

We offer counselling/talking therapies and play therapy to women and girls from age 4, who have experienced any form of sexual violence and who live in any of the 12 south London Boroughs. This support is provided regardless of their ethnicity, culture, religion, sexuality or socio-economic status. Clients living outside the 12 south London Boroughs will be referred to one of the other London Rape Crisis Centres or a Rape Crisis Centre in their area.

North London Rape Crisis: 0207 619 1350

East London Rape Crisis: 0207 6831270

West London Rape Crisis: 0208 567 7347

Children under 4 will be referred to the NSPCC for support.

The times of counselling are from Monday to Thursday 9am to 9pm every week for up to a year. If a client is unable to attend at these times, we will refer her to another organisation who can offer alternative times. Alternatively, we can provide a list of private counsellors who specialise in sexual violence.

Domestic Violence: Should any woman or girl be suffering from domestic violence and at risk, we will immediately refer them on to Women's Aid or Refuge.

Male survivors will be referred to the specialist support service Survivors UK - 0203 598 3898.

Confidentiality and Safeguarding:

We are able to offer complete confidentiality unless:

- we learn of an intention to harm another person or a child
- the client discloses information about a child who may be in danger of being harmed
- we learn of an intention to plot against/overthrow/harm Her Majesty or Her Majesty's Government
- a client is in possession of monies made through drug trafficking

Where any of the above affects you, we will aim to work with you in a transparent way to discuss our concerns and to find a way to support you in gaining extra support to address these concerns. We will not break confidentiality without your knowledge unless you break contact with the service which means that we are not able to discuss our concerns with you.

Accessibility

Rape Crisis South London (Rape and Sexual Abuse Support Centre) currently offers limited counselling in other languages

Where we are unable to provide counselling in other languages we will signpost clients to our partner agencies through the ASCENT consortium (0808 802 55650) who offer counselling for sexual violence in a variety of different languages.

In our recruitment process which takes place annually we strive to employ female therapists who speak another language as well as English and it is our aim to have a wider offer when we recruit counsellors who meet our stringent criteria for ethical practice (in line with the British Association for Counselling and Psychotherapy Ethical Framework for the Counselling Professions).

Our counsellors have a number of specialisms such as working with mental health, learning difficulties, young people, Dissociative Identity Disorder, Suicidal Ideation, Ritual Abuse,

drama therapy, art therapy and play therapy and all forms of coping strategies following sexual abuse.

Our aim is to match clients with a counsellor whom we feel will best meet a client's needs during the therapeutic recovery process. However, should the 'match' prove not to be productive we will consult with clients to find an alternative counsellor more suited to her needs.

For clients with hearing difficulties we offer a hearing loop. We do not currently have a counsellor who specialises in sign language. Clients needing BSL therapy will be referred to <https://www.signhealth.org.uk>.

Clients with physical difficulties will be seen on the ground floor of the building which has easier access. Our aim is to secure funding to build a wheelchair access point on the lower ground floor.