

# Listening Service for adults affected by sexual abuse

## 1. Why consider using this service?

The Church of England is aware that adult survivors of abuse may value and be strengthened by the opportunity to speak in depth and in confidence to a sensitive listener. This listening service offers the opportunity to talk about sensitive issues with a trustworthy stranger.

## 2. What is a Listener?

A listener is someone who is aware of the kind of issues you may wish to talk about and will work confidentially with you. Listeners are welcoming, understanding and supportive and will value you and listen without judging what you want to share. The listener is not a professional counsellor nor an expert in managing the complex issues of abuse.

The listener is commissioned to this role because they are someone who will provide an attentive and attuned listening ear. The listener will help you to:

- talk about your experience;
- think about your next step and support you to take it;
- recognise if counselling is needed;
- seek professional help if wanted.

## 3. What can I expect?

A listener will value you for everything that you are, have been and will be because you are of significant worth to God, as a vital member of the body of Christ and as a co-worker in bringing in the Kingdom of God.

Your listener will take what you say seriously and maintain confidentiality in line with the requirements of the law.

Your listener will meet with you once, for about an hour, and may arrange a second meeting with you.

**“You are of great worth to God and to us.  
Come to us and we will listen”**

## 4. How do I get this support?

If you wish to speak to a listener you can do this via your Parish Church. They will arrange for someone to meet with you. This can only be done with your permission.

If you feel unable to approach the person suggested by your Parish Church please contact:

Steph Haynes  
Bishop's Safeguarding Adviser  
E: StephH@cofebirmingham.com T: 07342 993844

## 5. What happens next?

The person you have asked for this support will inform the Bishop's Safeguarding Adviser and say that you wish to meet a listener. No personal information is shared and only your name and contact details will be given so that the listener can make direct contact with you and arrange a time to meet for the first time. During this meeting the listener will introduce themselves, explain their role more fully, outline what they can offer and answer questions you may have. If you are comfortable to share they will listen to what you wish to share. Towards the end of the meeting the allocated listener will make a simple factual record that a meeting has taken place with you and share it with you. This record will then be handed in to the central offices for the Church of England - Birmingham at 1 Colmore Row, Birmingham B3 2BJ and held in strict confidentiality.

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*This service has been set up by The Rt Revd David Urquhart Bishop of Birmingham in line with The Church of England's House of Bishops report into the issue of sexual abuse called "Responding Well". You can read this report by clicking on this [link](#)*

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## Other sources of Support

If you wish to speak to someone now and do not want to speak to anyone in your church, please consider contacting one of the following helplines (*information correct at October 2017*):

### Mind

[www.mind.org.uk](http://www.mind.org.uk)

17 Graham Street, Hockley, Birmingham B1 3JR

*Opening hours:* Mon to Fri 9am-5pm

0121 608 8001

Well Being Hub

0121 262 3555

*Opening hours:* Mon to Fri 9am-5pm, Sat 10am-2pm

[info@birminghammind.org](mailto:info@birminghammind.org)

[www.birminghammind.org](http://www.birminghammind.org)

14-16 Faulkner Road, Solihull B92 8SY

*Opening hours:* Mon to Thurs 9am-5pm, Fri 9am-10pm, Sat to Sun 12pm to 10pm

0121 742 4941 / 0121 743 4237

[contact@solihullmind.org.uk](mailto:contact@solihullmind.org.uk)

[www.solihullmind.org.uk](http://www.solihullmind.org.uk)

### Samaritans

[www.samaritans.org](http://www.samaritans.org)

Free Helpline: 116 123

The Birmingham Samaritans 0121 666 6644

13 Bow Street, Birmingham B1 1DW

The Samaritans of Solihull 0121 704 2255

Station Approach, Solihull B91 1LE

The Samaritans Brierley Hill Branch 01384 78111

Beryl House, 8 Albion Street, Brierley Hill DY5 3EE

### NAPAC

[www.napac.org.uk](http://www.napac.org.uk)

National Association for People Abused in Childhood providing support for adults who experienced any form of childhood abuse.

0808 8010331

*Telephone support line opening hours:* Mon-Thu 10am-9pm, Fri 10am-6pm

*Email support:* [support@napac.org.uk](mailto:support@napac.org.uk).