

## What happens to your information?

Your disclosure will be treated with sensitivity. The person you have spoken to will make a note of what you have told them to share with the safeguarding officer. All information will be kept securely and confidentially, in accordance with data protection guidance, by the safeguarding officers. We have a duty of care to keep you and others safe and, in certain circumstances, this may mean we must share your information with other professionals such as the police or social care services.

## How did we do?

Unfortunately, we may not get our care and communication right for every person all the time. We welcome honest and constructive feedback on what we are doing well and what we are not doing so well – contact us below.

When the inquiries into the disclosure come to an end, a review will take place and we may get in touch with you to invite you to contribute to the review.

## Contact Us

### Diocesan Safeguarding Team

Telephone: 0734 299 3844

Email: [safeguardingsupport@cofebirmingham.com](mailto:safeguardingsupport@cofebirmingham.com)

Website: [www.cofebirmingham.com/hub/safeguarding](http://www.cofebirmingham.com/hub/safeguarding)

## Support Services

**Police:** 101 or 999

**ChildLine:** 0808 11 11 – [childline.org.uk](http://childline.org.uk)

**Elder Abuse:** 0808 808 8141 – [wearehourglass.org](http://wearehourglass.org)

**Samaritans:** 0845 790 9090 – [samaritans.org](http://samaritans.org)

**Family Lives:** 0808 800 2222 – [familylives.org.uk](http://familylives.org.uk)

**NAPAC:** 0800 085 3330 – [napac.org.uk](http://napac.org.uk)

*(National Association of People Abused in Childhood)*

**Stop It Now!:** 0808 1000 900 – [stopitnow.org.uk](http://stopitnow.org.uk)

**Rape Crisis Live Chat Helpline:** [rapecrisis.org.uk](http://rapecrisis.org.uk)

**Safe Spaces:** 0300 303 1056

– [safespacesenglandandwales.org.uk](http://safespacesenglandandwales.org.uk)

**Domestic Violence Helpline:** 0808 2000 247

– [nationaldahelpline.org.uk](http://nationaldahelpline.org.uk)

**Men's Domestic Violence:** 0808 801 0327

– [mensadviceline.org.uk](http://mensadviceline.org.uk)

**LGBT Domestic Violence:** 0300 999 5428

– [galop.org.uk](http://galop.org.uk)

**Survivor Voices:** [www.survivorsvoices.org](http://www.survivorsvoices.org)

**The Survivors Trust:** [www.thesurvivorstrust.org](http://www.thesurvivorstrust.org)

# Listening to and caring for people with lived experience of abuse



## The Church of England Birmingham is committed to listening and pastorally supporting, anyone who has experienced abuse.

If you have experienced or are experiencing abuse in a church setting or by a member of the Church, this is not acceptable. If you choose to tell us about what happened to you, this leaflet describes how we will listen and help you to get support to be able to move forward in your life.

### Who can you talk to?

Whether you speak about your experiences, when you choose to speak about them and who you trust to speak to – these are all your choices. If you do choose to tell us – thank you for trusting us, you have been so brave stepping forward to receive help. You are not to blame for what has happened to you.

Each church volunteer must complete a course to help them listen to you compassionately, accept and take what you say seriously, and signpost you to find more help. Every part of the Church also has at least one named person you can speak to. In a parish church this person is called the ‘parish safeguarding co-ordinator’. You will find their contact details on the large green and yellow poster displayed in the church and on their website under ‘safeguarding’. If you don’t feel comfortable speaking to someone at your church, you can call the diocesan safeguarding team – our contact details are on this leaflet.

If you don’t want to speak to anyone connected with a church, you can contact an independent support service – see list on this leaflet – or the police.

### What will happen next?

The person you have spoken to may need to speak to others - they should tell you who and why. The parish safeguarding co-ordinator or the diocesan safeguarding officer will need to be told as they are responsible for making sure our churches are safe. You can ask the person you told to speak to the diocesan safeguarding officer if you don’t want your parish safeguarding co-ordinator to know.

Our safeguarding officers may need to speak to other agencies to keep you or others safe. If they need to do this, they should tell you who they need to speak to and why.

### The diocesan safeguarding team...

... are safeguarding professionals who can offer advice, assess what needs to happen to keep everyone safe and make decisions about whether the information must be reported to others. Your church must tell them when someone has been harmed and they may need to get in touch with you to find out more or discuss next steps. Sometimes inquiries into disclosures can take some time - you can tell us how often you want to be updated.

### What support can you expect?

Your church can offer pastoral support for anyone who has experienced abuse. If you have experienced abuse as a result of your involvement with the Church, you will be offered the support of a named person. This may be someone you trust at church or someone who has more experience in pastoral care and support. This person will liaise with our safeguarding officers to keep you informed of what is happening and explain the procedures we need to follow. They will also help you understand the choices that you have and explore what further support is right for you – this may include signposting you to a support group, therapeutic services, practical, emotional or spiritual support. You do not have to accept this support if you do not want to.

Our ‘Survivor Support Services’ leaflet gives more details of the support that may be available if you wish to access services yourself and there is also a guide to support you can expect from the Church – both are available on our website at [www.cofebirmingham.com/info-for-parishes/safeguarding/caring-for-survivors-of-abuse/](http://www.cofebirmingham.com/info-for-parishes/safeguarding/caring-for-survivors-of-abuse/)



Safe Spaces is a free support service run by an independent charity for anyone who has experienced harm at church and by Church of England ministers, volunteers or workers. You can call them on **0300 303 1056** or email [safespaces@firstlight.org.uk](mailto:safespaces@firstlight.org.uk)

