



Listening Service

for those affected by sexual abuse

You can expect a Listener to:

- Listen to you sensitively, help you share your experience and take what you say seriously
- Guide you to find further help, for example, if you feel you need professional counselling
- Inform you about how to raise concerns about the abuse, if you choose to do so
- Maintain confidentiality except, of course, where this is restricted by the requirements of the law

I will listen - you will be heard

What is meant by 'confidentiality'?

- Confidentiality and secrecy do not mean the same thing
- Confidentiality is of the highest importance but it cannot be absolute in every circumstance
- Some agreed factual information that the meeting has occurred will be recorded and held securely and confidentially
- Any revelation that raises the concern of the listener, that the person being listened to has abused or is a potential abuser, must be referred to the Diocesan Safeguarding Adviser in line with national policy and our legal obligations

Listening Service

For further information on our Listening Service please contact Diocesan Safeguarding Adviser Hilary Higton
T: 07495 060869 E: hhigton@cofe-worcester.org.uk
www.cofe-worcester.org.uk

Complaints: www.cofe-worcester.org.uk/diocesancompendium/safeguarding/complaints-whistleblowers/



THE CHURCH
OF ENGLAND
DIOCESE OF
WORCESTER



Kingdom People

love • compassion • justice • freedom

www.churchofengland.org