



# Performance and Quality Report.

## Safe Spaces Service



1<sup>st</sup> October – 31<sup>st</sup> December - 2025

Q4 2025

**Clair Street  
Safe Spaces Team Manager**

First Light  
Business Centre  
2 Cattedown  
Plymouth

PL4 OEG

Email: [Clair.street@firstlight.org.uk](mailto:Clair.street@firstlight.org.uk)

## Summary of Performance

During Quarter 4, we recruited a new advisor who was due to commence work on 5<sup>th</sup> January. Unfortunately, the day before her start date, she withdrew after accepting an alternative role where the service did not have a fixed-term contract.

Due to the redundancy process currently taking place within First Light, the newly created Advocate role was placed on hold. This role will instead be offered to staff who are at risk of redundancy, in line with organisational procedures. The advisor role has also now been added to this process.

During this quarter, both an advocate and an advisor left the service. The advisor moved to a role within the Catholic Church Safeguarding Team, and the advocate left to take up a Team Leader position within Children's Social Care. We successfully recruit for the Advocate role, and the worker is already in post.

We also still experiencing an increase in calls related to the Redress Data Breach; further details are outlined in the areas of concerns.

In addition, I worked closely with the Communications Manager to develop a Communications Plan for 2026. Further information is included in the Performance section.

## Things that are performing well

The Church of England run regular Spiritual abuse course for their DSA's. All safe Space's staff attended this training on the 9<sup>th</sup> of Dec 25

The Safe Spaces website is currently being updated and should be live in Feb. We are currently asking the client for their feedback. The new website will be clearer on what the remit for the service is. It will have resources for grounding techniques and more signposting options.

Safe Spaces attended to conferences for the church of England in Litchfield, we gave two talks at this conference about what Safe Spaces does and how people can refer in We were also invited by the church of Wales to have a stand at their conference in Breacon.

**Safe Spaces Quarterly Performance Report**

Reporting Period Dec-25

ID No.	Key Performance and Reporting Indicators (KPIs and RIs)	Target	RAG	Q1	Q2	Q3	Q4	YTD	2024	2023	Commentary	Frequency
<b>Access to Services</b>												
RI20	Page views SS website homepage	n/a		21,096	19,188	8,257	4,097	52,611	66569	20,093		
RI21	Page views SS website - incoming referral link	n/a		422	370	347	337	1,476	2731	578		
RI22	Page views SS website resources – links accessed to other sites	n/a		416	358	370	378	1,522	2786	956		
KPI14	Service availability - number of hours the service (phone, web, etc) was unavailable	95% availability	on track	100%	100%	100%	100%	100%	100%	100%	The number of potential hours varies each quarter depending on the number of weekends and public holidays. The range for In-hours service is 470-520 hours per quarter and for out of hours ranges from 328-366 hours.	
RI23	No. of new referrals (Referral being a new contact to the service)	n/a		64	32	34	39	169	138	29	Q3 from Mid Sept we started the new agreed remit.	

RI24	<b>Source of new referral:</b>										
	Self		64	27	31	32	154	126	28		
	Church of England		0	0	0	3	3	1	1		
	Catholic Church (in England and Wales)		0	2	0	4	6	1	0		
	Church in Wales		0	0	1	0	1	0	0		
	Safeguarding (Church of England)		0	1	1	0	2	6	0		
	Safeguarding (Catholic Church)		0	0	1	0	1	8	0		
	Interim Support Service (ISS)		0	0	0	0	0	0	0		
	Police		0	0	0	0	0	0	0		
Social Care		0	0	0	0	0	1	0			
Other Church (non-Catholic or CofE)		0	0	0	0	0	0	0			
Other		0	2	0	1	3	0	0		Q4 – family member	
<b>Client Journey</b>											
KPI15	No. of new contacts including <i>eligible referrals</i>	10 per month/ 30 per quarter	275	174	195	182		714	82	This figure includes all eligible contacts via the phone email and webchat and all physical referrals Q4 – we received 39 referrals over this quarter.	
RI25	No. of ineligible contacts and referrals:	n/a	101	122	209	244	676	211	41	This Figure includes all ineligible referrals and contacts via the phone, email and webchat. <b>Q4</b> , we had 15 ineligible referrals.	
	Ineligible referrals										
	Non church related		12	9	13	3		36	22		
	Non abuse		2	10	20	5		74	22	Q3 - increased number due to remit change.	
	Non-England and Wales		5	3	5	0		41	18		

	Under 18		0	1	4	0		0	3	
	Other Church (non-Catholic or CofE)		9	17	9	1		0	0	
	Disengaged prior to Disclosure		0	0	0	6		30	11	Q4- 4 of the 6 referrals are for the same person, this person is now on being supported.
	Sub threshold		0	0	0	0		0	3	
RI26	Referral by type of abuse (numbers):	n/a								From Q3 just the primary reason and include the referrals that are ineligible
	Emotional abuse		7	3	1	1	<b>11</b>	12	8	
	Spiritual abuse		4	7	1	3	<b>12</b>	19	13	
	Physical abuse		1	0	3	6	<b>4</b>	7	9	
	Sexual abuse		31	20	26	20	<b>77</b>	73	43	
	Neglect and acts of omission		6	0	0	0	<b>6</b>	3	0	
	Domestic abuse		1	0	0	0	<b>1</b>	1	1	
	Discriminatory abuse		1	1	1	0	<b>3</b>	7	3	
	Financial or material abuse		0	1	0	1	<b>1</b>	4	1	
	Psychological abuse		11	0	1	4	<b>12</b>	17	7	
	Modern slavery		0	0	0	0	<b>0</b>	0	0	
	Organisational abuse		8	0	1	0	<b>9</b>	11	8	

	Self-neglect			0	0	0	0	0	0	0		
	<b>Total</b>			70	32	34	30	136	154	95		
RI14	No. of open cases	n/a		146	151	147	158	-			Snapshot at the end of each quarter.	
RI15	Duration Closed cases - No of cases open: Less than 1 month	n/a		32	30	32	28	94	177	12		
	1-3 months			8	2	0	2	10	10	8		
	3-6 months			11	7	2	2	20	18	8		
	6-12 months			5	7	7	6	19	20	13		
	12+ months			7	13	15	14	35	37	11		
RI 06	No. of victims and survivors supported to access counselling	n/a		62	47	41	42	192	92	101		
RI 07	No. of victims and survivors supported to report Abuse to:	n/a		11	21	30	36	98	65	63		
	Police			6	10	29	23	68			This figure was combined with the statutory services in previous reports, so I am unable to break this down for 2023 and 2024	
	Statutory services			5	11	1	13	30			This figure was combined with the police reports in previous reports, so I am unable to break this down for 2023 and 2024	
KPI 06	Confirmation that all open cases have a support plan in place	n/a		96%	97%	96%	97%				As the data is expressed as percentages rather than raw figures it is not	

											possible to calculate a meaningful annual figure	
RI16	No. of cases closed	n/a		32	30	32	28	97	87	12		
RI17	No. of closed cases with onward referral and/or signposting	n/a		24	14	6	18	62	92	66	all clients are offered signposting Q4 – 18 onward referrals	
KPI12	% of contacts responded to within 24 hours or 48 hours if the service has been closed for a day. <i>(a contact is all cases new and on-going)</i>	90%	on track	100%	100%	100%	100%				As the data is expressed as percentages rather than raw figures it is not possible to calculate a meaningful annual figure	
RI18	Average length of time (days) for an advocate to be allocated	n/a		<1	<1	<1	<1	<1	<1	<1		
RI19	Number of service users completed a risk assessment and safety planning advice	n/a		146	148	145	158	597	408	246		
KPI11	% of victims/survivors with a signed client agreement who have a named advocate	100%	on track	100%	100%	100%	100%				As the data is expressed as percentages rather than raw figures it is not possible to calculate a meaningful annual figure	
RI11	Average case load per advocate	<55	on track	36	38	30.8	31.6				Q3 recruitment of brand-new advocate this quarter As the data is expressed as averages rather than raw figures it is not possible to calculate a meaningful annual figure	

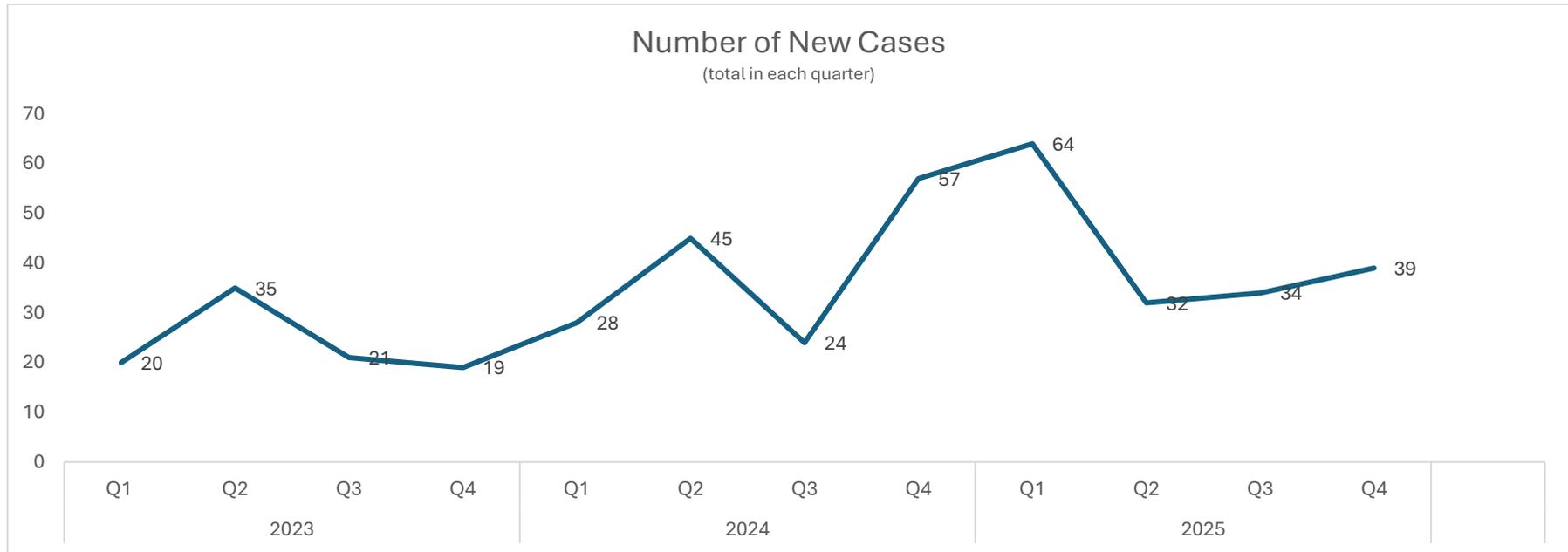
RI04 &5	Average number of support sessions delivered (sessions/person):											
	No sessions	n/a		2,335	2,322	2600	2671	9928	6,807	5,687		
	No of Clients	n/a		389	443	197	183	1212	1,085	850	from Q3 - total of opened and closed clients over the quarter, previous quarters were done monthly so they the numbers look higher as it has added at the months some clients would be doubled.	
	Ave No. of sessions per client	n/a		6	5.2	13	14.6				As the data is expressed as averages rather than raw figures it is not possible to calculate a meaningful annual figure	
RI10	No. of safeguarding concerns raised by the service	n/a		8	6	1	1	15	71	35	we monitor safeguarding for all clients but only 1 needed actioning this quarter Q4 – 1 safeguarding concerned – 2 ambulances called in one day for the same client.	
RI02	No. of victims/survivors signposted to other services	n/a		179	348	317	518	1362	1945	481		
RI03	No. of victims/survivors referred to other services	n/a		55	45	64	40	204	214	113		

RI08	No. of victims/survivors with a planned exit from the service (where case is closing in agreement and it's planned)	70%	On track	71%	70%	90.60%	82%				As the data is expressed as percentages rather than raw figures it is not possible to calculate a meaningful annual figure
RI09	No. of victims/survivors with an unplanned exit from the service	n/a	on track	29%	30%	9.40%	17.9%				As the data is expressed as percentages rather than raw figures it is not possible to calculate a meaningful annual figure
KPI09	No. and % return of exit surveys	25%	on track	13.64%	17%	28%	35%				we have changed the way the exit surveys are sent out which has had a positive result
	No. and % return of quarterly surveys (open cases)					23.80%	10.1%				This Statistic was not in previous returns and only Started in Q3 2025. As the data is expressed as percentages rather than raw figures it is not possible to calculate a meaningful annual figure
<b>Service User Feedback and Engagement</b>											
KPI05	At least 1 activity specifically on engagement per quarter	1 per quarter	on track		Y	Y - Peer Support Group	Y				Q4 - sent out feedback survey to clients on what they would like to improve within the service.

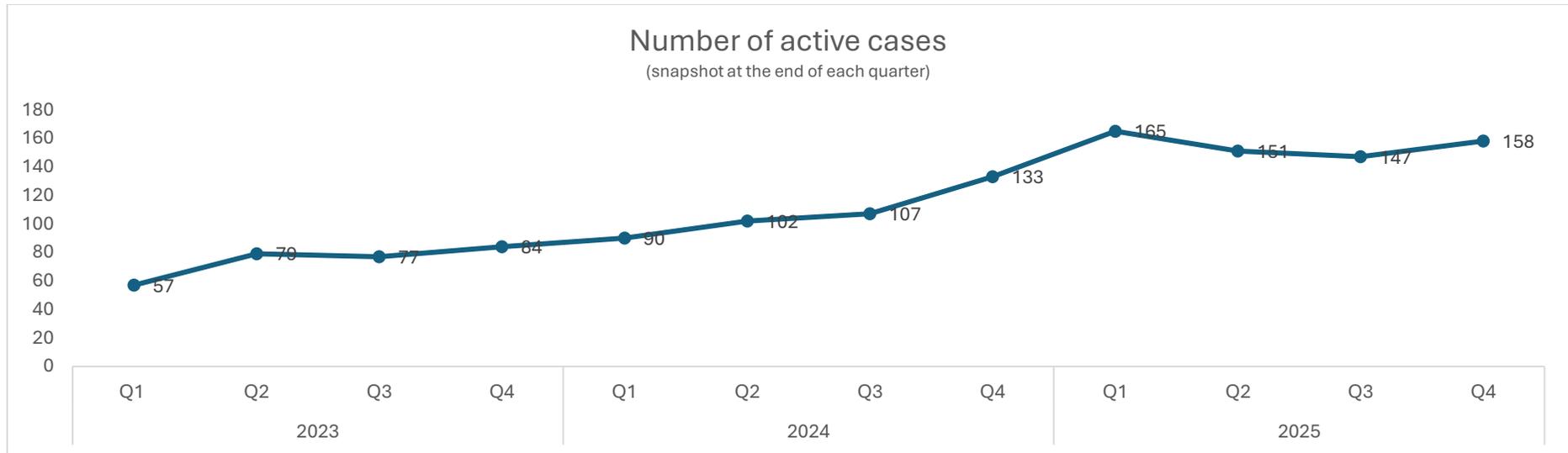
KPI10	Percentage of service users who are satisfied with the Safe Spaces Service and would recommend to others.	80%	On track		90%	78%	77.8 %				These KPIs represent all feedback from the survey on exit from the service. Q3- This is when the remit changed and we have agreed to not challenge when the diocese say that they can do no more. Q4. As the data is expressed as percentages rather than raw figures it is not possible to calculate a meaningful annual figure
KPI01	No. of victims/survivors who report an improvement in wellbeing	75%	Monitor		88%	80%	73.1 %				These KPIs represent all feedback from the quarterly survey and the survey on exit from the service <b>Q4 – the impacted of the remit changes are still having an impacted</b>
RI01	No. of victims/survivors engaged in continuous improvement initiatives	Annual ly					9				this will be picked up qualitatively at the end of year the report – please see performance focused section.
KPI02	Service Users report that the service provided them with a supportive space	75%	on track		88%	88.60%	82.1 %				These KPIs represent all feedback from the quarterly survey and the survey on exit from the service

											As the data is expressed as percentages rather than raw figures it is not possible to calculate a meaningful annual figure
KPI03	Service Users report that they feel listened to by Safe Spaces	75%	on track		100%	93.20%	81.5%				These KPIs represent all feedback from the quarterly survey and the survey on exit from the service
KPI04	Service Users report Safe Spaces empowers them to self-advocate and/or make decisions for themselves	75%	on track		96%	84.10%	75%				These KPIs represent all feedback from the quarterly survey and the survey on exit from the service As the data is expressed as percentages rather than raw figures it is not possible to calculate a meaningful annual figure
RI12	No. of complaints received by the service										Q4 – 1 complaint received and resolved
	a) Formal complaints received	n/a		0	0	0	0	0	1	0	
	b) Informal complaints received	n/a		1	2	1	1	5	3	17	
KPI16	No. of organisations external to the church engaged (who we have reached out to)	n/a		49	44	63	43	199	178	102	
<b>Training and development</b>											

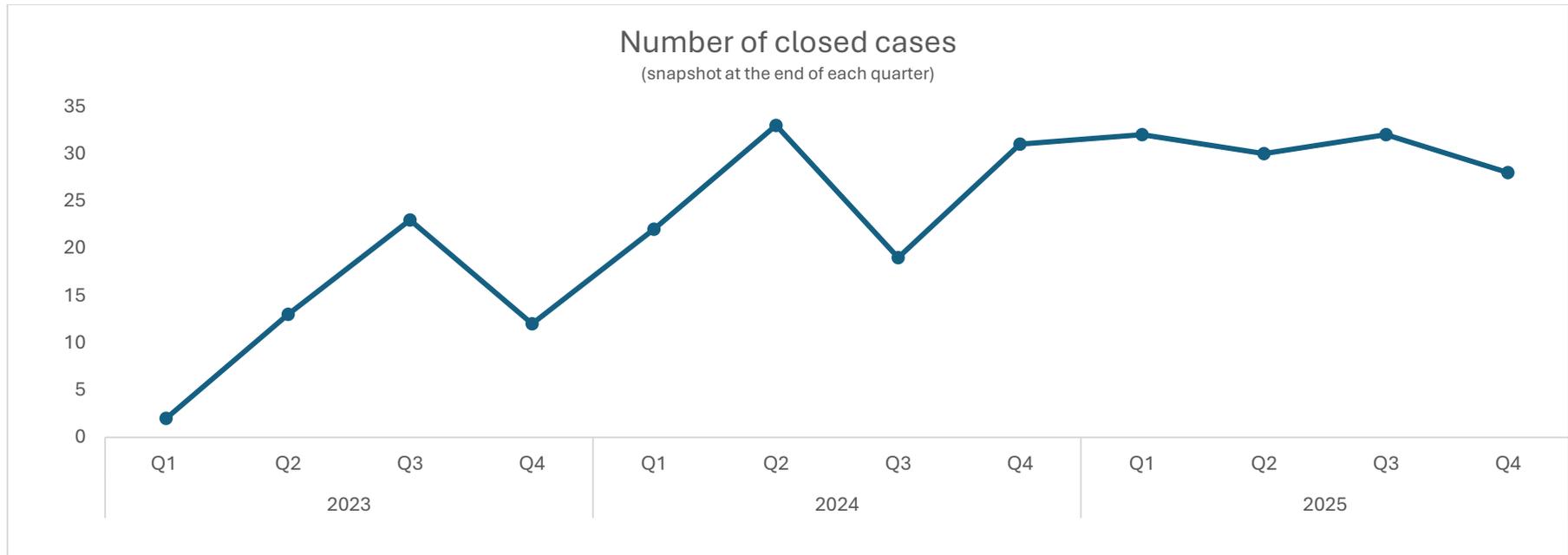
KPI07	No. and % of staff level 2 safeguarding trained	100%	on track		100%	100%	100%				As the data is expressed as percentages rather than raw figures it is not possible to calculate a meaningful annual figure
KPI08	No. and % of managers safeguarding level 3 trained	100%	on track		100%	100%	100%				1 Service manager
RI13	No. of data protection incidents/breaches	n/a		0	0	0	0	0	0	0	



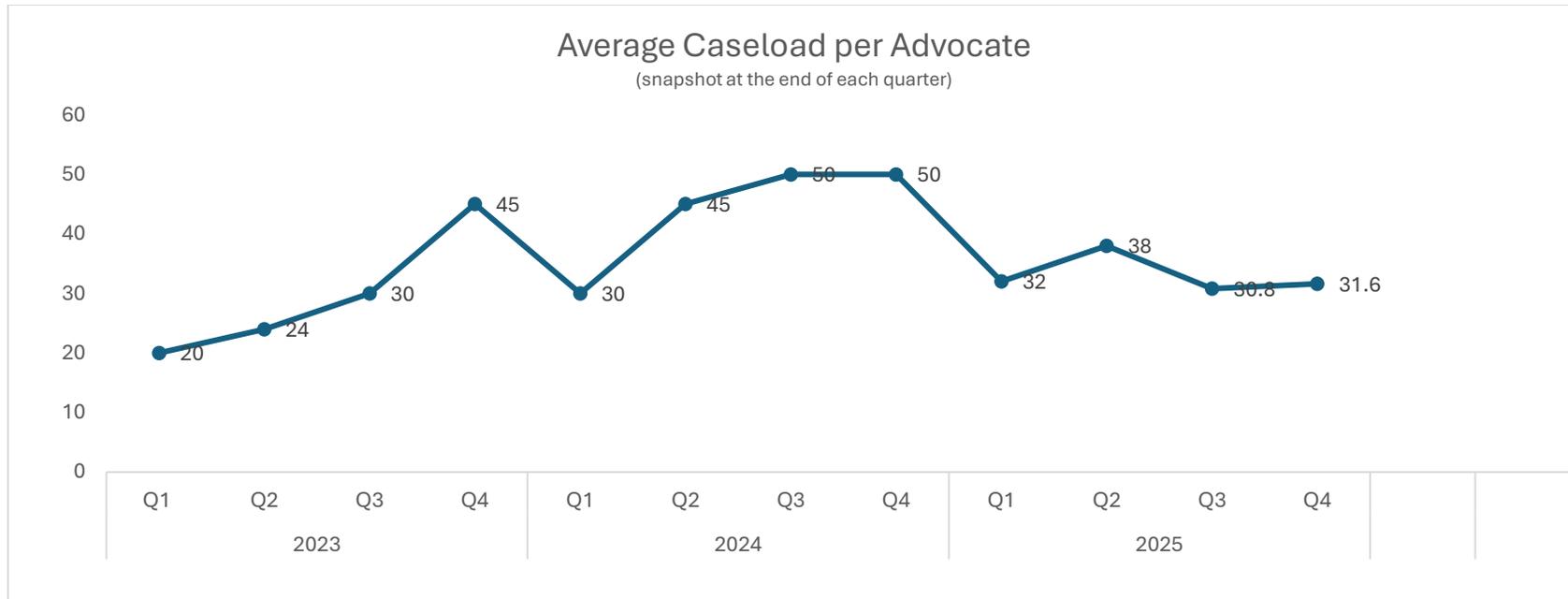
The graph above shows that referrals that referral increased by 78% between 2023 and 2025 with a marked surge in late 2024 due to the Makin report but referrals continue to steadily increase.



From Q1 in 2023 until the end of 2025 active cases have increased by 177%



During 2025 cases have been consistently closed timely trauma informed way making sure that staff have the capacity to take on new clients but also the closing of clients when all the work have been achieved.



The average caseload has started to balance out now we have more advocates in place at the end of 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
<b>Q1 2023</b>	20	57	2	78	13
<b>Q2 2023</b>	35	79	13	68	41
<b>Q3 2023</b>	21	77	23	73	42
<b>Q4 2023</b>	19	84	12	76	43
<b>Q1 2024</b>	28	90	22	132	58
<b>Q2 2024</b>	45	102	33	164	58
<b>Q3 2024</b>	24	107	19	198	62
<b>Q4 2024</b>	57	133	31	326	84
<b>Q1 2025</b>	64	165	32	437	111
<b>Q2 2025</b>	32	167	30	175	156
<b>Q3 2025</b>	34	172	32	195	209
<b>Q4 2025</b>	<b>39</b>	<b>183</b>	<b>28</b>	<b>182</b>	<b>244</b>
<b>Total for 2025</b>	<b>169</b>	<b>194</b>	<b>122</b>	<b>989</b>	<b>720</b>

## Areas of Concern

(should include anything which is off target or performing poorly, also include anything which could become an issue and needs action to remedy or monitoring very closely).

We are still receiving some negative feedback due to the change in remit, when are hoping this will settle down in the next quarter. Currently feedback is anonymously but we are looking at changing the form to give people the option of having a discussion with management around there feedback if they wish too. We are also looking at adding some additional questions to the feedback form, for example a client scored the service a two on did with improve his wellbeing and in the comment box at the bottom of the screen said he has lived with the trauma for many years, and nothing would improve his wellbeing but recommended Safe Spaces to others.

1 person scored Safe Spaces negatively on the exit survey due to his advocate informing him that that we could not advocate on his behalf with the press as he wanted to go to the press with his story.

1 person scored us negatively as we closed then as they were the perpetrator of the abuse towards the clergy member. This scores impact on the overall all percentage

The impact of the Redress breach was still having an impact at the start of quarter 4 with an increase in calls, we are also still dealing with the effects the breach has on client's mental health, but this has settled down by the end of the quarter.

## Performance Focus this quarter

*(Deep dive each quarter into a particular service issue/s. Only 1 or 2 each time to allow for a full drill down and analysis of the issues)*

We have continued to look at the calls into Safe Spaces.

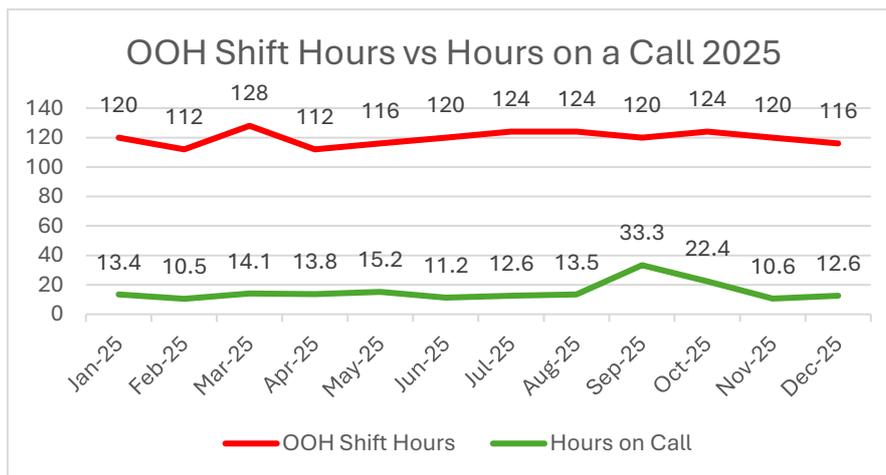
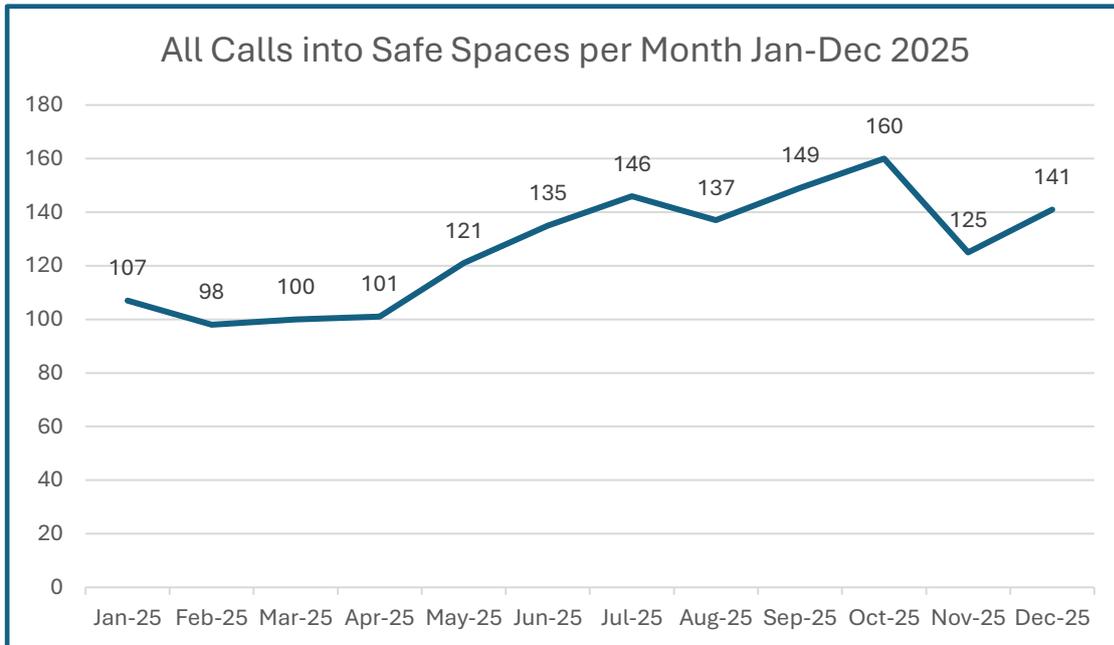
Calls to our helpline and emails to our inbox often take place anonymously or occur as a one off from each contact. In many cases clients reveal little to no detail about themselves or end the call or email correspondence after a single contact.

Most clients us the out of hours as a listening service, where staff will listen and provide grounding techniques, existing Safe Spaces clients will also ring into the helpline and the out of Hours service, if something has triggered them and they need a listening service.

People call into the helpline for several reasons, they can range from disclosing abuse, in a mental health crisis where staff may be required to call an ambulance etc, or advice. Even if someone does not fit Safe Spaces criteria the team will still listen, advice or signpost. In this quarter, a lady called the service as she was in a domestic abusive relationship, she did not fit Safe Spaces criteria, but we still completed a DASH assessment to make sure she was

safe, talk to her about a safety plan and sign posted her to agencies in her local area that could support her.

This graph shows all calls (including out of hours) made into Safe Spaces during 2025, its shows that that there is a consistent increase in calls from then the service first started, from January to Dec there has been a 32% increase in calls



The graph above shows the number of hours staff were on shift for Out hours and the number of Hours they were on calls for, for example staff covered the helpline for 120 in January and the calls supported was 13.4 hours during January. The biggest spike in calls to

out of hours was in September where Safe Spaces supported clients on out of hours for 33.3 hours

We have looked the referral to see what diocese people were reporting their abuse from, we have 2 unknowns as these service users disengaged before we got the diocese information but both states the abuse was in a catholic setting. The highest number is London, followed by Birmingham and Southwark.

<b>Diocese where abuse occurred</b>	<b>Total Clients</b>
Bangor	2
Bath and Wells	4
Birmingham	12
Blackburn	4
Brentwood	3
Brighton	4
Bristol	9
Cambridge	2
Canterbury	9
Cardiff	1
Cardiff-Minervia	1
Carlisle	1
Chelmsford	9
Chester	7
Chichester	2
Christchurch	1
Clifton	3
Coventry	3
Diocese in Europe	1
Dover	1
Durham	2
East Anglia	6
Ely	1
Europe	4
Exeter	3
Gloucester	1
Guildford	3
Guilford	1
Hampstead	1
Hereford	1
Hexham	1
Hexham and Newcastle	1
Kensal rise	1
Kensington & Chelsea	1
Lancaster	4
Leeds	7

Leicester	4
Lichfield	6
Lincoln	3
Lincolnshire	1
Litchfield	2
Liverpool	10
London	19
Manchester	2
Matlock Derbyshire	1
Menevia	1
Middlesborough	1
Middlesbrough	1
Monmouth	1
Newcastle	2
Northampton	4
Norwich	1
Nottingham	2
Our Lady of the Angels	1
Oxford	6
Oxfordshire	1
Peterborough	1
Plymouth	2
Portsmouth	7
Portsmouth / Liverpool	1
RC Jesuits	1
Rochester	3
Salford	3
Salisbury	11
Salisbury & Oxford	1
Sheffield	4
Shrewsbury	2
Shrewsbury (RC)	1
Society of Jesus	1
Soul survivors	1
Soul-edge	1
Southwark	12
Southwell & Nottingham	1
St Aaspah	1
St Albans	3
St Albans and Chelmsford	1
St Albans/Winchester/Chelmsford	1
St Asaph	1
St Edmundsbury & Ipswich	2
Suffolk	1
Swansea	1
Swansea Breacon	1

Truro	5
Warwickshire	1
Westminster	6
Westminster (RC)	2
Winchester	5
Worcester & Salisbury	1
Worcestershire/ Wiltshire/ Gloucestershire/ Somerset	1
Wrexham	2
York	3
unknown	2

### Promotion Activity

*(anything attended in the quarter, including invitations as well as outreach)*

Safe Spaces gave two presentations about Safe Spaces to the Diocese of Lichfield at the conference on the 20<sup>th</sup> of Sept

We also attended a conference for the church of Wales, where we had a stall about Safe Spaces that the safeguarding teams could come and talk to staff and get to know some of the team.

We sent out 26 info packets to the Catholic Church in Wales as the service does not receive many referrals from Wales. We also sent an information pack to the Catholic Cathedral in Exeter as a staff member went to visit and they did not have anything literature on their notice boards about Safe Spaces.

We were invited to attend Safeguarding Sunday by Hornsey Parish Church in London to speak to the parishioners about the work the Safe Spaces does. Sarah Cubitt attended and had a lovely warm welcome from everyone, which open some very good discussions.



I have liaised with First Lights communication and Head of Marketing Manager, and we have put together a communication plan for Safe Spaces for 2026

## Timeline

