

## Ampleforth Abbey Trust – Commitment to Survivors

1. We promise to listen, to support and to empower you through the process of reporting your experiences.
2. We want you to know you will be heard and believed and that we will take seriously any and all matters of abuse that you raise with us.
3. We are committed to providing a caring, sensitive and consistent response to all Survivors who contact us.
4. We recognise that every Survivor's experiences are different, and are committed to learning from your unique experiences to help support you and safeguard others.

## What you can expect when you contact Ampleforth Abbey Trust

1. As soon as you make contact with our safeguarding team you will be offered a conversation either in person, by telephone or by video-call at a time to suit you and with your choice of trained personnel.
2. We will clearly explain to you the assistance that can be provided by our safeguarding team.
3. We will tell you that all allegations of abuse must be reported to the statutory authorities but we will explain to you how you remain in control, for example your choices in who you wish to speak to.
4. We will let you know at the beginning of our conversation what information we will share and with whom, as well as what information we may share with others during the course of the safeguarding process. We have legal obligations under data protection to other individuals involved in the safeguarding process. We also have a responsibility to share information with statutory agencies (such as the police and the Safeguarding Children's Partnership) with our insurers, legal advisers, and with the Charity Commission.
5. The Trust will work with the you to find the right outcome for you. In instances where this outcome can not be achieved, we will work with you to try to find a suitable alternative.
6. Prior to the closing of the process your express wishes will determine any further contact between us.
7. You will be invited to comment, if you wish to, and at any time, on the quality of the support you have received from the safeguarding team. This information will be used to improve the quality of our response and commitment.
8. As part of the oversight of ongoing casework, reports to our Safeguarding Committee will include anonymised details of the support offered to individual Survivors and overall Survivor feedback to identify any emerging themes or improvements needed.
9. You will be informed of our complaint's procedure.
10. Any issues raised by you in respect of concerns about national policies will be raised with Catholic Safeguarding Standards Agency and any other relevant agencies on your behalf.
11. Your perspective on your involvement with us will form part of the annual safeguarding report to Trustees.

## Ampleforth Abbey Trust Survivors Confidentiality Statement

In our work with survivors, Ampleforth Abbey Trust recognises that confidentiality is an essential part of our work. However, there may be occasions where we cannot maintain confidentiality.

### **When we will have to break a confidential agreement**

- ❖ If you tell us you are at serious risk of harm from self or others
- ❖ If you tell us there is a serious risk of harm to someone else from yourself
- ❖ If you are told about a child or vulnerable adult at risk of harm from someone else
- ❖ If you share an allegation of abuse or previous harm

### **What constitutes a 'risk of harm'?**

This could include harm which is physical, psychological, verbal, sexual, emotional, spiritual, domestic, modern slavery, discriminatory, organisational, neglect, self-neglect, financial or material.

### **What we will do if you alert us to a risk of harm:**

We will explain that we have to act on what you have told us. We will make you aware of who we will need to tell and find the best way forward. We will also find a suitable way to follow up with you once we have passed on the information, so you know who holds this information and what the next steps might be.

For more information, please contact Jim Hopkinson, Director of Safeguarding, Ampleforth Abbey Trust, Ampleforth Abbey, YORK, YO62 4EN Tel 01439 766096 E-mail: [jho@ampleforth.org.uk](mailto:jho@ampleforth.org.uk)

If you are concerned about the welfare of a child or adult at risk, do not delay in contacting the police, using 999 if a child or adult is believed to be in immediate danger.