

Thirtyone:eight

Annual Report 2024-2025

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"To be honest, I wouldn't do this job without the support of Thirtyone:eight"
– Member Feedback

Our Vision, Mission and Values

Our vision is a world where every child and adult can feel, and be, safe.

We know that this is a bold vision and one that many might see as impossible. To strive forward and contribute alongside others to achieve what we can is core to the hope that we hold for people who may be vulnerable everywhere.

Our mission is threefold. All our efforts are focused towards our vision and seek to:

Equip

We will equip society with the knowledge and skills to create safer environments for children and adults at risk.

Empower

We will empower society to respond appropriately to those who are vulnerable or have experienced abuse.

Encourage

We will encourage society to stand against oppression and exploitation by informing legislation and striving to raise the standards in safeguarding practice.

Our values underpin all that we do and contribute towards the working culture we create for ourselves and seek to demonstrate to all those that we serve:

- **Christian**

We are a Christian organisation, who are inspired to 'speak out on behalf of the voiceless, and for the rights of all who are vulnerable' as we believe God told us to. This is the foundational pillar of all our work.

- **Empowering**

We want other organisations and groups to grow in knowledge and confidence – that's why we share our knowledge and encourage people to use it.

- **Thought leader**

We are experts at the forefront of raising safeguarding standards, and we share our knowledge with churches, organisations and the government, as well as the general public.

- **Compassionate**

We understand that every person is unique, we value and care for every person who needs our help and treat them accordingly.

- **Respectful**

We are honest and have strong moral principles. We are transparent and fair in everything we do.

A Message from our Chair

I'm pleased to present the annual report for Thirtyone:eight, highlighting our significant efforts in working towards a world where every child and adult can feel, and be, safe.

This year, we were awarded the **Helplines Standard Award** for both our Disclosure Checks and Safeguarding Helplines. This is the second time we have received this award. This national accreditation has been awarded by [Helplines Partnership](#) (the national body for helpline providers) and has been specifically developed for the helpline sector to recognise excellence and best practice in service delivery. The award is recognition of our near 50-year track record of equipping, empowering and encouraging our 6600+ member organisations to promote healthy safeguarding practices.

Following the release of our **manifesto**, I have been encouraged to see our public policy work go from strength to strength. From equipping our members to stand up for safeguarding during the general election, to the re-establishment of the All-Party Parliamentary Group on Safeguarding in Faith Communities we are seeing increasing opportunities to influence policy and wider society to create safer places. It's also been an exciting year of increasing collaboration with other organisations both in the UK and internationally.

The safeguarding **helpline** has seen a significant increase in enquiries. Our dedicated team of specialists have taken 8190 calls and emails in the last year. Additionally, our fantastic **disclosures** team have processed nearly 87,000 checks this year.

We **trained** over 10,000 delegates through our CPD accredited e-learning, webinars and live events this year. Our training team have worked hard to update a number of our established courses and have produced a new training session for people involved in residential camps.

I extend my thanks to our members, staff (employed and self-employed), volunteers and trustees for their continued dedication and support. I remain full of hope that, together, we have made – and will continue to make - a tangible difference in safeguarding and in creating safer places for all.

A Message from our CEOs

At Thirtyone:eight we remain compelled by our Christian faith, which calls us to 'speak out on behalf of the voiceless, and for the rights of all who are vulnerable' as it says in Proverbs 31:8.

Our charitable vision **is a world where every child and adult can feel, and be, safe.** In the past year, we have worked harder than ever to equip, empower and encourage our members to know how to respond and create places that protect children, young people and adults at risk.

We continue to hold to the belief that Christians have a significant voice in the public space, influencing both society and government. We were pleased to renew our position as secretariat for the **All-Party Parliamentary Group for Safeguarding in Faith Communities** following the general election. We're pleased to report we have more members and officers than ever before, thanks to the dedication and hard work of our team.

Last year also saw our most successful **Safeguarding Sunday** yet, with over 5000 churches taking part from across the UK. The day itself came at the end of the week when Justin Welby resigned his post as Archbishop of the Church of England over the findings of the Makin Review. Many churches reported that having ready-made resources, preach notes and guidance from us made that week a lot easier for them to navigate with their congregations.

We are incredibly proud of the **training** products that were updated and the new sessions launched this year. Our training is now four-nations friendly, and we continue to have a focus on accessibility to enable those with accessible needs to be able to participate, including the introduction of relaxed training sessions for those who need to take training at a different pace, in a more relaxed environment.

Our **consultancy** team have also had a very busy year with audits, case reviews and some very complex investigations. Our new Risk Assessment and Behaviour Contract reviews have been launched to help organisations working with people who may pose an additional risk, and our helpline has been busier than ever.

This year Thirtyone:eight became one of the founding organisations for a new **Global Child Protection Alliance**, which exists as a collaborative community of Christian child-focused agencies operating around the world. Each member organisation is committed to encouraging the global church to take ownership of and be active in pursuing the Biblical mandate for child protection.

All of our work means that more people are being protected from harm and being supported where they need to heal. We're thankful for our hard-working and dedicated trustees, volunteers and staff who help to create safer places, whether directly or behind the scenes.

We're also very proud of our 6600+ members, who work tirelessly to create safer places for all across the UK and further afield. All of you help us raise safeguarding standards so that people at risk from abuse can feel, and be safe, wherever they are. Thank you for helping to create safer places for all.

Our Impact

For almost 50 years we've worked together with likeminded individuals, organisations and governments to safeguard vulnerable people. For us impact looks like being able to equip, empower and encourage society to create places and communities that are truly safer for all.

Equip society

We equip society with knowledge and skills to create safe environments for children and adults at risk, by sharing information and training others through our membership, training and consultancy services.

6,600 members

10,000+ people trained

87,000 criminal records checks

"Our 23 year partnership with Thirtyone:eight provides us with safeguarding professionals who understand the context of our event and therefore the short window of opportunity we have to address safeguarding situations before our event comes to a close. Partnering with Thirtyone:eight equips us to help those most at risk of harm to find positive transformation in their lives."

Phil Loose, Spring Harvest

Empower society

We empower society to respond to people who are vulnerable or who have experienced abuse. Our expert safeguarding helpline is open seven days a week, with emergency out-of-hours support.

8190 calls to our helpline

"You gave me confidence. You made everything feel less hopeless"

Helpline Caller

"Thirtyone:eight has really become the go-to in the Christian sector when it comes to safeguarding. We began hearing about your brilliant work from so many other organisations that it was hard to ignore!"

Kate Sharma, Cinnamon Network

Encourage society

We empower society to stand against oppression and exploitation by developing legislation and to strive to raise the standards in safeguarding practice. We do this through direct Government engagement, research, and campaigns.

- Responded to 5 government consultations
- Partnered in 1 academic research study
- Launched the Safeguarding Standards Award

“We are really proud to have completed and achieved this award. It has made us even more proud that for every person who comes into our centres, we know we are a safe place. It is an exercise that helps address every aspect of safeguarding and gives external validation and assurance that your safeguarding practices are effective.”

NAYC



As a charity, we rely on your help to keep our services running. Donate today and give the gift of safer places.

Future Plans

Thirtyone:eight have developed a three to five-year strategy covering several areas of work. In the next 12 months, we will be specifically focusing on the following:

Four Nations

1. Why four nations?

The UK is made up of four nations – England, Wales, Scotland and Northern Ireland. Safeguarding legislation, policy, and practice vary across the four nations of the UK. To make sure we are serving all our members, and together creating a safer world for children and adults, we must ensure our services reflect the needs of all four nations and not just England, where Thirtyone:eight is predominantly based.

2. Benefits of working in the four nations

- Builds credibility across the UK
- Increases uptake of services beyond England
- Grows membership in all nations
- Opens doors to more local partnerships and influence
- Brings us closer to our vision of safety for all

Advocacy and Campaigns

1. Why Advocacy and Campaigns?

We are committed to influencing legislative change in the four nations of the UK through engagement with Westminster and the three devolved administrations to strengthen the safeguards that are already in place for children and adults, to better protect victims and survivors, and create safer environments for all. We believe we are uniquely placed through our networks and relationships, our reputation and experience, and our sector

knowledge and expertise, to speak into the intersection between safeguarding and faith communities. Our aim is to inform safeguarding discourse, share best practice and work together to create safer places.

2. Benefits of Advocacy and Campaigns

By influencing legislative development, we can ensure that the laws and guidance that are made which underpin good safeguarding practice is made from an informed perspective, which includes the voice and experience of faith groups.

Victim / Survivor / Lived Experience Voice

1. Why Victim Survivor Voice?

At Thirtyone:eight, putting survivors first is central to our mission. This commitment shapes how we work with both members and non-members, and we actively encourage others to adopt this principle as part of their safeguarding practice. Victims and survivors are at the heart of what we do. We are committed to making their voices central to service development, ensuring they are equal partners in shaping our work.

2. Benefits of Victim Survivor Voice

Being guided by the principle “Nothing about me, without me,” we aim to embed the voices and experiences of victims, survivors, and those with lived experience (VSLE) into everything we do. Research shows that survivors want to be heard and to see real action taken in response. We are committed to providing a trauma-informed, compassionate charity that includes exploring wider support options such as redress and therapeutic care.

Key benefits include:

- Survivors have a direct role in shaping services
- Creating a survivor-informed approach leads to more relevant and effective support
- Establishing stronger, more compassionate relationships with survivors
- Ensuring real action is taken in response to survivors’ voices

Accessibility

1. Why accessibility?

Around 1 in 5 adults in the UK have a recognised disability. A further 700,000 children have one or more disabilities. Often, these disabilities are not visible, so it's important that we design our services to be inclusive for everyone.

Accessibility means creating content and services that are clear and simple for all users, while also supporting those who may need adjustments. The most effective approach is to build in accessibility from the start. Just as we consider factors like cost or being survivor-informed, accessibility should be a core part of any design or development process.

2. Benefits of improved accessibility

In practice, accessible services tend to be easier, quicker, and more effective for everyone. Accessibility not only supports those with disabilities but also improves usability for all users.

Volunteering

1. Why volunteering?

Volunteers bring a wide range of skills, experience, and capacity to our work. They enable us to support more people, enhance our services, and make further progress towards our overall vision. Our aim is to reduce our current 50% expenditure on staff to 40%, in line with similar organisations.

2. Benefits of volunteering

Volunteering offers significant benefits for the individuals involved. It can help people feel more connected, give a strong sense of purpose, and contribute positively to wellbeing. Volunteers also bring value by supporting almost every area of our organisation, from helplines to finance, administration, and more. Many volunteers offer high levels of expertise and are capable of supporting complex and specialist areas of work.

Our next steps in these key areas are in development, and will include a full review of our resources, services and member information to ensure everything we do aligns with best practice.



As a charity, we rely on your help to keep our services running. Donate today and give the gift of safer places.

A Trusted Partner – Kintsugi Hope

Kintsugi Hope is a charity based in the UK striving to make a difference to people's mental wellbeing. They want to see a world where mental and emotional health is understood and accepted, with safe and supportive communities for everyone to grow and flourish.

"Kintsugi" (金継ぎ) is a Japanese technique for repairing pottery with seams of gold. The word means 'golden joinery' in Japanese. This repairs the brokenness in a way that makes the object more beautiful, and even more unique than it was prior to being broken. Instead of hiding the scars it makes a feature of them.

Julie Wilson from Kintsugi Hope explains how membership with Thirtyone:eight has helped their organisation.

"In 2018, when our charity was newly established, we sought the expertise of Thirtyone:eight due to their outstanding reputation in providing reliable advice and guidance on safeguarding matters. We needed assistance in crafting our safeguarding policy and obtaining advice on what to request from our partners to ensure robust safeguarding oversight.

We recognised gaps in our knowledge, awareness, and training concerning safeguarding. Specifically, we needed clarity on our safeguarding requirements, particularly from our partners and group leaders. Additionally, we needed guidance on how to gather information effectively as a third party to ensure safeguarding remained a priority in our wellbeing groups. Thirtyone:eight's safeguarding policy template proved invaluable, and their training significantly enhanced our staff's understanding of safeguarding practices.

One of our biggest challenges has been understanding and ensuring optimal safeguarding practices across various locations, cities, and churches. Additionally, comprehending the different safeguarding requirements and practices in England, Wales, Northern Ireland, and Scotland has been a complex task.

Thirtyone:eight supported us by helping establish a system and process that placed safeguarding responsibility on our partners while guiding them towards best practices. Their support included providing a dedicated person to address our safeguarding queries and helping us understand the varying safeguarding requirements across different regions. This support has been crucial in managing the safeguarding of our wellbeing groups effectively.

A key safeguarding need for organisations like ours is ensuring everyone is aware of best practices and understands how to implement them. This includes routine procedures such as DBS checks for staff and regular safeguarding training.

We would definitely recommend Thirtyone:eight to other organisations. They have been instrumental in helping us navigate the complexities of safeguarding, setting up necessary systems and processes, and offering valuable opportunities for ongoing training and refreshers.”

Membership Highlights

Key Developments:

- Our membership grew to 6,620 members.
- Attended and sponsored the Churches Together in England Forum in March. A 3-day event where we met many denominational and ecumenical leaders.
- Introduced a new automated member onboarding process to ensure that key member benefits are highlighted via a series of emails at regular intervals during the first three months of membership.
- Interest in our new member webinars is so high that we are now running them every other month.
- Our popular Member exclusive webinars (with subject matter experts) are now a collaboration with the training team, and external expert partners such as Mind & Soul Foundation and Restored.
- The monthly member updates are seeing a very healthy open and click-through rate, especially since improving subject headers, content and design.

“Thank you for organising such a good and helpful session yesterday. I think all the delegates from our monastery found it very helpful. There was a very positive feel to the whole session.” – New member feedback

Event Highlights

Key Activities:

The membership team and staff from other teams attended a number of events and conferences, including:

- Spring Harvest
- AOG Leaders
- Elim Leaders Summit
- Ground Level Leaders
- CRE Milton Keynes
- Creation Fest
- Churches Together in England Forum
- Restored Conference
- National Youth Ministry Weekend
- CSPN Global Safeguarding Conference

“Your team are absolutely brilliant when you are pulling your hair out and dealing with things that you haven't dealt with before.”- National Youth Ministry Weekend delegate

Training Highlights

Key Activities:

- Trained 10,188 delegates
- Developed training that fulfils Wales' Group A and B national standards
- User-testing by those with disabilities to test and improve our accessibility
- Launched relaxed sessions - designed specifically for anyone who requires a slower, more laid-back approach to learning. From May, all Saturday morning sessions of Safeguarding Children and Young People, Adults at Risk and Trustees will be Relaxed Training.

Key Developments:

- Updated Safeguarding Children and Young People
- Updated Safeguarding Leads
- Updated International Contexts
- Updated Managing Allegations and Perpetrators
- Updated Safeguarding in Pastoral Ministry
- Wrote Online Safety
- Wrote Supporting Victim-Survivors
- Created new self-paced learning: Safeguarding for Residential and Events

"Super knowledge and calm, and engaging delivery. Pulled out key points from group discussion and ensured we acknowledged all necessary information. Clear pathways through processes and excellent sharing of resources and signposting throughout. So useful. Brilliant. Thank you." – Training Delegate

Public Policy & Research Highlights

Key Activities:

- Following the General Election we officially re-registered the All-Party Parliamentary Group (APPG) for Safeguarding in Faith Communities after a successful inaugural meeting held on 27th January in parliament. We have 31 members of the APPG made up of MPs and Peers, which is the highest number the APPG has ever had.
- With the APPG we produced briefing papers focusing on the key opportunities and challenges relating to the implementation of the Independent Inquiry into Child Sexual Abuse (IICSA) recommendations which has been shared with our membership, mailing list and key parliamentarians/departments.
- Regularly engaged and released statements and blogs on the IICSA recommendations, mandatory reporting and the Crime and Policing Bill.
- Worked with Baroness Tanni Grey-Thompson on her Private Members Bill on Mandatory Reporting (which led to Thirtyone:eight being mentioned in the House of Lords).
- Engaged with a consultation run by the Department of Education (through the Association for Child Protection Professionals) about the Working Together to Safeguard Children guidance (2023).
- Presented at the Faith Forum (NWG) and updated the network on the re-registered APPG and the AIRCs project research.
- Concluded fieldwork for a research study looking at working relationships between faith groups and statutory partners with the University of Chester as part of an Arts & Humanities Research Council funded program being led by the University of Kent.

"By working together, we have tackled some of the most pressing issues related to safeguarding in faith communities, especially regarding positions of trust and mandatory reporting. We remain committed to our

mission to ensure that faith communities are safe spaces for all." – Bishop Viv Faull, Co-Chair of the All Party Parliamentary Group on Safeguarding in faith communities.

Safeguarding Highlights

Key Activities:

- Supported 30 organisations with consultancy services ranging from consultancy and audits to case reviews and complex investigations.
- Launched a new service – Risk Assessments and Behaviour Contract Reviews.
- Received 8190 enquiries to our safeguarding helpline.
- Launched the Safeguarding Standards Award
- Continued work with the Welsh Christian Forum and Wales Council of Voluntary Associations.
- Continued to chair and participate in the Christian Forum for Safeguarding (CFS) - a forum for the national level safeguarding leads across the majority of Christian denominations, networks and groups in the UK.
- We were re-awarded the Helpline Standard Award by the Helplines Association
- Became a founding member in the establishment of the new Global Child Protection Alliance (GCPA)

"The work allowed for in-depth analysis, reflection and action planning around safeguarding challenges that staff have faced and how to sensitively work through addressing these... We can confidently create a robust plan to address the issues. So impressed with the warmth, engagement and professionalism of Thirtyone:eight staff."

"We as a leadership team felt safe and covered by Thirtyone:eight's ready availability and expertise, and they often went the extra mile to support us in our time of need...The recommendations given following the review have given us a clear roadmap to follow and implement to improve our organisation's practices."

Disclosures Highlights

Key Activities:

- 86,857 Enhanced, standard and basic DBS checks processed
- 34% increase in DBS checks
- 46% increase in first-time checks for adults
- 142 Enhanced and standard AccessNI checks processed.
- 18% increase in call volumes for Digital ID checks
- We were re-awarded the Helpline Standard Award

"I had a DBS Advice Consultation (over Teams call and follow-up email) The staff, were extremely knowledgeable and helpful. I particularly appreciated the way they took time to understand our organisational context. We felt listened to and supported."



As a charity, we rely on your help to keep our services running. Donate today and give the gift of safer places.

Financial Information

As at 31 March 2025 free reserves amounted to £1,057,987 (2024: £1,091,326). Restricted funds amounted to £1,750 (2024: £1,000) and designated funds amounted to £297,157 (2024: £322,296).

Year on year our income has increased by £196,028. This increase was driven by Disclosure Checks and income from Memberships. Our expenditure increased by £124,176. It is worth noting that when our DBS income increases, so do our corresponding direct costs due to the statutory DBS check charges. Another significant contributor to the increased expenditure was staff costs as we employed more people and increased staff wages. This gave us a net performance of £(45,545) before investments losses/gains.

We saw a small net loss on the revaluation of our investments of £(12,183) giving us a total net movement in funds of £(57,728). Our fixed assets are valued at £983,044. £72,156 is tangible and intangible assets so not readily available to support any deficit we see. £910,888 is in investments and is used to generate income for us.

Reserves policy

Total unrestricted general funds at 31 March 2025 were £1,355,144 (2024: £1,413,622) comprising:

- Designated fixed assets fund £72,157 (2024: £97,296)
- Designated funds: Strategic Project £225,000 (2024: £225,000)
- Free reserves (see below) £1,057,987 (2024: £1,091,326)

Our reserves policy focuses on free reserves as these are the reserves held at the discretion of the trustees.

The reserves policy range has been built up based on ensuring the financial stability of the charity and ensuring that the charity can meet both its ongoing commitments and its strategic plans. In calculating the required level of reserves, the trustees consider the risk of income shortfalls, the potential for budget shortfalls, and other broader risks that could impact the charity.

The current free reserves policy range approved by the board of trustees is £750,000 - £850,000, which is reviewed each year to take account of both internal and external factors. The free reserves at 31 March 2025 of £1,057,987 are higher than the Board's targeted range which we feel comfortable with whilst we have a deficit budget.

The Trustees have re-assessed the level of designated reserves and given the current and development projects that are likely to arise in the next three years, have decided to retain the existing reserves of £225,000. The Board are currently reviewing the strategic plan and will finalise this in January 2026 which may result in a change to the designated reserves figure above.

The reserves policy is kept under regular review and target levels are adjusted as assessments of risk and other factors develop or change.

Investment policy

Investment Management is delegated to a specialist investment management firm to undertake the day-to-day management of the investment portfolio on behalf of the Trustees. The Investment Policy sets out the parameters, controls and responsibilities for the Investment Manager to operate within.

The Trustees review investment performance on an annual basis to ensure investment performance is satisfactory. In the current year, total investments returned a net loss (realised and unrealised) of £12,183, compared to a net gain of £67,254 last year.