



FIRST LIGHT

Performance and Quality Report
REDACTED

Safe Spaces Service



1st April 2025 – 30th June 2025

Q2 2025

Clair Street
Safe Spaces Team Manager

First Light
Business Centre
2 Cattedown
Plymouth

	CONTENTS	PAGE
1.	Executive Summary	3
2.	Safe Spaces Performance Management Framework	
	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	
	Overview of Cases	6
	Victims/survivors have improved wellbeing	6
	Support Sessions	7
	Victims/survivors signposted	7
	Peer Group/Engagement	8
	Survivors supported to report abuse to police/statutory services	9
	Planned exit from the service	9
	Complaints	10
	Service Availability	10
	Referrals	11
	-	
4.	Service user feedback	
5.	Safeguarding	
6.	Workforce	

1. Executive Summary – Q2 2025

This is the quarter 2, 2025 performance report for the Space Spaces service provided by First Light

Referrals to the service has slowed down this quarter but they continue to increase, the advocates caseload increased from 149 in Q1 to 151 clients in Q2.

The peer support group started on 13th July, 12 clients said they were interested, 6 people attended but one person wants to put it on hold as they are not ready to attend so we have 5 clients currently attending and this is going well

We had a new Advocate start in the advocate role on 14th April.

We also successfully recruited this quarter. We recruited 1 advisor and 1 male advocate both people will commence their posts on the 4th of August 2025

2. Safe Spaces Performance Management Framework – Q2 2025

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

Ref	Description	Target	April	May	June
			Achieved		
RI 04	No. of support sessions delivered – by service total and average per victim/survivor.	n/a	744	839	739
RI 11	Average caseload per advocate	n/a	36	37	37.75
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	144	148	151
RI 16	No. cases closed – number of cases closed each month	n/a	13	7	10
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	12	9	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	See p.11	See p.11	See P11
			April	May	June
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 mth	72	52	50

RI 25	No. of ineligible contacts:	n/a	39	39	44
	Non church related		3	3	3
	Non-Abuse		3	1	6
	Non-England and Wales		1	2	0
	Under 18		0	0	1
	Disengaged prior to disclosure		0	0	0
	Other denomination		5	8	4
	Nuisance caller		2	4	4
	Limited info		25	21	26

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%
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%	100%
KPI 04	Service users report they are empowered to self-advocate – Cope and recovery tool	75%	96%
RI 02	No. of victims/survivors signposted to other services	n/a	348
RI 03	No. of victims/survivors referred to other services	n/a	45
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	47
RI 07	Number of survivors supported to report to police/social care	n/a	10 police 11 Social Care
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%	70%
RI 09	Number of survivors with an unplanned exit from the service	n/a	30%
RI 10	Number of Safeguarding concerns raised	n/a	6
KPI 07	Number and % of staff level 2 safeguarding trained	100%	100% (5)

KPI 08	Number and % of managers level 3 safeguarding trained	100%	100% (1)
KPI 09	Number and % of exit surveys	25%	5/30 (16.67%)
Ref	Description	Target	Achieved
KPI 10	Percentage of service users who are satisfied and would recommend Safe Spaces	80%	90% Cumulative 90%
RI 12	Number of Complaints received	n/a	2 Informal formal
RI 15	Duration cases open (closed cases)	n/a	2 x < 1 Month 7 x 1-3 months 7 x 3-6 months 13 x 6-12 months 1 x 12+ months
RI 17	Closed cases with onward signposting/referral	n/a	14
RI 19	Number of service users provided with risk assessment and safety planning advice	n/a	148
RI 20	SSEW website homepage views	n/a	19,188
RI 21	SSEW website 'Referral' page views	n/a	370
RI22	SSEW website – links accessed to other sites	n/a	358
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	44

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 Q2 we closed 30 clients. Due to the fact the questionnaires are sent out at the end of the quarter and the report submission date comes so soon after this date, to date we have only received back 5 questionnaires which is why the percentage is so low.

We have now started offer clients the choice of if they would like their feedback form sent to them or if they would like to be contacted by an advisor so they can speak to someone and complete the form.

We are also going to be changing the process for when the questionnaire is sent out as currently it was being sent at the end of each quarter, each person will now be sent a feedback form or have the option to speak to someone the week they are closed.

2.3 Reporting Indicator and KPI Exception Report

3. Monthly and Quarterly Data Report and Analysis – Q2 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
Q1 2025	64	165	32	437	111
April 2025	12	162	13	72	48
May 2025	9	163	7	53	54
June 2025	11	164	10	50	54
Total for 2025	96	198	62	612	267

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.

These figures are for the active cases.

Table 2

Questionnaires Sent	Questionnaires Returned	Return Rate %
151	25	16.56%

16.56 % of Questionnaires were returned of the 151 sent. For service users for whom technology is a barrier to their ability to complete a questionnaire, their advocate offers support to help complete the questionnaire. Due to the when the questionnaires were sent out, and the report needed to be completed for the board, this did not give clients very much time to complete the questionnaires.

As a result, we will review this process to try and encourage greater feedback.

Table 3

	1 - 5		6 - 10	
	Total	%	Total	%
KPI 01 - Safe Spaces has helped improve my wellbeing	3	12%	22	88%
KPI 02 - Safe Spaces has provided a ‘Safe Space’ for me to talk about my experiences	3	0%	22	88%
KPI 03 - I feel that Safe Spaces have listened to and believed me	0	0%	25	100%
KPI 04 - I feel empowered to self-advocate/make my own decisions by Safe Spaces	2	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 Q2 348 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.

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
April 2025	144	744	5.17
May 2025	148	839	5.7
June 2025	151	739	4.9
Jan '23 - present	-	Total 15,601 Cumulative Q2 2,322	

The sessions vary in type depending on the desired contact request of the client, and include emails, text messages, phone and video calls.

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

The pilot Peer Support group commenced in on 13th June, with participants filling out pre-group feedback questionnaires, and providing ad-hoc feedback throughout the course of the sessions. The group is currently halfway through, and we are liaising with the group about how the group is going and are in discussions with them about a separate drop-in group.

Consultation is currently taking place to discuss the continuing format of the sessions, in particular the opportunity to provide access for those clients who wish to drop in when in need of a little extra support. Feedback from those participating indicates a nervousness to permit this as the group have built supportive relationships and therefore are nervous about new participants unsettling the group dynamic. Therefore, consideration is being given to hosting two different peer support sessions which will run during alternative weeks. Further details will be provided once full consultation has taken place.

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
Q2 25	9	1	10	Q2 25	11	0	11
Total (Jan 2023 - Present)	59	21	80	Total (Jan 2023 - Present)	46	24	80

21 clients were signposted or referred to report to the police and statutory services during Q2. 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

30 clients were closed during Q2.

1 of the clients that disengaged from the service we successfully managed to support them to access funding for therapy, despite this, he disengaged from Safe Spaces as well as the DSO and never engaged with the therapy offered.

14 cases where closes with a positive outcome and 6 clients where closed due to them disengaging from the service.

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
Q2 2025	0	2	2
Cumulative (Jan '23 -)	1	22	23

During Q2 2025 Safe Spaces has one client ask to meet with myself as he had been closed to the service. Safe Spaces closed this client at the request of the Safe Spaces Board.

I also received an email from a service user who was not happy with how her case was being managed, the advocate had forwarded her the complaints process, but the client just wanted to speak to myself

and not make a formal complaint, and I have reviewed her file and explained that staff were following the correct procedure.

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

		In Hours	OOH Helpline	Total
Q1 2023	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%
Q2 2025	Potential	472	332	804
	Actual	472	332	804
	%	100%	100%	100%
Cumulative (Jan '23 -)	Potential	4448	3106	7554
	Actual	4448	3106	7554

	%	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
Q1 2025	10	53	1	64
April 2025	4	6	2	12
May 2025	2	6	1	9
June 2025	6	4	1	11
TOTAL	100	238	7	345
TOTAL %	29%	69%	2%	-

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
Q1 2025	9	33	1	5	6	3	7	64
April 25	4	4	0	3	0	0	1	12
May 25	0	6	0	3	0	0	0	9
June 25	2	2	0	3	2	0	2	11

TOTAL	70	162	2	41	26	14	29	344
Total %	20.35%	47.09%	0.58%	11.92%	7.56%	4.07%	8.43%	-

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
Q1 2025	0	6	10	10	18	12	4	0	0	1
April 2025	0	0	1	3	1	6	1	0	0	0
May 2025	0	0	1	3	2	2	0	0	0	1
June 2025	0	0	1	2	3	4	1	0	0	0
TOTAL	3	30	39	72	96	70	24	0	0	6
TOTAL %	0.88%	8.82%	11.47%	21.18%	28.24%	20.59%	7.06%	0%	0%	1.76%

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

Q1 2025	40	23	0	1
April 2025	1	11	0	0
May 2025	2	7	0	0
June 2025	4	7	0	0
TOTAL	137	205	2	1
TOTAL %	39.71%	59.42%	0.58%	0.29%

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
Q1 2025	46	11	1	1	0	4
April 2025	12	0	0	0	0	0
May 2025	8	0	1	0	0	0
June 2025	8	0	0	1	0	2
Total	231	17	10	7	2	77
%	67.15%	4.94%	2.91%	2.03%	0.58%	22.38%

Table 13 - RI 24 – Source of new referrals: Monthly and Cumulative

Source	Self	Church (Cof 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
Q4 2024	51					3	2			1		57
Q1 2025	65											65
April 2025	10	-	2	-	-	-	-	-	-	-	0	12
May 2025	6	-	-	-	-	1	-	-	-	-	2	9
June 2025	11	-	-	-	-	-	-	-	-	-	-	11
Total	307	1	3	0	0	10	14	1	0	1	2	346
%	90.56%	0.29%	0.88%	0.0%	0.0%	2.95%	4.13%	0.29%	0.0%	0.29%	0.59%	-

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
Q2 25	Number	3	7	0	20	0	0	1	1	1	0	0	0	33
	%	9.09%	21.21%	0%	60.61%	0%	0%	3.03%	3.03%	3.03%	0	0	0	N/A
TOTAL	Number	30	43	17	167	9	3	12	56	36	2	27	0	402
	%	7.46%	10.70%	4.23%	41.54%	2.24%	0.75%	2.99%	13.93%	8.96%	0.5%	6.72%	0.0%	N/A

4. Service User Feedback – Q2 2025

Feedback received in Q2 can be seen below (all spelling in citation);

- My advocate was first class, and I felt that she was entirely 'for' me and on my 'side'. She was diligent in reaching out to the diocese. I have nothing to criticise, other than I felt she very slightly minimised a later incident
- ***** has been a huge support for me, she was always easy to speak with, she was kind understanding and I felt really here and understood. She was also able to put me in touch with other organisations such as solace who have also been great.
- I believe it to be a good organisation but unfortunately because I have carried this burden for over 60 years without sharing it with anyone it's very difficult to be able to come to terms with this (this was in response to the feedback question; was the persons wellbeing improved)
- I wanted to raise a concern/complaint against a religious order, wasn't sure how to go about doing this. My Advocate was able to take a lead in knowing what to write and where to direct the complaint too - it wasn't a direction I'd thought about. My Advocate was then a main point of contact on my behalf, helped to take pressure/stress off me at a time that was already feeling difficult. A balance was maintained throughout that I was still given control for decisions and follow up action. The complaint was further investigated by RLSS, with an assigned worker. My Advocate continued to support, in an advocacy/joint worker role. I had seen Safe Spaces contact via a church, and it was through the contact made that I gained direction to reach a much needed resolve. Life has moved on since!
- ***** has always give me time and space to talk about what's going on - and there's always something! She has also helped me to access funding for therapy and never given up on me. She's amazing!
- ***** has been great, it is really helpful to have someone to discuss the situation with who understands
- Excellent service excellent support worker. I would be lost without this support I'm awaiting a date to attend a hearing as a victim/ witness for spiritual abuse and I would seriously have struggled without the help support and advice this organisation provides
- Initially I wasn't so sure how helpful Safe Spaces would be as my first advocate didn't seem to understand the lack of a mechanism to address bullying behaviour by a lay person. However my second advocate and the helpline have been brilliant at helping me to keep going with advocating for myself with the diocese and helping me not to feel isolated and as though I'm the only one or I'm the problem. My experience of my diocese has often been of feeling victim-blamed (I think through not knowing how to address what I'm reporting or being afraid of repercussions). Safe Spaces have been the complete opposite of this.
- Safe Spaces has been very good and supportive, however having to rehash the whole thing hurts me every time I have to do it. The retelling is very traumatizing. I have been suffering from PTSD effects for many years. Even writing this comment is making it far worse
- I feel so lucky to have made contact with and been accepted for help by Safe Spaces. My journey has been so hard and I don't know what else I would have done. My support worker is so kind and validating and it means so much to have her on my side.

- ***** has been so supportive and easy to talk to. I appreciate all that she has done
- ***** has been fantastic! I've been given the space I needed to reflect on all that has happened without time pressure.
- Excellent advocate

Below details some negative feedback, but because these clients have completed the forms anonymously we have been unable to respond to them in regards to their feedback.

- My Advocate does not know my case well and seems unable to find time to read key documents related to my case. I am left wondering what support Safespaces even claim to provide anymore and that I should be 'advocating myself' as the confusing question 4 above suggests. The website is unclear and does not explain what the service even does and not all advocates are summarised on the website. To be honest, the service has become more of a hindrance than a help these days.
- I find it frustrating that I cannot contact my support worker by telephone. There is no voicemail facility and the phone always goes unanswered.
- It was difficult last year having an abrupt change of support worker after more than a year's contact, especially as it was the day before a report was put into the public domain that was linked to my case. I felt very alone
- Confusion over telephone number and times of calls
- I feel that without the crucial support I have received over the years I would be in a much less positive place. Since ***** and ***** have left, the service has not been the same. I have been left feeling extremely disappointed and upset with the service in terms of lack of support, transparency and professionalism. There have been countless 'miscommunications', scenarios of poor support, emails and content sent without my permission, actions not carried out until the last minute (if at all) and no opinion given regarding my case or any sense of proactivity with the case. In fact, I would say my case has been severely damaged and progress severely hindered due to actions of Safe Spaces (or lack of action and reactivity by Safe Spaces to the Diocese) and this has added to my trauma and poor wellbeing.

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 – Q2 2025

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

During Q2 Safe Spaces made 6 safeguarding referrals, two of these required staff to be called for an ambulance and one involved a 999 call to the police. All the concerns raised were mental health related, and all clients were signposted or referred to the appropriate services.

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

6. Workforce – Q2 2025

New Advocate started role on the 13th of June

This quarter, we have successfully recruited one Support Advisor and 1 male Advocate.