



FIRST LIGHT

**Performance and Quality Report
REDACTED**

Safe Spaces Service



1st January 2025 – March 31st, 2025 Q1
2025

**Clair Street
Safe Spaces Team Manager**

First Light
Business Centre
2 Cattedown
Plymouth

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1. Executive Summary – Q1 2025

This is the quarter 1, 2025 performance report for the Space Spaces services provided by First Light

Referrals to the service continue to increase, the advocates caseload increased from 133 in Q4 to 149 clients in Q1. Compared to Q1 in 2024 when we had 57 active clients there has been an increase 161%. The increase of referrals has been raised in previous reports which has led to an agreement to increase staffing during 2025 (once fully approved).

The peer support group commenced online via Teams on the 9/11/24 it ran over 6 sessions, running fortnightly, with 6 participants attending, initially the group ran for 120 minutes but the participants thought that was too long, and they decided together that it should be reduced to 90 minutes.

1 Survivor Advocate who was recruited in Q3 2024 left the service in Q1 2025 however we have now successfully recruited a new advocate who is due to start on 14th April 25.

Martin Christmas Nelson has left the service as the Team Manager, and Clair Street has been recruited as the new Team Manager.

2. Safe Spaces Performance Management Framework – Q1 2025

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

Ref	Description	Target	Jan	Feb	Mar
			Achieved		
RI 04	No. of support sessions delivered – by service total and average per victim/survivor.	n/a	859	677	799
RI 11	Average caseload per advocate	n/a	28.25	32.5	36.5
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	113	130	146
RI 16	No. cases closed – number of cases closed each month	n/a	6	11	15
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	22	23	19
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.11	See p.11	See P11
			Jan	Feb	Mar
Ref	Description	Target	Achieved		
KPI 15	No. of new contacts (eligible referrals) – Breakdown by key demographics (age, gender, ethnicity, denomination where abuse occurred, current denomination)	10 per month	82	108	85

RI 25	No. of ineligible contacts:	n/a	40	26	45
	Non church related		8	3	1
	Non-Abuse		1	0	1
	Non-England and Wales		2	0	3
	Under 18		0	0	0
	Disengaged prior to disclosure		0	0	0
	Other denomination		5	3	1
	Nuisance caller		1	3	4
	Limited info		23	17	25

2.2 Quarterly Reporting Indicator (RI) and Key Performance Indicators (KPI) Requirements

Ref	Description	Target	Achieved
KPI 01	Service users report improved wellbeing – Cope and recovery tool	75%	87.5%
KPI 02	Service users report being provided with a supportive space - Cope and recovery tool	75%	100%
KPI 03	Service users report they feel listened to by Safe Spaces - Cope and recovery tool	75%	96%
KPI 04	Service users report they are empowered to self-advocate – Cope and recovery tool	75%	91%
RI 02	No. of victims/survivors signposted to other services	n/a	179
RI 03	No. of victims/survivors referred to other services	n/a	55
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	62
RI 07	Number of survivors supported to report to police/social care	n/a	10
KPI 06	Confirm all open cases have support plan – (of cases with signed agreement)	n/a	96%
RI 08	Number of survivors with a planned exit from the service	70%	71%
RI 09	Number of survivors with an unplanned exit from the service	n/a	29%
RI 10	Number of Safeguarding concerns raised	n/a	8
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%	3/22 (13.64%)
Ref	Description	Target	Achieved

KPI 10	Percentage of service users who are satisfied and would recommend Safe Spaces	80%	83%
			Cumulative 83%
RI 12	Number of Complaints received	n/a	0 Formal 1 Informal
RI 15	Duration cases open (closed cases)	n/a	8x < 1 month 11x 1-3 months 5x 3-6 months 7x 6-12 months 1x 12+ months
RI 17	Closed cases with onward signposting/referral	n/a	24
RI 19	Number of service users provided with risk assessment and safety planning advice	n/a	146
RI 20	SSEW website homepage views	n/a	21,096
RI 21	SSEW website 'Referral' page views	n/a	422
RI22	SSEW website – links accessed to other sites	n/a	416
KPI 14	Service availability – number of hours service was unavailable	95%	100%
RI 26	Referral by type of abuse	n/a	See Pg 15
KPI 16	Number of organisations external to the church contacted	n/a	49

KPI Exception Report

KPI 9 At the end of supporting a client each client is sent a feedback questionnaire via email, the client can choose to complete this anonymously and fill in their details, During Q1 we closed 22 clients, but we only received back 3 questionnaire which is why the percentage is so low.

We are now in discussions to how we can increase the level of feedback we receive once we have closed a person

2.3 Reporting Indicator and KPI Exception Report

3. Monthly and Quarterly Data Report and Analysis – Q1 2025

Table 1 - Overview of Cases

Case Type	New cases	Active cases	Closed cases	Eligible contacts	Ineligible contacts
(Jan'23-	249	133	155	1115	401
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
Q2 2024	45	102	33	164	58
Q3 2024	24	107	19	198	62
Q4 2024	57	133	31	326	84
Jan 2025	22	149	6	128	40
Feb 2025	23	161	11	167	26
March 2025	19	165	15	142	45
Total for 2025	64	197	32	437	111

Referrals into the service continue to rise each month, with a 12% increase from Q4.

Eligible contacts are also continuing to increase with a 34% increase this quarter compared to Q4.

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 to KPI 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.

Table 2

Questionnaires Sent	Questionnaires Returned	Return Rate %
110	24	22%

22% of Questionnaires were returned of the 110 sent. For service users for whom technology is a barrier to their ability to complete a questionnaire, their advocate offered to provide support to complete the questionnaire.

Table 3

	1 - 5		6 - 10	
	Total	%	Total	%
KPI 01 - Safe Spaces has helped improve my wellbeing	0	0%	24	100%
KPI 02 - Safe Spaces has provided a ‘Safe Space’ for me to talk about my experiences	0	0%	24	100%
KPI 03 - I feel that Safe Spaces have listened to and believed me	0	0%	24	100%
KPI 04 - I feel empowered to self-advocate/make my own decisions by Safe Spaces	1	4%	23	96%

We received one feedback form where the client scored themselves as a 5 for feeling empowered to self-advocate as the client can choose to complete the form anonymously. This client chose to complete the form anonymously and did not give any context around their score and we have been unable to understand the reason for this but overall, 96% of clients said they scored 6 – 10 with feeling empowered.

All KPIs reached achieved >75% as KPI set, with the exception of KPI 9, for which the rationale is detailed above.

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

During Q1 179 people were signposted or referred to other services. The largest number of people were signposted to mental health support such as the Samaritans, Kooth etc which made up 30% of those signposted, followed by NHS Mental Health services at 18%.

Where possible, we encourage and empower clients to self-refer to other agencies. This is fully discussed and explained with clients. However, if they were unable to do this for themselves, we would make these referrals on their behalf.

Table 4 - RI 04 – No. of support sessions delivered:

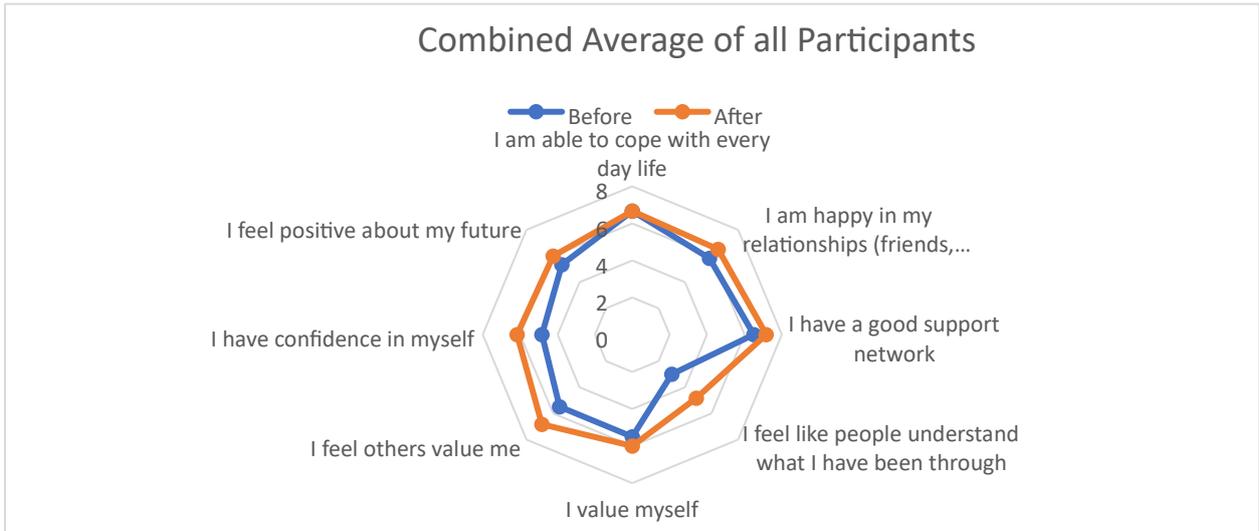
Month	Total Number of Clients	Total Number of Support Sessions	Average sessions per Client
Q1 2023	151	1082	7.2
Q2 2023	216	1530	7.1
Q3 2023	232	1511	6.6
Q4 2023	251	1564	6.2
Q1 2024	273	1682	6.2
Q2 2024	313	1660	5.3
Q3 2024	107	1657	5.3
Q4 2024	392	1808	4.6
Jan 2025	113	859	7.6
Feb 2025	130	677	5.2
Mar 2025	146	799	5.5
Jan '23 - present	-	Total 13279 Cumulative Q1 2335	

These vary in type depending on the desired contact request of the client, and include emails, text messages, phone and video calls. It should be noted one of the Advocates left the service in March 25, but the clients were still able ring and speak to the team and were still being supported with check in calls/messages, the new advocate is due to start on the 14th of April.

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

The Pilot Peer Support group commenced in early November 2024, with participants filling out pregroup feedback questionnaires, and providing ad-hoc feedback throughout the course of the sessions. The group finished in January 2025. The feedback we received from the participants was very positive and as a result of the work they all wanted to keep in touch with each other in a personal capacity once the group had end. We are now in the process of collating suitable candidates for the next group in June.

Chart 1



The above diagram shows a pattern of improved wellbeing across almost all categories, with a marked improvement most notable in the category of feeling understood. Other notable improvements reflect self-confidence and feeling valued by others.

Table 5 - 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
Q3 24	13	2	15	Q3 24	5	3	8
Q4 24	3	1	4	Q4 24	2	5	7
Q1 25	6	0	6	Q1 25	4	1	5
Total (Jan 2023 - Present)	50	20	70	Total (Jan 2023 - Present)	45	24	69

11 clients were supported to report to the police and statutory services during Q1. Of which, 6 were to report to the police and 5 were to mental health services and Adult Social Care. 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 or the police.

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

32 clients were closed during Q1.

71% of cases were closed in Q4 following discussions between the Survivor Advocate and survivor to manage their exit, ensuring they were fully supported and had no outstanding needs/actions/tasks before closure

29% of clients disengaged unexpectedly and no further successful contact was able to be 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.

Table 6 - 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
Q3 2024	0	1	1
Q4 2024	1	0	1
Q1 2025	0	1	1
Cumulative (Jan '23 -)	0	20	20

During Q1 2025 we had 1 client ask about our complaints procedure as they wanted to complain directly to the Safe Spaces Board of Trustees. We liaised with the Board regarding the complaint as the complainant wished to complain directly to the Board. The Board agreed that the FL complaints procedure would be followed, and this could be escalated to the Board if needed. To date we have not received the complaint

Table 7 - KPI 14 – Service Availability – number of hours the service was available

		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%
Q3 2024	Potential	520	364	884
	Actual	520	364	884
	%	100%	100%	100%
Q4 2024	Potential	504	356	860
	Actual	504	356	860
	%	100%	100%	100%
Q1 2025	Potential	480	328	808
	Actual	480	328	824
	%	100%	100%	100%
Cumulative (Jan '23 -)	Potential	3976	2774	6750
	Actual	3976	2774	6750
	%	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.

Table 8 0 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
Q2 2024	17	28	0	45
Q3 2024	12	12	0	24
Q4 2024	15	42	0	57
Jan 2025	5	17	0	22
Feb 2025	4	19	0	23
Mar 2025	1	17	1	19
TOTAL	88	222	3	313
TOTAL %	28%	71%	1%	-

Table 9 - 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
Q2 2024	9	19	0	8	6	1	2	45
Q3 2024	10	7	0	2	2	0	3	24
Q4 2024	13	23	1	15	1	3	1	57
Jan 2025	5	12	0	1	3	0	1	22
Feb 2025	4	14	0	2	0	1	2	23
Mar 2025	0	7	1	2	3	2	4	19
TOTAL	64	150	2	32	24	14	126	313
Total %	15%	36%	1%	8%	6%	3%	31%	-

Table 10 - 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	ND
Q1 2023	1	2	2	4	4	4	1	0	0	0
Q2 2023	0	3	5	8	14	3	2	0	0	0
Q3 2023	1	6	0	6	5	1	2	0	0	0
Q4 2023	0	2	0	6	8	2	1	0	0	0
Q1 2024	0	1	4	5	5	8	5	0	0	0
Q2 2024	0	4	6	14	10	9	2	0	0	0
Q3 2024	1	4	3	2	4	6	3	0	0	1
Q4 2024	0	2	6	9	22	13	2	0	0	3
Jan 2025	0	2	2	3	5	8	1	0	0	1
Feb 2025	0	1	3	4	10	2	1	0	0	0
Mar 2025	0	3	5	3	3	2	3	0	0	0
TOTAL	3	30	36	64	90	56	23	0	0	4
TOTAL %	1%	10%	12%	21%	29%	18%	8%	0%	0%	1%

Table 11 - 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
Q2 2024	18	27	0	0
Q3 2024	10	13	1	0
Q4 2025	24	33	0	0
Jan 2025	13	9	0	0
Feb 2025	13	9	0	1
March 2025	14	5	0	0
TOTAL	130	180	2	1
TOTAL %	41%	57%	1%	1%

Table 12 - Referrals by Ethnicity – Monthly and Cumulative

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
Q2 2024	35	1	4	0	0	4
Q3 2024	20	0	0	0	0	4
Q4 2024	46	2	2	1	1	5
Jan 2025	19	0	0	1	0	2
Feb 2025	11	8	1	0	0	2
Mar 2025	16	3	0	0	0	0
Total	203	17	9	6	2	75
%	65%	5%	3%	2%	1%	24%

Table 13 - 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
Q2 2024	40	1	1	-	-	1	2	-	-	-	-	45
Q3 2024	18	-	-	-	-	2	4	-	-	-	-	24

Q\$ 2024	51					3	2			1		57
Jan 2025	22	-	-	-	-	-	-	-	-	-	-	22
Feb 2025	24	-	-	-	-	-	-	-	-	-	-	23
Mar 2025	19	-	-	-	-	-	-	-	-	-	-	19
Total	280	1	1	0	0	9	14	1	0	1	7	313
%	89.17%	0.33%	0.32%	0.0%	0.0%	2.87%	4.46%	0.32%	0.0%	0.32%	2.23%	-

Table 14 - RI 26 – Referral by Type of abuse (primary and secondary)

	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 24	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
Q3 24	Number	1	2	2	16	1	0	0	1	2	0	1	0	24
	%	4%	8%	8%	62%	4%	0%	0%	4%	8%	0%	4%	0%	N/A
Q4 24	Number	4	5	1	26	1	1	3	1	8	0	5	0	57
	%	7%	9%	2%	47%	2%	2%	5%	2%	15%	0%	9%	0%	N/A
Q1 25	Number	7	4	1	31	6	1	1	0	11	0	8	0	70

	%	10%	5.7%	1.4%	44.3%	8.6%	1.4%	1.4%	0%	15.7%	0%	11.4%	0%	N/A
TOTAL	Number	27	36	17	147	9	3	11	5	35	2	27	0	249
	%	10.8%	14.5%	6.8%	59%	13.6%	1.2%	4.4%	2.0%	14.1%	0.8%	10.8%	0.0%	N/A

4. Service User Feedback – Q1 2025

Positive feedback received in Q1 can be seen below (all spelling in citation);

- I am very grateful for the help I am receiving and wanted to show my gratitude. The money for the charity can hopefully be used to train advocates like yourself to help those who do not have a voice. I feel Safe Spaces are and have been my lifeline through it all. It is your charity that deserves to be supported when no-one else understands.
- *You have been so immensely helpful along my journey with Safe Spaces and without you I wouldn't be where I am now. I have so much more energy and feel so much more empowered. My control had been taken away from me but with your support I feel I have gained it back*
- talking to you really does help. I also want to thank you for your humility in saying if you don't know something you will find out and not taking advantage of any power dynamic. What I need is someone to stand beside me and that's exactly what you're doing
- I feel very privileged to have met *****, she is so patient compassionate & professional, I really appreciate Safe Spaces support & I have to say without it I doesn't know how I would have moved forward. This is just one quote, but she's said in every email that she's grateful and that ***** has made her feel safe, helped her trust her own feelings and move forward with the whole process they're involved with.
- Your experience in Trauma the understanding you have makes such a difference
- I think in fact I know the biggest change to my recovery has taken place with your support it has taken so long for me to start to feel a person,

Safe Spaces continually evaluates client 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. The unforeseen early departure of the previous Advocate did impact some clients, and all efforts have been made to reproduce trusting relationships with those still wishing to engage with the service.

5. Safeguarding – Q1 2025

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

During Q1 Safe Spaces had 8 safeguarding referrals, all the concerns raised were mental health related and all clients were signposted or referred to the appropriate services.

3 x 999 calls were made by staff during Q1 2025 due to concerns raised during client phone calls or the need to request a welfare check due to concerns raised for the personal safety of our clients.

There were no deaths reported during this period, and we are working with the mental health team to improve access into services used by our clients.

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6. Workforce – Q4 2024

1 Advocate who was recruited in Q3 2024 left the mid-March, and the new Advocate is due to start in April 2025.

Martin Christmas Nelson left the service in March 2025 and Clair Street was recruited as the new Team Manager and started in March 2025

Cath Curno, Director of Sexual Violence Services returned to work in January 2025 after a period of personal leave.

