

Dealing with the trauma of sexual violence

Call 0300 365 1045

Tuesday to Thursday 10am to 4pm
24-hour answer phone service
LGBTQI friendly

We help people over 10 years of age to cope and recover from the aftermath and trauma of sexual violence.

**The HOPE
Programme**



Listening, believing and supporting

The Hope Programme supports Bedfordshire people over the age of 10 years to cope and recover from the aftermath and trauma of sexual violence.

Services we provide:

- In-person, face to face clinical assessment and counselling
- Coaching
- Pre-trial therapy
- NHS Talking Therapies
- Signposting to other services
- Personal safety advice
- Training and consultancy for professionals and communities

Services we don't provide:

- email counselling
- Services to those who are already in counselling
- Services for perpetrators

How do I get support?

Often the first point of contact is through our telephone support line. Some people are referred to us by others such as family members, friends, doctors, the police or support workers.

The support line is **0300 365 1045**

Tues-Thurs 10am-4pm

24hr answer machine

LGBTQI friendly

What happens when I call?

Trained and experienced people will listen, offer information and emotional support. You will not be asked nor expected to talk about the crimes you or others may have experienced. We do not ask for

your personal details at this stage unless you wish to give them. We will listen, offer advice but not tell you what to do.

If calling our support line number, your call will be free and not appear on your phone bill

What if the support line is shut when I call?

You can leave your details if you wish to be called back but only leave a number if it is safe to do so. If you need to speak to someone when the Hope Programme support line is shut, you can call:

Rape Crisis England and Wales:

0808 802 9999 Open every day.

12noon – 2.30pm and 7pm – 9.30pm

Survivors UK: A confidential chat line for victims of male rape and sexual abuse.

Text **0203 322 1860** or What's App **074 9181 6064**

Samaritans: **116 123** Open 24 hours every day.

Mind: Mental health charity **0300 123 3393**

Mon – Fri 9am – 6pm

How can you support me?

Counselling is provided by female staff who are qualified, trained and experienced in working safely with people affected by rape and sexual violence.

Counselling will be personalised to you and your needs at the time.





Trauma counselling can offer you:

- A safe place to talk and begin to cope and recover from the trauma
- Help to develop tools to stop or reduce overwhelming trauma symptoms such as flashbacks, night terrors, panic and anxiety
- Support towards improving your quality of life and help manage intense feelings
- Psychoeducation (explaining how the brain works) on how you're feeling and why
A place to think things through and help you look after yourself and others
- Learning how to make sense of what happened to you and why.
- An investment into your healing and moving forward with your life

The Hope Programme is a member of the British Association for Counselling and Psychotherapy. Counsellors and Supervisors are here to help you heal by allowing you a space to discuss your feelings and thoughts and offer other therapeutic tools you may find useful. Therapists do not give advice, only support and offer a non-judgemental ear.

What happens if I want counselling, but I am under 10 years of age?

Information for parents/carers/teachers: We would signpost you to Embrace CVOC who specialise in helping children, young people and families who are victims of serious crime. More information can be found at

www.embracecvoc.org.uk

Confidentiality

The Hope Programme is a confidential service.

We will only break confidentiality if:

- you request us to
- you've given us identifying information, and you're an adult in need of care and support, and we're concerned for your safety
- you are a child at risk, or you are giving us identifying information about a child at risk. We will discuss this with you first and we will remind you, of our duty under Child Protection and Vulnerable Adult Legislation.

How long will it take to recover?

Each person is unique so it is impossible to say how long your recovery, as far as is possible, may take. This will be discussed with you at your first appointment which is an assessment by a highly experienced counsellor. We find that most people feel able to move forward from counselling, but the timing varies for each person.

Do I have to pay for the counselling and support?

Services are totally free to clients.

Where does counselling take place?

We ensure our services are as accessible as possible by offering appointments in safe and discreet places in Luton, Bedford and throughout Central Bedfordshire.

The Hope Programme offers a telephone support line, information, counselling and coaching to people over 10 years of age in Bedfordshire who have suffered rape and sexual violence at any point in their lives.

How can I refer to The Hope Programme?

The Hope Programme accepts self-referrals through our website and the helpline. You can call us directly **10am to 4pm Tuesday to Thursday** on **0300 365 1045**. If you reach the answerphone, it may mean we are away from our desks, or on another call. Please leave a message, along with a safe number to call you back. The Hope Programme also accepts referrals from professionals, family members and friends who may be helping you.

What happens next?

The Hope Programme ensures referrals are dealt with promptly and sensitively.

We ask for written consent for referral to our service. It is important we have all the information from you to ensure we are the right service for you or your client at this time.

If you have any queries on referrals, please contact us on **0300 365 1045** or email **liz@thehopeprogram.co.uk**



Reporting a rape or sexual assault

If you have been the victim of rape or another form of sexual violence it can be difficult to talk about it. However, you don't have to suffer in silence. The police and other organisations, like Hope, are here to help.

The Police

Bedfordshire Police have a specialist unit for the investigation of sexual offences and you can ask to speak to a female officer or staff member. More information on how the police investigate rape and sexual offences can be found at:

www.bedfordshire.police.uk/information-and-services/Crime/Rape-and-sexual-offences/Rape-and-sexual-offences

If you don't want to report it to the police

The Emerald Centre is Bedfordshire's Sexual Assault Referral Centre (SARC), a dedicated specialist centre providing a comprehensive service to female and male victims of sexual crimes. There is more information about the SARC at

www.emeraldcentre.org

T: **01234 897052**

What happens next?

The police (if you have reported the crime to them) or the SARC staff will:

- Arrange for you to have a medical examination and treatment for any injuries you have.
- Give you support and advice
- Explain what happens next

The police and the SARC can put you in touch with an Independent Sexual Violence Adviser (ISVA) who will help you through the investigative and judicial processes and with access to other services such as counselling, housing and health.

Contact us:

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www.hopeprogramme.com

Administration - 01582 563555

We do not provide emotional support via email as we do not believe this to be a confidential means of communicating. For confidential, free support please contact us.

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