

USEFUL CONTACT NUMBERS

- ❖ **Childline – 0800 1111**
Children and Young people (7-18yrs) 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 –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.
- ❖ **SPLITZ – 0345 155 1074**
Devon Domestic Abuse Service who have the skills and experience to support vulnerable people escape domestic abuse.
- ❖ **Victim Care Unit – 01392 475900**
This service is for all victims and witnesses of crime which provides support and advice and can refer to other services.
- ❖ **Devon Rape Crisis Service – 01392 204174**
This service offers specialist support to women aged over 13 and young men aged 13-25. Services include trauma interventions, counselling, advocacy and practical support at over 25 locations across Devon
- ❖ **Exeter Samaritans – 01392 411711**

Sexual Health Clinics

Exeter	01392 284983
Barnstaple	01271 341562
Torbay	01803 656500

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: pals@ndevon.swest.nhs.uk

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

Website: www.theoakcentresarc.org.uk

The Oak Centre
4 Kew Court
Pynes Hill
Rydon Lane
Exeter
EX2 5AZ

Tel: 01392 436967
Fax: 01392 428730

Email: ndht.OakCentreEnquiries@nhs.net



WHAT IS THE OAK CENTRE?

The Oak Centre is Devon's Sexual Assault Referral Centre (SARC). Our services are available to anyone who has experienced rape and/or sexual assault Devon wide, including Torbay.

The Oak centre provides a safe, confidential space for you to access practical support and information regarding your options. Our specialist workers are here to support you to make the right decisions for you.

We also support people who are currently going through the criminal justice process. We can provide a specialist worker and counselling throughout this time.

We provide:

- Forensic medical examinations and access to emergency contraception.
- Crisis worker support at the point of forensic examination.
- On-going support through the Criminal Justice system via our ISVA service
- Access to pre-trial therapy
- Anonymous information sharing with the police for those that do not want to make a formal complaint

Referrals can be made to the Oak Centre by professionals such as your GP and the police on your behalf. They will need to complete a referral form which can be requested over the phone.

You can also contact the Oak Centre directly and make a self referral by calling the office number.

CRISIS WORKERS

Our crisis workers are here to provide support in the aftermath of an assault 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 for the purpose of gathering evidence.
- ❖ Refer 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
- ❖ support you in making a decision regarding reporting to the Police.
- ❖ help you with planning your safety
- ❖ support you by face to face, telephone, text or email.
- ❖ Offer continued support throughout Criminal Justice Procedure, arrange pre-trial visits and attend court with you.

ISVA CLINICS

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

COUNSELLING

- ❖ Our counsellor is based in Exeter and can offer up to **6 sessions**.
- ❖ Counselling is a place where you can talk about your feelings in a secure and private setting with someone who is trained to listen. You may also learn some coping strategies to deal with any difficulties you are experiencing.
- ❖ Appointments are available during office hours on Mondays and Tuesdays.

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.