



MACSAS CHAIR'S REPORT 2015 - 2016

I, Phil Johnson, took over as acting chair of MACSAS on 29th January 2016, following the resignation of the former chair, Lucy Duckworth. She was forced to resign over a conflict of interest with her work at the Independent Inquiry into Child Sex Abuse. The resignation was not foreseen or planned for so the hand-over was not as seamless as it could have been. That being said, I have done my best to resolve any outstanding issues and ensure that MACSAS is on more even footing going forward.

Apart from any difficulties arising from the handover, MACSAS was left quite short handed by the resignations of both Helen last year and Lucy in January. Despite this the remaining committee members have worked extremely hard to maintain our level of service. Praise is especially due to Paul Campbell for co-ordinating and manning the helpline and recruiting new volunteers whose training will commence next year. Jo Kind has worked tirelessly on a huge volume of support e-mails, training and one-to-one support both on the phone and at meetings with church officials.

MACSAS has continued to deliver our telephone helpline, maintaining the existing level of provision throughout the period and expanding by adding additional days and hours to meet demand following high profile cases and media coverage. New helpline volunteers have been recruited and are currently beginning training with The Helplines Partnership - This will be completed in early 2017.

MACSAS has continued to operate email support and this has become the preferred method of contact from many survivors of abuse. Demand has continued to increase and now requires daily attention by more than one volunteer. We have recruited more volunteers who will assist with this support following completion of training and familiarisation with our procedures re confidentiality, risk assessment, boundaries etc. Telephone and email support primarily engages with survivors throughout the U.K. and Ireland but has included some victims from other parts of the English speaking world such as Australia. This is usually when the caller was abused in the U.K. as a child and has subsequently emigrated or where a member of clergy from the U.K. has committed the



abuse overseas. The vast majority of service users are adults aged over 30 and there is an almost equal mix of male/female. Interestingly the majority of callers from ethnic minorities tend to be younger. I am considering involving MACSAS in a campaign to encourage survivors of abuse to seek help and support earlier, this is being developed with Eastbourne Survivors and will hopefully be shared by other charities and support groups. This project is provisionally called 'Don't Wait 23 Years' - 23 years being the average time between abuse occurring in childhood and the survivor reporting the abuse. *(based on clergy abuse in the Anglican Church in Australia and born out by our own experience).*

I have continued to develop the MACSAS website and have ensured that it is prominent and well placed on the web as this is the primary means of promotion of the organisation to survivors. Costs have risen slightly due to the fact that we have had to increase server to accommodate the amount of data now hosted and the increase in email traffic. The tone of the website has changed slightly to try to accommodate concerns raised by the charity commission and to give less of an impression that we are a political or lobbying organisation. MACSAS is and will remain a support organisation for those who have been abuse in a religious context or within a religious institution.

MACSAS has continued to pursue charitable status and to become incorporated as a C.I.C. The level of difficulty and cost of this was not anticipated but we are continuing as once this is achieved it will place MACSAS on a much firmer footing, facilitating easier fundraising and better governance.

We are demonstrating to the Charity Commission that MACSAS primary activity is support for survivors of abuse in a religious context, education of the public about the associated issues and working with institutions to improve safeguarding and prevent abuse. The Commission was concerned that MACSAS' image had been too much like a campaigning or lobbying organisation in the past and needs to put more emphasis on the support that we deliver. MACSAS does however intend to continue to work with organisations to encourage and educate them to follow existing law and safeguarding policies and as such prevent further abuse. An example of this is that MACSAS has representatives on the National Safeguarding Panel for the Church of England. We have agreed not to campaign for any change in the law. Hopefully this will resolve the outstanding issues. We do not anticipate additional costs in completing this process.



MACSAS has engaged the services of a part time administrator to assist with office functions such as admin, record and book-keeping and exploring future funding applications or appeals. This took longer to establish than anticipated as it was more difficult to recruit someone on the allocated budget than we first thought - however this is now in place and working satisfactorily. Moving forward it is hoped that some of the newly recruited volunteers will assist in this area once a solid foundation and structure is well established.

This will hopefully ensure that better practice remains embedded and reduce costs going forward.

2 members of the MACSAS committee have now completed the training to become ISVAs. All lectures, workshops and training sessions have been completed satisfactorily and all of the written work is nearing completion. This should lead to the Certificates/diplomas being issued once they have been externally moderated in 2017. Jo Kind has now started the training and is currently attending the course at The Survivors Trust in Rugby.

MACSAS has continued to support and act as advocates for survivors in various capacities including:

- 1 Advocating, supporting and advising survivors during criminal cases and has been involved in several cases resulting in criminal convictions.
- 2 Advocating, supporting and advising survivors during civil cases and has helped several survivors achieve settlements and compensation payments.
- 3 Assisting survivors in engaging with Churches (RC, CofE & Methodists) to gain access to records, receive apologies of Reviews - Most notable The Elliot Review which, if the recommendations are fully implemented will make significant improvements going forward.

MACSAS has also been involved with David Greenwood and Julie McFarlane in the development of the code of conduct recently issued by Ecclesiastical Insurance Group



which should improve the treatment and experience of survivors who are engaged in civil cases.

We have engaged the services of an external Charity Fundraising Service to conduct research into viable sources of funding moving forward, covering all scenarios with regard to when and whether MACSAS receives full charitable status. This research is now underway. This was recommended by The Survivors Trust, the largest umbrella group for rape and abuse charities in the UK.

We need to address fundraising for the coming year. Funding applications are complex and time-consuming and sources of funding are limited by the lack of charitable status. Until this is resolved I suggest that the simplest and most effective means of generating income for the coming year will be to run an appeal approaching Diocesan Discretionary Funds to the Anglican and Catholic Churches, this has been successful in the past. I feel that due to the lack of progress on the 'Safe Spaces Project' the Church of England in particular needs to be seen to be funding organisations like MACSAS as a means of providing 'arm's length' and anonymous support without any reporting back to the Church itself.

We have continued to try to develop training programmes which religious institutions pay for - Ongoing projects with the Church of England and Jo's work with the United Reform Churches may generate some funds in 2017. Additionally speaking at conferences both raises the public profile of MACSAS and even if it does not generate significant funds it is generally cost neutral as organisations usually cover all of our expenses.

If funds allow I suggest that we continue the administrative/fundraising role, possibly utilising one or more new volunteers and some paid/contracted work depending on the outcome of the current fundraising consultation.

Assurances given to the charity commission should allow us to achieve full charitable status which will allow us to qualify for a much wider range of funding possibilities.



HELPLINE & E-MAIL SUPPORT

Over the past year (to beginning Sept 16) there were 436 individual callers to the helpline - average call duration was around 10 minutes.

The total for the OPCCN funding period was around 650. Out of these around 20 are regular repeat callers and around 150 of these have called more than twice. The vast majority of calls are answered but some abandoned the call whilst waiting or left voicemail messages.

Overall the helpline has operated well, within expected budget and although would benefit from expansion, many survivors now make contact via email or the website so expanding the helpline may not show a significant or cost effective improvement.

Although the Helpline has very limited availability, delivery has been largely met, although some callers were unable to make successful calls. 147 callers received a busy tone and calls were redirected to voicemail of which only 31 left a message and were successfully contacted. 3 abandoned the call whilst in a queue, 1 abandoned the call before it was answered. 191 calls were made when the helpline was closed - around 40% of these did not call back.

Statistics are gathered by the Helplines Partnership via Virtual Call Centre.

The extension of the helpline after a Buddhist story did not result in the expected calls as the BBC failed to promote the number at the end of the programme as expected. This was due to lack of time on their part, however it did generate a donation to MACSAS as a result of our efforts.

Initial contact from survivors is increasingly via the website and the associated email links. This is far more accessible than the telephone helpline as there are no time constraints.



Contacts made via the website and email are answered or responded to on a daily basis - this works well and is often easier for survivors as it is discrete and less traumatic than having to tell someone over the phone.

Contacts via the helpline generally report that they found the service online via the website - Obviously those who contact us via the website and associated links we know came via that route.

204 individuals contacted MACSAS via the 'enquiries@' link from the website

165 survivors contacted MACSAS via the 'support' link from the website.

87 individuals contacted us via the helpline link on the website

Approx 160 other individuals contacted MACSAS via e-mail in addition to this. Some (approx 15%) also called the helpline.

This represents a total of over 600.

Many of these require ongoing support via email - in some cases over 200 contacts to one person during the funding period!

This data is collated from the e-mail server and e-mail forwarding.

CHARITABLE STATUS

All applications and submissions have been made to the Charity Commission via a third party solicitor. This application has not yet been approved due to objections and clarifications required by the Commission.



We have been working closely with the solicitors to try to accommodate the commission so that this can be finalised.

We hope to have this accepted in the near future after hopefully satisfying the commission that we meet their criteria.

The Commission was concerned that MACSAS was a lobbying or political organisation. This seems to have largely arisen from statements made by the former chair in relation to lobbying the Home Office over the Independent Inquiry into Child Sexual Abuse (IICSA).

All of the Commission's concerns seemed to relate to the actions of this one individual who is no longer part of MACSAS and as this was all in connection with the establishment of the Independent Inquiry it is unlikely to happen again, now that the Inquiry is established.

We have clarified MACSAS' mission statements etc. Have removed any contentious content on the website and agreed as a committee that MACSAS will not engage in lobbying, campaigning for changes to law or try to influence government. This has been minuted and evidenced to the commission and will be enshrined in the constitution at our AGM on 29th October 2016 (today).

Hopefully then the matter will be resolved and CIC status granted.

MEDIA

MACSAS has maintained a relatively high profile in the media, despite not having a spokesperson available in London most of the time. We have contributed to, and commented on numerous news stories over the last year. Notably:

The imprisonment of Rev Vickery House.

The Imprisonment of Bishop Peter Ball.

The Bishop George Bell compensation pay-out.

The cover-up of Peter Ball's crimes and Lord Carey's part in it.

The Dame Moira Gibb Inquiry (which MACSAS is cooperating with)

Protest at the enthronement of the Bishop of Oxford



and Numerous stories about the ongoing problems at IICSA, including contributing to 3 front page stories in the Times.

Efforts have been made to differentiate between individuals commenting and MACSAS' own position so that we are not accused of lobbying or political activity

IICSA

MACSAS has been designated as a Core Participant in the Public Inquiry. Phil Johnson is also designated CP in his own right as are other members of MACSAS.

Phil has worked closely with David Greenwood in providing evidence and submissions to IICSA. There is currently an internal review underway at IICSA and the public hearings into the Anglican and Catholic Churches have been delayed until next year.

SUMMARY

It has been a challenging year for all of those on the MACSAS committee and as acting chair it has been difficult to devote as much time and energy to MACSAS as it deserves, however I feel that the organisation is in better shape now than when I took over in January. Despite significant problems and poor record keeping we did manage to release some of the funding from the IICSA Support Fund, this has been hard work and took a lot of time and effort. The evaluation has now been done and will hopefully be accepted allowing MACSAS to go into next year in a more secure position than it was in at the beginning of this year.

I would like to once again acknowledge the huge efforts of the other committee members and offer them my heartfelt thanks.

MACSAS would not exist without you!

A handwritten signature in black ink, appearing to read "P. Johnson".

Phil Johnson - Acting Chair