



**DURHAM
CATHEDRAL**
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Durham Cathedral Victims & Survivors Charter.

Introduction

Durham Cathedral is committed to supporting all victims and survivors of abuse whether the abuse has taken place within the church or outside the church. Victims & Survivors refers to people who have experienced abuse. We recognised that people have a right to self-define as a “victim” or “survivor”. The former usually refers to all situations where people have been harmed or are subject to criminal acts, and the latter refers to peoples’ lives after these harmful experiences. Some people choose to identify as “survivor(s)” to show that they have reclaimed power from the abuser and furthermore that, notwithstanding the abuse, they have experienced positive outcomes in their lives, thereby expressing their strength to resist the abuser’s ability to dominate their lives.

Durham Cathedral aims to provide the same quality of response to people whether they are “survivors” or “victims”. People from all backgrounds and positions can become victims and survivors of Church-based and non-Church-based abuse. For the purpose of this charter, the term victim will be used when referring to victims and survivors.

Durham Cathedral’s Victim Charter should be read in conjunction with The Church of England Guidance on Responding Well to Victims and Survivors of Abuse
www.churchofengland.org/safeguarding/safeguarding-e-manual

Our Commitment

We will always take safeguarding concerns seriously and ensure that they are acted upon appropriately, transparently, with accountability and in a timely fashion. At Durham Cathedral, we want all victims to know that they are heard, understood, believed and will be supported. Our aim at Durham Cathedral is to make sure that any disclosure of abuse by a victim is victim and survivor-centred and does not cause further trauma to the person disclosing. We will make sure that people at Durham Cathedral with safeguarding responsibilities understand the impact of trauma and the best way to respond to it. We will create a culture of listening, transparency and respect that makes it safe to disclose whilst

Safeguarding is everyone’s responsibility.

recognising that this depends on the victim and the circumstances. We will do our best to provide that safe location (public/private) whilst listening to and understanding the wishes of the victim. We will listen to you, we will offer support and we will talk about what can happen next.

Support and Information

At Durham Cathedral, we want all victims to receive the support they need, both from the Church, other people and external organisations.

Church related abuse: At Durham Cathedral we take abuse by a member of the church very seriously. The Cathedral Safeguarding Officer will discuss with you the support that is available and will explain how seriously we take your disclosure.

If you are an adult:

The Safeguarding Officer with your written consent will arrange the necessary therapeutic support for you. If a criminal investigation is taking place, the Cathedral Safeguarding Officer with your consent will liaise with the police to establish the best support available and how this will be managed. Some examples of the support that is available are contained at the end of this charter. We will provide you with time and the appropriate information to enable you to make a decision about the support that is right for you.

The Cathedral Safeguarding Officer will arrange with your consent a trained support person who will meet your needs. They will discuss their role with you and how they can support you following a disclosure of church related abuse. They will provide contact details and will agree with you how often they will contact you. The Cathedral Safeguarding Officer will arrange spiritual and pastoral support and the type of support will be discussed and agreed with you.

If you are under eighteen:

Whilst the above applies to a report of abuse, the way that we support you is different. The Cathedral Safeguarding Officer will discuss and explain how we support you but we will need to share the information with other statutory agencies and your parent or guardian unless they are responsible for the abuse. We will do our very best to involve you in this process and keep you informed. The Cathedral Safeguarding Officer will talk about this with you.

Non-Church related abuse:

At Durham Cathedral we recognise that we can play an important part in supporting victims of abuse. If you would like support from someone at Durham Cathedral, the Cathedral Safeguarding Officer will discuss with you the support that is available and how we can put you in touch with organisations to support you. We will, with your consent, arrange for spiritual and pastoral support and discuss with you how a member of the clergy or someone else within Durham Cathedral will be able to help and support you. If a criminal investigation is ongoing, the Cathedral Safeguarding Officer (with your consent)

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will liaise with the police and other agencies with regard to how we can support you along with other organisations.

Seeking Feedback

At Durham Cathedral, we always want our contact and how we deal with people to be the best it can be. We will seek your feedback regarding how we have supported you and listened to anything that you say or suggest in relation to how we can do things better. We will also try and further improve anything that we do well. We will listen and learn from what you tell us to make our systems, practices and procedures better for others.

Confidentiality

Durham Cathedral will always treat all information and what you tell us confidentially. We will store personal information securely and electronically. We will only discuss what you tell us with someone else if you and we have discussed and agreed this with you. If, however, we believe that someone is at risk of harm or in immediate danger, the Cathedral Safeguarding Officer will make the decision to contact the emergency services or one of our partner agencies in order to safeguard that person. We will discuss and share information with the police regarding people who may harm others in order to safeguard and protect other people. The sharing of any information will always be done proportionately and the Reasons for sharing this will be recorded. We will also share information with the Church of England National Safeguarding Team as required based on national guidance and procedures. We will talk to you about this process and explain what has been shared if we can.

Accessing Safeguarding Information at Durham Cathedral

Durham Cathedral are committed to following Church of England guidance. Our safeguarding policies and procedures are available at www.durhamcathedral.co.uk The Cathedral Safeguarding Officer can be contacted on **07951624103** or via email safeguarding@durhamcathedral.co.uk should you require any additional information or support.

Reporting a Safeguarding Concern

If you need to report a safeguarding incident or you would like to talk with the Cathedral Safeguarding Officer you should telephone **07951624103** or email safeguarding@durhamcathedral.co.uk

If a child or adult is in immediate danger or requires medical attention call the emergency service on 999. Do not delay.

Safeguarding is everyone's responsibility.

You can contact the police to report what has happened to you by calling your local police force or visiting your nearest police station.

Advice and Support for the Victims and Survivors of Abuse.

Safe Spaces – A service for victims and survivors of church-related abuse

Safe Spaces is a free and independent support service for anyone who has experienced abuse in relation to the Church of England, the Church in Wales, or the Catholic Church of England and Wales. This could be abuse by someone who holds any role in the church or is linked to participating in a church-led activity or group.

Tel: 0300 303 1056 (answerphone available outside of opening times)

Email: safespaces@victimsupport.org.uk

Live Chat - via the Safe Spaces website

NSPCC Child Protection Helpline: 0808 800 5000 (lines free and open 24 hours). Phone if you are worried about a child.

Child-line: 0800 1111 (lines free and open 24 hours). Phone if you are a child or young person and are worried about anything.

National Domestic Violence Helpline: 0808 2000 247 (lines free and open 24 hours). Phone if you are experiencing domestic abuse.

Samaritans Helpline: 116 123 (open 24 hours). Phone if you feel you are struggling to cope and need someone to talk to.

Action on Elder Abuse Helpline: 080 8808 8141 (free phone Monday to Friday 9-5 pm)

NAPAC (The National Association for People Abused in Childhood) 0808 801 0331 (Monday – Thursday 10am – 9pm Friday 10am – 6pm) or email support@napac.org.uk

The Survivors Trust: 08088 010818 (free 7 day a week helpline) or email helpline@thesurvivorstrust.org

SARC: The Meadows Sexual Assault Referral Centre, County Durham. 24-hour crisis support service and referrals: 03333 448283

Durham Safeguarding Children's Partnership: <https://durham-scp.org.uk>

Durham Safeguarding Adult's Partnership: www.safeguardingdurhamadults.info

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