

RASASC

Rape & Sexual Abuse Support Centre



18th Annual Report

1st Nov 2010 - 31st Oct 2011

*Supporting Survivors since 1992
From Surviving to Thriving*

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TRUSTEES & MANAGEMENT COMMITTEE MEMBERS

CHAIR:	Cathie Smith
VICE CHAIR:	Malcolm Henderson-Begg
HON. SEC:	Laraine Grenfell
TREASURER:	Graham Ward
	Barbara Wolfe
	Diana Baden Hellard
	Gill Elliott
	Helen Davies
	Janice Adamson
	Sara Mukungu
	Sarah Stoddart

PAID STAFF

Admin Assistants:	Lizzie Hibbert / Vivien Sale
Counselling Co-Ordinator:	Felicity Williams
Management Co-Ordinator/Fundraiser:	Sonja Freebody

70 VOLUNTEERS



RASASC HISTORY

RASASC started in 1992 to provide a support service for men and women who had experienced rape and/or sexual abuse. Staff at the local GUM Clinic identified the need, when testing for sexually transmitted diseases. It was evident that these clients needed therapeutic support after suffering rape and/or sexual abuse and the NHS did not provide such a service.

The main helpline, staffed by female volunteers initially operated only 2 evenings a week, increasing to 5 evenings in 1996 and 6 evenings in 2001. In 2006, the male helpline was established 1 night per week. Staffed by male volunteers, this was dissolved in 2008. RASASC now operates 6 evenings per week and has the capacity for two volunteers to work simultaneously therefore doubling the number of calls we can take.

In 1995, Face-to-Face evening counselling in Guildford was established and in 1998 the first self-help group was started. By 2001 counselling expanded to daytime sessions and added family support sessions. All counsellors were originally female, but since 2002 one male counsellor has been available. In 2004 counselling services expanded to evenings in Woking and this ran until the end of 2008. Now counselling is in Guildford on Monday and Wednesday Evenings and daytime.

In 1996 charity status was achieved. 2001 saw the rental of an office for the first time, the employment of an administrator and the setting up of a website. In 2002 RASASC joined The Survivors Trust, a nationwide group of organisations who help survivors' of sexual violence. We have continued to expand the number of volunteers over the years and our capacity to listen on the helpline and for face to face counselling has increased to try and cope with demand. We offer specialized training for other organisations and give talks that raise awareness about rape and sexual abuse and our services.

WHO WE ARE AND WHO DO WE HELP

RASASC is a registered charity and is not part of the Police force or local government. We have no regular or statutory income and funding is obtained from grants, donations, training and fundraising events. Although in 2010, for the first time, the Home Office awarded some substantial funding for the next 3-5 years to help survivors of sexual violence. RASASC is run by a Management Committee plus 70 volunteers and five paid mainly part-time staff in Guildford, Surrey.

RASASC supports anyone in Surrey and the surrounding areas, who has suffered childhood or adulthood sexual abuse or rape, regardless of how long ago it took place. RASASC will also support those caring for survivors and who are affected by the assault, eg. partners/family/close friend.

The confidential Helpline is available to anyone, of any age, survivor or carers of survivors. The Face to Face counselling, Family Support Counselling, Court Support Counselling and



Self Help Groups are available to anyone over 16 (RASASC signposts under 16s to other services and counsellors).

It is very difficult for a survivor to tell anyone what has happened to them, and they can face a wide range of reactions. Many will suffer in silence and their lives may change completely because of this. Many hide the details of the traumatic event for years, before seeking help, especially those abused as children.

Raped or sexually abused people need to be able to talk to someone, and they are often not able to talk to members of their family. They need understanding and non-judgmental listeners, who will believe them. RASASC can listen and provide coping techniques and information for making life choices, so that they can re-gain control of their lives and move forward.

OBJECTIVES

- To provide immediate support via the telephone helpline for men and women who have been raped and/or sexually abused.
- To provide counselling for male/female survivors of rape and/or sexual abuse.
- To provide support to those people caring for a survivor eg. family/partner/friend .
- To provide self-help groups.
- To increase awareness of these issues, to promote understanding and facilitate rehabilitation of people who have been subjected to rape and/or sexual abuse.

CONFIDENTIAL SERVICES

- **Helpline** – open 6 evenings per week from 7.30pm-9.30pm (not Saturdays & Bank Holidays). Two helpline volunteers per session.
- **Counselling** – Up to 50 sessions per week are offered by experienced counsellors (who must have a minimum of 100 hours general counselling experience, a Diploma in Counselling, and a member of the British Association of Counsellors and Psychotherapists (BACP)). Counselling continues for as long as the survivor requires Which can be for one session or as long as 2 years. Donations are required to cover costs, and on a means tested sliding scale but those unable to make a donation will still be assisted by RASASC. Counselling is by self-referral only and does not require GP referral. Day and evening counselling is available in Guildford. Counselling Support is also available for survivors going through court proceedings and for close family members or partners.

PRESENTATIONS, AWARENESS AND TRAINING

Awareness displays and volunteers are available for Health Fairs, school and community events. RASASC also provides short talks on its services and issues around rape and sexual abuse to local groups, statutory bodies and organisations. Longer presentations/formal training can be “tailored” to meet the needs of interested groups, agencies or statutory bodies.



CHAIR'S REPORT

1st November 2010 to 31st October 2011

The annual year for 2011 was supported by a very strong and stable Board of Trustees, which forms the Management Committee. We have retained some long standing trustees and recruited three additional trustees with specific skill sets that filled the Committee knowledge gaps. A reflection on the worth of the committee work and the strength of the current team sees us retaining the whole nine committee members for 2012. I would like to thank all of the committee for their time, dedication and commitment this past year.

In 2011 (training courses 30th October 2010 – 10 volunteers, 7th May 2011 - 9 volunteers), we welcomed new Helpline Volunteers to join our existing team. We have been blessed with a high retention of Helpline Volunteers through 2011 who have taken 3066 calls. The Helpline Volunteers have managed very challenging calls and additionally ensured the helpline was covered during extreme weather conditions, as well as, the period while we were temporarily without a RASASC office. Everyone pulled together to provide a first class service as always. The Helpline provides essential support for people who may not have anyone else they can talk to and in many cases they are the first people that the caller decides to confide in.

The Helpline Volunteers are all supported by a strong, dedicated team of four Helpline Supervisors who have been with RASASC for many years. They provide excellent support to the volunteers after distressing calls and they draw on their knowledge to mentor the Helpline Volunteers when difficult or unusual calls present themselves.

2011 also saw a change to the Helpline Training team with Di Joyner taking on the role as Helpline Training Co-ordinator and Gosia Heeley joining Di as a Helpline Trainer. Di has been training the Helpline Volunteers for over 8 years and has a wealth of experience and Gosia has been a Counsellor for RASASC for 5 years.

One of the many opportunities we had in 2011 was the introduction of the new role of Independent Sexual Violence Advisor (ISVA) and we welcomed Sheila Cade-Hughes. This coincided with the opening of the new Sexual Assault Referral Centre (SARC) in Cobham. These new support systems for survivors have been strengthening for RASASC and they both benefit from RASASC's existing 19 years of experience. These two additional facilities have supported many people during the year. The ISVA service provides a much valued support service which has led to an increase in clients requiring RASASC counselling.

We increased our Face to Face Volunteer Counsellors to 21 and it remains clear that this could increase further in order to provide the services we have and to reduce the waiting time for clients. Our experienced Counsellors, Supervisors and Counselling Manager enable the 2,400 counselling hours and 97 clients to get the support they need to help them move on from their ordeals in order to live the lives they aspire, to regain trust and are enabled to form relationships they may have not been able to have before.

The RASASC Office move was the biggest hurdle in 2011, faced with the deadline to move out and nowhere suitable to go put a lot of pressure on RASASC and used up a lot of time and money visiting properties and evaluating options. This had an impact on resource that we had wanted to use on other projects, however RASASC staff and volunteers as always worked together and maintained the services that we are devoted to supply. Although many



“Thank you’s” have been said already, the final month covering the logistics of the move out of Haydon Place, being temporarily homeless and then moving into the new premises should never be forgotten as it’s example of effort and tenacity for our being.

For many years now we have rented nine offices at the Guildford Citizens Advice Bureau (CAB) in the evening and we continue to do so. We are very fortunate to be able to use these rooms for assessments and counselling and I would like to thank the CAB for their on-going valuable support.

In addition to the physical support we receive from all volunteers, not just those on the Helpline or Counselling but everyone who has provided their time to support RASASC I would also like to say “Thank you” to everyone who has donated money, taken part in a sponsored event, helped with awareness events and with us operationally, shown support and interest in helping RASASC succeed. I think 2011 has been one of the busiest years I have seen for activities and we really value everyone who has supported us.

Moving forward from an exciting and challenging 2011 we now have excellent foundations for a successful 2012, we have some solid funding but also a shortfall to cover. We have identified some growth in areas that need addressing and we have new bigger office premises.

The Management Coordinator and Fundraiser has shown commitment, dedication and skill in sourcing new funding and retaining and building existing relationships, these have proven to support RASASC to its current financial position. Additionally the operational management of RASASC is supported by a very strong team and they all contribute to the strength of the organisation.

I have always been proud to be part of RASASC and have had the pleasure of meeting and working with caring, professional people who want to make a difference. I always feel that RASASC makes a positive difference to everyone it touches and I hope it continues to do so for many years to come.

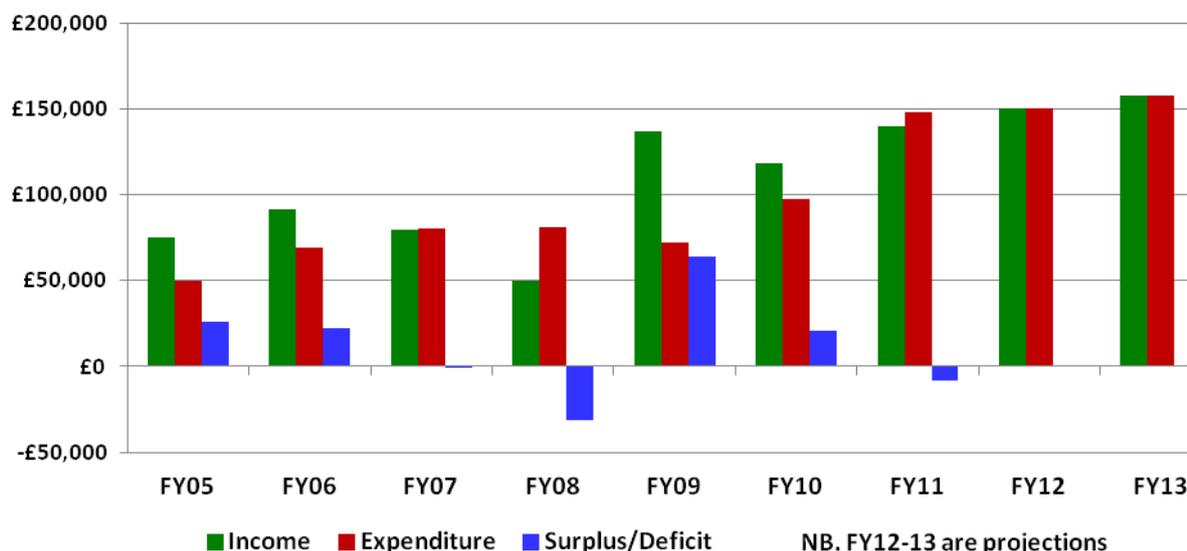
Cathie Smith
Chair



TREASURER'S REPORT

Year Ending 31st October 2011

RASASC Guildford - Annual Budgets



In the year November 2010 - October 2011 income was the highest ever recorded. Expenditure in FY11 increased over the prior year, primarily because of the addition of the Independent Sexual Violence Service (ISVA), and exceeded the projected budget by £11,000. The year-end bank balance totalled £135,947, equivalent to about 11 months of costs at the proposed FY12 budget level.

The key items to be noted from this year are:

- Income exceeded budget expectations for the third year running. Grants totalling over £59,000 were received from government departments (The Home Office & the Ministry of Justice) and £40,000 was received from the SE Coast SHA/Surrey PCT. £40,000 of these funds were provided to support the new ISVA position in FY11 and a total of £47,000 is reserved for expenditure in FY12.
- Total expenditure for the year was £148,193, against a budgeted amount of £137,100. The main excess was in employment costs, where late payments for FY10 were processed in the first month of the year. Other budget overruns for travel costs (increased mileage rate agreed mid-year and an overall higher level of claimants) and telecoms (increased overall usage and high costs of keeping the helpline open from volunteer's homes during bad weather and the office move).
- Donations from counselling clients were down slightly on last year whilst the associated travel costs increased significantly. Net counselling income was down 28%.
- The office move was completed within the projected budget. Although the overall costs of the new location will be almost twice that of the Haydon's Place office this increase mainly reflects the below market cost of Haydon's Place, for which Guildford Borough Council could not offer an alternative. The new location was secured at a rent that was significantly below their original asking price and a support grant was agreed with Guildford Borough Council to cover the difference.

The financial focus for the new fiscal year will be to maintain cost control and establish funding streams to meet our on-going cost levels. Our budget assumes that total funding will increase to



meet the projected cost level. Out of a total funding requirement of £150,000 we have already secured about £103,000 of grants and a further £23,000 is expected from continuing income streams (client contributions, events and other donations). This means that the source of only about 15% of funding in FY12 is yet to be identified.

Expenditure is broadly expected to increase in line with inflation with the exception of premises and accounting costs. The lease on the new premises was not signed until after the start of the new financial year and therefore the three month rent free period agreed in the lease was not activated. This will offset some of the rental increase in FY12. As part of the office move process and in recognition of RASASC's continuing growth (and the increased financial commitments that this brings) an incorporated entity (RASASC Guildford Limited) was established in early FY12. The costs of establishing the new organisation and providing accounting overview have been included in the FY12 budget.

	FY12	FY11	FY10	FY09
Income				
Major Grants	126,500	116,240	96,764	112,067
Client Contributions	12,000	12,745	13,097	11,888
Events & Fundraising	8,500	8,135	5,518	7,991
Other Donations	2,500	2,437	2,627	3,668
Bank Interest	500	271	461	1,035
Total Income	150,000	139,828	118,466	136,648
Expenditure				
Payroll	68,000	68,755	40,692	27,092
HMRC (Tax & NI)	23,000	20,281	13,276	9,650
Total Payroll	91,000	89,036	53,968	36,742
Rent & rates	18,000	15,173	11,850	12,704
Fundraising	1,000	830	1,454	1,228
Training	8,500	9,250	7,826	4,921
Postage & stationery	2,000	2,332	1,938	1,506
Printing	2,000	1,610	30	1,588
Travel	8,000	8,262	4,854	3,136
Telecoms	5,000	5,707	3,382	2,769
Supervision	4,500	4,420	3,563	4,670
Accounting/Insurance	4,500	2,515	1,628	1,401
Sundries	2,000	2,034	2,108	997
Advertising	1,500	1,480	2,128	127
100+ Club	0	488	450	355
Equipment & repairs	2,000	5,056	2,533	162
Total Expenditure	150,000	148,193	97,712	72,306
Surplus/Deficit	0	-8,365	20,754	64,342
Opening Bank/Cash Bal.	132,247	140,612	119,858	55,516
Closing Bank/Cash Bal.	132,247	132,247	140,612	119,858

Graham Ward, Treasurer, January 2012



FUNDRAISING REPORT

1st November 2010 - 31st October 2011

It is heart warming to see so many people helping to raise funds for RASASC. We appreciate everything from a baked cake or gift, personal challenge or helping out at an event. Personal challenges seem to be increasing and people have raised tremendous amounts. There have been so many people to thank, that I am unable to list them in this report. Most people are acknowledged and thanked in the RASASC newsletters and website, but some prefer to be anonymous. It still amazes me when people make spontaneous donations or when past clients send a cheque.

- RASASC Events**
- RASASC Cookery Book "A Bit of a Stir"
 - Sponsored Abseils
 - Sponsored Bike Rides
 - Sponsored Cross Channel Swimming
 - Sponsored Runs
 - Sponsored Walk
 - Cookery Demonstration
 - Coffee morning
 - Street Collection
 - Car Boot Sale
 - Winter Fair

RASASC WEBSITE

	Unique Visitors
Nov 2010	738
Dec 2010	490
Jan 2011	666
Feb 2011	598
Mar 2011	711
Apr 2011	595
May 2011	637
Jun 2011	632
Jul 2011	609
Aug 2011	595
Sep 2011	599
Oct 2011	685
TOTAL	6,923

Experience has shown that by just talking to others about RASASC, it raises awareness and leads to more volunteers, more donations and more support. The RASASC Website has had nearly 7,000 unique visitors during this year and the quarterly Newsletter has been emailed out to about 600 people from the office and then they are circulated and cascaded within other organisations, producing an even larger readership. Our reputation as an organisation providing a specialist service that has run since 1992 is growing and demand for information and support is growing.

Presentations during the year have increased and we have encountered all kinds of groups and organisations. All presentations result in a range of challenging questions and reactions. Thank you to those who have raised RASASC's awareness, with special thanks to Vice-Chair Malcolm Henderson-Begg and Trustee, Gill Elliot, who have spent hours carrying out presentations. You may all like to know that many of these presentations have led on to volunteering, donations or sponsorship.

Awareness Displays are always unique, different people, different places and never a dull moment when young people are involved. My thanks go to a dedicated band of volunteers who give their time to stand at our display table. They hand out leaflets, talk and use promotional pens to engage with visitors. People find the topic embarrassing and hard to engage with, but our pens have the important contact details on, they are easy to pass on, long lasting and are so much more acceptable than a business card.

- RASASC Awareness Displays**
at
- Guildford College
 - Godalming College
 - Farnham College
 - Farnborough College
 - Merrist Wood College
 - University of Surrey
 - Epsom Mental Health Fair
 - Woking Mental Health Fair

Our thanks go to the two RASASC Patrons. Anne Milton, MP and Minister of Health who has been supporting RASASC for many years and she became Patron during 2010. Anne's letters of support and attendance at events have helped to raise the profile of RASASC and



THANK YOU TO

All Supporters
All Volunteers
100 Club Members
Allianz Insurance Plc
Amanda's Coffee Morning
Anonymous
Arrow Offset Ltd
Awards for All Lottery Funding
AWB Solicitors
Bank of America
Charities Trust
Charity Choice
Citybond Suretravel
Cookery Books
Cookery Demonstration Evening
Cranleigh & District Lions Club
Donation boxes & street collections
Easyfundraising.org.uk
Ebay for Charity
EU Design Ltd
Farnham College
Gift Aid donations
Godalming College Fair
Guildford Borough Council
Holy Trinity Church, Guildford
Home Office/Ministry of Justice
JTI
Lloyds TSB Foundation for England & Wales
Local retailers
Memset Ltd
My Charity Page
Payroll Giving
Recycled ink cartridges, phones, CDs, DVDs.
Royal Holloway Students Union
SE Coast SHA/Surrey PCT
Slaughter & May
Smile IT Ltd
Soroptomists Elmbridge
South African Church Congregation
Sponsored cyclists, walkers, runners and swimmers
St. Saviours Church
Stagecoach Group
Surrey Police
Surrey Satellite Technology Limited
University of Surrey Students Union

assisted enormously with fundraising.

Susan Penhaligon, actress, joined us at the end of October 2011 as an additional Patron and will help to raise the profile of RASASC and publicise the problems faced by survivors.

Trusts, foundations and grant applications are time consuming and difficult to complete, plus they demand complex monitoring during the time period of the award. However if they are successful and provide funding over 2-5 years, they are very worthwhile to RASASC. Long term funding has enabled RASASC to plan for the future, helped with the moral of the volunteers and staff and has enabled clients to feel safe in the knowledge that the service is stable, this is especially important for those who might come to us for 2 years of counselling.

Congratulations to Lizzie Hibbert
Who won the **Mayor of Guildford's
Award for Service to the Community**
Hardworking Helpline Volunteer and
Admin Assistant since 2005.

My thanks has to go to all the volunteers, staff and clients for their time and commitment and also the effort they take in filling in evaluation forms and monitoring forms. Without this evidence, RASASC cannot prove the need for its services and its effectiveness. Special thanks to the Helpline volunteers, who record the type of call to monitor the service.

2001 = 449 helpline calls
10 years later
2011 = 3,061 helpline calls

"Every little helps and every penny counts".

Sonja Freebody,
Management Co-Ordinator and Fundraiser



COUNSELLING CO-ORDINATOR'S REPORT

During the past year our counselling service has experienced increased demand. RASASC, as a whole, is widely recognised as offering such a valuable service to the Community. 194 callers have contacted the Counselling Co-ordinator to make use of Individual Counselling, Family Support or Court Support sessions. We have also had an increase in the number of referrals from the Police and our new Independent Sexual Violence Advisor (ISVA), Sheila Cade-Hughes.

194 callers have contacted the Counselling Co-ordinator to make use of Face to Face Counselling Sessions.

Some callers to the Counselling Co-ordinator's line are seeking telephone support, others may be under 16 years of age and some are seeking different types of help such as with domestic violence or other issues. The Counselling Co-ordinator supports all potential clients by exploring their options and signposting to other agencies where appropriate. Within RASASC, Court Support has been largely taken over by Sheila and Family Support is provided by Helen. Both have been consistently busy and *proved valuable* to many clients.

We have arranged counselling Assessments for 110 clients, both male and female, during the year and have continued with emergency assessments so that clients with immediate needs can be seen quickly. Of the 110 clients we assessed, 7 failed to attend their initial assessment and 6 were referred to the psychiatric services and of the remaining 97 clients, 55 have made use of counselling with RASASC and some are ongoing. 15 have made use of other agencies services and 27 are currently on the waiting list for counselling with RASASC.

Although we have increased our counsellor numbers to 21 counsellors working each week, our waiting time has also increased from 4 to 6 months for most clients. Some clients are prioritised and may be seen within two weeks after assessment.

RASASC is now offering counselling at two locations in central Guildford: the CAB on Monday and Wednesday evenings and at RASASC's office during the day. We have 4 counsellors offering daytime sessions for those too traumatised to come out at night and 17 counsellors working in the evenings.

With 21 volunteer counsellors offering counselling each week and with Assessments, Family Support and Court Support Sessions, we offer 2,250 - 2,400 counselling hours each year.

21 volunteer counsellors Offer up to 2,400 hours pa

My own and RASASC's thanks are due to all the counsellors for their dedication to our client group. They do brilliant work supporting our clients on their own individual journeys and my hope is that RASASC's counselling service can continue to support our counsellors in all that they give to their clients.

Felicity JS Williams, Counselling Co-ordinator



INDEPENDENT SEXUAL VIOLENCE SERVICES (ISVA) REPORT

It has been a challenging year for me, starting the role of Independent Sexual Violence Advisor (ISVA) on 10th December 2010 from scratch. I have been making pathways with various agencies including: GUM clinics, GPs, Community Mental Health Teams (CMHT), Surrey Police, Sexual Offence Trained Officers (SOTO), other UK Police forces, Outreach Services, Witness Service, the list is endless and it is an ongoing task.

The ISVA service is specially funded by the Home Office, Police and NHS and is managed by RASASC. I am based at RASASC on a Monday, Wednesday and Friday. On Tuesday and Thursday I am at the Surrey Sexual Assault Referral Centre (SARC) based at Cobham Community Hospital. The SARC opened on 28th February 2011 and is a one-stop-facility for survivors to seek help and support. They can be seen by a Doctor, give forensic medical evidence (which can be stored indefinitely), record Police video reports, see Crisis Support Workers and also myself for independent advice.

The role of the ISVA is to support anyone who has been raped or sexually abused either historically or currently. Cases I have received over the past year have ranged from inappropriate touching to life threatening attacks. The extent of the sexual assault or rape is no indication of how distressing the clients find it, or how violated they feel.

The extent of the sexual assault or rape is no indication of how distressing the clients find it, or how violated they feel.

Sexual assault is always the fault of the perpetrator.

Some people are afraid they won't be believed if they haven't got signs of injury. It is really difficult for clients to move on, saying "*it's my own fault*". When clients have been assaulted they should remember that it's not their fault. It doesn't matter what they were wearing, where they were, or whether they had been drinking. Sexual assault is always the fault of the perpetrator.

Sexual assault victims do not need to report the assault to the police, if they don't want to. I am independent and can support the client whether reporting to the police or not. I am here to support from the onset of the crime all the way through the police process, Crown Prosecution Service and to Court if this is what is required of me by the client.

6 th December 2010 - 31 st October 2011	
Referrals via	Number of clients
SARC (only since 28 th Feb 2010)	71
Police	41
Self	33
Other agencies	3
Total	148

In the coming year my aim is to continue to network in order for victims to be aware the ISVA service is available. With the help of RASASC, its helplines and counsellors, survivors can make the first steps to recovery.

Sheila Cade-Hughes, Independent Sexual Violence Advisor



HELPLINE CALLS 2010 & 2011

FEMALE HELPLINE CALLERS	2010	2011
Total Female Calls	1248 (47%)	1,676 (55%)
Current Ages 0-16 yrs	25	9
16-25 yrs	103	79
25-64 yrs	664	1069
65+ yrs	1	3
Rape	450 (14 multiple perpetrators, 2 drug assisted)	928 (93 multiple perpetrators, 4 drug assisted)
Sexual Abuse	581	734
MALE HELPLINE CALLERS	2010	2011
Total Male Calls	189 (7%)	240 (8%)
Current Ages 0-16 yrs	2	1
16-25 yrs	10	7
25-64 yrs	106	166
65+ yrs	0	0
Rape	11 (0 multiple perpetrators, 0 drug assisted)	22 (1 multiple perpetrators, 3 drug assisted)
Sexual Abuse	112	178
Unknown calls ¹	1,224 (46%)	1,150 (37%)
Callers who have reported to Police	109 female 9 male (4.4%)	195 female 4 male (6.5%)
TOTAL HELPLINE CALLS	2,678	3,066

¹ Traumatized callers may not be able to speak. On average it takes between one and four attempts to speak. Callers may be silent or they can be heard crying. The first time they manage to speak will often result in a call of up to one hour. During a silent call volunteers will encourage the caller to talk. Callers need to know that we believe them, we care, we don't judge and total confidentiality is guaranteed.



Survivors Comments

"Thank you all at RASASC for giving up your time and being who you are.

Thank you all for being so patient, sensitive, flexible, understanding and respectful.

Do you know that your organisation is beautiful in the way you approach and treat people on your helpline. Genuinely caring and respectful, it's a real helpline.

You make me cry tears of relief. Thank you all for making it happen."



One client I worked with during this year had suffered a complete breakdown when he visited a place which triggered memories of childhood abuse. His psychiatrist sent him to us unable to work or function normally with his family. Over the course of eight months of weekly counselling he gradually recovered his ability to live normally in the present and returned to work.



"When I found out that I could start counselling, I recall at the time being grateful that I didn't have to wait much longer, because I was in so much pain. My counsellor offered me a safe place for the child within me to 'tell' all that had happened to her. I hardly recognise myself today, because I no longer want 'out of life' but feel excited by life. What a turnaround!

Without your organisation, I would have crumbled. Again, thank you so much you have given me my life back."



"Thank God I found you. I don't know what I would have done without you."



"You are all stars and I love that you are there for so many."



"You are the best. You have given me my life back."



"I'm now able to function on a day-to-day basis."

Volunteers Comments

"Thank you for giving me the opportunity to work with such a fantastic charity."

I really have had the most marvellous time in such a professional atmosphere. It really has been a joy and I have always felt extremely well looked after. Very sad to be going."



"The other volunteers were lovely, the office staff were also lovely to me and very helpful when I had any problems."



"I feel very sad about this decision and have loved working on the helpline and loved being part of RASASC where everyone is so kind, generous and supportive. "



"Good volunteer training, very positive experience."



Anne Milton, MP for Guildford, Minister of Health

“RASASC work in a difficult area, their ‘clients’ in the main arrive in a state of distress. The organisation is based in my Guildford constituency, but serves the whole county. The service they provide is one which makes a huge difference to those who have been the victim of rape. About three months ago, I received an email from a constituent who, unprompted, told about the support which RASASC had given her - to which she entirely attributed the fact that she was now able to move forward and live her life in a positive way.

Funding for this sort of service carried out in the voluntary sector is always a major issue for an organisation like RASASC. As part of the support structure which, sadly, so many people need they operate in an area which has little publicity.

I applaud their work, and will continue to refer constituents to RASASC when they have problems with which this team can help.”



Surrey Police

“I just wanted to drop you a short letter to say how much I appreciate and value the day to day support that your organisation offers, not only my Sexual Offence Investigation Team, but also rank and file response and specialist officers across Surrey Police.”

DCI Steve Hayes, Surrey Police, Feb 2011



Surrey Sexual Assault Referral Centre (SARC)

“The volunteers at RASASC make a positive difference to people’s lives who have been affected by trauma. This is a very valuable service and one that we could not do without.”

Nathalie Faint, Manager, Cobham, Oct 2011



Witness Service Surrey and Young Witness Service in Surrey.

“Both services really value the help and support that RASASC and the ISVA services provide, without them the survivors of violent crimes would have no one to turn to.”

Mike Hall and Wendy Pritchard, Service Managers



GUM Clinic Guildford

“What would we or our clients do without you and your Gold Standard service. We can place our clients in safe professional hands no matter what their history.”

GUM Clinic Health Advisors