

RASASC

Rape & Sexual Abuse Support Centre



20th Annual Report

1st Nov 2012 - 31st Oct 2013

***Supporting Survivors since 1992
From Surviving to Thriving***

RASASC
Rape and Sexual Abuse Support Centre
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***Charity No - 1145816 (formerly 1059154)
Company No - 07858989***

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TRUSTEES, MANAGEMENT COMMITTEE

Chair:	Cathie Smith
Vice Chair:	Malcolm Henderson-Begg
Treasurer:	Graham Ward Barbara Wolfe Diana Baden Hellard Janice Adamson

PAID EMPLOYEES

Management Co-Ordinator/Fundraiser:	Sonja Freebody
Admin Assistants:	Lizzie Hibbert & Vivien Sale
Independent Sexual Violence Advisor:	Sheila Cade-Hughes
Counselling Co-Ordinator:	Felicity Williams

70 VOLUNTEERS – Counsellors, Helpline, Awareness

Mission Statement

“RASASC offers support to men and women who have suffered rape and or sexual abuse and raise awareness of the problems of sexual abuse.”

Aims and objectives

RASASC supports anyone, male or female, in Surrey and the surrounding areas, who has suffered childhood, adult, recent or historic rape or sexual abuse. Family, partners and those supporting a survivor can also benefit from support services.

It is very difficult for survivors to tell anyone what has happened to them. They face a wide range of reactions. Many will suffer in silence for years and their lives may change completely because of this. 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 own family. They need understanding, belief, empathy and non-judgment. RASASC listens, believes and cares. We can empower and support them to re-gain control of their lives and move forward. We provide:

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

Recruitment and Appointment of Trustees / Board members

Existing Trustees stand down at each Annual General Meeting. Applicants for Trustee positions are elected by the members at the same AGM. Selection is based on the expertise that a person can bring to the charity and the Board.

Trustee Board

The Trustees meets regularly once every month (excluding August) and annually at a Strategy Planning Day. Reports from the different RASASC services, including the Treasurer's report are presented at the monthly Trustee meetings.

Day to Day Running

RASASC is governed by a Board / Management Committee of Trustees. The organization has been run on a daily operational basis by the Management Co-ordinator/Fundraiser, who is assisted by two part-time Administrators, a Counselling Manager and an Independent Sexual Violence Advisor, two self-employed Helpline Trainers and 70 volunteers.

Since February 2014 and an organizational re-structure, the daily operations are now managed by our new Services Manager. Fundraising and communications are now led by our Head of Fundraising and Communications. They are both supported by two part-time Team Administrators, Clinical Lead to Counselling Service, 2 Independent Sexual Violence Advisors (ISVA) and two self-employed Helpline Trainers and 70 volunteers.

Reserves Policy

RASASC's policy is to maintain sufficient reserves to cover the running costs of the organisation for 3 months.

History

RASASC was established in 1992 to provide support for men and women who had experienced rape and/or sexual abuse. The need was identified by staff at the local GUM Clinic, when testing for sexually transmitted diseases. Originally operated as just a helpline by two ladies from their homes. RASASC then became a registered charity in 1996.

Helpline

The Helpline is confidential and available to male and female survivors of rape and sexual abuse, of any age, whether a survivor, a loved-one or a professional. From 1992-1996, female volunteers operated the helpline for 2 evenings a week. In 1996 this increased to 5 evenings and then 6 evenings by 2001. From 2006-2008 RASASC also opened a male helpline run by male volunteers. The line eventually closed due to lack of callers. It was discovered that most male callers still preferred to call the main helpline which is run by female volunteers.

At the present time, the helpline operates 6 evenings per week from 7.30pm-9.30pm, (not Saturdays or Bank Holidays) and it has the capacity for two volunteers to answer two lines. The helpline is operated on a rota system by a team of 40 volunteers, who are specially trained and receive specialist Clinical supervision.

Counselling

Counselling is accessible to male and female survivors by self-referral through the helpline or office. Face-to-Face (individual) counselling for over 16's started in Guildford in 1995. By 2001 this expanded to include day and evening sessions and family support counselling sessions. From 2004-2008 another counselling evening was added in Woking.

Currently, counselling is based in the centre of Guildford, offering day time appointments and also evening appointments on Mondays and Wednesdays. Originally all the counsellors were female, but since 2002 RASASC has offered clients the choice of a male counsellor.

At the present time RASASC has 21 counsellors and offers 50 sessions per week. Counsellors are extremely experienced with a Diploma or Degree in Counselling, a minimum of 100 hours general counselling experience, and they are also members of the British Association of Counsellors and Psychotherapists (BACP) or UKPC. RASASC provides all counsellors with regular clinical supervision.

Counselling from RASASC can last from one week up to 2 years and in special circumstances 3 years. Counsellors ask clients to consider making a donation towards their sessions in relation to their income, to enable them to value the sessions more.

Other services include; Family Support Counselling and Pre-Trial Support.

Support Groups

The first Support Group was held in 1998. These are run when there are at least 6 survivors who wish to form a group. They are facilitated by 2 experienced RASASC counsellors and last for 10 weeks.

Membership organisations.

RASASC was a founder member of The Survivors Trust in 2002. This is a nationwide umbrella organisation for approximately 140 UK organisations that help survivors' of sexual violence. We are not a member of Rape Crisis (which has a smaller membership number of around 38 organisations).

RASASC is also a member of the Telephone Helplines Association and a Member of the British Association of Counsellors and Psychotherapists (BACP).

ISVA

The first Independent Sexual Violence Advisor (ISVA) for Surrey was employed by RASASC in 2010 and this co-incided with the opening of the Surrey Sexual Assault Referral Centre (SARC) in Cobham. ISVA's offer more practical support, including signposting, referral, Court support, Police liaison and other help to enable survivors to cope and recover in the best way possible. In October 2013 we employed a second part-time ISVA for 3 days per week.

Funding

Funding is obtained from various grants and trusts funds, sponsored challenge donations, client donations and fundraising events.

Awareness

Awareness tables, short talks, presentations and specialist training days are available on request. These can be a simple display through to a talk on the services offered, the benefits, the issues surrounding rape and sexual abuse survivors, myths and stereotypes. RASASC raises awareness throughout Surrey at a variety of events, organizations, schools, colleges, groups and companies.

In addition, RASASC produces an e-mail newsletter on a quarterly basis and has a comprehensive website full of helpful information for survivors and those wishing to volunteer, donate or support RASASC.

RASASC has excellent relations with the local media and is often featured in the local press or on the local radio. Patron Anne Milton, MP is very active in supporting awareness on behalf of the charity.

Distance to similar agencies in miles from Guildford

Southampton 54

Portsmouth 45

Winchester 43

Croydon (South London) 34

Basingstoke 26

Other RASASC in the UKs

There are other organisations throughout the UK, which use the term 'RASASC' in their name. We would like to point out that we are not connected. These organizations are all independent and all run slightly different services. RASASC's do however, all come under the umbrella bodies of either The Survivors Trust and/or Rape Crisis.

CHAIR'S REPORT

1st Nov 2012 to 31st Oct 2013

During the period, 1st November 2012 to 31st October 2013 RASASC continued to be supported by 6 Trustees. I would like to thank all of them for their time, dedication and on-going commitment both this year and last to the RASASC Management Committee.

We must say a huge "Thank You" and "Goodbye" to Barbara Wolfe who has been very active as a Trustee and has committed many years of time and energy to Counselling, Assessments, Helpline Supervision and awareness activities.

During this period the Helpline volunteer team have managed many challenging calls and have received numerous new calls as an on-going result of Operation Yew Tree and similar investigations. They listen to calls of a very delicate and distressing nature and draw upon their training and supervision and support of each other. They are commended in their dedication and time ensuring the service is always available.

Supporting the Helpline volunteers are four experienced Supervisors, Felicity, Kate, Martine and Sue, who have been committed to RASASC for many years, providing volunteer support and guidance. My thanks go to them for their time and skills.

RASASC held two helpline training courses during this period and we welcomed 19 new Helpline volunteers. My thanks also go to Di and Maria who have successfully delivered the classroom based helpline training. They have again passed on valuable helpline skills in order to retain our excellent service and to protect the safety to our volunteers.

Sheila has been busy in her role as Independent Sexual Violence Advisor (ISVA) and, in addition to doing some critical work with clients'; she has also made some strong and valuable relationships with people and organisations that have partnerships with RASASC. Sheila has been joined by an additional part-time ISVA, Sally in October 2013.

Thanks must go to the Counselling Service, consisting of 21 Counsellors, all of whom are Co-ordinated by Felicity. These Counsellors are supported by long term supervisors Mary and Julie and latterly we welcomed Ethnea as part of the supervisor team. We all know that it is tough work for our clients, but equally so for the counsellors, supervisors, assessors and Felicity, so I would like to thank them all for their continued dedication with RASASC.

During the summer of 2013, we started the consultations for the re-structure of RASASC to cope with the expanding demand for our services and the future introduction of a new Services Manager's role. During this time the operations of RASASC continued to be supported by our dedicated office employees. Sonja has worn many hats to ensure the smooth operations within the RASASC office, providing RASASC with visibility and awareness and finding funds to support and grow RASASC's continued services. The office employees, Sonja, Lizzie and Vivien, always put in so much effort to make things happen and play an important piece in RASASC's existence, development and survival. We are very pleased to now have the new structure in place.

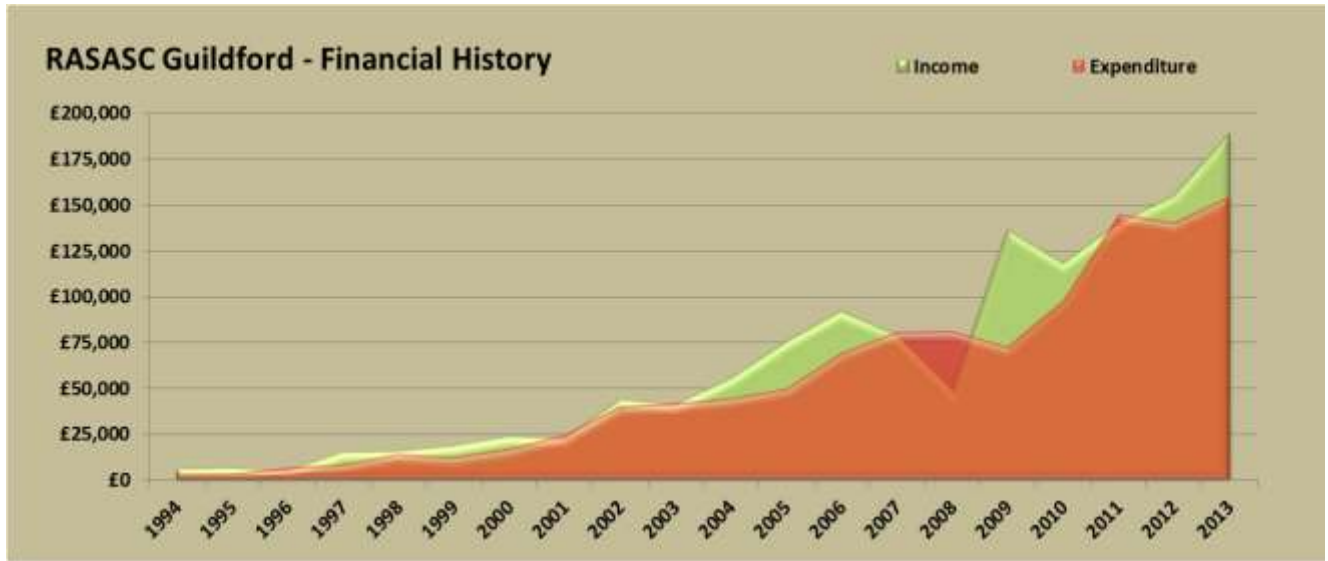
I would also like to say "Thank You" to everyone else who has provided their time, given gifts in kind, donated money, or taken part in a RASASC event and shown interest in helping RASASC succeed.

We continue to provide a very special range of services and have structured and positioned ourselves for new services and for more funding, it is only thanks to all our RASASC members that we can continue to do the excellent work and service we provide.

Cathie Smith, Chair 

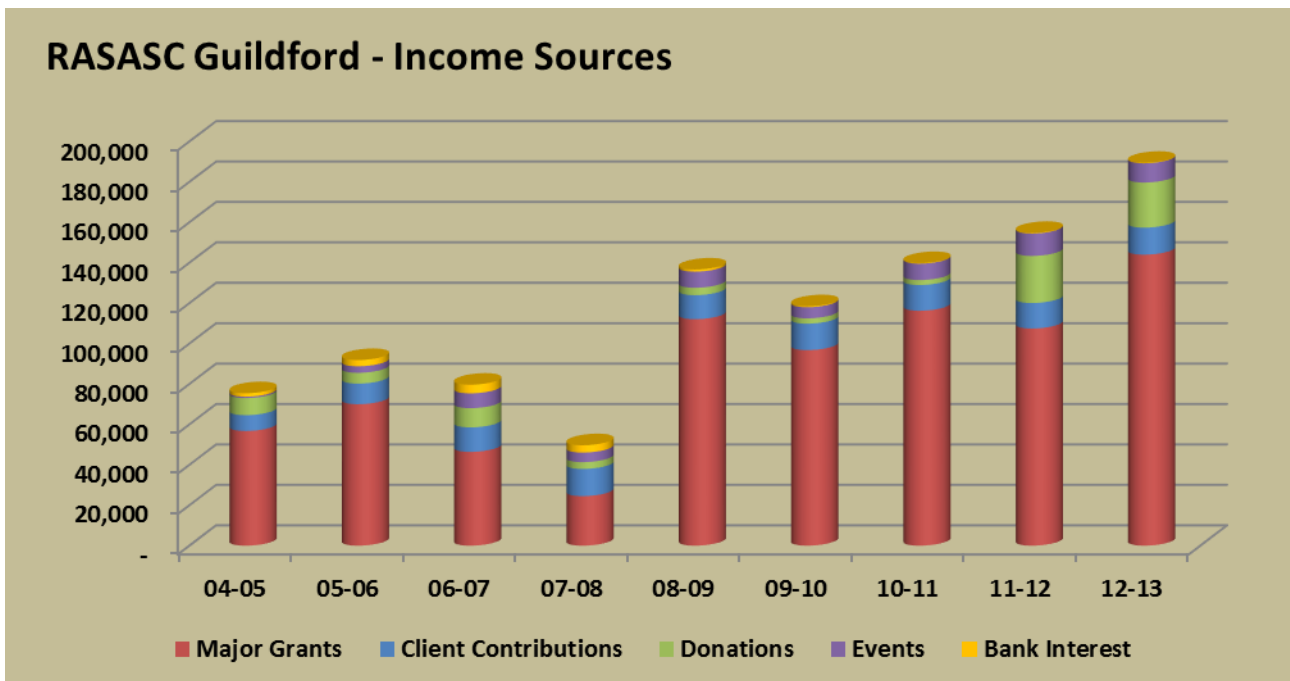
TREASURER'S REPORT

Year Ending 31st October 2013

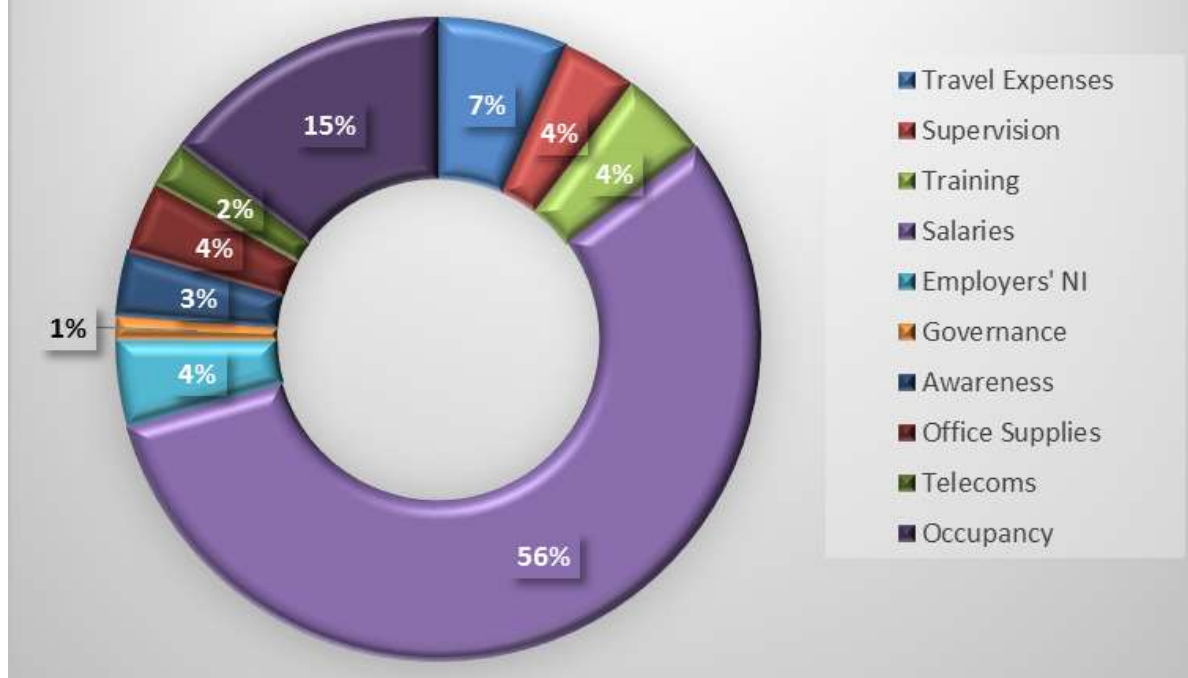


Our financial year from November 2012 to October 2013 was another record year for RASASC Guildford. Our income increased by over 20% whilst costs rose by only 10%. However it should be noted that our income was heavily weighted in the last quarter of the year and the monies received largely represent committed expenditures for the subsequent financial year.

The most significant change in our income sources in FY13 was a 34% increase in the Major Grant category. The main element of this was a grant from the Police and Crime Commissioner's Community Safety Fund to fund a part-time ISVA position for 12 months. Additionally, we also received a new grant from the Community Foundation for Surrey to support our first dedicated position to establish and provide counselling services for young people.



RASASC Guildford Expenditure FY13



The 10% increase in expenditure in FY13 was in-line with budgeted expectations and arose mainly from the introduction of the new Services Manager position. The need to increase our staff resources in order to meet the continued increase in demand for our services is well-proven.

The financial focus for the new fiscal year will be to respond to the new government commissioned funding process (NB. Now completed and funding was increased from £45k to £60k pa), to secure funding to consolidate our new organisational structure and to add additional service resources as grants are obtained.

	FY12 (Actual)	FY13 (Actual)	FY14 (Budget)
Major Grants	£107,451	£143,989	£157,000
Donations	£23,297	£22,332	£30,000
Client Contributions	£12,623	£13,470	£14,000
Fundraising	£11,104	£9,533	£10,500
Bank Interest	£282	£218	£500
Total Income	£154,756	£189,542	£212,000
Payroll	£90,131	£93,137	£140,500
Service Costs	£16,470	£20,913	£31,800
Office Costs	£15,975	£15,851	£16,700
Occupancy Costs	£17,772	£22,698	£23,000
Total Expenditure	£140,348	£152,599	£212,000
Surplus/Deficit	£14,408	£36,943	£0

Thanks are due, as ever, to all organisation and individuals who have contributed money or their time to RASASC Guildford.

We estimate that the time donated by volunteers, Trustees and the providers of other pro bono support is worth at least **£750,000 each year**. We could not continue to provide our services without this support or the financial support outlined below.

Grants	Amount
Ministry of Justice	45,000
(2nd ISVA Funding)	22,000
Home Office (ISVA salary)	20,000
Surrey PCT (ISVA costs) (paid FY14)	20,000
Corporate Sponsor	12,000
Guildford BC (rent relief)	8,000
Community Foundation for Surrey	4,512
Guildford BC (rates)	3,927
Surrey Police	3,000
Welcome Forum Guildford & Waverley	2,550
Waverley BC	2,000
Surrey CC	1,000
Total	143,989

Donations	Amount
Collection Boxes	90
Charities	4,485
Churches	900
Corporates	2,415
FA family & friends	5,085
Friends of RASASC	1,927
Private supporters	5,103
Total	20,855

Fundraising	Amount
ARC	70
Bike Ride	180
Bridge Event	902
Swim	500
Lush	248
Office sales	357
Misc. events	4,323
Rotary Walk	130
Room Hire	40
Winter Fair '12	1,889
Winter Fair '13	245
Total	8,883

Graham Ward
Treasurer
May 2014



FUNDRAISER'S REPORT

1st November 2012 - 31st October 2013

Dear volunteers,

Thank you for the charitable donation of your time and skills.

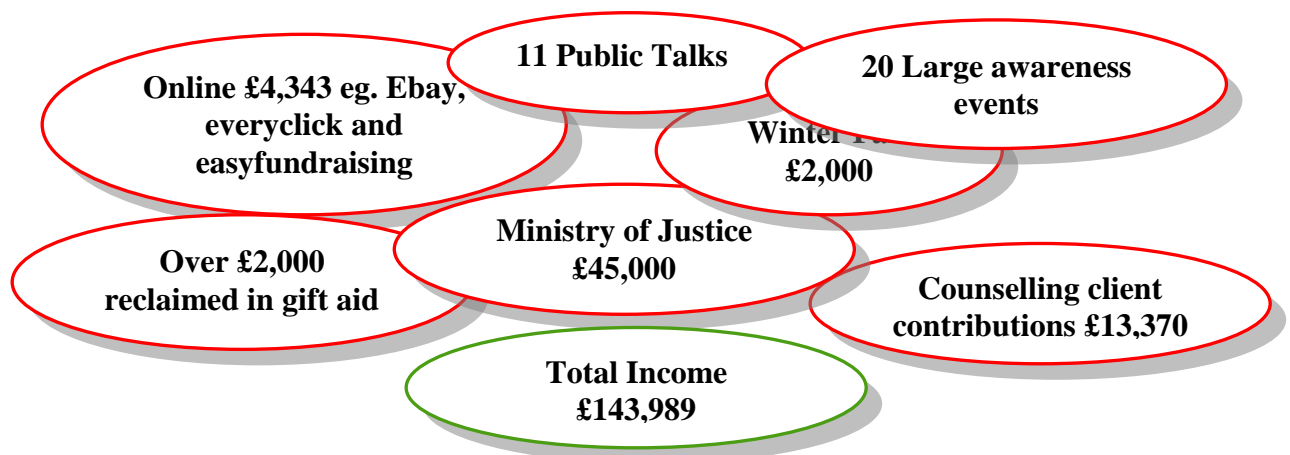
If we paid you all our costs would be in excess of £900,000 per annum, rather than £150,000.

I am proud to be a fundraiser for RASASC. I feel that I enable you all to support our clients. Raising funds and awareness for a difficult and sensitive subject is always challenging. I am as always, extremely grateful for all the support and assistance that you give to the Rape and Sexual Abuse Support Centre. Your generosity never fails to amaze me. Thank you.

I am so proud that many of you are strong enough to volunteer and speak out and support survivors. One day, I hope that no one will feel embarrassed, guilty or ashamed to talk about rape and sexual abuse.

I would like to thank everyone individually, but that is not possible. Instead, I would like to draw your attention to some of the ways that we raise funds and thank the following:

- many individuals and teams who undertook personal challenges, such as channel swims, river swims, cycle rides, walks, mountain climbs, marathons, car washes, cream teas and car boot sales!
- many groups, organisations and companies who have donated funds, such as JTI, CHL Mortgages, Zonta International, Rotary, Waitrose, Metro Bank, Lush, Barley Mow Pub, Holy Trinity Church and South African Congregation.
- everyone who donated services in kind, furniture, DIY, stationery, raffle prizes etc. Thank you to JTI, Surrey Satellite Technology Ltd, AWB Solicitors, Smile IT Ltd, Cargo Home Store, Lush, Yvonne Arnaud Theatre, Luxfords, EU Design and Richard the electrician.
- everyone who supported the annual events: the Winter Fair, the Sponsored Walk and the new Bridge Players Day.
- the Ministry of Justice Home Office, Rape Support Fund and ISVA Fund, Surrey County Council, Guildford and Waverley Voluntary Panel, Guildford Borough Council, the Surrey Welcome Forums, Loseley Park, Community Foundation for Surrey and the Police and Crime Commissioner.
- those that use online methods to raise over £4,300, by just using the internet, eg. ebay, everyclick and easyfundraising



Thank you to the wonderful group of volunteers who assist me every year in raising awareness at many events. Events are always really varied and are held in shopping centres, schools, colleges, health fairs and churches. We even managed a display at the Surrey Head Teachers Annual Conference and Business at Brooklands. Many different people of all ages and backgrounds engage with us at these, either asking questions or taking leaflets for friends/colleagues.

During the summer of 2013, I helped a large number of young people, aged 16-18 undertaking the National Citizenship Scheme (Network Challenge). Groups of 12-14 students from all different backgrounds and schools come together to learn new skills and experiences.

The groups that visited us learnt about the choices and the journey that a survivor of rape or sexual abuse can take.

We visited the Sexual Assault Referral Centre (SARC), Guildford Crown Court, the Witness Service and RASASC. This provided the young people with a complete picture of what happens, and how we all fits together like a jigsaw to support a survivor.

In return the students spent two days interviewing our employees, volunteers, trustees and patron and produced a really moving short film, which we will be able to show to others in the future.

They also assisted us in improving our Twitter and Facebook page and on top of that they also did some "on the street" fundraising and awareness.

These students will return to their schools and colleges and will of course go on to talk to others about their experiences and who knows, perhaps they will raise some more funds for RASASC in the future.

Awards

- Cathie Smith, Chairwoman & Helpline Volunteer - awarded the Mole Valley Volunteer Awards in recognition of her valuable volunteering contribution.
- Sonja Freebody, Emma Humphreys Memorial Prize Individual Nominee for raising awareness
- Sonja Freebody, Guildford Mayor's Award for Services to the Community.

THANK YOU

**YOUR SUPPORT IS SO
VALUABLE**

**Sonja Freebody,
Management Co-Ordinator and Fundraiser**



COUNSELLING CO-ORDINATOR'S REPORT

1st Nov 2012 - 31st Oct 2013

During 2012-2013 our counselling service has experienced increased demand with RASASC, as a whole being recognised as offering such a valuable service to the community.

213 callers have contacted the Counselling Co-Ordinator for counselling, court support, groups or individual counselling. Sheila Cade-Hughes, (ISVA), has taken over all court support work and Helen Price offers the Family Support. Both have been increasingly busy and very valuable to their clients. Some callers to the Counselling Co-Ordinator line are seeking telephone support, others may be under 16 years of age and some are seeking different types of help 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 a new Youth Counselling Service for survivors aged 13-16 will be operational in 2014 and survivor groups may take some pressure off our current waiting list.

We have arranged Assessments for 133 clients, both male and female, during the year and continued with emergency assessments so clients in crisis can be seen quickly. Of the 133 clients we assessed, 19 failed to attend their initial assessment, 10 were referred to the psychiatric services and of the remaining 104 clients, 53 have made use of counselling with RASASC and some are ongoing. 12 have made use of other agencies services and 39 are currently awaiting counselling with RASASC.

Although we had full capacity of 21 counsellors for much of the year, in the summer we reduced to 19, and this, as well as increased numbers of clients, has affected waiting times. It is now a 6 month wait, after initial assessment, for most clients. Some clients are prioritised and may be seen within two weeks of assessment.

RASASC offers counselling at two locations in central Guildford, at the CAB and at the RASASC office 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.

With 19-21 Counsellors offering counselling each week and with assessments, family support and Court Support Sessions, **we offer 2,100-2,300 counselling hours each year.**

This is my last report as Counselling Co-Ordinator, I would like to give my personal thanks to all the counsellors who have contributed so much to RASASC's counselling service being so outstanding.

Thank you for all the wonderful work you have done supporting each of our clients.

**Felicity JS Williams,
Counselling Co-ordinator**



Counselling Service 2013

Total number of counselling sessions available 2,100-2,300

Average number of clients seen every week = 45-50

Number of volunteer counsellors = 21

REPORT FROM THE MANAGER OF ISVA SERVICE

1st Nov 2012 - 31st Oct 2013

Increased demand for Independent Sexual Violence Advisors (ISVA) is unfortunately still growing and this has been influenced by the media attention on certain high profile celebrities being accused of rape and sexual abuse. RASASC predicts that this will continue to grow in the coming years.

Independent Sexual Violence Advisor's support anyone who has been raped or sexually abused over the age of 13 either historically or recently. They help clients feel empowered to decide what to do, provide them with information and help them to make the right decision for themselves.

Their support includes signposting and referral to counselling, helplines, GPs, mental health, alcohol and drug agencies, eating disorder organisations, sexual health clinics, housing and other organisations.

RASASC currently has one full-time ISVA, Sheila and a new part-time (3 days a week) ISVA, Sally joined at the end of October 2013.

There are a whole range of feelings experienced by sexual violence survivors and ISVAs help them every step of the way. Clients may need lots of support leading up to trial and at the end of court cases. Others may need weekly support and advice via telephone, text and email. Clients may return to seek further support from the ISVAs at a later date, as we have seen a few clients from 2010 re-contact us for further help this year. The range of support can vary from one phone call to many months of regular daily and weekly contact to help the client cope and recover. The service is more of a practical service and not a counselling service.

Our thanks must go to the Witness Service agency, who facilitate pre-trial Court visits for witnesses. Clients do not always request the ISVA to attend court with them and in these circumstances the Witness Service do a tremendous job looking after them.

The Sexual Assault Referral Centre (SARC) in Cobham Village Hospital continues to do a marvellous job, providing medical examinations, forensic evidence collection, police interviewing and rooms that the ISVAs can use with clients. Our thanks go to the Manager and Crisis Support Workers for their caring and non-judgmental attitude to all clients.

Thanks go to Surrey Police, Sexual Offence Investigation Team (SOIT) and everyone there that is striving to improve their services and support.

Year	Client numbers	Number of ISVAs full time
2011	165	1
2012	204	1
2013	209	1.5
2014	Prediction 300+	Prediction 2.5

Sonja Freebody
Manager ISVA Service



HELPLINE CALLS 2013

RASASC has a team of 30-45 female volunteers who are specially trained to listen, support and give the caller time to talk confidentially and anonymously. The helpline is available to male and female survivors and to those supporting and helping survivors. The helpline is operated by 2 volunteers at a time and is open 7.30pm-9.30pm, six nights of the week, only closed on Saturdays and Bank Holidays.

During the course of the call, anonymous data is recorded for the purposes of monitoring the service. As a listening service, it is not appropriate for the volunteers to ask questions to obtain more information, so RASASC can only record information that occurs naturally during the conversation.

Callers may call once or many times. It is impossible for the volunteers to distinguish between one-off callers and repeat callers due to monitoring in this way and a changing operational rota system.

2013		
Gender	Female	1,198
	Male	233
	Gender unknown callers*	497
	<u>Total number of calls</u>	<u>1,928</u>
Age	0-16 years	13
	16-24 years	60
	25-50 years	400
	51-65 years	312
	65+ years	11
	Age unknown	1,132
Police and Court	Reported to Police	326
	Court cases	75
Pregnancy	Pregnant by rape	6
	Pregnant by rape – baby aborted	3
Presenting issues	Nightmares	99
	Eating disorders	130
	Drugs and alcohol	153
	Self-harm	151
	Panic attacks	140
	Flashbacks	302
	Depression and mental health issues	296
Perpetrators	Partner	6
	Gangs/multiple perpetrators	70
	Sibling	15
	Other relation	30
	Step-parent, partner or boyfriend	28
	Stranger	81
	Parents	300
	Acquaintance	262

*Gender unknown – this may be because the caller is too traumatised to speak. On average it takes 1-4 attempts to speak. During this time they may be silent or just crying. Helpline volunteers will talk to the caller during this time to encourage the caller to try and speak. It is quite usual for the first speaking call to last up to 1 hour.

Feedback from clients

"The most fundamental thing is I no longer hate myself. 18 months ago I was filled with so much hate, anger and rage it was consuming. My entire identity was embroiled in a conflict with something or someone and nothing escaped my wrath. Soon I came to realise that all this emotion was because I hated the little girl that was raped and the one who did that to me.

18 months ago life was a battle, one that at times I had no will to fight in, now I see life as precious and I look towards the horizon with joy and excitement. Thank you RASASC for giving me my life back, I now intend to live it."



"In the two years that I've known you, I have made great strides with my emotional well being. You have always said that it is me who should take the credit for working so hard. I accept that I have worked hard, but I am certain that I would barely have scratched the surface without your amazing help, guidance and support.

Before my counselling started, you gave me some great help. Whilst on the RASASC waiting list, you had guided me to some reading, namely the five Fs by Zoe Lodrick. It was a short piece of reading but it answered so many questions that I'd had about myself and reduced my shame.

I chose to write this letter so I could actually show us both what genuine progress I have made and what amazing work you have done to help me.

The journey has developed me significantly from hating myself to liking myself. When I close my eyes, I am very rarely scared any more so less fearful of not getting to sleep because of intrusive thoughts"



"Thank you for all your time, listening, understanding and not judging. I am feeling a lot better than I did last year as a result of our weekly sessions. I am now looking forward to life in a much more positive light. You've reminded me that I am 'normal' and allowed my own thoughts and feelings."



"I am more confident and sure of myself. I'm not afraid to say 'no' to people and I can do things just for me. My counsellor has been brilliant and we were a good pairing. Many thanks to RASASC, for being there and helping me to enjoy the rest of my life."



I just wanted to drop you a line to thank you for sorting things out so that I could meet with the Counselling Co-Ordinator today and "start the ball rolling". I'm not going to pretend any of today was easy but I am proud that I achieved this and attended the appointment, but realised that I couldn't have got this far without your tenacity. Thank you so much to you both.



"You helped me to go through all the stages slowly and let me discover things for myself".