

USEFUL CONTACT NUMBERS

❖ **Childline – 0800 1111**

Children can call ChildLine which is the UK's free and confidential, 24 hour helpline for children in distress or danger.

❖ **NSPCC – 0808 800 5000**

The NSPCC helpline is a service available to people who need advice, help or information about concerns for a child's welfare.

❖ **Police enquiries – 0845 277 7444 or 101**

The general enquiries line is for information and advice or to report a crime.

❖ **Emergencies – 999**

If a life is threatened, people are injured, offender is nearby or if immediate action is required.

❖ **Stop Abuse For Everyone – 0800 328 3070**

Stop Abuse For Everyone (SAFE) specialises in the support and protection of women, men, children and young people affected by domestic violence and abuse.

❖ **Victim support – 0845 676 1020 (Devon)**

This is a national charity for victims and witnesses of crime which provides free and confidential help to victims of crime, their family and friends.

❖ **Devon Rape Crisis Service – 01392 204174**

This service offers support to women aged 18 and over who have experienced rape or sexual violence at any time in their lives, through the helpline and face to face appointments in venues across Devon.

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or e-mail: ndht.pals@nhs.net

If you would like this leaflet in a different format such as large print, Braille or audio tape, or in a different language, please contact a member of staff.

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sexual assault referral centre

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Exeter
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WHAT IS THE OAK CENTRE?

The Oak Centre is a sexual assault referral centre available to anyone who has experienced rape and/or sexual assault Devon wide, including Torbay.

Our specialist workers are here to support you in making the right decisions for you, and provide you with emotional and practical support.

Referrals can be made to the Oak Centre by your GP, another professional or the police who can telephone us to request a referral form.

DO YOU NEED HELP NOW?

The following options are available to you:

Emergencies – 999

Rape & Sexual Abuse Line – 0808 800 0188

Devon Rape Crisis Service – 01392 204174

Sexual Health Clinics

For Exmouth or Tiverton clinics book via Exeter.

Exeter	01392 284983
Barnstaple	01271 341562
Torbay	01803 656500

General medical care

You can visit your GP, a midwife, a community or district nurse or a school nurse.

CRISIS WORKERS

Our crisis workers are here to provide support at a time of trauma or crisis and can support you through the medical examination process.

We can:

- ❖ ensure you are treated with dignity and respect
- ❖ support you through the medical examination process
- ❖ signpost you to an ISVA or another appropriate service

INDEPENDENT SEXUAL VIOLENCE ADVISOR (ISVA)

Our ISVAs are here to represent your best interests and ensure that you have all the information you need to make informed decisions and access the appropriate support.

We can:

- ❖ help you arrange medical appointments
- ❖ be your advocate
- ❖ discuss whether or not you want to make a report to the police
- ❖ help you with planning your safety
- ❖ support you by telephone and/or one to one
- ❖ attend appointments and meetings with you
- ❖ support you through the criminal justice system

ISVA CLINICS

We offer ISVA outreach clinics in Exeter, Exmouth, Honiton, Tiverton, Crediton, Newton Abbot, Barnstaple, and Torquay.

COUNSELLING

- ❖ Our therapist can offer you access to individual counselling.
- ❖ Counselling provides a space in which you will be listened to in a respectful, supportive and non-judgmental way, enabling you to explore your thoughts, experiences and feelings.
- ❖ Appointments are generally available during office hours, with some early evening appointments.

WHO NEEDS TO KNOW?

- ❖ You decide who needs to know. You can bring family members/friends along to appointments, if you want to.
- ❖ We work with you, to ensure you are safe, and not at risk of further assault.
- ❖ The Oak Centre works within the usual safe-guarding practices to ensure the safety of children, young people and vulnerable adults.