

NOTTS  
SVS  
SERVICES

LISTEN  
BELIEVE  
SUPPORT

# Nottinghamshire Sexual Violence Support Services

# A Brief Guide

ENGLISH

Notts SVS Services provides support to anyone, aged 18 and above, who has experienced rape, sexual violence or childhood sexual abuse whether this happened recently or in the past. This leaflet provides a brief guide to the support we offer and how to contact our service.

If you have experienced a rape or sexual assault within the last 7 days you can get help, including medical assistance, here:

**The Topaz Centre (Adults)** 0800 085 9993 | [www.topazcentre.org](http://www.topazcentre.org)

**EMCYPAS (Children and Young People Aged 0-17)**  
0800 183 0023 | [www.emcypsas.co.uk](http://www.emcypsas.co.uk)

## Notts SVS Services

### About Notts SVS Services

#### Confidentiality

#### Our Service Offers

- Helpline (Hub)
- Drop-in
- Counselling Service
- Group Support
- Family Support
- Cognitive Behavioural Therapy (CBT)
- Eye Movement Desensitization Reprocessing (EMDR)
- Independent Sexual Violence Adviser Service
- Survivor's Support Service
- Therapeutic Support Service

### Accessing our services

#### Useful Contacts

# ABOUT NOTTS SVS SERVICES

We understand that a person's life can be totally shattered by a rape or sexual assault. You may have experienced sexual violence as a child or an adult. The perpetrator may be a partner, ex-partner, date, friend, family member, carer, colleague or a professional. They might be someone you know or someone you don't know. You may also be unsure about something that has happened or is happening to you, or possibly have questions about a relationship you are in.

We know that getting help can sometimes feel difficult. People from different communities may face specific fears and pressures in getting support. We provide support to all survivors of sexual violence (aged 18 and above), regardless of age, gender, race/ethnicity, religious belief, disability, marital status or sexual orientation or any other protected characteristic. We will listen to you and we will not judge.

We work with survivors from many different backgrounds and experiences. We will always try to support you in a way that feels comfortable and meets your needs.

## **It might be helpful to know that we can offer:**

- Support for women in a women-only space
- A choice of a male or female counsellor or support worker
- Access to an interpreter for face-to-face sessions
- Language Line assistance when making calls to our Helpline
- A choice of support options including face-to-face counselling, support over the telephone or online.
- Accessible rooms and support in community venues.

We are also experienced in supporting lesbian, gay, bisexual and trans (LGBT+) survivors and will never judge you, focus on or out your sexuality or trans status.

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*We will listen to you and we will not judge*

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## Our Service Offers

- Helpline
- Drop-in-Service
- Face-to-face Counselling Service
- Therapies such as Cognitive Behavioural Therapy (CBT) and Eye Movement Desensitisation Reprocessing (EMDR)
- Group Support
- Family Support
- Email Support (available in English only)
- Independent Sexual Violence Advisor Service
- Survivors Support Service
- Therapeutic Support Service

All our services are free of charge. Calls to the helpline are charged at a local rate by telephone providers. This might be covered in your call package, although our number might appear on an itemised phone bill. We can call you back if you are short on credit.

## **CONFIDENTIALITY**

Our service is confidential. Whatever you choose to tell us will not be disclosed to a third party, except in cases where we need to keep you or others safe, for example when a child is in danger. This will be fully explained to you before you use our services and we will always talk to you about any concerns that are raised.

We understand that if you need an interpreter to access our services that you might be worried that the person is known to you or your wider community. We will always check this with you first. All interpreters must follow our confidentiality policies to fulfil this role.

## Helpline (Hub)

The helpline is staffed by qualified and trained workers who can offer support and information to anyone concerned about the impact of a sexual assault.

The helpline provides a safe space to address any concerns, either for yourself or for a friend or family member. It can be an opportunity to begin to explore the impact of a sexual assault on your life, to request information or to refer yourself into our other services.

**HELPLINE: 0115 941 0440**

**The helpline is open at the following times:  
Monday, Tuesday, Wednesday, Thursday and Friday  
10am – 1pm and then 4:30pm – 7:30pm**

**Saturday and Sunday  
10am to 1pm**

At other times you may leave a message and a support worker will call you back. The helpline number is: (0115) 941 0440

Outside of these hours you can phone the 24hr sexual and domestic violence helpline on: 0808 800 0340

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*If you are unsure about something that has happened or is happening to you, or have questions about a relationship you are in, we are here for you.*

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## **Drop-in**

You can book an hour-long slot to talk to one of our counsellors. These can be used as a one-off session if you are really struggling. They might also be used to discuss your options and concerns more fully. We can help you to complete a referral into our services during this time.

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*We will always work to support you in a way that feels comfortable and meets your needs*

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## **Counselling Service**

Counselling offers a safe and non-judgmental environment in which you can express and explore your thoughts and feelings in a way that may not be possible with family or friends.

The service is provided by trained counsellors and provides a safe and non-judgmental environment in which you can explore the impact of any form of sexual assault or abuse.

Support is offered over short-term, medium-term or long-term. We offer a range of times (including evenings and weekends) and can support people in person or online.

## **Group Support**

Our 'Beyond Survival' support group is an 8 week course. The sessions are run as male-only or female-only groups and are open to people who have already accessed other therapeutic support with us. Group aims are to gain self-acceptance, build trust in self and others, to experience a more fulfilling life and to meet fellow survivors.

## **Family Support**

If someone close to you has experienced a sexual assault this can also be a difficult time for you. We can offer partners, parents, carers and family members a range of information and support to help you manage your own feelings while you support the person close to you. We can offer up to six sessions of counselling to help you through this time.

## **Cognitive Behavioural Therapy (CBT)**

CBT can be used to help clients find new ways of coping with negative emotions and behaviours that might affect your everyday life. This can be helpful if you are anxious or depressed.

These sessions are offered on a short-term basis where there is a chance to try out different techniques and see what works for you.

## **Eye Movement Desensitization Reprocessing (EMDR)**

These sessions are given on a short-term basis. They work with the idea that traumatic events can 'wound' the mind in the same way a bad fall might lead to a broken bone. The therapy uses eye movement and memory to reduce the emotional distress caused by a traumatic incident.

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*It might be helpful to know that we can offer a choice of a male or female counsellor or support worker*

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## Independent Sexual Violence Adviser Service

An Independent Sexual Violence Advisor (ISVA) is a trained specialist who works to provide support and promote the safety and well-being of anyone who has suffered sexual violence. They provide information and support on practical matters such as:

- Reporting to the Police
- The court process
- Housing and financial matters
- Your rights and services you can access
- Accompanying you on visits to the police, court, solicitors, clinics etc.

Our ISVAs are employed by Notts SVSS and are independent of the statutory agencies you may come into contact with such as the Police or Crown Prosecution Service (CPS).

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*You do not need to leave home or report to the police to get support*

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## Survivor's Support Service

The Survivors' Support Service offers specialist support to anyone who is an adult survivor of child sexual abuse and was let down by an institution, such as

- A children's home or foster placement
- A school
- A hospital/medical setting
- A religious organisation
- A charity or state organisation
- A sports club
- A youth offending organisation

We are also able to support anyone who has been sexually abused and reported this to a person in authority such as a police officer, social worker or a teacher, who then ignored the report or did not act upon it properly.



## Therapeutic Support Service

Our Therapeutic Support Service is available to young people aged 13-17, who have already attended the East Midlands Children and Young Person's Sexual Assault Service (EMCYPSAS). Support offered includes:

- An assessment to discuss the young person's needs, followed by up to 10 sessions of support
- The option to include family or carers in the assessment so they can understand how to support the young person.
- Help with accessing other services

Referrals into this service can only be made through the EMCYPSAS.

## ACCESSING OUR SERVICES

You can refer yourself into our services by phoning our helpline (0115 941 0440). We can use the Language Line telephone translating service if this is required.

Alternatively you can use the contact form on our website:

<https://nottssvss.org.uk/contact/> (this is written in English) or you can ask a supporter to make a referral on your behalf.

When we talk to you or receive your referral we will then work with you to help decide on how we can best support you and meet your needs.

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*If something has happened to you that you did not want, you deserve support*

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## USEFUL CONTACTS

### **The Topaz Centre**

Sexual Assault Referral Centre for Adults  
0800 085 9993 | [www.topazcentre.org](http://www.topazcentre.org)

### **EMCYPSAS – East Midlands Children and Young Person’s Sexual Assault Service**

Sexual Assault Referral Centre for 0-17 year olds  
0800 183 0023 | [www.emcypsas.co.uk](http://www.emcypsas.co.uk)

### **24hr Sexual Abuse and Domestic Violence Helpline**

0808 800 0340

### **Notts SVS Services Helpline**

0115 941 0440 | [www.nottssvss.org.uk](http://www.nottssvss.org.uk)

### **Forced Marriage Helpline**

0207 008 0151

### **Nottingham & Nottinghamshire Refugee Forum**

0115 960 1230 | [www.nottsrefugeeforum.org.uk](http://www.nottsrefugeeforum.org.uk)

### **Women’s Aid Integrated Services (Juno Women’s Aid) website/helpline – women only**

0808 800 0340 | <https://junowomensaid.org.uk/>

### **Safeline – for males**

0808 800 5005 | [www.safeline.org.uk/what-we-do/men/](http://www.safeline.org.uk/what-we-do/men/)

**Karma Nirvana – males and females – honour-based abuse and forced marriage**

0800 5999 247 | [www.karmanirvana.org.uk](http://www.karmanirvana.org.uk)

**FGM Helpline – for concerns about a child who may have been, or might be, subjected to Female Genital Mutilation**

0800 028 3550

**FGM Support – for Survivors of FGM (Female Genital Mutilation)**

0115 845 7009

**Galop UK – National Helpline for LGBT (lesbian, gay, bisexual and trans people) experiencing Domestic Violence and Abuse**

0800 999 5428 and 0300 999 5428 | [www.galop.org.uk](http://www.galop.org.uk)

**Notts NHS 24hr Mental Health Crisis line**

0808 196 3779