



**FIRST LIGHT**

# **Performance and Quality Report**

**REDACTED**

## **Safe Spaces Service**



October 1<sup>st</sup> – December 31st

Q4 2024

**Martin Christmas-Nelson**  
**Safe Spaces Team Manager**

First Light  
Business Centre  
2 Cattedown  
Plymouth  
PL4 OEG

	<b>CONTENTS</b>	<b>PAGE</b>
<b>1.</b>	<b>Executive Summary</b>	3
<b>2.</b>	<b>Safe Spaces Performance Management Framework</b>	3
	<b>2.1</b> Monthly Reporting Indicator (RI) Requirements and Key Performance Indicators (KPI)	3
	<b>2.2</b> Quarterly Reporting Indicator (RI) Requirements and Key Performance Indicators (KPI)	4
<b>3.</b>	<b>Monthly and Quarterly Data Report and Analysis</b>	5
	- <b>Overview of cases</b>	5
	- <b>Outcome 1 – Victims/survivors have improved wellbeing</b>	5
	- <b>Outcome 2 – Victims/survivors are empowered and informed</b>	7
	- <b>Outcome 3 – Victims/survivors feel well support by Safe Spaces</b>	9
	- <b>Outcome 4 – Victims/survivors access a high-quality service that focuses on strong safeguarding practice and governance</b>	13
	- <b>Outcome 5 – Increased awareness of the Safe Spaces Service</b>	18
	- <b>Outcome 6 – Improved understanding/learning about what works for survivors of church abuse</b>	31
<b>4.</b>	<b>Service user feedback</b>	31
<b>5.</b>	<b>Safeguarding</b>	32
<b>6.</b>	<b>Workforce</b>	32

## 1. Executive Summary – Q4 2024

During Q4, the caseload increased from 107 to 133 with a peak of 142 clients, in part due to the impact of the release of the Makin Review.

Peer Support commenced online on 9/11/24 scheduled for 6 fortnightly sessions, with 6 participants attending the first session due to attend throughout. Full analysis of the impact will be available in Q1 2025.

A 4<sup>th</sup> Survivor Advocate and 2<sup>nd</sup> Support Advisor started in their roles, completed initial training and began client work in Q4.

The Service manager attended The C of E DSA Conference, delivered training for Plymouth Diocesan Staff alongside the CSSA and attended Tutela Minorum in Rome representing Safe Spaces.

## 2. Safe Spaces Performance Management Framework – Q4 2024

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

Ref	Description	Target	OCT	NOV	DEC
			Achieved		
RI 04	No. of support sessions delivered – by service total and average per victim/survivor.	n/a	546 4.6/s	638 4.6/s	624 4.7/s
RI 11	Average caseload per advocate	n/a	30	35	33
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	119	140	133
RI 16	No. cases closed – number of cases closed each month	n/a	9	3	19
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	21	24	12
RI 24	Source of new referral – self, church, police, social care, other church (non-Catholic or CofE), other. Number in each category.	n/a	See p.23	See p.23	See p.23
KPI 15	No. of new contacts (eligible referrals) – Breakdown by key demographics (age, gender, ethnicity, denomination where abuse occurred, current denomination)	10 per month	107	142	77
RI 25	No. of ineligible contacts: Non church related Non-Abuse Non England and Wales Under 18 Disengaged prior to disclosure	n/a	23 2 5 6 0 10	35 5 14 5 0 11	26 8 11 1 0 6

## 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%	84%
KPI 02	Service users report being provided with a supportive space - Cope and recovery tool	75%	92%
KPI 03	Service users report they feel listened to by Safe Spaces - Cope and recovery tool	75%	88%
KPI 04	Service users report they are empowered to self-advocate – Cope and recovery tool	75%	80%
RI 02	No. of victims/survivors signposted to other services	n/a	127
RI 03	No. of victims/survivors referred to other services	n/a	68
KPI 05	At least 1 activity specifically on engagement per quarter	n/a	Y
RI 06	Number of survivors supported to access counselling	n/a	24
RI 07	Number of survivors supported to report to police/social care	n/a	11
KPI 06	Confirm all open cases have support plan – (of cases with signed agreement)	n/a	95.7%
RI 08	Number of survivors with a planned exit from the service	70%	87%
RI 09	Number of survivors with an unplanned exit from the service	n/a	13%
RI 10	Number of Safeguarding concerns raised	n/a	21
KPI 07	Number and % of staff level 2 safeguarding trained	100%	100% (6)
KPI 08	Number and % of managers level 3 safeguarding trained	100%	100% (2)
KPI 09	Number and % of exit surveys	25%	6/22 (27%)
KPI 10	Percentage of service users who are satisfied and would recommend Safe Spaces	80%	83% Cumulative 88%
RI 12	Number of Complaints received	n/a	1 Formal 0 Informal
RI 15	Duration cases open (closed cases)	n/a	4x < 1 month 6x 1-3 months 6x 3-6 months 7x 6-12 months 10x 12+ months
RI 17	Closed cases with onward signposting/referral	n/a	25
RI 19	Number of service users provided with risk assessment and safety planning advice	n/a	120
RI 20	SSEW website homepage views	n/a	30320
RI 21	SSEW website 'Referral' page views	n/a	391
RI22	SSEW website – links accessed to other sites	n/a	492
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	49

## 2.3 Reporting Indicator and KPI Exception Report

### 3. Monthly and Quarterly Data Report and Analysis – Q4 2024

#### Overview of Cases

Case Type	New cases	Active cases	Closed cases	Eligible contacts	Ineligible contacts
Q1 2023	20	57	2	78	13
Q2 2023	35	79	13	68	41
Q3 2023	21	77	23	73	42
Q4 2023	19	84	12	76	43
Q1 2024	28	90	22	132	58
Q2 2024	45	102	33	164	58
Q3 2024	24	107	19	198	62
Oct 2024	<b>21</b>	<b>119</b>	<b>9</b>	<b>107</b>	<b>23</b>
Nov 2024	<b>24</b>	<b>140</b>	<b>3</b>	<b>142</b>	<b>35</b>
Dec 204	<b>12</b>	<b>133</b>	<b>19</b>	<b>77</b>	<b>26</b>
(Jan '23-	<b>249</b>	<b>133</b>	<b>155</b>	<b>1115</b>	<b>401</b>
Cumulative	<b>563</b>	<b>133</b>	<b>412</b>	<b>N/A</b>	<b>401</b>



#### Outcome 1 – Victims/survivors have improved wellbeing

Feedback is collected using a Microsoft Forms system sent to all open clients at the end of the quarter, containing 4 questions. The 4 questions correlate directly to KPI 01-04 and have been used to develop an

understanding of satisfaction with the service under First Light. There is also a section for providing qualitative feedback, which is included in the section for Outcome 6. Further to this, they are also asked if they would like to provide details to be contacted by Rocket Science to contribute to the ongoing review.

The scoring ranks people’s opinions on a 1-10 scale, 1 correlating to ‘Strongly Disagree’ and 10 correlating to ‘Strongly Agree’. As such, scores of 1-5 reflect negative opinions of Safe Spaces, and 6-10 reflect positive opinions.

Questionnaires Sent	Questionnaires Returned	%
119	25	21%

21% of Questionnaires were returned of the 119 sent. For service users for whom technology is a barrier to their ability to complete a questionnaire, their advocate offered to provide support in completing this.

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

	1 - 5		6 - 10	
	Total	%	Total	%
KPI 01 - Safe Spaces has helped improve my wellbeing	4	9%	21	84%
KPI 02 - Safe Spaces has provided a ‘Safe Space’ for me to talk about my experiences	2	0%	23	92%
KPI 03 - I feel that Safe Spaces have listened to and believed me	3	0%	22	88%
KPI 04 - I feel empowered to self-advocate/make my own decisions by Safe Spaces	5	18%	18	80%

**KPI 01 - Service users report improved wellbeing**

84% of service users who returned a survey scored favorably regarding Safe Spaces improving their wellbeing, with a mean score of **7.68**

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

92% of service users who returned a survey scored favorably regarding Safe Spaces providing a ‘Safe Space’ to talk, with a mean score of **8.52**

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

88% of service users who returned a survey scored favorably regarding Safe Spaces having listened to and believed them, with a mean score of **8.56**

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

80% of service users who returned a survey scored favorably regarding Safe Spaces empowering them to self-advocate/make their own decisions, with a mean score of **7.68**

All KPIs reached achieved >75% as KPI set.

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

	2023	Q1	Q2	Q3	Q4 2024				Cumulative
	Combined	2024	2024	2024	Signposted - given details	Referrals - completed on behalf of	Accompanied with or attended on behalf of	Totals	Totals
	Total	Total	Total	Total					
SARC (Any area)	2	0	2	0	2	0	0	2	6
Report to Police	30	8	5	15	3	1	0	4	62
CSSA/NST	24	5	7	12	2	2	8	12	60
Diocesan Safeguarding	73	30	29	22	6	12	23	41	195
CDM	14	15	8	11	0	1	5	6	54
Interim Support Scheme	49	29	31	28	9	7	8	24	161
Counselling (DA/SV)	55	21	24	12	16	4	0	20	132
Health - GP	28	14	21	23	13	1	0	14	100
Health - GU/SH	1	0	0	0	0	0	0	0	1
Mental Health	48	19	19	33	14	3	4	21	140
Child/ Family Service	7	2	0	1	1	0	0	1	11
Adult Social Care	6	2	6	5	0	2	2	4	23
Safeguarding Children	5	1	0	3	1	0	1	2	11
Safeguarding Adults	14	1	4	2	0	3	2	5	26
Drugs and Alcohol Services	2	1	4	5	2	0	0	2	14
DA Services	11	5	10	8	2	1	0	3	37
Victim Care Unit	0	0	0	0	0	0	0	0	0
Referral to local ISVA service	26	2	5	5	1	2	0	3	41
Peer Support Group	37	4	2	6	6	2	0	8	57
Rape Crisis (or other similar)	5	0	0	1	0	0	0	0	6
LGBTQ+ Services	19	1	2	1	3	0	0	3	26
Victim Support/ Witness Service & Outreach	12	0	0	0	0	0	0	0	12
CSE Groups	0	0	0	0	0	0	0	0	0
Witness Care	0	0	0	0	0	0	0	0	0
CAB	12	1	4	1	3	0	0	3	21
Online Support (Kooth/ Samaritans/SHOUT etc)	65	33	40	22	9	4	0	13	173
Housing	14	2	4	3	2	2	0	4	27
Student Support Service (College/ Uni)	6	1	3	1	1	0	0	1	12
Foodbank	2	0	1	1	1	0	0	1	5
Debt Advice	4	0	2	1	2	1	0	3	10
CICA	20	6	10	5	1	0	0	1	42
Other	86	22	13	86	27	20	10	57	264
<b>Totals</b>	<b>667</b>	<b>225</b>	<b>256</b>	<b>312</b>	<b>127</b>	<b>68</b>	<b>63</b>	<b>258</b>	<b>1818</b>

### **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 **127** times in Q4 of 2024. The itemised breakdown is also given above. This figure was 197 in Q3.

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

A total of **68** referrals to other services were made in Q4, showing consistency with 66 in Q3. 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:**

<b>Month</b>	<b>Total Number of Clients</b>	<b>Total Number of Support Sessions</b>	<b>Average sessions per Client</b>	<b>Average time per client (hours)</b>
Q1 2023	151	1082	7.2	2.2
Q2 2023	216	1530	7.1	3.7
Q3 2023	232	1511	6.6	3.1
Q4 2023	251	1564	6.2	3.1
Q1 2024	273	1682	6.2	3.2
Q2 2024	313	1660	5.3	3
<b>Q3 2024</b>	<b>107</b>	<b>1657</b>	<b>5.3</b>	<b>3</b>
<b>OCT 2024</b>	<b>119</b>	<b>546</b>	<b>4.6</b>	<b>2</b>
<b>NOV 2024</b>	<b>140</b>	<b>638</b>	<b>4.6</b>	<b>2</b>
<b>DEC 2024</b>	<b>133</b>	<b>624</b>	<b>4.7</b>	<b>2.4</b>
<b>Jan '23 - present</b>	<b>-</b>	<b>Total 12494</b>	<b>Monthly Average 5.8</b>	<b>Monthly Average 2.8</b>

These vary in type depending on the desired contact request of the client, and include emails, text messages, phone and video calls. 2 new staff members were found to be mis-recording their client contact time as 0 minutes for multiple contacts through Q4, and this has been addressed and staff retrained within a team meeting in January 2025.

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

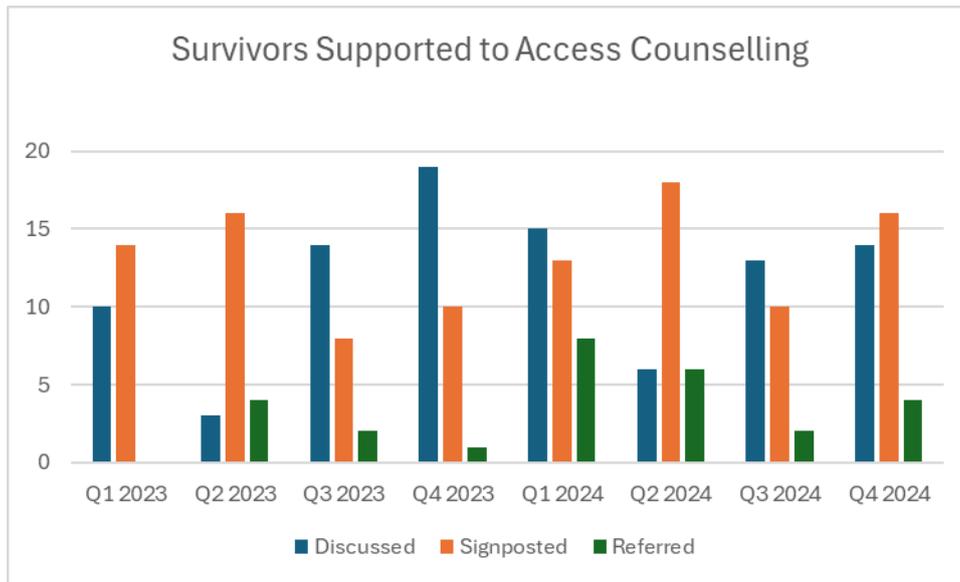
The Pilot Peer Support group commenced in early November, with participants filling out pre-group feedback questionnaires, and providing ad-hoc feedback throughout the course of the group. They will, in 2025, complete post-group feedback that will be used to shape the future of peer support offers we are able to provide for other survivors.

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 supported by Safe Spaces**

**RI 06 – Number of survivors supported to access counselling**

Nature of Support	Discussed (excl. signposting)	Signposted	Referred	Total
Q1 2023	10	14	0	24
Q2 2023	3	16	4	23
Q3 2023	14	8	2	24
Q4 2023	19	10	1	30
Q1 2024	15	13	8	36
Q2 2024	6	18	6	30
Q3 2024	13	10	2	25
Q4 2024	14	16	4	24
<b>Total</b>	<b>94</b>	<b>105</b>	<b>27</b>	<b>216</b>



In Q4, counselling/therapy was discussed with 25 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**

<b>Police</b>	Signposted	Referred	Total	<b>Statutory Services</b>	Signposted	Referred	Total
<b>Q1 23</b>	3	1	<b>4</b>	<b>Q1 23</b>	0	0	<b>0</b>
<b>Q2 23</b>	6	1	<b>7</b>	<b>Q2 23</b>	2	5	<b>7</b>
<b>Q3 23</b>	2	6	<b>8</b>	<b>Q3 23</b>	7	2	<b>9</b>
<b>Q4 23</b>	4	7	<b>11</b>	<b>Q4 23</b>	14	3	<b>17</b>
<b>Q1 24</b>	8	0	<b>8</b>	<b>Q1 24</b>	6	0	<b>6</b>
<b>Q2 24</b>	5	2	<b>7</b>	<b>Q2 24</b>	5	5	<b>10</b>
<b>Q3 24</b>	13	2	<b>15</b>	<b>Q3 24</b>	5	3	<b>8</b>
<b>Q4 24</b>	3	1	<b>4</b>	<b>Q4 24</b>	2	5	<b>7</b>
<b>Total (Jan 2023 - Present)</b>	44	20	<b>64</b>	<b>Total (Jan 2023 - Present)</b>	41	23	<b>64</b>

11 clients were supported to report to the police and statutory services during Q4. 4 were to report to the police and 7 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. 1 referral for Child Safeguarding and 2 for 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 Quarter (open >1 month)	Total Clients	w/ Signed AGR	% Signed AGR	Of those with Signed AGR, w/ SAS	SAS %
Q1 2023	51	33	65%	24/33	73%
Q2 2023	69	67	97.10%	62/67	92.50%
Q3 2023	74	72	97.30%	68/72	94.40%
Q4 2023	84	82	98%	78/82	95.10%
Q1 2024	87	85	98%	81/85	95.30%
Q2 2024	104	102	98%	99/102	97%
Q3 2024	102	100	98%	97/100	97%
Q4 2024	124	118	95%	113/118	95.7%

All registered clients are set up on our case management system MODUS. Once they have signed a client agreement, a safety and support plan (SAS) is produced in conjunction with the client which forms the basis of a support plan and risk assessment, in combination with the ongoing case notes regarding every interaction with have with a client and any interactions with external agencies regarding their case. The AGR and SAS should be completed within **1 calendar month** of successful contact with the client, so only referrals up to the end of November have been included in these statistics. There has been continued consistency in completion of these documents.

2 New Advocates having joined in recent months and learning new processes has impacted the % of clients with completed client agreements and SAS assessments. This issue has been highlighted and is being remedied with re-training for all staff and more regular scrutiny through Q1 2025.

**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
<b>Q1 2023</b>	1	1	2
<b>Q1 2023 %</b>	50%	50%	
<b>Q2 2023</b>	8	5	13
<b>Q2 2023 %</b>	62%	38%	
<b>Q3 2023</b>	19	4	23
<b>Q3 2023 %</b>	82.5%	17.5%	
<b>Q4 2023</b>	10	2	12
<b>Q4 2023 %</b>	83.3%	16.7%	
<b>Q1 2024</b>	19	3	22
<b>Q1 2024 %</b>	86.4%	13.6%	
<b>Q2 2024</b>	29	4	33
<b>Q2 2024 %</b>	88%	12%	
<b>Q3 2024</b>	17	2	19
<b>Q3 2024 %</b>	89%	11%	
<b>Q4 2024</b>	27	4	31
<b>Q4 2024 %</b>	87%	13%	
<b>Cumulative (Jan '23-)</b>	<b>130</b>	<b>25</b>	<b>155</b>
<b>Cumulative %</b>	<b>84%</b>	<b>16%</b>	<b>-</b>

31 clients closed through Q4.

27 out of 31 cases closed in Q4 followed discussions between Survivor Advocate and survivor to manage their exit and ensure they were fully supported and had no outstanding actions/tasks before closure, or were closed having had no successful contact following referral, after a minimum of 3 attempts. This equals 87% leaving as a planned exit or having not ever engaged.

4 clients disengaged unexpectedly and no further successful contact was achieved.

All clients are sent a message upon closure of their case, reminding them of our availability and encouraging them to re-refer if they ever need further support.

**Outcome 4 – Victims/survivors access a high-quality service that focuses on strong safeguarding practice and governance**

**RI 10 – Number of Safeguarding concerns raised by the service**

Agency	Diocesan Safeguarding/NST/CSSA	Police	Local Authority	Suicide/Self Harm	Total
Q1 2023	9	4	3	4	20
Q2 2023	5	1	0	7	13
Q3 2023	6	0	5	6	17
Q4 2023	5	1	2	4	12
Q1 2024	2	0	0	8	10
Q2 2024	5	1	1	3	10
Q3 2024	6	1	3	12	22
Q4 2024	4	1	3	13	21
<b>TOTAL</b>	<b>42</b>	<b>9</b>	<b>17</b>	<b>57</b>	<b>125</b>

4 cases were taken to Diocesan Safeguarding in Anglican and Catholic Dioceses or to the NST/CSSA by Safe Spaces staff in Q4, in all instances with the support/understanding of the client as to what this meant and empowering them to be involved in all cases. This does not include those signposted to Diocesan Safeguarding either by an advocate or the helpline.

Although not required in RI10, all mentions of suicide and self-harm are recorded by Safe Spaces staff on a safeguarding log, and monitored to inform any further action required. All instances in Q4 were managed by the client, Safe Spaces Staff and external MH agencies.

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

Current Total Staff	Minimum S/G l2 Trained	%
6	6	100%

All Staff are Safeguarding level 3 trained as part of their induction programme and online learning. This is completed before staff gain access to the case management system and any client details.

**KPI 08 – Number and percentage of managers safeguarding level 3 trained**

Current Total Management	Minimum S/G l3 Trained	%
2	2	100%

Service Manager has now completed level 4 Safeguarding training. Additional support from another manager through 2024 has been used, with them level 3 trained.

**RI 11 – Average caseload per advocate:**

Month	Total Cases	Advocate 1	Advocate 2	Advocate 3	Advocate 4	AVERAGE (4 SAs)
OCT 24	119	35	38	30	16	30
NOV 24	140	41	39	39	21	35
DEC 24	133	38	39	38	18	33

Advocate #4 commenced on October 7th, inheriting the caseload from the previous advocate which had been overseen by the manager and Support Advisors in the interim. Abuse support is a new sector for them and as such they are being protected with a low caseload while they adapt to a new environment.

**KPI 09 – Number and percentage return of exit surveys**

	Exit Surveys sent	Exit Surveys returned	% returned
Q1 2023	0	0	N/A
Q2 2023	10	2	20%
Q3 2023	15	5	33%
Q4 2023	10	3	29%
Q1 2024	20	9	45%
Q2 2024	20	8	40%
Q3 2024	14	6	43%
Q4 2024	22	6	27%
<b>Cumulative</b>	<b>111</b>	<b>39</b>	<b>35%</b>

6 of 22 exit surveys were completed and returned. 6 closed clients were not sent exit surveys having failed to engage with their allocated advocate before being closed due to non-engagement. 3 clients requested not be sent feedback or were not open long enough to receive support. In these circumstances, we respect a survivor’s decision to disengage and receive no further contact.

**KPI 10 – Percentage of service users who are satisfied and would recommend Safe Spaces**

The following questions are included on the exit questionnaire, along with the option to provide open feedback regarding their experience with Safe Spaces.

	1 - 5		6 - 10	
	Total	%	Total	%
I am satisfied with the support that Safe Spaces have provided me with	1	17%	5	83%
I would recommend Safe Spaces as a service to others in a similar situation to me	1	17%	5	83%

An average from the returned exit surveys indicated that 83% of exiting service users were satisfied with the service with a mean score of **7.67**, with 83% recommending Safe Spaces to others with a mean score of **7.67**. Overall this results in an 88% satisfied and would recommend rate.

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

	1 - 5		6 - 10	
	Total	%	Total	%
I am satisfied with the support that Safe Spaces have provided me with	5	12%	34	87%
I would recommend Safe Spaces as a service to others in a similar situation to me	4	9%	35	90%

#### **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
<b>Cumulative (Jan '23 - )</b>	<b>0</b>	<b>19</b>	<b>19</b>

#### **1 formal written complaint received by First Light in Q4.**

The informal complaint received in Q3 was escalated to a formal complaint in Q4, following our decision not to reinstate support for an individual we believed to pose a risk, and not to be a survivor of abuse. The individual in question made a SAR and formal complaint, but disengaged from both processes when it became apparent we would not release data regarding the individual we believe they posed a risk to.

There were no further issues.

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

Total Cases (end of Q4 2024)	Signed Client Agreements	Signed AGR (with named advocate)	% Signed Agreements
133	121	121	100%

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

**RI 14 – Number of open cases:**

133 cases currently open.

**RI 15 – Duration of support (closed cases)**

Duration of Support	< 1 month	1-3 months	3-6 months	6-12 months	12+ months
Q1 2023	1	0	1	0	0
Q2 2023	2	4	1	3	3
Q3 2023	3	3	5	5	7
Q4 2023	2	1	6	3	0
Q1 2024	1	4	5	7	5
Q2 2024	3	5	3	15	7
Q3 2024	2	3	6	8	0
Q4 2024	4	6	6	7	10
Cumulative (Jan '23 - )	18	26	33	48	32
Cumulative %	11%	17%	21%	31%	20%



**RI 16 – Number of cases closed:**

31 cases closed in Q4 2024

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

Signposting/Referral	Closed Cases	
	Yes	No
Q1 23	1	1
Q2 23	7	6
Q3 23	17	6
Q4 23	9	3
Q1 24	19	3
Q2 24	29	4
Q3 24	19	0
Q4 24	25	6
<b>Cumulative (Jan '23 - )</b>	<b>126</b>	<b>29</b>
<b>% in Q4</b>	<b>81%</b>	<b>19%</b>
<b>% Cumulative</b>	<b>81%</b>	<b>19%</b>

**25 (81%)** Closed Cases/clients given onward referral or signposting to other services at the point of closure.

**6 (19%)** 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
57	48	9	0	100%

All clients contacted within 24/48hrs depending on receipt day.

**RI 18 – Average length of time (days) for an advocate to be allocated:**

< 1– all advocates are allocated at the point of referral being uploaded onto case management system.

**RI 19 - Number of service users provided with risk assessment and safety planning advice**

Safety planning/Advice	Total Open Cases	Cases with SAS	No SAS (Suicide/Self Harm support)	Total	Total (% open cases)
Q1 2023	57	24	2	26	46%
Q2 2023	79	70	0	70	89%
Q3 2023	77	70	1	71	92%
Q4 2023	84	78	1	79	94%
Q1 2024	90	84	1	85	94%
Q2 2024	102	98	1	99	97%
Q3 2024	107	100	4	104	97%
Q4 2024	133	119	1	120	89%

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

Staff performance has dropped in Q4 with new staff adjusting their roles and responsibilities. As outlined previously, remedial action and re-training has taken place to remedy this dip in performance.

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

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

	TOTAL 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Quarterly +/-	TOTAL 2024	Cumulative
Views	20057	10348	12299	13602	30320	+ 16718	66569	86626

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

	TOTAL 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Quarterly +/-	TOTAL 2024	Cumulative
Views	578	629	961	750	391	-359	2731	3309

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

	TOTAL 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Quarterly +/-	TOTAL 2024	Cumulative
Views	1102	667	967	790	492	-298	2916	4018

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

		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%
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.

**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
<b>Q3 2024</b>	12	12	0	24
<b>OCT 2024</b>	8	13	0	21
<b>NOV 2024</b>	4	20	0	24
<b>DEC 2024</b>	3	9	0	12
<b>TOTAL</b>	<b>78</b>	<b>169</b>	<b>2</b>	<b>249</b>
<b>TOTAL %</b>	<b>31%</b>	<b>68%</b>	<b>1%</b>	<b>-</b>

**Referrals by denomination where abuse occurred (all open cases)**

Denomination Of Abuse	Quantity	%
Catholic	43	32.33%
C of E	89	66.92%
C in W	1	0.75%
Not Disclosed	0	0%

**New Referrals by current denomination of client – Monthly and Cumulative**

Month	Catholic	C of E	C in W	Other Christian	Atheist/ Agnostic	Other	Not Disclosed	Combined
Q1 2023	6	9	0	-	3	0	2	20
Q2 2023	10	22	0	-	1	1	1	35
Q3 2023	6	13	1	-	1	0	0	21
Q4 2023	1	9	0	-	1	4	4	19
Q1 2024	0	15	0	2	3	2	6	28
Q2 2024	9	19	0	8	6	1	2	45
<b>Q3 2024</b>	10	7	0	2	2	0	3	24
<b>OCT 2024</b>	8	7	0	4	0	2	0	21
<b>NOV 2024</b>	3	12	0	7	1	0	0	24
<b>DEC 2024</b>	2	4	0	4	0	1	1	12
<b>TOTAL</b>	<b>55</b>	<b>117</b>	<b>1</b>	<b>27</b>	<b>18</b>	<b>11</b>	<b>119</b>	<b>249</b>
<b>Total %</b>	<b>16%</b>	<b>34%</b>	<b>&lt;1%</b>	<b>8%</b>	<b>5%</b>	<b>3%</b>	<b>34%</b>	<b>-</b>

**Referrals by denomination of client (all open cases)**

Denomination of Client	Quantity	%
Catholic	35	26%
C of E	67	50%
C in W	0	0%
Other Christian	14	11%
Atheist/Agnostic	1	1%
Other	9	7%
Not Disclosed	7	9%
<b>TOTAL</b>	<b>133</b>	<b>-</b>

**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
<b>OCT 2024</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>NOV 2024</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>9</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>DEC 2024</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>TOTAL</b>	<b>3</b>	<b>24</b>	<b>26</b>	<b>54</b>	<b>72</b>	<b>46</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>TOTAL %</b>	<b>1%</b>	<b>10%</b>	<b>11%</b>	<b>22%</b>	<b>29%</b>	<b>19%</b>	<b>7%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>

**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	2	13	9	29	42	16	13	1	0
%	2%	10%	7%	23%	34%	13%	10%	1%	0%

### 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
<b>OCT 2024</b>	<b>9</b>	<b>12</b>	<b>0</b>	<b>0</b>
<b>NOV 2024</b>	<b>6</b>	<b>18</b>	<b>0</b>	<b>0</b>
<b>DEC 2024</b>	<b>9</b>	<b>3</b>	<b>0</b>	<b>0</b>
<b>TOTAL</b>	<b>90</b>	<b>157</b>	<b>2</b>	<b>0</b>
<b>TOTAL %</b>	<b>36%</b>	<b>63%</b>	<b>1%</b>	<b>0%</b>

### Referrals by gender (all open cases)

Referral Gender	Quantity	%
Male	53	<b>40%</b>
Female	78	<b>59%</b>
Non-binary	1	<b>1%</b>
Unknown	1	<b>1%</b>

### 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
<b>OCT 2024</b>	<b>16</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>NOV 2024</b>	<b>21</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>DEC 2024</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>
<b>Total</b>	<b>157</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>2</b>	<b>71</b>
<b>%</b>	<b>63%</b>	<b>2%</b>	<b>3%</b>	<b>2%</b>	<b>1%</b>	<b>29%</b>

### Referrals by Ethnicity (all open cases)

Referral Ethnicity	Quantity	%
White	89	67%
Black	3	2%
Asian	2	2%
Mixed	1	1%
Other	0	0%
Unknown/undisclosed	37	28%

Self-referrals are often received missing information, or clients refuse to answer questions about their ethnicity. Ethnicity data not provided for 26 cases brought forward from previous service provider. The launch of the new Safe Spaces website and online referral from has improved the accuracy of recording for this data, which is slowly reducing the amount of unknown data in this field.

### RI 24 – Source of new referrals: Monthly and Cumulative

Source	Self	Church (C of E)	Church (Catholic)	Church (C in W)	Church (other)	C of E Safeguarding	Catholic Safeguarding	I.S.S.	Police	Social Care	Other	Total
Q1 2023	14	-	-	-	-	2	-	1	-	-	3	20
Q2 2023	30	-	-	-	-	-	6	-	-	-	-	36
Q3 2023	19	-	-	-	-	-	-	-	-	-	2	21
Q4 2023	16	-	-	-	-	-	-	-	-	-	2	18
Q1 2024	27	-	-	-	-	1	-	-	-	-	-	28
Q2 2024	40	1	1	-	-	1	2	-	-	-	-	45
Q3 2024	18	-	-	-	-	2	4	-	-	-	-	24
OCT 2024	17	-	-	-	-	1	2	-	-	1	-	21
NOV 2024	23	-	-	-	-	1	-	-	-	-	-	24
DEC 2024	11	-	-	-	-	1	-	-	-	-	-	12
<b>Total</b>	<b>215</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>14</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>7</b>	<b>249</b>
<b>%</b>	<b>86.3%</b>	<b>0.4%</b>	<b>0.4%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>3.6%</b>	<b>5.6%</b>	<b>0.4%</b>	<b>0.0%</b>	<b>0.4%</b>	<b>2.8%</b>	<b>-</b>

<b>Signposted From (self-referrals)</b>	<b>Church (C of E)</b>	<b>Church (Catholic)</b>	<b>Church (C in W)</b>	<b>Catholic Safeguarding</b>	<b>C of E Safeguarding</b>	<b>Police</b>	<b>Social Care</b>	<b>ISS</b>	<b>Search Engine/SS Website/Poster</b>	<b>Other</b>	<b>Un-known</b>	<b>TOTAL</b>
Q1 2023	2	2	-	3	1	-	-	-	1	2	3	14
Q2 2023	4	3	-	-	2	1	-	1	7	-	12	30
Q3 2023	-	-	-	1	2	-	-	2	2	3	9	19
Q4 2023	-	-	-	-	-	-	-	-	5	5	6	16
Q1 2024	-	-	-	3	4	1	1	-	13	5	-	27
Q2 2024	2	4	-	4	2	1	-	4	20	1	2	40
Q3 2024	1	-	-	5	1	-	-	-	4	4	3	18
<b>OCT 2024</b>	<b>2</b>	<b>2</b>	<b>-</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>-</b>	<b>1</b>	<b>6</b>	<b>-</b>	<b>1</b>	<b>17</b>
<b>NOV 2024</b>	<b>1</b>	<b>1</b>	<b>-</b>	<b>1</b>	<b>3</b>	<b>-</b>	<b>1</b>	<b>1</b>	<b>19</b>	<b>2</b>	<b>4</b>	<b>23</b>
<b>DEC 2024</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>1</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>7</b>	<b>-</b>	<b>1</b>	<b>11</b>
<b>Total</b>	<b>12</b>	<b>13</b>	<b>0</b>	<b>20</b>	<b>18</b>	<b>4</b>	<b>2</b>	<b>9</b>	<b>84</b>	<b>22</b>	<b>41</b>	<b>215</b>
<b>%</b>	<b>5.3%</b>	<b>5.8%</b>	<b>0.0%</b>	<b>8.9%</b>	<b>8.0%</b>	<b>1.8%</b>	<b>0.9%</b>	<b>4.0%</b>	<b>37.3%</b>	<b>9.8%</b>	<b>18.2%</b>	<b>-</b>

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

**New Contacts by source – Monthly and Cumulative**

Month	In Hours Call	Webchat	OOH Call	Email	TOTAL
Q1 2023	33	0	18	27	78
Q2 2023	20	22	13	13	68
Q3 2023	26	14	14	19	73
Q4 2023	30	18	17	12	76
Q1 2024	44	22	25	41	132
Q2 2024	77	19	17	51	164
Q3 2024	70	23	31	74	198
<b>OCT 2024</b>	<b>34</b>	<b>8</b>	<b>28</b>	<b>39</b>	<b>107</b>
<b>NOV 2024</b>	<b>38</b>	<b>10</b>	<b>40</b>	<b>51</b>	<b>142</b>
<b>DEC 2024</b>	<b>24</b>	<b>4</b>	<b>9</b>	<b>40</b>	<b>77</b>
<b>TOTAL</b>	<b>300</b>	<b>118</b>	<b>135</b>	<b>237</b>	<b>789</b>
<b>TOTAL %</b>	<b>38%</b>	<b>15%</b>	<b>17%</b>	<b>30%</b>	<b>-</b>

**New contacts by age – Monthly and Cumulative**

All contacts are asked to confirm they are over 18 years old to confirm eligibility. In many cases they do not wish to divulge their age at initial contact.

Age	18-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	Unknown (18+)
Q1 2023	0	2	4	6	5	6	1	0	0	55
Q2 2023	1	8	9	13	15	5	3	0	0	14
Q3 2023	1	5	4	10	8	4	5	0	0	36
Q4 2023	2	5	7	9	12	7	3	0	0	31
Q1 2024	1	3	6	4	7	7	6	1	0	97
Q2 2024	1	7	10	23	15	19	6	1	0	73
Q3 2024	8	11	22	24	24	16	11	3	1	74
<b>OCT 2024</b>	<b>1</b>	<b>2</b>	<b>8</b>	<b>11</b>	<b>17</b>	<b>8</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>50</b>
<b>NOV 2024</b>	<b>0</b>	<b>5</b>	<b>11</b>	<b>10</b>	<b>13</b>	<b>24</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>77</b>
<b>DEC 2024</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>17</b>	<b>16</b>	<b>4</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>26</b>
<b>TOTAL</b>	<b>15</b>	<b>48</b>	<b>88</b>	<b>127</b>	<b>132</b>	<b>100</b>	<b>47</b>	<b>6</b>	<b>7</b>	<b>533</b>
<b>TOTAL %</b>	<b>1.4%</b>	<b>4.4%</b>	<b>8.0%</b>	<b>11.5%</b>	<b>12.0%</b>	<b>9.1%</b>	<b>4.3%</b>	<b>0.5%</b>	<b>0.6%</b>	<b>48.3%</b>

### New contacts by gender – Monthly and Cumulative

Month	Male	Female	Non-Binary	Unknown
Q1 2023	18	55	1	4
Q2 2023	24	35	0	9
Q3 2023	18	41	4	10
Q4 2023	25	51	0	0
Q1 2024	53	78	1	1
Q2 2024	57	107	1	0
Q3 2024	80	115	4	0
<b>OCT 2024</b>	<b>42</b>	<b>63</b>	<b>2</b>	<b>0</b>
<b>NOV 2024</b>	<b>58</b>	<b>80</b>	<b>4</b>	<b>0</b>
<b>DEC 2024</b>	<b>33</b>	<b>44</b>	<b>0</b>	<b>0</b>
<b>TOTAL</b>	<b>408</b>	<b>669</b>	<b>17</b>	<b>24</b>
<b>TOTAL %</b>	<b>36.5%</b>	<b>59.8%</b>	<b>1.5%</b>	<b>2.1%</b>

### New contacts by ethnicity – Monthly and Cumulative

Ethnicity	White	Black	Asian	Mixed	Other	Unknown
Q1 2023	15	1	1	1	0	106*
Q2 2023	16	2	3	1	0	
Q3 2023	13	4	0	3	0	
Q4 2023	17	6	2	0	0	
Q1 2024	26	4	2	3	0	96
Q2 2024	63	4	4	3	1	89
Q3 2024	47	11	8	5	2	125
<b>OCT 2024</b>	<b>34</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>65</b>
<b>NOV 2024</b>	<b>70</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>67</b>
<b>DEC 2024</b>	<b>37</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>35</b>
<b>Total</b>	<b>338</b>	<b>41</b>	<b>24</b>	<b>20</b>	<b>4</b>	<b>583</b>
<b>%</b>	<b>33.5%</b>	<b>4.1%</b>	<b>2.4%</b>	<b>2.0%</b>	<b>0.4%</b>	<b>57.7%</b>

### New contacts by Denomination of Abuse – Monthly and Cumulative

Month	Catholic	C of E	C in W	Unknown
Q1 2023	21	43	3	11
Q2 2023	23	44	1	0
Q3 2023	31	34	3	5
Q4 2023	29	45	1	1
Q1 2024	53	78	1	0
Q2 2024	67	94	3	0
Q3 2024	77	108	3	0
<b>OCT 2024</b>	<b>46</b>	<b>60</b>	<b>1</b>	<b>0</b>
<b>NOV 2024</b>	<b>50</b>	<b>91</b>	<b>1</b>	<b>0</b>
<b>DEC 2024</b>	<b>21</b>	<b>53</b>	<b>3</b>	<b>0</b>
<b>TOTAL</b>	<b>418</b>	<b>650</b>	<b>20</b>	<b>17</b>
<b>TOTAL %</b>	<b>37.8%</b>	<b>58.8%</b>	<b>1.8%</b>	<b>1.5%</b>

### New contacts by Denomination of victim – Monthly and Cumulative

Month	Catholic	C of E	C in W	Other Christian	Atheist/ Agnostic	Other	Not Disclosed
Q1 2023	15	30	2	0	10	0	21
Q2 2023	17	25	1	0	9	1	16
Q3 2023	16	32	0	0	5	1	17
Q4 2023	19	27	0	0	12	1	18
Q1 2024	30	41	1	3	21	7	29
Q2 2024	32	42	0	11	8	3	68
Q3 2024	48	72	1	9	12	2	52
<b>OCT 2024</b>	<b>22</b>	<b>18</b>	<b>1</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>64</b>
<b>NOV 2024</b>	<b>16</b>	<b>60</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>53</b>
<b>DEC 2024</b>	<b>11</b>	<b>24</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>36</b>
<b>TOTAL</b>	<b>226</b>	<b>371</b>	<b>10</b>	<b>41</b>	<b>82</b>	<b>18</b>	<b>374</b>
<b>TOTAL %</b>	<b>20.1%</b>	<b>33.1%</b>	<b>0.9%</b>	<b>3.7%</b>	<b>7.3%</b>	<b>1.6%</b>	<b>33.3%</b>

Unknown denomination data is a result of contacts not wishing to state their current religious beliefs, email contacts who disengage and callers who do not disclose.

### RI 25 – Number of ineligible referrals

#### Monthly and Cumulative

Month	Non-Church	Not relating to abuse	Non England/Wales	Under 18	Disengaged pre-disclosure	Total
Q1 2023	8	4	1	0	0	13
Q2 2023	14	9	8	1	9	41
Q3 2023	15	7	9	0	11	42
Q4 2023	11	17	8	0	7	43
Q1 2024	15	23	11	0	9	58
Q2 2024	12	20	16	0	10	58
Q3 2024	12	25	11	0	14	62
<b>OCT 2024</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>0</b>	<b>10</b>	<b>23</b>
<b>NOV 2024</b>	<b>5</b>	<b>14</b>	<b>5</b>	<b>0</b>	<b>11</b>	<b>35</b>
<b>DEC 2024</b>	<b>8</b>	<b>11</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>26</b>
<b>TOTAL</b>	<b>102</b>	<b>135</b>	<b>76</b>	<b>1</b>	<b>87</b>	<b>401</b>
<b>TOTAL %</b>	<b>25%</b>	<b>34%</b>	<b>19%</b>	<b>&lt;1%</b>	<b>22%</b>	<b>-</b>

**RI 26 – Referral by Type of abuse**

	Abuse	Emotional	Spiritual	Physical	Sexual	Neglect/omission	Domestic	Discrimination	Financial	Psychological	Modern Slavery	Organisational	Self-Neglect	Total
Q1 23	Number	0	4	1	11	0	0	0	0	1	0	3	0	20
	%	0%	20%	5%	55%	0%	0%	0%	0%	5%	0%	15%	0%	N/A
Q2 23	Number	4	4	4	15	0	1	1	1	3	0	2	0	35
	%	12%	12%	12%	43%	0%	3%	3%	3%	9%	0%	6%	0%	N/A
Q3 23	Number	1	3	2	10	0	0	1	0	2	1	1	0	21
	%	5%	14%	10%	48%	0%	0%	5%	0%	10%	5%	5%	0%	N/A
Q4 23	Number	3	2	2	7	0	0	1	0	1	1	2	0	19
	%	16%	11%	11%	37%	0%	0%	5%	0%	5%	5%	11%	0%	N/A
Q1 24	Number	3	4	1	12	1	0	2	0	2	0	3	0	28
	%	11%	14%	4%	43%	4%	0%	7%	0%	7%	0%	11%	0%	N/A
Q2 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
TOTAL	Number	20	32	16	116	3	2	10	5	24	2	19	0	249
	%	8.0%	12.9%	6.4%	46.6%	1.2%	0.8%	4.0%	2.0%	9.6%	0.8%	7.6%	0.0%	N/A

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

Type of Service	Regional Sexual Violence	Regional Domestic Violence	Counselling/Therapy	Drug and Alcohol	Mental Health	Other	TOTAL
Q1 23	3	2	7	4	6	2	24
Q2 23	6	3	3	2	2	7	23
Q3 23	8	6	3	1	3	6	27
Q4 23	5	6	6	5	2	4	28
Q1 24	9	7	4	3	6	8	37
Q2 24	6	3	8	1	5	15	38
Q3 24	24	18	3	2	1	6	54
Q4 24	20	15	4	0	1	9	49
<b>TOTAL</b>	<b>81</b>	<b>60</b>	<b>38</b>	<b>18</b>	<b>26</b>	<b>57</b>	<b>280</b>

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

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

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

Workshops have been delivered by Safe Spaces at multiple national level events, broadening awareness of the service efficiently, with more planned for the following quarter, including international events.

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

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

Safe Spaces has continued to provide contact details of survivors to Rocket Science, with more due in this quarter. This is now included in the quarterly surveys as an option to provide contact details for Rocket science, which has simplified the process of identifying survivors willing to provide feedback. In addition, the Rocket Science survey was sent to all clients in this quarter.

Staff are now being approached to talk to Rocket Science before the end of this evaluation period.

#### **4. Service User Feedback – Q4 2024**

Positive feedback received in Q4 can be seen below (all spelling in citation);

1. My advocate is superb, and has done a tremendous amount to help me practically
2. I am so grateful for the support I have received, and I don't know what I would have done without it. Thank goodness it exists.

3. I'm so grateful for the support I've received and don't know how I would have managed without it, especially having help with accessing funding for therapy and having a ping of contact every week or two weeks for many weeks, helped me to feel grounded and like someone cared and understood. It's given me the strength to get going again in a more normal way.
4. Great support to date from \*\*\*\*\*
5. I have been supported in a professional & safe environment. I hope to be able to move on from the experience in due course & to be able to share my voice with other victims of abuse. Safe spaces have helped me in this process & have helped to empower me. I am so grateful that I was able to find them at a very vulnerable stage of this experience. Thank you.
6. \*\*\*\*\* has been great and very good at understanding my complicated case, while the church of England keeps covering up evidence. While remote teams meeting have worked and technology hasn't been a problem at all, can't replace face to face meetings.
7. At the start of our sessions I felt a little vulnerable I wanted to keep a control in my life's journey though this trauma, I am finding this space and support very valuable, I feel listened to understood and I am grateful for Gem being there gently alongside me. Thank you.
8. \*\*\*\*\* has been really fantastic in supporting my dealings with the \*\*\*\*\* DSA, who has been rather tardy in his responses to my concerns about the behaviour towards me of an incumbent within the diocese.
9. I would just like to thank safe spaces for listening and believing me and checking in on me. They provided me with the support I needed at this time.

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

1. I was a bit dismayed when I discovered my survivor advocate \*\*\*\*\*no longer worked for Safe Spaces but my replacement is very attentive
2. My previous advocate left without any warning.

Safe Spaces continually evaluates staff responses, training and skillsets to improve on the work we are doing. Any instances where clients feel we have not had the expertise needed, we ensure they are asked to help us learn from the gaps in our knowledge. 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.

Feedback collected during the Peer Support Groups will be collated and presented separately to SSEW.

## 5. Safeguarding – Q4 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 **7 safeguarding concerns** discussed with the manager during Q4. Of these, 2 resulted in adult Safeguarding referrals and 1 resulted in a child Safeguarding referral.

There were **13 mentions of suicide or self harm** in Q4 2024. None of these resulted in a loss of life.

In all instances the risks and harm are assessed, openly discussed with their advocate or call handler with advice offered, onward signposting and referral, and emergency action taken if necessary.

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

## **6. Workforce – Q4 2024**

Following resignations in Q3, one Advocate and one Advisor left their roles in Q4. They were both successfully replaced by new staff members, with the 4<sup>th</sup> advocate beginning their role in November. They continue to work through their probation and learn the roles.

In addition to this, the service manager was internally seconded to be Interim Head of Sexual Violence Services. In this role, they will remain as the primary communication point between service and SSEW, while Clair Street, Service Support manager for First Light supports the staff as line manager. This is anticipated to end in February 2025.

All staff continue to identify ongoing training opportunities and broaden their knowledge by speaking to church employees, survivors, and other agencies as part of their continued professional development.