



FIRST LIGHT

Performance and Quality Report

Safe Spaces Service



Jan 1st – Mar 31st 2024

Q1 2023

Martin Christmas-Nelson
Safe Spaces Team Manager

First Light
Business Centre
2 Cattedown
Plymouth
PL4 OEG

Mob: 07552 596952
Email: martin.nelson@firstlight.org.uk

	CONTENTS	PAGE
1.	Executive Summary	3
2.	Safe Spaces Performance Management Framework	3
	2.1 Monthly Reporting Indicator (RI) Requirements and Key Performance Indicators (KPI)	3
	2.2 Quarterly Reporting Indicator (RI) Requirements and Key Performance Indicators (KPI)	4
3.	Monthly and Quarterly Data Report and Analysis	5
	- Overview of cases	5
	- Outcome 1 – Victims/survivors have improved wellbeing	5
	- Outcome 2 – Victims/survivors are empowered and informed	7
	- Outcome 3 – Victims/survivors feel well support by Safe Spaces	9
	- Outcome 4 – Victims/survivors access a high-quality service that focuses on strong safeguarding practice and governance	12
	- Outcome 5 – Increased awareness of the Safe Spaces Service	16
	- Outcome 6 – Improved understanding/learning about what works for survivors of church abuse	29
4.	Service user feedback	30
5.	Safeguarding	32
6.	Workforce	32

1. Executive Summary

During Q1, the caseload increased from 84 to 90 clients. 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.

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

2. Safe Spaces Performance Management Framework

2.1 Monthly Reporting Indicator (RI) and Key Performance Indicators (KPI) Requirements (March 2024)

Ref	Description	Target	Achieved
RI 04	No. of support sessions delivered – by service total and average per victim/survivor.	n/a	540 6p.s 3h2m p.s
RI 11	Average caseload per advocate	n/a	30
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	90
RI 16	No. cases closed – number of cases closed each month	n/a	14
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	11
RI 24	Source of new referral – self, church, police, social care, other church (non-Catholic or CofE), other. Number in each category.	n/a	11x 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	26 (3 month rolling average 44 p/m)
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

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%	88.9%
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%	92.6%
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	145
RI 03	No. of victims/survivors referred to other services	n/a	36
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	21
RI 07	Number of survivors supported to report to police/social care	n/a	14
KPI 06	Confirm all open cases have support plan – (of cases with signed agreement)	n/a	95.3%
RI 08	Number of survivors with a planned exit from the service	70%	86.4%
RI 09	Number of survivors with an unplanned exit from the service	n/a	14.6%
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%	9/20 (45%)
KPI 10	Percentage of service users who are satisfied and would recommend Safe Spaces	80%	100%
			Cumulative 89%
RI 12	Number of Complaints received	n/a	0 Formal 1 Informal
RI 15	Duration cases open (closed cases)	n/a	1x < 1 month 4x 1-3 months 5x 3-6 months 7x 3-6 months 5x 12+ months
RI 17	Closed cases with onward signposting/referral	n/a	19
RI 19	Number of service users provided with risk assessment and safety planning advice	n/a	85
RI 20	SSEW website homepage views	n/a	10348
RI 21	SSEW website 'Referral' page views	n/a	629
RI22	SSEW website – links accessed to other sites	n/a	667
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	37

2.3 Reporting Indicator and KPI Exception Report

3. Monthly and Quarterly Data Report and Analysis

Overview of Cases

Case Type	Q1 2023 Jan-Mar	Q2 2023 Apr-Jun	Q3 2023 Jul-Sep	Q4 2023 Oct-Dec	Jan 2024	Feb 2024	Mar 2024	(Jan '23-	Cumulative (all time)
New cases	20	35	21	19	8	9	11	123	437
Active cases	57	79	77	84	90	93	90	90	90
Closed cases	2	13	23	12	2	6	14	72	362
Eligible contacts	78	68	73	76	50	56	26	428	N/A
Ineligible contacts	13	41	42	43	21	22	15	197	214

Outcome 1 – Victims/survivors have improved wellbeing

The feedback method for this quarter has been modified, now using an online 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.

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	%
90	27	30%

30% of Questionnaires were returned of the 90 sent. This is a considerable improvement on the 17.3% 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.

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	3	22.2%	24	88.9%
KPI 02 - Safe Spaces has provided a 'Safe Space' for me to talk about my experiences	3	11.1%	24	88.9%
KPI 03 - I feel that Safe Spaces have listened to and believed me	2	7.4%	25	92.6%
KPI 04 - I feel empowered to self-advocate/make my own decisions by Safe Spaces	3	11.1%	24	88.9%

KPI 01 - Service users report improved wellbeing

88.9% of service users who returned a survey scored favorably regarding Safe Spaces improving their wellbeing, with a mean score of **7.85**

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 **8.63**

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

92.6% of service users who returned a survey scored favorably regarding Safe Spaces having listened to and believed them, with a mean score of **8.78**

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 **8.26**

All KPIs reached achieved >75% as KPI set.

Outcome 2 – Victims/survivors are empowered and informed

	Q2	Q3	Q4	Q1 2024			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	2	-	-	-	0	2
Report to Police	7	8	11	8	-	-	8	38
CSSA/NST	5	6	9	3	-	2	5	29
Diocesan Safeguarding	8	33	16	2	2	26	30	103
CDM	0	8	3	7	1	7	15	29
Interim Support Scheme	10	13	14	8	17	4	29	78
Counselling (DA/SV)	20	10	11	13	8	-	21	76
Health - GP	5	6	12	14	-	-	14	42
Health - GU/SH	0	1	0	-	-	-	0	1
Mental Health	6	5	28	18	-	1	19	67
Child/ Family Service	3	1	3	2	-	-	2	9
Adult Social Care	1	0	4	2	-	-	2	8
Safeguarding Children	1	2	2	1	-	-	1	6
Safeguarding Adults	6	3	5	1	-	-	1	15
Drugs and Alcohol Services	2	0	0	1	-	-	1	3
DA Services	3	3	4	5	-	-	5	16
Victim Care Unit	0	0	0	-	-	-	0	0
Referral to local ISVA service	9	8	8	2	-	-	2	28
Peer Support Group	6	12	12	4	-	-	4	41
Rape Crisis (or other similar)	3	2	0	-	-	-	0	5
LGBTQ+ Services	3	10	5	1	-	-	1	20
Victim Support/ Witness Service & Outreach	5	5	2	-	-	-	0	12
CSE Groups	0	0	0	-	-	-	0	0
Witness Care	0	0	0	-	-	-	0	0
CAB	3	2	3	1	-	-	1	13
Online Support (Kooth/ Samaritans/SHOUT etc)	14	21	20	33	-	-	33	98
Housing	3	4	7	-	-	2	2	16
Student Support Service (College/ Uni)	2	1	2	1	-	-	1	7
Foodbank	0	1	1	-	-	-	0	2
Debt Advice	2	1	0	-	-	-	0	4
CICA	6	7	7	4	2	-	6	26
Other	26	23	33	14	6	2	22	108
Totals	149	196	224	145	36	44	225	992

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 **145** times in Q1 of 2024. The itemised breakdown is also given above. This figure was 158 in Q4, showing consistency.

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

A total of **36** referrals to other services were made in Q1, showing consistency with the 37 in Q4. This reflects our confidence in referring to external 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
Mar '23	57	390	6.9	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 '23	84	510	6.1	3hr6m
Jan '24	90	562	6.2	3hr15m
Feb '24	93	580	6.2	3h5m
Mar '24	90	540	6	3h2m
Jan '23 - present	-	Total 5807	Monthly Average 6.5	Monthly Average 3hr6m

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

Following the positive response rate to our peer support initial interest survey in the previous quarter, a group of 8 survivors on the current case list were identified to form a steering group, and initial one-to-one conversations between the service manager and these survivors to form an early picture of what survivors want these groups to look like have begun. This will continue in the next quarter, alongside sourcing staff training to facilitate these groups.

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

RI 06 – Number of survivors supported to access counselling

Nature of Support	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Total (Jan 2023 - Present)
Discussed (excl. signposting)	3	14	19	15	61
Signposted	16	8	10	13	61
Referred	4	2	1	8	15
Total	23	24	30	36	137

In Q1, counselling/therapy was discussed with 36 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	Q2	Q3	Q4	Q1	Total (Jan 2023 - Present)
Signposted	6	2	4	8	23
Referred	1	6	7	0	15
Total	7	8	11	8	38
Statutory Services	Q2	Q3	Q4	Q1	Total (Jan 2023 - Present)
Signposted	2	7	14	6	29
Referred	5	2	3	0	10
Total	7	9	17	6	39

14 clients were supported to report to the police and statutory services during Q1. 8 were to report to the police and 6 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 and Adult Safeguarding were completed 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 Q2 (cases open over 1 month)	End of Q3 (cases open over 1 month)	End of Q4 (cases open over 1 month)	End of Q1 (cases open over 1 month)
Total Clients	69	74	84	87
w/ Signed AGR	67	72	82	85
% Signed AGR	97.1%	97.3%	98%	98%
Of those with Signed AGR, w/ SAS	62/67	68/72	78/82	81/85
SAS %	92.5%	94.4%	95.1%	95.3%

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. In Q1 the improvement seen in Q2, Q3 and Q4 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
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%	
Cumulative (Jan '23-)	57	15	72
Cumulative %	79.2%	20.8%	-

22 clients closed through Q1.

19 out of 22 cases closed in Q1 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 86.4% leaving as a planned exit or having not ever engaged.

3 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	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Cumulative (Jan '23 -)
Diocesan Safeguarding/NST/CSSA	5	6	5	2	27
Police	1	0	1	0	6
Local Authority	0	5	2	0	10
Suicide/Self Harm	7	6	4	8	29
Total	13	17	12	10	70

2 cases were taken to Diocesan Safeguarding in Anglican and Catholic Dioceses or to the NST/CSSA by Safe Spaces staff in Q1, in both instances with the support/understanding of the client as to what this meant and empowering them to be involved in all cases. This does not include those signposted to Diocesan Safeguarding either by an advocate or the helpline.

Although not required in RI10, all mentions of suicide and self-harm are recorded by Safe Spaces staff on a safeguarding log, and monitored to inform any further action required. All instances in Q1 were managed by the client, Safe Spaces Staff and external MH agencies.

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

Current Total Staff	Minimum S/G I2 Trained	%
5	5	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 I3 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)
90	31	30	29	0	30

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

	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Cumulative
Exit Surveys sent	10	15	10	20	55
Exit Surveys returned	2	5	3	9	19
% returned	20%	33%	29%	45%	35%

9 of 20 exit surveys were completed and returned. 2 of 22 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.

A Microsoft Forms version of the exit survey was used in Q1, 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	0	0%	9	100%
I would recommend Safe Spaces as a service to others in a similar situation to me	0	0%	9	100%

An average from the returned exit surveys indicated that 100% of exiting service users were satisfied with the service with a mean score of **8.67**, with 100% recommending Safe Spaces to others with a mean score of 9.33. Overall this results in an 100% 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	2	11%	17	89%
I would recommend Safe Spaces as a service to others in a similar situation to me	1	5%	18	95%

RI 12 – Number of complaints received by the service

Complaint type	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Cumulative (Jan '23 -)
Formal	0	0	0	0	0
Informal	5	4	2	1	17
Combined	5	4	2	1	17

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

1 informal complaint was made by a client whom we have provided long term support for in cooperation with Diocese Safeguarding Team. Following a complaint about their previous caseworker resulting in re-allocation, they complained about the availability of their new caseworker (having been warned they would be on leave for 2 days before making contact. This has been resolved.

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
90	88	82	100%

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

RI 14 – Number of open cases:

90 cases currently open.

RI 15 – Duration of support (closed cases)

Duration of Support	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Cumulative (Jan '23 -)	Cumulative %
< 1 month	2	3	2	1	9	12%
1-3 months	4	3	1	4	12	17%
3-6 months	1	5	6	5	18	25%
6-12 months	3	5	3	7	18	25%
12+ months	3	7	0	5	15	21%

RI 16 – Number of cases closed:

22 cases closed in Q1 2024

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

	Signposting/Referral	Q2 '23	Q3 '23	Q4 '23	Q1 '24	Cumulative (Jan '23 -)	% in Q4	% Cumulative
Closed Cases	Yes	7	17	9	19	53	86%	74%
	No	6	6	3	3	19	14%	26%

19 (86%) Closed Cases/clients given onward referral or signposting to other services at the point of closure.

3 (14%) 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
28	24	4	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	Q2 2023	Q3 2023	Q4 2023	Q1 2024
Total Open Cases	79	77	84	90
Cases with SAS	70	70	78	84
No SAS (Suicide/Self Harm support)	0	1	1	1
Total	70	71	79	85
Total (% open cases)	89%	92%	94%	94%

SAS (safety and support) plan will be created with 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 provided monthly and quarterly by First Light.

	Apr '23	May '23	Jun '23	Jul '23	Aug '23	Sep '23	Oct '23	Nov '23	Dec '23	Jan '24	Feb '24	Mar '24	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

	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Quarterly +/-	Cumulative
Views	4817	4850	6042	10348	+ 4306	30441

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

	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Quarterly +/-	Cumulative
Views	91	82	315	629	+314	1207

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

	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Quarterly +/-	Cumulative
Views	213	245	498	667	+169	1769

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
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 2023	Potential	504	356	860
	Actual	504	356	860
	%	100%	100%	100%
Cumulative (Jan '23 -)	Potential	2480	1754	4234
	Actual	2480	1754	4234
	%	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
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 '23	0	3	0	3
Jan '24	2	6	0	8
Feb '24	0	9	0	9
Mar '24	4	7	0	11
TOTAL	34	87	2	123
TOTAL %	28%	71%	2%	-

Referrals by denomination where abuse occurred (all open cases)

Denomination Of Abuse	Quantity	%
Catholic	23	26%
C of E	65	72%
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
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
Jan '24	0	5	0	-	0	1	2	8
Feb '24	0	5	0	-	3	0	1	9
Mar '24	0	5	0	2	0	1	3	11
TOTAL	23	68	1	2	9	7	13	123
Total %	19%	55%	1%	2%	7%	6%	11%	-

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	19	21%
C of E	51	57%
C in W	0	0%
Other Christian	5	6%
Atheist/Agnostic	1	1%
Other	1	1%
Not Disclosed	13	14%
TOTAL	90	-

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
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
Jan '24	0	0	1	3	1	3	0	0	0
Feb '24	0	1	2	1	1	2	2	0	0
Mar '24	0	0	1	1	3	3	3	0	0
TOTAL	2	14	11	29	36	18	11	0	0
TOTAL %	2%	12%	9%	24%	30%	15%	9%	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	5	20	27	13	11	1	0
%	1%	10%	6%	23%	31%	15%	13%	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/
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
Jan '24	3	5	0	0
Feb '24	4	5	0	0
Mar '24	2	9	0	0
TOTAL	31	74	1	0
TOTAL %	29%	70%	1%	0%

Referrals by gender (all open cases)

Referral Gender	Quantity	%
Male	28	31%
Female	61	68%
Non-binary	1	1%
Unknown	0	0%

Referrals by Ethnicity – Monthly and Cumulative

Ethnicity	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Jan '24	Feb '24	Mar '24	Total	%
White British	12	6	2	9	6	5	9	49	40.0%
White English	-	-	-	1	-	-	-	1	0.81%
White Scottish	-	-	-	-	-	-	-	-	-
White Northern Irish	-	-	-	-	-	-	-	-	-
White Irish	1	-	-	-	1	-	-	2	1.63%
White Welsh	-	-	-	-	-	-	-	-	-
Gypsy/Traveler	-	-	-	-	-	-	-	-	-
Roma	-	-	-	-	-	-	-	-	-
Other White background	2	-	-	-	-	1	1	4	3.25%
Caribbean	-	-	-	-	-	-	-	-	-
African	-	-	-	-	-	-	-	-	-
Other Black/Black British	-	1	-	1	1	-	-	3	2.44%
Indian	1	-	-	-	-	-	-	1	0.81%
Pakistani	-	-	-	-	-	-	-	-	-
Bangladeshi	-	-	-	-	-	-	-	-	-
Chinese	-	-	-	-	-	-	-	-	-
Other Asian/Asian British	-	-	-	-	-	1	-	1	0.81%
White and Caribbean	-	-	-	-	-	-	-	-	-
White and African	-	-	-	-	-	-	-	-	-
White and Asian	-	-	1	-	-	-	-	1	0.81%
Other mixed Ethnic Background	-	1	-	1	-	1	-	3	2.44%
Arab	-	-	-	-	-	-	-	-	-
Any other Ethnic background	-	-	-	-	-	-	-	-	-
Unknown/undisclosed	5	27	16	8	-	1	1	58	50.89%

Referrals by Ethnicity (all open cases)

Referral Ethnicity	Quantity	%
White British	39	43%
White English	1	1%
White Irish	1	1%
White Other	2	2%
Asian British	1	1%
Mixed Race	2	2%
Black British	2	2%
White and Asian	1	1%
Unknown/undisclosed	41	46%

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	Q1 2023	Q2 2023	Q3 2023	Q4 2024	Jan 2024	Feb 2024	Mar 2024	Total	%
Self	14	30	19	17	7	9	11	106	86%
Church (C of E)	-	-	-	-	-	-	-	-	-
Church (Catholic)	-	-	-	-	-	-	-	-	-
Church (C in W)	-	-	-	-	-	-	-	-	-
Church (other)	-	-	-	-	-	-	-	-	-
C of E Safeguarding	2	-	-	-	1	-	-	3	2%
Catholic Safeguarding	-	6	-	-	-	-	-	6	5%
I.S.S.	1	-	-	-	-	-	-	1	1%
Police	-	-	-	-	-	-	-	-	-
Social Care	-	-	-	-	-	-	-	-	-
Other	3	-	2	2	-	-	-	7	6%
Total	20	35	21	19	8	9	11	123	-

Signposted From (self-referrals)	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Jan 2024	Feb 2024	Mar 2024	Total	%
Church (C of E)	2	4	-	-	-	-	-	6	6%
Church (Catholic)	2	3	-	-	-	-	-	5	5%
Church (C in W)	-	-	-	-	-	-	-	0	0%
Catholic Safeguarding	3	-	1	-	1	-	2	7	7%
C of E Safeguarding	1	2	2	-	-	3	1	9	8%
Police	-	1	-	-	1	-	-	2	2%
Social Care	-	-	-	-	-	1	-	1	1%
ISS	-	1	2	-	-	-	-	3	3%
Search Engine/SS Website/Poster	1	7	2	5	5	3	5	28	26%
Other	2	0	3	5	-	2	3	15	14%
Unknown	3	12	9	6	-	-	-	30	28%
TOTAL	14	30	21	19	7	9	11	95	-

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

New Contacts by source – Monthly and Cumulative

Month	In Hours Call	Webchat	OOH Call	Email	TOTAL
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
Jan '24	17	10	11	12	50
Feb '24	19	9	9	19	56
Mar '24	8	3	5	10	26
TOTAL	117	57	67	81	322
TOTAL %	36%	18%	21%	25%	-

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+)
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
Jan '24	1	1	2	3	1	0	2	1	0	39
Feb '24	0	2	3	1	3	3	3	0	0	41
Mar '24	0	0	1	0	3	4	1	0	0	17
TOTAL	4	20	25	38	43	26	13	0	0	153
TOTAL %	1%	6%	8%	12%	13%	8%	4%	0%	0%	47%

New contacts by gender – Monthly and Cumulative

Month	Male	Female	Non-Binary	Unknown
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
Jan '24	21	28	1	0
Feb '24	25	31	0	1
Mar '24	7	19	0	0
TOTAL	92	201	5	23
TOTAL %	29%	63%	2%	7%

New contacts by ethnicity – Monthly and Cumulative

Ethnicity	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Jan '24	Feb '24	Mar '24	Total	%
White British	10	16	9	13	7	5	8	68	21%
White English	-	-	1	-	-	-	-	1	<1%
White Scottish	-	-	1	-	-	-	-	1	<1%
White Northern Irish	-	-	-	-	-	1	-	1	<1%
White Irish	1	-	-	2	2	1	-	6	2%
White Welsh	-	-	-	-	-	-	-	-	-
Gypsy/Traveler	-	-	-	1	1	-	-	2	1%
Roma	-	-	-	-	-	-	-	-	-
Other White background	4	-	2	1	-	1	1	9	3%
Caribbean	-	-	-	-	-	-	-	-	-
African	-	-	-	-	-	-	-	-	-
Other Black/Black British	1	2	4	6	2	2	-	17	5%
Indian	-	-	-	-	-	-	-	-	-
Pakistani	-	-	-	-	-	-	-	-	-
Bangladeshi	-	-	-	-	-	-	-	-	-
Chinese	-	-	-	-	-	-	-	-	-
Other Asian/Asian British	1	3	0	2	1	1	-	7	2%
White and Caribbean	-	-	-	-	-	-	-	-	-
White and African	-	-	-	-	-	-	-	-	-
White and Asian	-	-	1	-	-	-	-	1	<1%
Other mixed Ethnic Background	1	1	2	-	1	-	2	7	2%
Arab	-	-	-	-	-	-	-	-	-
Any other Ethnic background	-	-	-	-	-	-	-	-	-
Unknown/undisclosed	106*				36	45	15	202	63%

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

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
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
Jan '24	19	31	0	0
Feb '24	22	33	1	0
Mar '24	12	14	0	0
TOTAL	117	180	8	17
TOTAL %	36%	56%	2%	5%

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
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
Jan '24	15	19	0	-	6	4	6
Feb '24	12	16	1	-	12	1	14
Mar '24	3	6	0	3	3	2	9
TOTAL	63	111	3	3	36	15	91
TOTAL %	20%	34%	1%	1%	11%	5%	28%

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
Apr '23	6	0	1	1	0	8
May '23	5	6	5	0	5	21
Jun '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
Jan '24	9	7	3	0	2	21
Feb '24	3	10	5	0	4	22
Mar '24	3	6	3	0	3	15
TOTAL	51	43	29	1	30	154
TOTAL %	33%	28%	19%	1%	19%	-

'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	Q2 23		Q3 23		Q4 23		Q1 24		Cumulative	
	Number	%	Number	%	Number	%	Number	%	Number	%
Emotional	4	11.5%	1	4.8%	3	15.79%	3	11%	12	10%
Spiritual	4	11.5%	3	14.3%	2	10.53%	4	14%	17	14%
Physical	4	11.5%	2	9.5%	2	10.53%	1	4%	10	8%
Sexual	15	42.7%	10	47.7%	7	36.84%	12	43%	56	46%
Neglect/omission	0	-	-	-	-	-	1	4%	1	-
Domestic	1	2.9%	-	-	-	-	-	-	1	1%
Discrimination	1	2.9%	1	4.8%	1	5.26%	2	7%	5	4%
Financial	1	2.9%	-	-	-	-	-	-	1	1%
Psychological	3	8.5%	2	9.5%	1	5.26%	2	7%	9	7%
Modern Slavery	0	-	1	4.8%	1	5.26%	-	-	0	-
Organisational	2	5.6%	1	4.8%	2	10.53%	3	11%	11	9%
Self-Neglect	0	-	-	-	-	-	-	-	0	-
Total	35	N/A	21	N/A	19	N/A	28	N/A	123	N/A

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

Type of Service	Q2 23	Q3 23	Q4 23	Q1 24	Cumulative (Jan '23 -)
Regional Sexual Violence	6	8	5	9	22
Regional Domestic Violence	3	6	6	7	17
Counselling/Therapy	3	3	6	4	19
Drug and Alcohol	2	1	5	3	12
Mental Health	2	3	2	6	13
Other	7	6	4	8	19
TOTAL	23	27	28	37	102

Continued efforts to engage with external service providers were ongoing in Q1. Efforts to engage with younger people and people from non-white ethnic backgrounds increased, with positive results from engagement with University Chaplaincies and Black Equity to be noted and nurtured. Positive

feedback from initial training with Circles UK regarding working with high risk and vulnerable people in tandem.

The Safe Spaces manager has been working with the CSSA regarding a workshop at the CSSA safeguarding conference in Leicester in May 2024, and the Bishop's Plenary in late 2024. Finally, discussions have begun with the Diocese of Truro to help develop effective training materials for supporting survivors, with the hope of expanding the use of these materials across England and Wales at a later date.

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).

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

The 1st draft of the Rocket Science report into the first 12 months of First Light's contract has now been completed and reviewed by First Light, the CSSA and the NST for accuracy and amendments. The synchronized publication of this is imminent, subject to comment from the board of trustees and survivor representatives.

4. Service User Feedback – Q1 2024

Positive feedback received in Q1 can be seen below;

“Hi ****,

I know I have setbacks but each day I do feel better than I was. You have made me feel like a human being this in turn does help me when talking to my counsellor. Thank you for being you, I couldn't have wanted better

Regards ”

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

In my experience, you're amazing and I'm more than happy to tell them that you're instrumental in my healing. The other team members eg **** have been helpful when involved too. You have all been wonderful and supportive.

Further email from a client, stating;

Dear ****,

My thoughts are mainly a result of your support and guidance. When my counsellor had told me about the converage(sic) and spiritual abuse that was discussed, it fell into place with me with what I was already in talks with this week with the Church. I was able to talk about it with the church because of the confidence you have been giving me. You have helped me more than you will ever know Alice.

Your help / support is showing me I am a human being worth listening to.

Sometimes my thoughts about certain emotions surrounding what has taken place in life change because I am healing / recovering. The biggest change in my mind is because of you.

The following positive feedback is taken from the Quarterly feedback questionnaire;

It's one of only a few places I can talk freely about church abuse and feel safe doing so.

I am very happy with my relationship with Safe Spaces and send much gratitude to Anna for all her support.

I cannot praise **** enough . I have been able to talk through issues that I have not been to talk through with any one else. Extremely attentive listener. I have suffered an unexpected setback with my civil claim and **** made room on her diary straight away.

I'm very grateful in receiving this support during the time that I have been fortunate to. It has helped me persevere and navigate through 'past' painful experiences in receiving both acknowledgement in its Transparency in similarly bringing closure, creating space for growth and all things nourishingly good for the soul rather than being all consumed

I have been utterly delighted with my Safe Spaces advocate, ****, who has been fully engaged in my advocacy and has produced a stunning result for me. I cannot recommend Safe Spaces highly enough and am doing exactly that to others that I know who would benefit from their attention.

**** has been absolutely fantastic. She is always compassionate, patient, generous, sensitive, understanding and kind. I have absolute trust in her and she has become an extremely important part of my healing. I was deeply sad when she announced her departure from Safe Spaces, but very relieved when she decided to stay. I have also been in touch recently with ****, about the possible peer support groups. His emails have been amazing: incredibly thoughtful, sensitive, compassionate and insightful. I'm looking forward to talking with him on the phone next week.

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

I had a call scheduled for 12:30. Got a text saying "in a meeting and could we push it back 15 minutes." I responded saying no problem. Support worker finally called me about 30 minutes later and then cut our phone call short because they were late. I took 1 hour out of my work day, got mentally prepared to talk and then only had about 15/20 minutes on the phone. Felt quite let down but overall Has been a fantastic place for me to discuss my experience, feels like I'm speaking with someone who gets it and who really cares.

All staff are reminded of the importance of leaving sufficient buffer time between appointments so as not to overrun. In some instances, such as life-threatening situations, this is not possible, and a sufficient explanation as to the urgency of other contact cannot be conveyed to the following client as an 'excuse'.

Not sure it's worth my time but I'll persist awhile longer. It would help to know more about Safe Spaces. About how many survivors are being supported at any given time? How long does communication typically go on (e.g. one week, one year)? How are most cases resolved or are they more often shelved? What difference has this made to survivors?

All data is made available on our website, and via our mailing list answering all of these questions. Feedback was anonymous so it is not possible to directly contact this client to advise them of this, but

staff will be reminded they can signpost people to our mailing list and website to see data analysis if required.

No formal complaints were received during Q1 2024

5. Safeguarding – Q1 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 Q1.

There were 8 mentions of suicide in Q1 2024.

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

6. Workforce – Q1 2024

There has been consistency in staffing over previous months and this continued through Q1, 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. A request for extra funding has been submitted to both CSSA and NST representatives to progress with the hope of adding a 4th Survivor Advocate to the Safe Spaces team before caseloads increase to an unmanageable level.

All 3 advocates and 1 of the Support Advisors have now completed their ISVA training, with the 2nd Support Advisor now having begun their Training. Further training opportunities with safeguarding and spiritual abuse awareness workshops have been identified and booked for staff to develop knowledge.