Victims and Survivors Charter

Support for anyone who has been the victim of abuse, and/or if you want to tell someone about abuse that has happened to you

Talking about experiencing abuse is never easy, you may have tried to tell people before. We hope that you feel safe to talk to us at Canterbury Cathedral and in the Diocese of Canterbury. We have worked together to make a set of promises to you – a charter:

This is our promise to you

If you have something you want to talk about it is important you feel you:

- Are listened to and taken seriously
- Are valued as a whole person
- Are able to make choices and decisions about what to tell us, and what happens
- Understand that we cannot always keep information confidential – we will tell you who needs to be told, and why
- Are told about what is happening in your case regularly
- Are well supported in choosing if you want a referral or an introduction to other people who can help you e.g. the Police, other agencies who can help
- Are supported to be able to provide information, or talk to someone (if you wish to) to explain how what happened made you feel and what it means to you now
- Are supported in continuing to come to Church, if that is what you want to do
- Are given support to find help from victims' support services, like people or charities who can help you
- Are given clear information about what has happened as a result of what you have told us
- Are assured that you heard and that we will endeavor to learn from your experiences and our mistakes.

If you want to report abuse, please contact Larry Deabreu, the Interim Safeguarding Officer on larry.deabreu@canterbury-cathedral.org or 01227 865225 or through the Cathedral safeguarding team email safeguarding@canterbury-cathedral.org, or contact the Diocesan Safeguarding Team on 01227 459401, through their website or email safeguarding@diocant.org

IN AN EMERGENCY PHONE THE POLICE ON 999

Further Support and Help

If you would like to get support from someone else, outside the Church,
here are some agencies that can help:

- Safe Spaces - 0300 303 1056, safespaces@firstlight.org.uk is a free and independent service, providing a confidential, personal and safe space for anyone who has been abused by someone in the Church or as a result of their relationship with the Church.
- Building Hope (independent advocacy service) – 0300 110 110
- Samaritans - 116 123 (24 hrs)
- NSPCC - 0808 800 5000, help@NSPCC.org.uk
- Childline: 0800 1111
- MACSAS (Minister And Clergy Sexual Abuse Survivors) - 08088 01 03 40, helpline@macsas.org.uk
- Survivor Voices – Please use their contact form here
- National Domestic Abuse Helpline - 0808 2000 247
- Kent and Medway Domestic Abuse Partnership – 0808 2000 247
- Family Matters Kent - 01474 536661, admin@familymattersuk.org
- Kent Sexual Assault and Abuse Service – 01227 451753
- Kent County Council Children's Safeguarding – 03000 41 41 41, social.services@kent.gov.uk
- Kent County Council Adult Protection – 03000 41 9191, social.services@kent.gov.uk

Diocese of Canterbury and Canterbury Cathedral Safeguarding Procedure

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