

How to contact us

Telephone Support Line

01325 369 933

Email

rsacc.dton@gmail.com

Website

www.rsacc-thecentre.org.uk

Calls to the support line

An answerphone is available when the line is closed. If you feel able to leave your name and number, we will return your call as soon as possible.

Confidentiality

If we are able to speak to you directly we will not leave a message to say that we have called unless you tell us it is safe to do so.

By post

RSACC
PO BOX 106
Darlington
DL3 7YS



The Rape and Sexual Abuse Counselling Centre (CIO) is a registered charity whose primary purpose is to meet the needs of women and girls and whose vision is:

“To lead the way in providing a wide range of quality services to all women and girls across Darlington & County Durham who have experienced any form of sexual violence whilst actively campaigning to end all forms of sexual violence”

The service is provided solely by specially trained, volunteer counsellors and telephone support workers. Our counsellors are professionally qualified and adhere to BACP ethical guidelines.

The centre has independence from the Criminal Justice System, Statutory Agencies and Private Companies.

The Centre is funded by the Ministry of Justice, Big Lottery, Shears Foundation, Pilgrim Trust, Sherburn House Charity and Northern Rock Foundation amongst other generous contributors.

Charity Address

PO BOX 106, Darlington DL3 7YS

Charity No. 1164121

Business line 01325 354 119

[Answer phone out of hours for support and business line]

Email rsacc.dton@gmail.com

www.rsacc-thecentre.org.uk



Rape & Sexual Abuse Counselling Centre

CIO

counselling
helpline
women-only
safe place

A service provided by women for women and girls, aged 13 or over, who have experienced any form of sexual abuse.

Counselling

Experiencing any form of sexual violence/abuse or domestic abuse can be extremely traumatic, frightening and humiliating. Many women and girls experience great difficulty in living with impactful consequences of violence and abuse on their lives in terms of their emotional and mental wellbeing.

The Centre is a safe, women-only environment, understanding and acceptance. Clients are given the opportunity to work through their feelings at their own pace, away from the distractions of day to day life that can sometimes interfere with the healing process.

Counselling seeks to promote trust, understanding and personal empowerment.

Face to face counselling

Up to 20 sessions of counselling are available by appointment. Counselling is offered from Darlington during the day and in the evening and from an outreach base in Durham City on a Wednesday daytime and Saturday morning. Also outreach facilities may be arranged in certain circumstances.

Helpline

The helpline is available from Monday to Thursday evenings from around 6.30 till 9 p.m. for all crisis calls and requests for information or advice.

Confidentiality

Calls to the helpline will be classes as anonymous unless the caller requests otherwise. There are exceptions to keeping confidentiality. These include issues around child protection, suicidal intent, terrorism or harm to self and others, in line with BACP ethical guidelines. However, confidentiality would never be compromised without your knowledge.

Referral

Clients can self-refer on [01325 369 933](tel:01325 369 933).

Third party referrals are accepted on a discretionary basis please contact the centre manager on [01325 354 119](tel:01325 354 119).

What we offer

- A free and confidential service
- A telephone support line
- Face to face counselling provided by women for woman and girls aged 13 years and above in Darlington and Durham
- Facilitated group programmes for sufferers of domestic abuse
- Guidance, support or counselling for those who are supporting any individual who has been raped or abused.
- External training upon request for groups of 8-15 individuals

Our website contains extensive information on our full level of services

www.rsacc-thecentre.org.uk

Additional Information

Our aim is to offer women and girls a female-only, safe place where they are able to feel as comfortable as possible. In order to secure this experience we are unable to accommodate men; though we are able to provide advice and signpost.

The Centre is able to offer guidance, support or counselling to family members, friends or colleagues / employees who find themselves supporting a survivor of sexual violence. It can be especially difficult as the person giving the support is dealing with their own feelings.

We do understand that male family members, friends or colleagues / employees) find themselves in a position of supporting or wanting to support a woman or girl who has experienced rape or sexual abuse and where this is the case we are able to offer guidance and support over the telephone.

The Centre is working hard to ensure fair and equal access to its counselling and support service. Please contact us to discuss your needs in confidence. We will endeavour to respond by making any necessary and reasonable adjustments to ensure we are able to accommodate your individual needs. Foreign language leaflets in Polish, Cantonese, Bengali and Punjabi are available at The Centre or can be downloaded from the website. Braille leaflet and audio tape available upon request.

We are also keen to encourage feedback on how we may improve accessibility to the service and on any service improvements in general. We continue to strive for better services to meet the needs of women and girls.

You can access our support services by:

Calling our Helpline [01325 369 933](tel:01325 369 933)
Lines are open Monday – Thursday from 6:30 till 9 p.m.

E-mailing us at: rsacc.dton@gmail.com

For more information visit our website:
www.rsacc-thecentre.org.uk