

A Microsoft Forms version of the exit survey was again used in Q2, 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.

		1 - 5		6 - 10	
		Total	%	Total	%
I am satisfied with the support that Safe Spaces have provided me with		1	12%	7	88%
I would recommend Safe Spaces as a service to others in a similar situation to me		1	12%	7	88%

An average from the returned exit surveys indicated that 88% of exiting service users were satisfied with the service with a mean score of **8**, with 88% recommending Safe Spaces to others with a mean score of **8**. Overall this results in an 88% satisfied and would recommend rate.

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		3	11%	24	89%
I would recommend Safe Spaces as a service to others in a similar situation to me		2	7%	25	93%

RI 12 – Number of complaints received by the service

Complaint type	Formal	Informal	Combined
Q1 2023	0	6	6
Q2 2023	0	5	5
Q3 2023	0	4	4
Q4 2023	0	2	2
Q1 2024	**0**	**1**	**1**
Q2 2024	0	1	1
Cumulative (Jan '23 -)	**0**	**18**	**18**

No formal written complaints have been received by First Light in Q2.

1 informal complaint was made by a client who was supported by the outgoing Advocate. They requested to speak to the service manager regarding the lack of support they had been offered in the final month of existing advocacy, although they had received more than the client average 3hrs. This was resolved and advocacy has continued with the new advocate.

There were no further issues.

KPI 11 - % of Victims/survivors with a signed client agreement who have a named advocate:

Total Cases (end of Q2 2024)	Signed Client Agreements	Signed AGR (with named advocate)	% Signed Agreements
102	99	99	100%

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

RI 14 – Number of open cases:

102 cases currently open.

RI 15 – Duration of support (closed cases)

Duration of Support	< 1 month	1-3 months	3-6 months	6-12 months	12+ months
Q1 2023	1	0	1	0	0
Q2 2023	2	4	1	3	3
Q3 2023	3	3	5	5	7
Q4 2023	2	1	6	3	0
Q1 2024	1	4	5	7	5
Q2 2024	3	5	3	15	7
Cumulative (Jan '23 -)	12	17	21	33	22
Cumulative %	11%	16%	20%	31%	21%

RI 16 – Number of cases closed:

33 cases closed in Q2 2024

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

Signposting/Referral	Closed Cases	
	Yes	No
Q1 23	1	1
Q2 23	7	6
Q3 23	17	6
Q4 23	9	3
Q1 24	19	3
Q2 24	29	4
Cumulative (Jan '23 -)	82	23
% in Q4	88%	12%
% Cumulative	78%	22%

29 (88%) Closed Cases/clients given onward referral or signposting to other services at the point of closure.

4 (12%) 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
45	38	7	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	Total Open Cases	Cases with SAS	No SAS (Suicide/Self Harm support)	Total	Total (% open cases)
Q1 2023	57	24	2	26	**46%**
Q2 2023	79	70	0	70	**89%**
Q3 2023	77	70	1	71	**92%**
Q4 2023	84	78	1	79	**94%**
Q1 2024	**90**	**84**	**1**	85	94%
Q2 2024	**102**	**98**	**1**	99	97%

SAS (safety and support) plans 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 contract.

KPI 13 – Provider is to provide a quarterly and annual written report on the service

Written reports are now only provided quarterly by First Light.

	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Cumulative
Y/N	Y	Y	Y	Y	Y	Y	Y

Outcome 5 – Increased awareness of the Safe Spaces Service

RI 20 – Page Views SS Website Homepage

	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Quarterly +/-	Cumulative
Views	43484	4817	4850	6042	10348	**12299**	**+ 1951**	**42740**

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

	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Quarterly +/-	Cumulative
Views	90	91	82	315	629	**961**	**+297**	**2168**

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

	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Quarterly +/-	Cumulative
Views	146	213	245	498	667	**967**	**+300**	**2736**

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.

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

		In Hours	OOH Helpline	Total
Q12023	**Potential**	480	328	808
	Actual	480	328	808
	%	100%	100%	100%
Q2 2023	**Potential**	480	344	824
	Actual	480	344	824
	%	100%	100%	100%
Q3 2023	**Potential**	512	366	878
	Actual	512	366	878
	%	100%	100%	100%
Q4 2023	**Potential**	504	360	864
	Actual	504	360	864
	%	100%	100%	100%
Q1 2024	**Potential**	504	356	860
	Actual	504	356	860
	%	100%	100%	100%
Q2 2024	**Potential**	**472**	**332**	**804**
	Actual	**472**	**332**	**804**
	%	**100%**	**100%**	**100%**
Cumulative (Jan '23 -)	**Potential**	2952	2086	5038
	Actual	2952	2086	5038
	%	100%	100%	100%

100% of potential helpline hours have been covered since the launch of Service in January 2023, 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
Q1 2023	6	14	0	20
Q2 2023	12	23	0	35
Q3 2023	6	13	2	21
Q4 2023	4	15	0	19
Q1 2024	6	22	0	28
APR 2024	10	10	0	20
MAY 2024	6	10	0	16
JUN 2024	1	8	0	9
TOTAL	51	115	2	168
TOTAL %	30%	68%	1%	-

Referrals by denomination where abuse occurred (all open cases)

Denomination Of Abuse	Quantity	%
Catholic	33	32%
C of E	67	66%
C in W	2	2%
Not Disclosed	0	0%

New Referrals by current denomination of client – Monthly and Cumulative

Month	Catholic	C of E	C in W	Other Christian	Atheist/ Agnostic	Other	Not Disclosed	Combined
Q1 2023	6	9	0	-	3	0	2	20
Q2 2023	10	22	0	-	1	1	1	35
Q3 2023	6	13	1	-	1	0	0	21
Q4 2023	1	9	0	-	1	4	4	19
Q1 2024	0	15	0	2	3	2	6	28
APR 2024	6	8	0	2	2	1	1	20
MAY 2024	3	7	0	3	2	0	1	16
JUN 2024	0	4	0	3	2	0	0	9
TOTAL	32	87	1	10	15	8	15	168
Total %	19%	52%	1%	6%	9%%	5%	9%	-

NB – 'Other Christian' has been added due to the need to differentiate between existing Christian denominations and 'Other' religion. As seen below, this methodology has been retrospectively applied to existing cases based on further audit of cases, to better reflect the breakdown of survivor denomination currently supported. Further to this, the method for recording this data has been modified to be automated rather than manual, improving the accuracy and correcting previous discrepancy/missing referral data.

Referrals by denomination of client (all open cases)

Denomination of Client	Quantity	%
Catholic	22	22%
C of E	54	53%
C in W	0	0%
Other Christian	10	10%
Atheist/Agnostic	7	7%
Other	2	2%
Not Disclosed	7	7%
TOTAL	102	-

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
Q1 2023	1	2	2	4	4	4	1	0	0
Q2 2023	0	3	5	8	14	3	2	0	0
Q3 2023	1	6	0	6	5	1	2	0	0
Q4 2023	0	2	0	6	8	2	1	0	0
Q1 2024	0	1	4	5	5	8	5	0	0
APR 2024	0	3	2	7	4	4	0	0	0
MAY 2024	0	1	1	6	3	4	1	0	0
JUN 2024	0	0	3	1	3	1	1	0	0
TOTAL	2	18	17	43	46	27	13	0	0
TOTAL %	1%	11%	10%	26%	28%	16%	8%	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	12	8	27	32	11	10	1	0
%	1%	12%	8%	26%	31%	11%	10%	1%	0%

Data for age range not provided for all cases carried forward from previous providers. Currently 3 cases with unknown age (18+).

Referrals by gender – Monthly and Cumulative

Month	Male	Female	Other	Unknown
Q1 2023	4	16	0	0
Q2 2023	15	19	1	0
Q3 2023	6	15	0	0
Q4 2023	4	15	0	0
Q1 2024	9	19	0	0
APR 2024	6	14	0	0
MAY 2024	9	7	0	0
JUN 2024	3	6	0	0
TOTAL	**56**	**111**	**1**	**0**
TOTAL %	**33%**	**66%**	**1%**	**0%**

Referrals by gender (all open cases)

Referral Gender	Quantity	%
Male	33	**32%**
Female	68	**67%**
Non-binary	1	**1%**
Unknown	0	**0%**

Referrals by Ethnicity – Monthly and Cumulative

To simplify the data tables, the decision has been made to collate what was previously all 19 independent ethnic groups as per gov.uk, and group these into the 5 main sets, also defined by gov.uk. These can be seen below. Safe Spaces will continue to collate each subset for more detailed analysis if needed.

 Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background

Black, Black British, Caribbean or African

- Caribbean

- African

- Any other Black, Black British, or Caribbean background

Mixed or multiple ethnic groups

- White and Black Caribbean

- White and Black African

- White and Asian

- Any other Mixed or multiple ethnic background

White

- English, Welsh, Scottish, Northern Irish or British

- Irish

- Gypsy or Irish Traveller

- Roma

- Any other White background

Other ethnic group

- Arab

- Any other ethnic group

Ethnicity	White	Black	Asian	Mixed	Other	Unknown
Q1 2023	15	0	1	0	0	5
Q2 2023	6	1	0	1	0	27
Q3 2023	2	0	0	1	0	16
Q4 2023	10	1	0	1	0	8
Q1 2024	23	1	1	1	1	2
APR 2024	14	0	4	0	0	1
MAY 2024	14	0	0	0	0	2
JUN 2024	7	1	0	0	0	1
Total	91	4	6	4	1	62
%	54%	2%	4%	2%	1%	37%

Referrals by Ethnicity (all open cases)

Referral Ethnicity	Quantity	%
White	62	**61%**
Asian	4	**4%**
Mixed	1	**1%**
Black	3	**3%**
Unknown/undisclosed	32	**31%**

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	Self	Church (C of E)	Church (Catholic)	Church (C in W)	Church (other)	C of E Safeguarding	Catholic Safeguarding	I.S.S.	Police	Social Care	Other	Total
Q1 2023	14	-	-	-	-	2	-	1	-	-	3	**20**
Q2 2023	30	-	-	-	-	-	6	-	-	-	-	**36**
Q3 2023	19	-	-	-	-	-	-	-	-	-	2	**21**
Q4 2023	16	-	-	-	-	-	-	-	-	-	2	**18**
Q1 2024	27	-	-	-	-	1	-	-	-	-	-	**28**
APR 2024	**17**	**1**	-	-	-	**1**	**1**	-	-	-	-	**20**
MAY 2024	**15**	-	-	-	-	-	**1**	-	-	-	-	**16**
JUN 2024	**8**	-	**1**	-	-	-	-	-	-	-	-	**9**
Total	146	1	1	0	0	4	8	1	0	0	7	**168**
%	87%	1%	1%	0%	0%	2%	5%	1%	0%	0%	4%	-

Signposted From (self-referrals)	Church (C of E)	Church (Catholic)	Church (C in W)	Catholic Safeguarding	C of E Safeguarding	Police	Social Care	ISS	Search Engine/SS Website/Poster	Other	Un-known	TOTAL
Q1 2023	2	2	-	3	1	-	-	-	1	2	3	14
Q2 2023	4	3	-	-	2	1	-	1	7	-	12	30
Q3 2023	-	-	-	1	2	-	-	2	2	3	9	19
Q4 2023	-	-	-	-	-	-	-	-	5	5	6	16
Q1 2024	-	0	0	3	4	1	1	-	13	5	-	27
APR 2024	2	2	-	1	-	-	-	2	8	1	1	17
MAY 24	-	1	-	2	2	1	-	2	7	-	-	15
JUN 2024	-	1	-	1	-	-	-	-	5	-	1	8
Total	8	9	0	11	11	3	1	7	48	16	32	146
%	5%	6%	0%	8%	8%	2%	1%	5%	33%	11%	22%	-

KPI 15 -Number of new contacts (eligible referrals):

New Contacts by source – Monthly and Cumulative

Month	In Hours Call	Webchat	OOH Call	Email	TOTAL
Q1 2023	33	0	18	27	78
Q2 2023	20	22	13	13	68
Q3 2023	26	14	14	19	73
Q4 2023	30	18	17	12	76
Q1 2024	44	22	25	41	132
APR 2024	34	5	7	19	65
MAY 2024	25	6	5	18	54
JUN 2024	18	8	5	14	45
TOTAL	230	95	104	163	591
TOTAL %	38%	16%	18%	28%	-

New contacts by age – Monthly and Cumulative

All contacts 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+)
Q1 2023	0	2	4	6	5	6	1	0	0	55
Q2 2023	1	8	9	13	15	5	3	0	0	14
Q3 2023	1	5	4	10	8	4	5	0	0	36
Q4 2023	2	5	7	9	12	7	3	0	0	31
Q1 2024	0	0	1	2	2	1	1	0	0	17
APR 2024	1	4	4	11	6	7	2	1	0	29
MAY 2024	0	2	2	10	3	7	0	0	0	21
JUN 2024	0	1	4	2	6	5	4	0	0	23
TOTAL	5	27	35	63	57	42	19	1	0	226
TOTAL %	1%	6%	7%	13%	12%	9%	4%	0%	0%	48%

New contacts by gender – Monthly and Cumulative

Month	Male	Female	Non-Binary	Unknown
Q1 2023	18	55	1	4
Q2 2023	24	35	0	9
Q3 2023	18	41	4	10
Q4 2023	25	51	0	0
Q1 2024	53	78	1	1
APR 2024	22	43	0	0
MAY 2024	23	31	0	0
JUN 2024	12	33	1	0
TOTAL	195	367	7	24
TOTAL %	33%	62%	1%	4%

New contacts by ethnicity – Monthly and Cumulative

Ethnicity	White	Black	Asian	Mixed	Other	Unknown
Q1 2023	15	1	1	1	0	
Q2 2023	16	2	3	1	0	106*
Q3 2023	13	4	0	3	0	
Q4 2023	17	6	2	0	0	
Q1 2024	26	4	2	3	0	96
APR 2024	26	0	2	2	0	35
MAY 2024	23	1	1	1	1	27
JUN 2024	14	3	1	0	0	27
Total	150	21	12	11	1	291
%	31%	4%	2%	2%	0%	60%

*Error in data recording identified during reporting Q1 2024 – total for 2023 amended as a whole

Aligned with the referral data, the datasets have also been simplified for ethnicity for eligible contacts.

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
Q1 2023	21	43	3	11
Q2 2023	23	44	1	0
Q3 2023	31	34	3	5
Q4 2023	29	45	1	1
Q1 2024	53	78	1	0
APR 2024	30	34	1	0
MAY 2024	19	33	2	0
JUN 2024	18	27	0	0
TOTAL	224	338	12	17
TOTAL %	38%	57%	2%	3%

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	Other Christian	Atheist/ Agnostic	Other	Not Disclosed
Q1 2023	15	30	2	0	10	0	21
Q2 2023	17	25	1	0	9	1	16
Q3 2023	16	32	0	0	5	1	17
Q4 2023	19	27	0	0	12	1	18
Q1 2024	30	41	1	3	21	7	29
APR 2024	15	17	0	2	1	2	28
MAY 2024	10	17	0	5	1	1	20
JUN 2024	7	8	0	4	6	0	20
TOTAL	129	197	4	14	65	13	169
TOTAL %	22%	33%	1%	2%	11%	2%	29%

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
Q1 2023	8	4	1	0	0	13
Q2 2023	14	9	8	1	9	41
Q3 2023	15	7	9	0	11	42
Q4 2023	11	17	8	0	7	43
Q1 2024	15	23	11	0	9	58
APR 2024	2	6	6	0	4	18
MAY 2024	6	7	6	0	4	23
JUN 2024	4	7	4	0	2	17
TOTAL	75	80	53	1	46	255
TOTAL %	30%	32%	20%	1%	18%	-

RI 26 – Referral by Type of abuse

	Abuse	Emotional	Spiritual	Physical	Sexual	Neglect/omission	Domestic	Discrimination	Financial	Psychological	Modern Slavery	Organisational	Self-Neglect	Total
Q1 23	**Number**	0	4	1	11	0	0	0	0	1	0	3	0	**20**
	%	0%	20%	5%	55%	0%	0%	0%	0%	5%	0%	15%	0%	**N/A**
Q2 23	**Number**	4	4	4	15	0	1	1	1	3	0	2	0	**35**
	%	12%	12%	12%	43%	0	3%	3%	3%	9%	0	6%	0	**N/A**
Q3 23	**Number**	1	3	2	10	0	0	1	0	2	1	1	0	**21**
	%	5%	14%	10%	48%	0	0	5%	0	10%	5%	5%	0	**N/A**
Q4 23	**Number**	3	2	2	7	0	0	1	0	1	1	2	0	**19**
	%	16%	11%	11%	37%	0	0	5%	0	5%	5%	11%	0	**N/A**
Q1 24	**Number**	3	4	1	12	1	0	2	0	2	0	3	0	**28**
	%	11%	14%	4%	43%	4%	0	7%	0	7%	0	11%	0	**N/A**
Q2 2024	**Number**	4	8	3	19	0	0	2	2	5	0	2	0	**45**
	%	9%	18%	7%	42%	0%	0%	4%	4%	11%	0%	4%	0%	**N/A**
TOTAL	**Number**	15	25	13	74	1	1	7	3	14	2	13	0	**168**
	%	9%	15%	8%	44%	1%	1%	4%	2%	8%	1%	8%	0%	**N/A**

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

Type of Service	Regional Sexual Violence	Regional Domestic Violence	Counselling/Therapy	Drug and Alcohol	Mental Health	Other	TOTAL
Q1 23	3	2	7	4	6	2	24
Q2 23	6	3	3	2	2	7	23
Q3 23	8	6	3	1	3	6	27
Q4 23	5	6	6	5	2	4	28
Q1 24	9	7	4	3	6	8	37
Q2 24	6	3	8	1	5	15	38
TOTAL	37	27	31	16	24	42	177

Engagement has been sought and achieved with agencies regarding training and expertise in discrimination, based on ethnicity, race, gender, and many other protected characteristics.

Regular external attendees to Safe Spaces team meetings and ad-hoc sessions have continued, with legal experts, safeguarding experts, diversity experts amongst others having attended in this quarter. There are further guest speakers due to attend in the coming months.

We have also reached out to other survivor support agencies to develop stronger links, share expertise and experience and develop the Safe Space peer support groups.

Further training from male specific abuse support has been sourced for multiple staff, and our expertise have been shared by the manager delivering a training workshop alongside a Jewish ISVA service at free workshops organised by The Survivors Trust, with 3 more fully booked workshops arranged for the next 9 months.

Safe Spaces also attended the lime Culture ISVA manager's network to present regarding our expertise and our experience with local non-specialist ISVA services.

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

The Rocket Science evaluation for the First year of Safe Spaces being run by First Light has been published, and is available on the Safe Spaces website. Safe Spaces continues to provide contact details for survivors and distribute the Rocket Science questionnaire to survivors with their consent.

Safe Spaces continue to seek survivor feedback via questionnaires, engagement activities and feedback requests.

4. Service User Feedback – Q2 2024

Positive feedback received in Q2 can be seen below;

1) "Thanks ****, thanks for all your skill and listening and understanding beyond your years. It is hugely due to your action to speak to **** that we were enabled to reopen. Thankyou for the major part you play in accessing justice or even the opportunity to seek it. Your action has reignited my ability to stand and to stand up for myself"

2) "Hi, thanks for the heads up. I'm ok, I've started EMDR therapy with **** a couple of weeks ago and I'm finding it amazing.... She's arranged getting paid directly and that's all down to you as my amazing advocate, I owe you a big thank you, bless you!"

3) "Hi Safe Spaces team, I just wanted to say a big thank you for all that you do. My wife recently had a conversation with you that was incredibly supportive and helpful, and off the back of the advice she was given she was able to get in touch with someone who is taking the situation very seriously and has the power to influence positive change. I can't tell you how much of a relief this is, after years of people not taking the situation seriously enough, or not feeling that there's anything they could do about it. I have just recommended you to a friend who has been through a very difficult situation, and I will certainly continue to recommend you to others in future. I'm so thankful for all that you do, and will be praying for the team.

4) This has been invaluable, the first people I've ever felt listened to me and didn't tell me what had happened, let me tell them. Thanks **** for first talked to, really caring.

5) **** has been supportive but not smothering and has given me space to make my own decisions. When I've contacted them they've always replied promptly.

6) Really positive and empowering experience, thank you. The support from safe spaces has helped me feel more confident and it is great to know that I have someone I can talk to. I have really appreciated the out of hours support on occasion too, when things were tough and I knew I didn't have to deal with it on my own.

7) Very supportive, and virtually a life saver! I think that there is much to be learned about how the church works and why it is so difficult to address abusive situations. The person currently supporting me has been very focused and shown much interest in my case, which has increased my confidence in addressing the issues. I am grateful that Safe Spaces exists.

8) The support provided by Safe Spaces, and in particular by my advocate, has been crucial for me, in raising a safeguarding issue with the Church of England, about events which happened a long time ago. Before I heard about Safe Spaces I was considering raising my concerns alone, and I am very glad now that I did not do this. I think my experience would have been much more difficult and distressing without the ongoing support and advice of my advocate at each stage of the process.

9) I've felt very supported to date. **** has been great. It's a hard first step but having someone believe me is wonderful. I'm hoping the organisation can stay with me on this very difficult journey

10) I am very happy with my support worker ****. [They are] a fantastic listener and hands on with her support, always leaving the decision to me but such great ideas and input. Especially appreciated [their] help with communication to Safeguarding and Diocese - well done, AJ!

11) My support worker was great. They gave me a safe space to share and not feel judged. They helped by challenging false guilt and made me feel validated.

12) I very much appreciated the help and support from ****, of safe spaces. It felt very empowering to have her help. It really calmed my anxiety to feel encouraged and believed when all else around me felt quite bleak. She was brilliant in an important meeting I had, she made me feel calm and in control. She stepped in and was the assertive strength I needed during difficult discussions.

13) Amazing support from people who really cared. Got me far more acknowledgement than I expected, and a way forward with my life. Indebted to you all, you are wonderful and so so necessary.

Some negative and constructive feedback was also received via the questionnaire, as seen below;

1) The initial contact when I needed it most was too slow. I had to email a complaint before my urgent case was dealt with quickly. This left me feeling not great and not as trusting of Safe Space as I could have been.

2) I tried twice to use the helpline to speak to someone to talk about referring myself but the helpline on different days was engaged. I decided to complete a referral form online. I was initially anxious about being allocated to someone who would not be able to help me but was quickly reassured when I had

my first phone call. I feel she is knowledgeable about abuse and empathic and has acted very professional and very supportive.

3) The initial provider of the Safe Spaces service provided a support worker of very high quality. The Support Worker provided by First Light was adequate but did not have the same high level of insight and clear advice to support me. I have been very grateful for the support from First Light but have not found it provided such comprehensive and complete support.

Safe Spaces continually evaluates staff responses, training and skillsets to improve on the work we are doing. Any instances where clients feel we have not had the expertise needed, we ensure they are asked to help us learn from the gaps in our knowledge. To this effect, 2 staff are attending training relating to male survivor experiences to broaden their understanding and knowledge.

No formal complaints were received during Q2 2024

5. Safeguarding – Q2 2024

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 were **3 safeguarding concerns** discussed with the manager during Q2. All 3 of these related to mental health concerns for registered clients.

There were **2 mentions of suicide** in Q2 2024.

Both related to suicidal ideation, and were openly discussed with their advocate with advice offered.

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

6. Workforce – Q2 2024

The resignation of a Survivor advocate was received in April 2024, with a last day of employment of May 30th. Recruitment was positive, with a survivor able to contribute to the interview process, and a new advocate was successfully appointed to commence on July 1st 2024.

Further funding for a 4th Survivor Advocate was confirmed by the board of SSEW, with the recruitment process due to start imminently, to appoint ASAP.