

RASASC

Rape & Sexual Abuse Support Centre



RASASC Annual Report

1st November 2013 – 31st October 2014

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

Foreword

Welcome to the 21st RASASC Annual Report for the Financial Year 1st November 2013 – 31st October 2014. 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

Trustees, Management Committee

Chair: Cathie Smith
Vice Chair: Malcolm Henderson-Begg
Treasurer: Graham Ward
Janice Adamson
Diana Baden Hellard
Helen Davies
Rachel Emsley
Sue Fielder
Maxine Johnson
Jo Woodley

Paid Employees

Head of Services: Barbara Stevenson
Clinical Lead: Felicity Williams
Independent Sexual
Violence Advisors: Sheila Cade-Hughes
Sally Hutton
Susan Cowan
Head of Fundraising
& Communications: Sonia Freebody
Team Administrators: Lizzie Hibbert
Sally Rocks
Vivien Sale

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

“I was sceptical about counselling but my counsellor completely changed my mind on this. I am a different person to the one who walked through the door. Thank you — you helped me find myself for the first time in my life.”

What We Do

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-judgement. RASASC listens, believes and cares. We can empower and support them to regain 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 e.g. Family/partner/friend
- Support groups
- Awareness of rape and sexual abuse issues, to promote understanding and facilitate rehabilitation of people who are survivors

History

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

RASASC In Context

The following figures were stated in *An Overview of Sexual Offending in England and Wales*, published by the Home Office Ministry of Justice in January 2013:

Police recorded crimes

Sexual Offences: 54,310
Rape: 15,670

Estimated no. of victims

Sexual Offences: 430,000 – 517,000
Rape: 60,000 – 95,000

How We Operate

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 has been 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

Chair's Report

During RASASC'S Financial Year 1st November 2013 - 31st October 2014 we experienced many highlights and responded to a number of challenges.

Early in this period we started to settle after the restructure and welcomed Barbara Stevenson as Head of Services. With a new and focused role as Head of Fundraising and Communications, Sonja Freebody organised a momentous visit from Her Royal Highness the Duchess of Cornwall, who visited our office in Guildford and spent time talking to our volunteers and staff. The office continued to be supported by our very loyal and organised staff members, Vivien and Lizzie. We said a sad farewell to Sonja though in July, after 13 years with RASASC.

We continued to be supported by long-term dedicated Trustees and we welcomed 5 new Trustees who bring additional skills and new energy to provide a wider range of support and experience. We sadly said Goodbye to Graham Ward, who had been Treasurer for RASASC for 8 years. He provided valuable guidance and wisdom and often his input extended far beyond the role of Treasurer. We were very pleased to welcome Linda Ashworth as Bookkeeper in September.

During this time the Helpline Volunteer team continued to provide a reliable and safe service to our callers. The Helpline is often the very first place people access our services and their voice is heard. The Helpline Volunteers deserve much praise for their time and commitment to RASASC.

Providing critical support to the Helpline during this time were Felicity, Kate, Martine and Sharon, who have all been involved with RASASC for many years. They also ensure the safeguarding of volunteers and callers.

13 new Helpline volunteers completed their core training and Training in Action. The Helpline training was delivered by Di and Maria who provide an excellent programme for the new volunteers.

We saw an extension of our ISVA service, while during this time we also saw the retirement of Sheila. This role continues to provide broad support to survivors and their families and also provides a network of support amongst connecting bodies. This is a demanding role and yet ISVAs remain caring and considerate to their clients' needs.

The counselling and assessment team, who are also assisted by the custodians, and led by Felicity, provide valuable hours with our face to face clients, providing care and expertise. During this year we had investment to expand the number of evenings we could offer with the aim to reduce waiting times. An incredible amount of effort went into making this happen. In addition, the investment is able to include training and public workshops. The training is in recognition for the time and care invested by Felicity and the counselling team in supporting our clients.

We are also privileged to have funding to provide face to face counselling for Young People and to be working closely with the SARC to provide a crisis worker. These are both new roles with RASASC.

"Thank You!" never feels like enough for everything people give to RASASC. Whether it's time with survivors, supporting events, financial investment and donations, there is never a big enough word to describe the appreciation by RASASC and the positive impact that all efforts have on survivors and their families to aid coping and recovery!

Cathie Smith, RASASC Chair

Head of Services Report

“I feel much calmer and the anxiety is settling. I am coming to terms with my past and releasing the hold it has had on me.”

When you think about it, the ultimate aim for all sexual assault support services is to become redundant. The hope being that someday in the future rape and sexual abuse will be a thing of the past.

That said, existing survivors would still have need of specialist services such as long term counselling or ISVA support, and I expect Helplines would continue to be busy for some years.

The path to recovery varies for individual survivors, there being no common definable ‘end of road’. What we do know, from anonymous client feedback forms following counselling, is that there are some common elements to how recovery is described. Often it’s about being able to ‘reclaim’ a part of what has been lost and sometimes about the freedom to do more.

Reading anonymous feedback forms is both a privilege and a humbling experience. They are evidence that there is ‘hope’ in what may seem, at first, the darkest of circumstances and demonstrates what can be achieved by

survivors as they travel along the road to recovery.

Here is one of the many positive responses to the question on our client feedback forms following counselling:

Have things changed for you? If so how?

‘Yes. I feel able to cope with everyday things and disasters. I know now if I ever feel bad again I will be okay. I never knew just how much this could help. My life has changed, my outlook has changed-dramatically. I feel a lot better’

A survey carried out in 2014 by The Survivors Trust shows that survivors want to ‘dip in and out’ of a range of services as their circumstances change. Responding to the needs of survivors is exactly what drives RASASC. It’s been a really busy year, and that drive has been evident in the work of all our volunteers and staff, with everyone committed to supporting survivors whether they need counselling, support, information and advice from an ISVA or a friendly voice from a skilled Helpline Volunteer.

Independent Sexual Violence Advisors (ISVAs)

The number of referrals to the ISVA service have been steadily increasing over the year and the proportion with complex needs – also increasing. We have a firm commitment to ensuring that all clients who want a face to face meeting with the ISVA will receive one and we have been able to keep to this although it has been a challenge at times. A small fund to reimburse client expenses encouraged survivors to travel to RASASC where possible and this helped reduce ISVA travel time.

Between January and September 2014, Sally and Sheila had taken 196 new cases and were working with a live case load of 110 clients. It was clear that we needed a bigger team.

New cases Jan- Sept 2014/Source referrals	SARC	Police	Self- referral/Other agency
196	64 (33%)	46 (23%)	86 (44%)

Thanks to grants from the Community Safety Foundation and the Office of The Police and Crime Commissioner (OPCC) we were able to supplement our existing ISVA funding to increase the number of ISVA hours, and by October 2014 we recruited two more ISVAs. At the end of the year, Sheila, our first ISVA and who helped establish the service in 2011, moved location and so we recruited a third person. By the end of October, we were positioning ourselves to start the new Financial Year with a team equivalent to three full time persons: Sally (our existing ISVA), Susan, Jacki and Roxy.

It soon became clear that, with the number of referrals continuing to rise, we needed to ensure the work coming in was allocated to ISVAs in a way that took into account case load, complexity and location. We were all very pleased to welcome Sally to a new role - as team leader. With the bigger team we have been able to start visiting other agencies to promote the work of the service and to focus on areas of Surrey where referrals had been relatively low. The impact of all the changes we have experienced is reflected in the quote below from Sally:

“There have been huge changes in the ISVA service. It was very sad to lose Sheila, who had spent three years building up this brilliant service, and helping so many clients. She has moved with her family up to Shropshire and is now settling happily there with a new granddaughter as well.

Our new and versatile team come with all sorts of experience and backgrounds, and I am sure we will all work well together and will learn from each other all the time. As a bigger team we will also be able to offer presentations to other agencies and the public to expand awareness and knowledge of our service. Thanks to OPCC funding we are also looking forward to working with Sales Force to set up a new case management system, which will make monitoring so much easier.”

Sally, ISVA Team Leader

Helpline Service 2014

RASASC has a team of around 35 female volunteers who are specially trained to listen, support and give the caller time to talk in confidence. The Helpline is available to anyone affected by rape and sexual abuse.

Helpline 2014

Total no. of calls: 2,277

Approx. 65 calls taken by each volunteer

These are just some of the issues our callers are facing:

- Nightmares
- Eating disorders
- Drugs and Alcohol Misuse
- Self-harm
- Panic attacks
- Flashbacks
- Depression
- Reporting to the Police
- Court cases
- Pregnancy by rape

The number of Helpline Volunteers delivering this valuable service is the crucial deciding factor to the level of support we can offer. We always hope that our volunteers will stay for as long as possible, but also recognise that we are a learning organisation and that, inevitably, some volunteers will move on to other volunteering/work, having received excellent training and gained experience in this most challenging but rewarding work.

We are very fortunate indeed to have such committed volunteers to the Helpline – some of whom have been with us for 10 years or more – and who, as a result of their experience, are able to help support volunteers who are new.

Recruitment for volunteers usually takes place twice a year in January/February or late summer in order to offer training in the spring or autumn. This year, the numbers of new volunteers recruited was quite low (13) compared with previous years (19 in 2013), but we have been able to keep the Helpline open – thanks to volunteers who have gone the extra mile by offering to work an additional shift when required.

We would not, of course, be able to recruit new volunteers if it wasn't for the excellent work of our two trainers, Di Joyner and Maria White.

This year the training program was extended from 8 to 10 sessions – and the training in action period (working on the Helpline with a supervisor in attendance) increased to 4 weeks minimum. This reflects how developments like neuroscience have become part of the learning as well as providing more information on the impact of trauma.

Many of our new volunteers tell me that one of the benefits of the training, in addition to learning about survivors and how we can support them through the Helpline, has been an increased self-confidence and/or self-awareness. Being in a group – can also be fun of course and everyone is very friendly

Joining RASASC was stepping into unknown territory. The instant that I entered into the training I realised how lucky we Helpline Volunteers are. The basic training was excellent. My peer group consisted of people of various ages and experiences.

After several years as a Helpline Volunteer, I realise how very essential the line is to callers who often cannot cope with their experiences. Callers come from all walks of life. I believe that callers are often isolated in their present lives and need to express their concerns.

The support we receive from our supervisors and at our supervision meetings is excellent and gives us the opportunity to share our thoughts.

Another enriching part of being a Volunteer is attending colleges, health shows etc. where we can spread the word that RASASC is here to support those in need.

RASASC Volunteer

Barbara Stevenson, Head of Services Guildford RASASC

“I know I'm going to be okay. It feels as if I've straightened my spine and I can stand tall now.”

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

01483 546400

0800 0288 022

Counselling Co-ordinator's Report

"I never knew just how much counselling could help. My life has changed, my outlook has changed dramatically. I feel a lot better."

During 2013-2014 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 societal attitudes, media coverage and the Criminal Justice System in the past few years have resulted in many more survivors feeling safe enough to come forward and use RASASC services.

This year 251 callers have contacted the Counselling Service for counselling, court support, groups and Family Support sessions. The new Youth Counselling service offered by Alix Hearn has taken over all clients who are under 16 and Ruth Godfrey is now offering Crisis Counselling.

During the year 43 clients have been referred by the Counselling Service to ISVA support and eight have made use of Therapeutic Groups, which ran from July to October. 10 have made use of Family Support sessions and we have offered 135 Counselling Assessments. In our Counselling Assessments, 21 clients failed to attend their initial Assessment, 7 were referred to the Psychiatric services and 10 were referred for further help with other agencies.

Of the 97 remaining clients 52 have made use of counselling with RASASC and some are ongoing here. 9 clients have opted to have private counselling and we have 36 clients awaiting counselling at RASASC.

We have struggled with waiting times this year, with counsellor numbers down to 15 counsellors at one point. However, PCC funding allowed us to increase the number of counsellors to 25 during the year and from an all-time high of 89 people on our Waiting List we have now reduced it to 51 clients in all. This translates into around five months wait after Initial Assessment, and is not ideal, but better than the eight months we were quoting mid-year. We hope to improve waiting times again and the aim is for a maximum of three months wait after Assessment.

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**

"My counsellor helped me talk through all my doubts and confusion and made me see what I'd been missing all these years!"

"I was always controlled. I never had a voice – everyone else's voices – everyone else's control. Now I'm finding my voice."

Counselling Service 2014

Over 250 requests for counselling information received

Over 2,100 counselling sessions provided

Waiting times reduced from 8 months after assessment to 5 months

On average over 50 clients seen every week

A Royal Visit

RASASC was thrilled to receive a visit from Her Royal Highness the Duchess of Cornwall on 13th February 2014 to celebrate the Centre supporting survivors for over 21 years.

The Duchess met with staff and Trustees, as well as RASASC Patron Anne Milton MP, the Lord Lieutenant of Surrey Dame Sarah Goad and the Mayor of Guildford Diana Lockyer-Nibbs.

The Duchess had a private meeting with a female survivor in her 50s. She spoke of her childhood experiences and the emotional and mental problems that it brought as she progressed through her teenage years and into womanhood. Without the help of counselling she felt that she would never have recovered. She did not discuss this with anyone for over 20 years and skirted around her problems and pretended to be “normal”. It was a huge emotional step for her to speak to The Duchess. The Duchess was grateful that she was brave enough to speak to her.



Left to right: Mayor of Guildford Diana Lockyer-Nibbs, HRH The Duchess of Cornwall, Sonja Freebody, Lord Lieutenant of Surrey Dame Sarah Goad and Anne Milton MP.



The Duchess met with RASASC staff and volunteers at the RASASC office in Guildford.

The Duchess was also given a demonstration of an “Ambu-Wrap Kit”, which is now used in all ambulances. RASASC worked with the South East Service Ambulance service to improve their service for victims. This included the development of a blanket/wrap made with a special fabric that covers the victims and their clothes, trapping DNA and enabling evidence to be collected.

In addition the kit contains special stretcher covers that also trap DNA, this enables evidence to be collected and the vehicle can go straight back out on the road, rather than being taken out of action as a scene of crime until the stretchers can be swabbed. The Duchess was very impressed by the improvements that have been made for survivors by RASASC.

Sonja Freebody, former Head of Fundraising and Communications, said: “*We were delighted that The Duchess Camilla visited our Centre. We have known that she has an interest in supporting survivors of rape and sexual abuse and has previously started a special wash-bag scheme. Everyone at RASASC was grateful that she had time to spend with us to widen her knowledge and understanding of the issues that rape survivors face and how it impacts on families, jobs and well-being. The visit was a great success and was enjoyed by all.*”

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. Following a successful application by the Office of the Police and Crime Commissioner for Surrey to the Ministry of Justice, an additional £450,000 was made available to victim services across the county. RASASC was awarded £105,000 in short term funding to enhance its support services for survivors of rape and sexual abuse.

This funding was supplemented by additional grants by Community Foundation for Surrey, Guildford & Waverley Welcome Forum, Surrey County Council, Guildford Borough Council and NHS England.

Fundraising Events

An amazing £13,500 was raised through fundraising in this period. Thank you to everyone who walked, ran, cycled, baked, shopped online and donated to support RASASC.



The Winter Fair raised over £1,000



Team RASASC took on a 10km walk around Shalford Park, raising over £700

Generous Donations

Over £10,000 was raised through donations, including counselling client contributions. £500 was also raised through Gift Aid.

Organisations, groups and companies who have donated funds and services include...

Surrey Satellite Technology Ltd., JTI, Waitrose, South African Congregation, Aveda, CHL Mortgages, Zonta International, St. Catherine's School, Into the Light, Yvonne Arnaud Theatre, Holy Trinity Church, Barley Mow Pub, Smile IT Ltd, EU Design



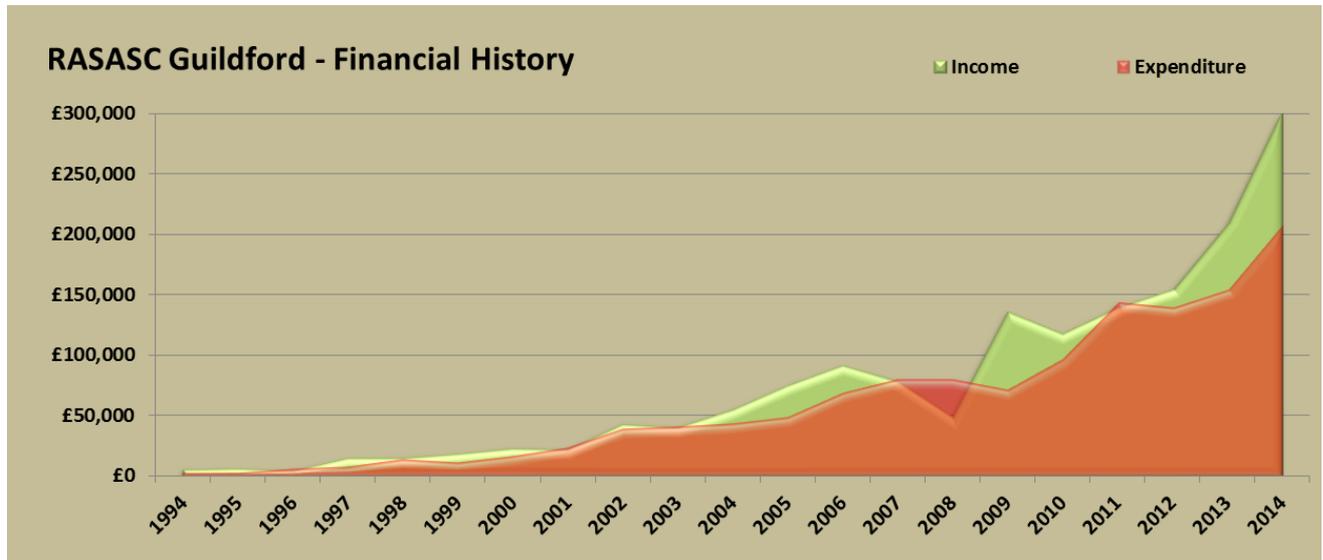
The Bridge Event raised over £4,500

More fantastic achievements...

George Hutton cycled over 500 miles from San Francisco to Los Angeles, raising over £1,000

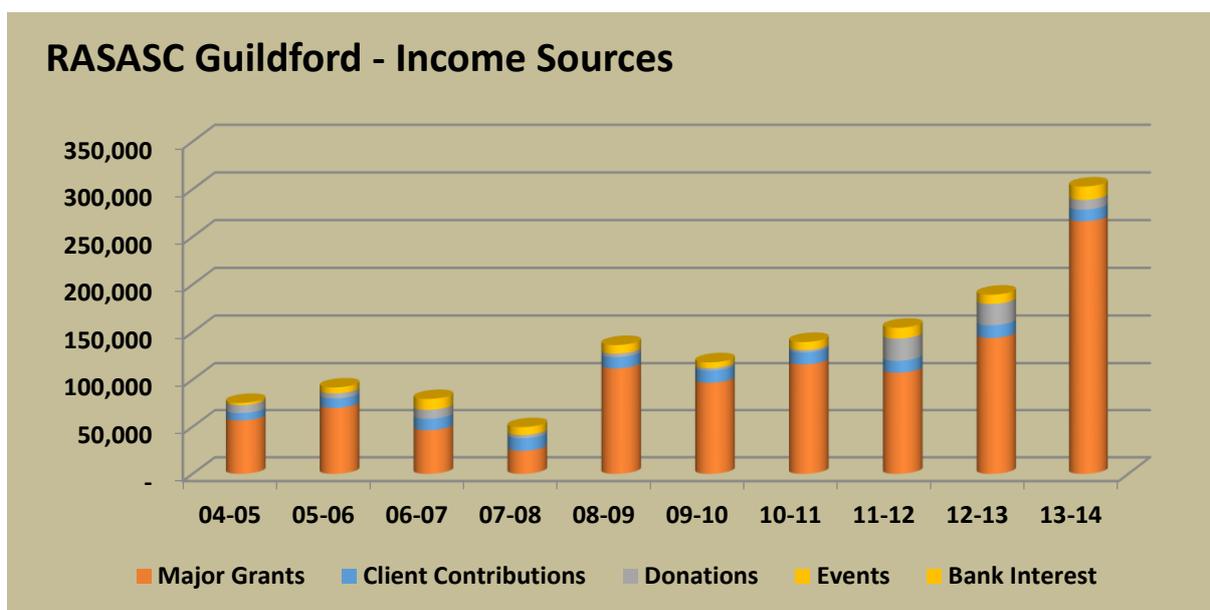
The Young Musicians Recital raised over £500

Treasurer's Report

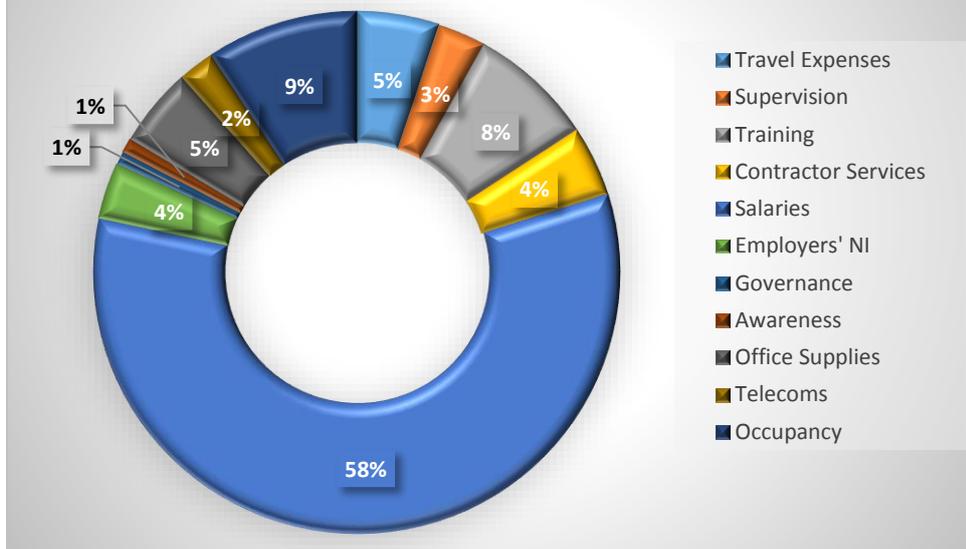


Our Financial Year from November 2013 to October 2014 continued to be another record year for RASASC Guildford with income increasing by 45%. This increase was particularly focused on outlined projects and will be spent by March 2015. The expenditure increased by 25% and we are budgeted to overspend in 2015 as we carry over the excess income.

Income Sources have risen and are primarily through Major Grants predominantly from the Police Crime Commissioner's funding, a generous continuing donation from a local business and whilst our clients for face to face counselling have more than doubled our client contributions remain the same, demonstrating the need for external support and investment. Our events income was the highest ever and almost 50% greater than the previous year, this represents internal activity to generate income and raise awareness.



RASASC Guildford Expenditure FY13 YTD



The additional expenditure due to salaries is a planned overhead and required to expand and secure our services and provide sustainable support to the growing number of clients aware and in need of our long term support. Our Training expenditure rose from 4% to 8% and this is in line with the expectation and recruitment of the ISVA posts.

	FY13 Actual	FY14 Actual	FY15 Budget
Major Grants	143,989	266,435	200,000
Client Contributions	13,470	12,287	13,000
Donations	22,332	10,175	15,000
Events	9,533	13,596	15,000
Bank Interest	218	390	500
Total Income	189,542	302,884	243,500
Payroll	93,137	128,307	166,750
Service costs	20,913	45,516	55,000
Office costs	15,851	14,770	34,750
Occupancy costs	22,698	19,378	23,000
Total Expenditure	152,599	207,971	279,500
Surplus	36,943	96,837	-36,000

We started the Financial Year with a high investment that is being spent between July 2014 and March 2015 and the expenditure for the coming Financial Year is projected to be £279,500 drawing on income from 2014.



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