

# **SEXUAL ASSAULT & ABUSE STRATEGY WARWICKSHIRE**

A directory of  
service provision for  
**Service Users**



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## INTRODUCTION

Sexual assault, rape or abuse affects one in 5 women and one in 25 men and have serious consequences for a person's health, wellbeing, and opportunity.

Any person who has been subjected to sexual violence irrespective of a person's gender, age, background or when the crime occurred has a right to access comprehensive care to allow them the best opportunity to heal from their experiences.

A group of agencies working together in the Warwickshire (the SAAS Steering Group) area has created this directory for those affected by sexual assault, rape or abuse who would like to find out about services and options in the Warwickshire area. National agencies are all also included.

The directory may also be useful to professionals working in settings where people affected by abuse may access health, housing or social services as well as workplaces and education settings.

## INTRODUCTION

Standards are important to us and as such, member organisations of the Sexual Assault and Abuse Strategy (SAAS) Steering Group adhere to various national standards relevant to the service provided, including the Victim's Code, the Male Survivors Partnership Quality Standards, British Association for Counselling Professions (BACP) and many others. Some of these standards are self-accredited and some are assessed by external bodies.

Different providers align with and adhere to different national standards, so the SAAS Steering Group and its members have agreed as a Warwickshire 'collective' to adopt the standards listed below. This is to promote a high standard service delivery which is consistent across all services in Warwickshire. Any user of any service that is a member of the Warwickshire SAAS Steering Group should therefore expect a level of care and support consistent with the standards set out below.

## ORGANISATION AND LEADERSHIP

Each organisation has a well-led effective management team ensuring the following is in place:

- Clear mission statement and values that they work to, ensuring a commitment to consistency between what is professed and what is done.
- Responds to the level and diversity of need within the population it serves and uses this knowledge along with service user feedback to inform service planning and delivery.
- A strategic plan which can be adapted quickly and positively to meet new demands.
- Robust and reliable systems and practices, such as clear HR policies in relation to recruitment and training, and regular structured supervision sessions for all staff and volunteers to keep people safe and safeguarded from harm.
- Clear confidentiality, safeguarding, data protection and information sharing policies in line with the service's requirements and appropriate legislation.
- Work collectively with other organisations across Coventry and Warwickshire as a partnership.

## EQUALITY, DIVERSITY AND INCLUSION

Each organisation will ensure:

- That every service user, member of staff and partner is treated fairly and with respect and dignity at all times.
- Will show respect for the service user's right to be self-governing. However, sometimes duty requires that steps will be taken that people do not agree with in order to safeguard them (such as children and adults at risk).
- Will provide access to all services for all clients, regardless of gender, gender identity, race, age, sexual orientation or any other protected characteristic under the Equality Act 2010 and the Public Sector Equality Duty.

## SERVICE USER EXPECTATIONS

Service users can expect the following:

- That all staff and volunteers have the relevant knowledge, skills and experience which is continually developed by receiving training appropriate to their role. The effectiveness of this training is reviewed regularly with appropriate revisions made if necessary.
- That all staff show responsible and competent attentiveness to someone's needs, wellbeing and right to be self-governing, unless there is a safeguarding issue.
- Access to a complaints policy and be made to feel able to complain if they are unhappy about the level of service received from any organisation.
- To be kept informed about their progress and that of their case (at agreed and appropriate time intervals).
- Their wellbeing will be promoted, and staff will be open with them about anything that places them at risk of harm or causes actual harm. Organisations will safeguard them in line with their safeguarding policy at all times.
- All organisations will maintain confidentiality, anonymity and independence.

## BLUE SKY CENTRE (SARC) (G4S HEALTH SERVICES)

### Overview of service

The Sexual Assault Referral Centre (SARC) is a specialist medical and forensic service that provides an immediate health response for anyone who has been raped or sexually assaulted. It is designed to be comfortable and multi-functional, providing private space for interview and forensic examinations, whether or not the incident is reported to the police.

### Who is the service for?

Anyone over the age of 18. A separate service exists for people under 18 (West Midlands Child and Young Person Sexual Assault Service).

### Availability of service

The service is always available. It is staffed during normal business hours, with a crisis worker and clinician on call at all other times.

**Website** [www.blueskycentre.org.uk](http://www.blueskycentre.org.uk)

**Telephone number** **0800 970 0370**

**Email** [info@blueskycentre.org.uk](mailto:info@blueskycentre.org.uk)

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## RoSA

### Overview of service

Services are delivered sensitively and confidentially and include (but are not limited to):

- Specialist Counselling and Psychotherapy, Creative Therapies, Pre-trial Therapy
- Support Groups, Community Groups
- Independent Sexual Violence Advisors
- Trauma Informed Guidance Courses
- Children and Young Peoples Service; Schools Counselling Service
- Early Intervention Support (S.P.A.C.E. 5 to 10 years & VISIBLE 11 to 18 years)
- Specialist Helpline and Online Support Service.

### Who is the service for?

Anyone over the age of 3. This includes family members, partners, carers and friends.

### Availability of service

Monday - Tuesday 9.00am - 7.00pm

Wednesday - Friday 9.00am - 5.00pm

Counselling and online counselling appointments can be arranged outside of these times depending on client circumstances i.e. shift work, childcare needs, etc.

**Website** [www.rosasupport.org](http://www.rosasupport.org)

**Telephone number** **01788 551150**

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

## SAFELINE

### Overview of service

Safeline is a specialist charity that works to prevent sexual abuse and rape and support those affected. Its Therapeutic services have been independently accredited against best practice quality kite marks; support is free and long-term.

Safeline provides a comprehensive range of services to protect and support people that includes:

- Specialist Counselling and Psychotherapy, (Face to face, telephone and online), creative therapies, (art, play, drama, narrative), support groups.
- Independent Sexual Violence Advisors and Children's ISVA.
- Prevention/Early Intervention Services, (groups and one-to-one support, delivered face to face or online).
- Specialist Helpline and Online Support services.
- Specialist training services for professionals, teachers and the public.

### Who is the service for?

Anyone over the age of 3. This includes family members, partners, carers and friends, as well as professionals and teachers.

### Availability of service

Face-to-face services (counselling, creative therapies, ISVA, prevention and early intervention):

Monday - Friday 9.00am to 5.00pm

All helpline and online support services:

Monday - Friday 8.00am - 8.00pm

Saturday & Sunday 10.00am - 2.00pm

### Website

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

### Young peoples website

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

### Telephone number

01926 402498

### Safeline's National Male Helpline and Online Support Service

0808 800 5005 or 07860 027573 (text)

### Safeline's Warwickshire Women and Girls Helpline

0808 800 5008

### England and Wales Online Counselling Referral

[onlinecounselling@safeline.org.uk](mailto:onlinecounselling@safeline.org.uk)

### Email

[office@safeline.org.uk](mailto:office@safeline.org.uk)

### England and Wales Online Counselling Referral

[onlinecounselling@safeline.org.uk](mailto:onlinecounselling@safeline.org.uk)

### Safeline's National Male Helpline

[support@safeline.org.uk](mailto:support@safeline.org.uk)

### Safeline App

The Safeline app enables victims of sexual violence crimes in Warwickshire to access an Independent Sexual Violence Advisor (ISVA), who can offer independent, specialist practical and emotional support, quickly, easily, discreetly, and safely. The app is free to download on both the Apple App Store and Google Play Store.

## BARNARDO'S EXPLOITATION SERVICE

### Overview of service

Barnardo's promotes the care, safety and upbringing of children and young people by supporting and assisting those in need, as well as their families and carers. Barnardo's Exploitation services deliver evidence-based therapeutic interventions with children and young people who are vulnerable and abused through exploitation.

The model is based on holistic and person-centred principles, which involves the active participation of children/young people with their needs analysis and planning and provides a package of work tailored to the individual young people's needs which will include practical, educative and emotional support. Services can be accessed via professional referral or self-referral.

### Who is the service for?

Primarily children and young people under the age of 18. Barnardo's also provide CE training, support and awareness raising workshops to parents, professionals and others who work or come into daily contact with children and young people during the course of their work.

### Availability of service

The service is available Monday to Friday during core office hours.

### Website

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

### Warwickshire Child Exploitation website

[www.somethingsnotright.co.uk](http://www.somethingsnotright.co.uk)

### Telephone number

0121 359 5333

### Email

[rupertstreetadmin@barnardos.org.uk](mailto:rupertstreetadmin@barnardos.org.uk)

## BPAS (BRITISH PREGNANCY ADVISORY SERVICE)

### Overview of service

BPAS provide NHS funded termination of pregnancy and related sexual health services (such as STI testing and contraception) to clients based within the Coventry and Warwickshire Area.

There are three clinics, based in Coventry, Nuneaton and Stratford-Upon-Avon and many services are provided remotely for clients to easily access treatment.

Any client wishing to access termination of pregnancy services can either book an appointment online on the website **www.bpas.org** or contact the booking centre on **03457 304030**. Clients can self-refer, but they must be located within CCG areas of South/North Warwickshire or Coventry and Rugby.

### Who is the service for?

Anyone who is seeking termination of pregnancy.

### Availability of service

The phone lines are available at the following times:

Monday - Friday	7.00am - 7.00pm
Saturday	8.00am - 4.00pm
Sunday	9.30am - 2.30pm

The clinics are open Monday to Saturday.

**Website** [www.bpas.org](http://www.bpas.org)

**Telephone number** **03457 304030**

**Email** [info@bpas.org](mailto:info@bpas.org)

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## SEXUAL HEALTH WARWICKSHIRE

### Overview of service

Sexual Health Warwickshire is a free, confidential and easily accessible NHS service that covers the whole of Warwickshire. It provides a complete range of contraception and sexual health services including pregnancy testing and full sexually transmitted infection (STI) testing (including for HIV, Chlamydia, Gonorrhoea and Syphilis). Sexual Health Warwickshire has three main sites (Nuneaton, Rugby and Stratford) and a number of community-based contraception clinics throughout Warwickshire. Patients can access the service by telephoning the main number. A nurse will complete a telephone triage where the most appropriate course of action will be discussed.

### Who is the service for?

Everyone, regardless of gender, age, sexual orientation or race.

### Availability of service

Monday - Thursday	9.00am - 5.00pm
Friday	9.00am - 1.00pm
Saturday	9.00am - 1.00pm

*(Please check extended opening times for services in Stratford, Leamington, Rugby, Nuneaton and North Warwickshire)*

**Website** [www.sexualhealthwarwickshire.nhs.uk](http://www.sexualhealthwarwickshire.nhs.uk)

**Telephone number** **0300 123 6644**

## SURVIVORS TRUST

### Overview of service

The Survivors Trust runs a national helpline, email and text service for all victims and survivors offering information, emotional support, advice, support with legal queries and signposting information to specialist rape and sexual abuse/exploitation support services in the UK and Ireland.

### Who is the service for?

Anyone over the age of 16. This includes family members, partners, carers and friends.

### Availability of service

Helpline open 54 hours a week, with confidential answer phone and text service. Calls/texts returned within two days.

Monday - Friday	10.00am - 8.30pm		
Saturday	10.00am - 12.30pm	1.30pm - 4.30pm	6.00pm - 8.30pm
Sunday	1.30pm - 4.30pm	6.00pm - 8.30pm	

**Helpline number** **08088 010818**

**Email** **helpline@thesurvivorstrust.org**

**Website** **www.thesurvivorstrust.org**

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## WARWICKSHIRE POLICE

### Overview of service

Warwickshire Police have specially trained officers who respond to reports of rape and serious sexual offences. Reports can be made directly by victims, through other professionals or via friends/family members. A dedicated officer will be appointed to each case, so each victim has an individual point of contact. Officers will investigate offences and ensure victims are offered the support of an independent specialist victims service throughout the process.

Non-emergency reports to Warwickshire Police can be made by calling 101, where a call handler will ask a number of questions allowing them to assess the risk, provide advice and identify the most appropriate resource to respond.

Emergency reports should be made by calling 999.

### Who is the service for?

Everyone.

### Availability of service

The service is always available, however investigating officers will only be available directly when on duty.

**Website** **www.warwickshire.police.uk**

**Telephone number** **101 (or 999 only in an emergency)**



## WARWICKSHIRE PRIDE

### Overview of service

Warwickshire Pride is a small charity that supports lesbian, gay, bisexual and trans (LGBT+) people. They provide a range of support services and social activities to empower LGBT+ people to be who they are. This includes LGBT+ youth groups, a parents support group, and LGBT+ learning disabilities group, trans group, mental health peer support group, coffee mornings, telephone and email support, an LGBT+ sports club, and LGBT+ and trans awareness training for organisations. They also organise the annual Warwickshire Pride festival.

While Warwickshire Pride is not a dedicated organisation for supporting victims and survivors of sexual assault and/or abuse, they regularly support victims and survivors, and are able to signpost or refer to other services when appropriate.

### Who is the service for?

Any person who identifies as LGBT+.

### Availability of service

Various times. Please visit the Warwickshire Pride website for full and up to date listings.

<b>Website</b>	<b><a href="http://www.warwickshirepride.co.uk">www.warwickshirepride.co.uk</a></b>
<b>Telephone number</b>	<b>07580 532659</b>
<b>Email</b>	<b><a href="mailto:info@warwickshirepride.co.uk">info@warwickshirepride.co.uk</a></b>

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## YOUTH JUSTICE SERVICE (WARWICKSHIRE COUNTY COUNCIL)

### Overview of service

The Warwickshire Youth Justice Service works with young people aged between 10 and 17 who have offended or are likely to do so. It provides a holistic assessment linked to offending and the propensity to re-offend, followed up by tailored bespoke interventions for individual young people to address their offending.

### Who is the service for?

Young people who have offended or are at serious risk of offending.

### Availability of service

The telephone lines are open Monday to Friday during core office hours.

<b>Website</b>	<b><a href="http://www.warwickshire.gov.uk/youthjustice">www.warwickshire.gov.uk/youthjustice</a></b>
<b>Leamington office</b>	<b>01926 682650</b>
<b>Nuneaton office</b>	<b>02476 482900</b>

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## SUPPORT SERVICES OUTSIDE OF WARWICKSHIRE

(the following services are not part of the Warwickshire work and so each have their own service standards and are not directly linked to those adopted in Warwickshire:

- **The SAMARITANS** - <https://www.samaritans.org> or telephone 116 1123
- **NAPAC** – National Association for People Abused as Children <https://napac.org.uk/>
- **MOSAC** – for any mother who discovers their child has been sexually abused (even if the child is now an adult) <https://www.mosac.org.uk/>
- **CIS'ters** – for any female age 18+ who, as a female child, was sexually abused within a familial setting [www.cisters.org.uk](http://www.cisters.org.uk)
- **Self Injury Support** - <https://www.selfinjurysupport.org.uk/pages/category/self-help-resources>

# REFERRAL PATHWAYS

The below diagram shows the victim/survivor journey when seeking support for sexual assault, rape or abuse. A victim/survivor can contact any support service, where they will receive specialist support and care.

