

RASASC

Rape & Sexual Abuse Support Centre



## RASASC Annual Report

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1<sup>st</sup> November 2014 – 31<sup>st</sup> October 2015



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*All quotes in this document are true and provided by RASASC clients*

## Foreword

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Welcome to the 22<sup>nd</sup> RASASC Annual Report for the Financial Year 1<sup>st</sup> November 2014 – 31<sup>st</sup> October 2015. This is our opportunity to present key developments and achievements, as well as thank the tireless efforts of our volunteers, staff and supporters who make such a difference to the lives of survivors of rape and sexual abuse.

## Who We Are

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### Trustees, Management Committee

Chair: Cathie Smith (stepped down September 2015)  
Vice Chair: Malcolm Henderson-Begg (stepped down June 2015)  
Treasurer: Simon White (Treasurer from June 2015)

Janice Adamson (stepped down February 2015)  
Diana Baden Hellard (stepped down March 2015)  
Helen Donnison (stepped down September 2015)  
Rachel Emsley  
Sue Fielder  
Jo Woodley  
Grace Simmonds  
Alex Overington (Interim Chair from November 2015)  
Helen Turner (Interim Vice Chair from November 2015)  
Sophie Mansfield

### Paid Employees

Head of Services: Barbara Stevenson  
Clinical Lead: Felicity Williams  
Independent Sexual  
Violence Advisors: Sally Hutton  
Susan Cowan  
Jacki Smith  
Sally Rocks  
  
Communications &  
Funding Manager: Rebecca French  
Team Administrator: Donna Rudziak  
Events & Volunteer  
Coordinator: Vivien Sale

**More than 70 volunteers** are involved in Counselling, Helpline, Awareness and Fundraising activities for RASASC

*“So much has changed! I feel so free, so full of optimism and hope. Thank you RASASC you really helped me in my hour of need.”*

## What We Do

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### Vision

RASASC offers support to anyone affected by rape or sexual abuse and raises awareness of the impact of sexual abuse

### Mission

RASASC works to achieve this vision by supporting men, women and young people, whether the abuse was recent or non-recent and whether or not they are reporting it to the Police.

We do this by:

- Providing a Helpline (19:30-21:30 Sunday to Friday)
- Offering an Independent Sexual Violence Advisor service
- Face to face Counselling
- Facilitating Support Groups

These services support and empower our clients.

We work in partnership with similar organisations to promote RASASC's services and to increase awareness of rape and sexual abuse and the challenges survivors face.

### Values

*Listening:* we may be the first point of contact for a survivor, some may not have anyone else to talk to. We can help alleviate anxieties and provide support.

*Safe space:* we provide a safe environment for clients to be open about their experiences.

*Empowerment:* we encourage clients to make their own decision about services they wish to access.

*Client-focused:* we provide safe, long term, sustainable services to meet our clients' needs.

*Volunteer-led:* our helpline and counselling services are provided by trained helpline volunteers and qualified volunteer counsellors.

*Integrity:* we are open, honest and respectful to all our clients, employees, volunteers and partners.

### Emma's story

Emma, 51, had suffered childhood sexual abuse by her grandfather from an early age and is also a survivor of rape as an adult. Emma had a mental health diagnosis of Borderline Personality Disorder and was struggling with PTSD symptoms, including anxiety and panic attacks, low self-esteem and self-harm. Emma also needed surgery, but was unable to go forward with the operation as she was triggered into panics at the thought of being touched during the medical examination.

Emma and her counsellor decided that the focus of her work would be on learning how to cope with the triggers that caused anxiety attacks and on regaining confidence. Some basic psycho-educational work was done so Emma could learn to ground herself and recover from severe attacks. After two months Emma was able to come in and return home on her own. At the end of counselling, Emma felt able to go ahead with the operation.

This is by no means the end of Emma's recovery, but right now her life is changing in positive ways and we all hope that Emma has found, in her own strength and commitment, enough to move her life forward to a happier future.

## How We Operate

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### **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 meet 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 organisation is run on a daily operational business by the Head of Services, who is assisted by a team of employees and volunteers.

### **Reserves Policy**

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

### **Funding**

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

### **Membership Organisations**

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

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

### **Other RASASCs is the UK**

There are other organisations throughout the UK that use the term 'RASASC' in their name. We are not connected, and these organisations are all independent and all run slightly different services. RASASCs do, however, all come under the umbrella bodies of either The Survivors Trust and/or Rape Crisis.

### **Distance to Similar Agencies in miles from Guildford**

Southampton: 54  
Portsmouth: 45  
Winchester: 43  
Croydon (South London): 34  
Basingstoke: 26

### **History**

RASASC was established in 1992 to provide support for men and women who have 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.

## Chair's Report

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I joined RASASC as a trustee in October towards the end of our last financial year 1<sup>st</sup> November 2014 - 31<sup>st</sup> October 2015, just as Cathie Smith, our Chair, stepped down to become involved in the training of our helpline volunteers. Cathie was a founding member of RASASC and a driving force as Chair for over 7 years. I must start my report by thanking her for her dedication to RASASC and for all she has achieved as Chair. I know she is enjoying her continued involvement with RASASC and we feel lucky to have her still as part of the team.

We continued to be supported by dedicated Trustees and we welcomed another four new Trustees, Simon White, Grace Simmonds, Helen Turner and Sophie Mansfield, who enhance our trustee skill set and bring a new perspective to our work. We sadly also said goodbye to Malcolm Henderson-Begg, Janice Adamson, Diana Baden Hellard and Helen Donnison, and thank them for their wonderful work as trustees and their continued support for RASASC.

During the last financial year we recognised there was a need to consider expanding our services so we could reach out more effectively to survivors from all across Surrey.

Surrey is diverse geographically and has disparate transport links making it difficult and sometimes expensive for survivors to reach us and access our services. The idea of a "Hub" started to blossom, and research commenced, with many hours spent studying and analysing data to see if we were correct in our assumption of the need to expand.

RASASC is very grateful to the Office of the Police and Crime Commissioner for their financial support with a grant to fund our research and a grant to move forward with the Hub. The Trustees anticipate the

Hub will be up and running in November 2016. It will be based in Leatherhead, in the east of the county. I want to formally thank the CAB for their support to us in the research phase and for agreeing to provide accommodation for the Hub.

The establishment of a Hub is a huge achievement for a small team of staff and trustees and our thanks must go to everyone involved. Without their hard work and determination the Hub would never have come to fruition.

In the aftermath of Kids Company and the adverse publicity surrounding charities at that time we are working to review and ensure that our governance structures are up to date and fit for purpose. We have also launched a new mission statement which you will see in the Annual Report and also a new strategy for the next 12 months.

"Thank you" is a very over used phrase, but how else do you express thanks to our wonderful team of volunteers; on the helpline and our counsellors. Their commitment is why RASASC continues to support as many people as it does and how we are still securing grants to continue and expand our services. Our office continues to be effective and efficient with a great team of staff, led by Barbara. They achieve so much when they are such a small team!

I cannot finish without also thanking everyone who support our events, donate to RASASC and those who award us grants or let us use rooms etc. This all means that we keep going and in the coming year will grow and be able to reach and support more survivors!

**Alex Overington,  
Interim RASASC Chair**

## Head of Services Report

*"I feel much more able to cope with my thoughts and emotions – I have been given the skills and support to be able to move forward on my own."*

I remember writing about the new journey we were about to embark on this time last year – setting up a number of new projects and expanding our existing services.

It took a leap of faith expecting so much from our volunteers and staff when being a small charity, our capacity is quite limited, but I'm delighted to say "We did it!"

We were successful in completing, with good outcomes, a number of short term projects which ranged from survivor led coffee meetings to major training events for both survivors and professionals working in the field.

We have learnt much from the experience and, as a result, been able to offer more diverse services to survivors, recruit more volunteers and expand our main services.

The best outcome of all, however, is that we have been able to support many more survivors and this makes all the hard work carried out by our Volunteers and staff -so worthwhile. The graph below shows the increase in the number of counselling sessions given over the year – much of the additional funding coming from Surrey PCC.



### Group Support

As is often the case, when you start something new, and find it's very successful, there is the challenge of making sure you can carry on. Our 'self-confidence' sessions for survivors, which we started in the summer as a pilot project, has been so successful the first course was extended from 6-12 weeks at the request of the women in the group. The course (run during the day time) has now become a regular RASASC service and we have been able to offer three courses during the year and are looking to start another in the evening.

As one survivor said: *"The trust, understanding and encouragement that grew within our group made it somewhere I wanted to be. I gained comfort, strength and optimism for the future knowing I was safe, believed and genuinely valued for who I was."*

Our thanks go to Pat, who is the facilitator of the confidence classes and Joanna who supports the group as a volunteer

## Helpline

One of our fundamental and essential services at RASASC is our Helpline service. The Helpline provides an empathic, non-judgemental listening service to survivors of rape and or sexual abuse. During the year our volunteers received 2,277 calls from men, women and young people. Connecting with one of our helpline volunteers helps to reduce the isolation and loneliness that many survivors experience. One caller expressed this feeling as 'Only part being alive – looking at the world through thick glass and not really belonging'. All our volunteers are given extensive training and on-going regular supervision.

We delivered two courses to recruit new volunteers in the year.

The quotes below are very typical of the feedback from our trainees who, following the course, then undergo further training on the line, with support from an experienced Supervisor.

*"The training course has been invaluable – thank you RASASC. Not only does it reveal the complex needs of a whole variety of different callers but also helps me to understand myself and my own family's needs."*

*"I always look forward to training. It has been a great experience that has taught me not only about others but about myself."*

## Independent Sexual Violence Advisor Service

Aside from the expansion of our F2F counselling service from two to three evenings a week, one of the most significant changes in the year has been the increase in our ISVA team from 2 to 4 posts. Our lead ISVA – Sally explains the impact of the development of the team:

*"We are grateful to Surrey PCC in enabling us to expand at a crucial time when so many new clients were coming forward that the team were struggling to manage the workload. ISVAs offer to meet up with all clients who wish to have a meeting and we do not hold a waiting list. During the year our active caseload rose from 110 to 200 and we supported 315 new clients. We support clients whether the person wishes to report to the police or not and of those who do report, help is given throughout the client's journey through the CJS and afterwards. We are in a privileged position to be able to provide 'a voice' for survivors and the team regularly deliver talks to both Surrey Police and other agencies in order to help improve services to victims of sexual assault."*

*"It has made me so much more of a person than the shell which I felt like before."*

**Barbara Stevenson, Head of Services**

### Helpline 2015

Total no. of calls: 2,277

Approx. 65 calls taken by each volunteer

The RASASC Helpline is open 7:30pm – 9:30pm every evening apart from Saturdays and Bank Holidays.

01483 546400

0800 0288 022

*“The counselling has saved me – helped me to save myself. It made me realise that I can have a life – that there is a future.”*

## Counselling Co-ordinator’s Report

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During 2014-15 the counselling service at RASASC has again experienced increased demand, with RASASC, as a whole, being recognised as offering such a valuable service to the community.

Changes in society’s attitudes to rape and sexual abuse have resulted in many more survivors feeling safe enough to come forward to make use of the criminal justice system and agencies like our own.

The histogram above clearly demonstrates the increase in counselling sessions we have been able to deliver during the year.

In addition to our F2F adult service we have continued to offer counselling for young people 13-16 yrs through our youth counsellor Alix Hearn and Ruth Godfrey has provided Crisis counselling to clients referred from the Solace Centre

In addition, 11 people have made use of family support sessions

Waiting times improved during the year. At best we had only 44 clients waiting for counselling which translates into an

average waiting time of 4 months, after assessment. The increased number of RASASC counsellors at between 22 and 26 counsellors has certainly been instrumental to this.

We still hope to improve waiting times and the PCC funding, which allows us to offer 6 month contracts to some clients, has been a great help during this year.

The counselling service currently sees 52 clients each week and with assessment and family support sessions is offering over 2,500 sessions each year.

My own and RASASC’s thanks are due to all of our counsellors who do such wonderful work supporting each client on their own individual journey. 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,  
Clinical Lead and Co-ordinator**

*“RASASC is a great help to all the lost souls like me – I feel happier now and more at peace over the attack.”*

*“Counselling helped me to become the mother I’ve always wanted to be”*

### **Counselling Service 2015**

Over 260 requests for counselling information received

Over 2,500 counselling sessions provided

Waiting times reduced from 8 months after assessment to 5 months

On average over 65 clients seen every week

## Leading Dialogue

Held at Guildford YMCA, a series of three events hosted by RASASC welcomed a wide range of participants to share their experience and expertise in working with survivors. More than 70 participants attended each of the sessions, including counsellors, psychotherapists, police officers, social workers, NHS staff, midwives, drug and alcohol abuse support workers, domestic violence support and survivors.

### The Event Series:

21<sup>st</sup> February: Sexual Abuse – What every professional should know

14<sup>th</sup> March: Male survivors – Are we offering the support they need?

28<sup>th</sup> March: Experiences of women survivors: What have we learnt?

Through initiating dialogue we can widen our perspective about sexual abuse and understand more about what helps and hinders survivors in disclosing their experiences and getting the help they need.

As well as providing a detailed overview of RASASC services, these events covered a wide range of topics and a number of external speakers were invited to offer their perspectives.

There were discussions around gender expectations and the impact this can have on how individuals access support services. Another presentation explained the process of going through a civil claim and seeking compensation.



↑ *Martyn Sullivan leads an interactive session that explores the issues and assumptions around men and sexual violence*

### Thank you to all our speakers:

Cathie and Barbara – RASASC Chair and Head of Services

Sally, Susan, Roxy and Jacki – RASASC ISVA team

Chris Tuck – Health Coach and Author

Dino Nocivelli – Solicitor, Bolt Burdon Kemp

Ian Cole – Development Worker for Gay Men, Virgin Care

Martyn Sullivan – CEO, Mankind UK

Wendy Capewell – Counsellor, Cope Well Therapies

Zoe Lodrick – Sexual Trauma Specialist

Our speakers also brought a survivor's perspective, how their experiences impacted on them as parents, and the importance of nutrition and exercise in their recovery. There were also discussions around a counsellor's perspective, and effective strategies for enabling recovery. Another important aspect of the event series was exploring the complex processes that result in a victim becoming ensnared in abuse dynamics. In addition, the speakers explained the neurobiology behind our reactions to traumatic experiences.

The impact of rape and sexual abuse are far reaching and unique to each individual. By increasing knowledge among a range of professionals and the wider community, we will be better placed to meet the needs of survivors.

# Fundraising Report

It simply would not be possible for RASASC to help as many clients as it does without the generosity of its supporters. From individuals and teams undertaking fundraising challenges, to organisations and companies offering donations and services in kind, and grants from a wide range of funding bodies – *thank you all!*

## Major Grants

RASASC continues to be supported by the Ministry of Justice and Home Office. RASASC was also awarded funds by the Office of the Police and Crime Commissioner for Surrey.

This funding was supplemented by additional grants by Community Foundation for Surrey, Guildford Borough Council and NHS England.

## Fundraising & Generous Donations

Over £13,000 was raised by client contributions and a further £12,000 was raised by our wonderful fundraisers and supporters.

Unfortunately it is not possible to mention all the individuals who have fundraised or donated to RASASC, but we would like to say a big “thank you” to everyone. There are so many ways people have been fundraising for RASASC, including sponsored walks and runs, shopping online, recycling, donating through a Payroll Charitable Giving Scheme and purchasing our torches, rape alarms and cookery books at events.

### Thank you for your support

We are incredibly grateful to the organisations, groups and companies who have donated funds and services, including...

Surrey Satellite Technology Ltd., JTI, Waitrose, South African Congregation, Haslemere Thespians, G Live, Parish of Holy Trinity & St. Marys, Barley Mow Pub, Smile IT Ltd, The Chip Shop Aldershot EU Design, The Leonard Laity Stoate Charitable Trust, Lindt, Experience Guildford



← The Haslemere Thespians raised over £2,500 for RASASC through ticket and raffle sales for the production of *The Vagina Monologues*.

↓ The Winter Fair raised over £1,000. Pictured left to right at the Winter Fair 2014: Barbara Stevenson, Councillor David Elms, Anne Milton MP and Vivien Sale.

↓ The Bridge Event raised over £4,000



# Treasurer's Report

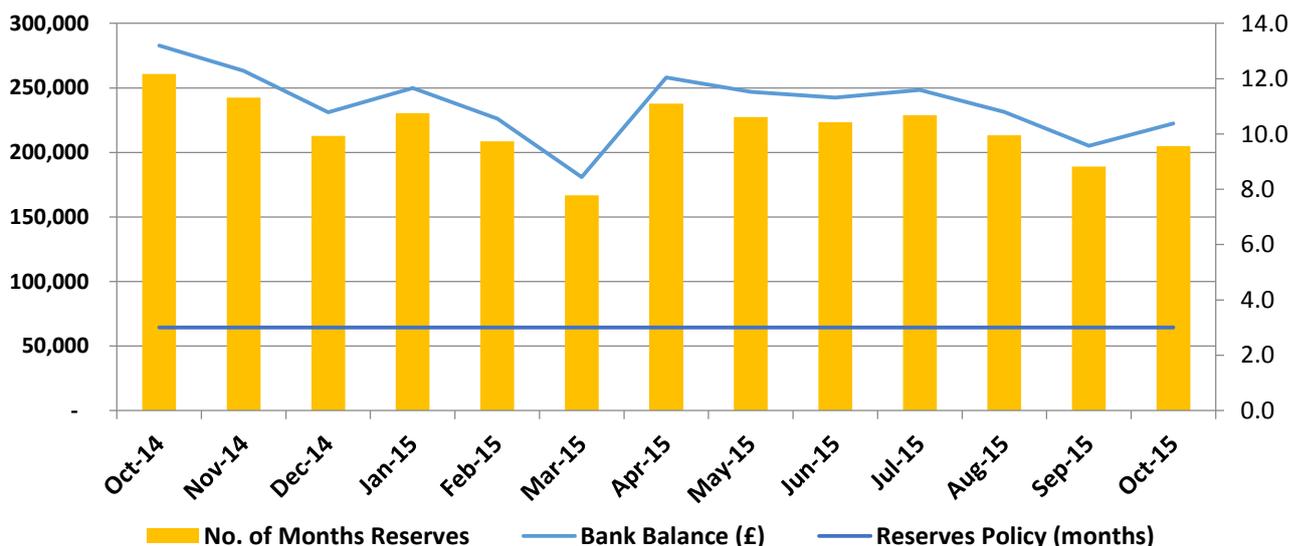
The 2014/15 Financial Year was another period of solid financial performance. Total income reached £292,000 – well above our budget of £244,000 and only slightly below the prior year's record of £302,000. The predominant source of income continues to be major block grants from organizations such as the Surrey PCC, the Ministry of Justice & Home Office; while substantial amounts were also raised from Corporate Donations, Client Contributions, Individual Donations and Fund Raising.

As a general rule, the block grants are provided against specific purposes whereas other sources are available to fund general expenses, *ad-hoc* projects and office costs. Expenditure, at £353,000, was £61,000 above income as grants received in the prior year were utilized in the current period.

This resulting deficit is not a cause for concern as it reflects timing difference between income and expenditure rather than an underlying over-spend. Looking to the future, the Board continuously monitor expected income sources against projected expenditure.

## Cash Reserves and Expenditure Coverage

The cash balance at the end of the year stood at £221,000; down £62,000 from £283,000 in October 2014. This balance equates to 9.5 months' expenditure by reference to annual budget. This is comfortably within RASASC's Reserves Policy of 3 months of expenditure.



## Income

Income for the financial year to date at £292,000 was well ahead of the budget of £244,000 and comprised:

		FY '14/15	
		Actual	Budget
<b>Grants</b>	<b>Surrey PCC</b>	104,125	
	<b>Ministry of Justice</b>	90,000	
	<b>Home Office</b>	40,000	
	<b>Corporate</b>	16,238	
	<b>Care UK</b>	6,310	
	<b>Community Foundation</b>	2,000	
	<b>Other</b>	500	
	<b>Total Grants</b>	259,173	200,000
<b>Client Contributions</b>		13,489	13,000
<b>Donations</b>		12,309	15,000
<b>Fundraising</b>		6,287	15,000
<b>Bank Interest/Other</b>		730	500
	<b>Total Income</b>	<b>291,988</b>	<b>243,500</b>

Utilization of the main grants was primarily as follows:

Surrey PCC: ISVA salaries, expenses and support costs. Supplementary funding was received for Helpline training and supervision, advanced ISVA training, counselling assessment and Hub research.

Ministry of Justice: Head of Service and office staff salaries. Uplift of £30,000 used for additional services such as Group sessions and Thursday Counselling.

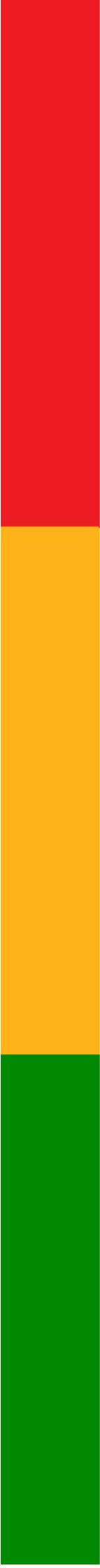
Home Office: Additional ISVA salary and expenses.

## Statement of Income & Expenditure

A summary of expenditure against income is as follows. The broad pattern of spend is largely unchanged with payroll costs, not unsurprisingly, comprising 50% of the total. Services costs were above plan reflecting the additional funding received for ISVAs, counselling, and Group sessions; and in particular training.

Other areas of higher, but once-off, spend were in respect of improvements in the phone system, office equipment, computer software and IT equipment. These have, and will continue, to yield efficiency improvements.

	<b>Actual</b>	<b>Budget</b>
<b>Income</b>	<b>291,988</b>	<b>243,500</b>
<b>Payroll</b>	165,023	156,500
<b>Social Security</b>	12,225	10,250
<b><i>Sub Total payroll</i></b>	<b><i>177,248</i></b>	<b><i>166,750</i></b>
<b>Supervision</b>	2,475	7,500
<b>Training</b>	28,843	15,000
<b>Travel</b>	14,637	12,500
<b>Counsellors</b>	47,923	27,500
<b>Helpline</b>	1,340	0
<b>Others</b>	156	2,000
<b><i>Sub Total Services</i></b>	<b><i>95,374</i></b>	<b><i>64,500</i></b>
<b>Accounting/Insurance</b>	6,243	2,000
<b>Consultancy</b>	3,500	0
<b>Equipment &amp; Repairs</b>	6,049	10,000
<b>Fundraising</b>	2,088	2,000
<b>Office Supplies</b>	12,360	3,000
<b>Advertising</b>	4,322	1,500
<b>Sundries</b>	1,607	2,250
<b>Computer/Internet</b>	16,293	0
<b>Telecoms</b>	5,142	4,500
<b><i>Sub Total Office Costs</i></b>	<b><i>57,605</i></b>	<b><i>25,250</i></b>
<b>Rent, Rates &amp; Utilities</b>	22,734	23,000
<b><i>Sub Total Occupancy</i></b>	<b><i>22,734</i></b>	<b><i>23,000</i></b>
<b>Total Expenditure</b>	<b>352,961</b>	<b>279,500</b>
<b>Surplus/(Deficit)</b>	<b>-60,973</b>	<b>-36,000</b>



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