



Welsh O&G Society Bursary Award Presentation

Leah Gray





Setting up a rape crisis centre: Swansea Rape and Sexual Assault Helpline (SRSAH)

Swansea, Wales UK

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INTRODUCTION

Approximately 488,000 women report being raped and/or sexually assaulted in England and Wales every year(1); 1 in 5 women (aged 16 - 59) has experienced some form of sexual violence since the age of 16. (1) Statistics released by the government in January 2016 revealed that sexual offences recorded by the police are at the highest level since records began(2). Sexual violence in the UK is commonplace.

Sexual violence is a problem in south Wales. The number of reported adult rapes across the south Wales police force area has increased over the past year(2). The recorded adult rapes has risen from 211 to 315 in the equivalent twelve months(2). This equates to an average of 30 recorded adult rapes per 100,000 adults across the force area, an increase on last year's average of 20(2).

Although services exist in Swansea supporting survivors of sexual violence, in 2015 there was not a dedicated listening helpline.

AIMS

To set up a telephone listening helpline for female survivors of sexual violence.

METHODS

Utilising an existing starter pack published by Rape Crisis Scotland(3) Swansea Rape and Sexual Assault Helpline was set up using a six-step programme.

Planning

- 100 hours of training over a 6 month period
- Plans devised and written in a document detailing intentions, practical steps, financial costs, timelines and deadlines to each step

Recruiting

- Posts advertised via posters
- Recruits registered an interest in post via email
- Emailers completed application form
- Successful applicants invited to selection day
- Successful interviewees invited to train

Training

- Existing training manuals adapted
- Experts ran specialist sessions
- Training over an 8 week period
- Training topics included: legal safeguarding procedures, child abuse, domestic violence, the law and reporting, and self-harm

Funding

- Funding grants totalling £1500 were secured
- A national charity donated £1000 after hearing about the project
- £500 was secured through funding applications
- A local community centre was approached and offered to house the helpline for free

Operating

- 2 mobile phones were purchased and the voicemail facility was activated
- An email account was set up for organisational matters
- A volunteer handbook was created, detailing operative concerns

Publicising

- The helpline was publicised via social media
- Flyers, stickers and business cards were printed and distributed
- Relevant agencies were contacted and referral pathways were communicated

RESULTS

- SRSAH operates with 7 active volunteers
 - There are 2 telephone lines both with voicemail function that, when activated, details information about the service
 - SRSAH is advertised to an indeterminable number of service users
- A 12 week period of collecting data revealed:
- SRSAH was open for 2 hours per week (2 hours = 1 session)
 - 19 calls were taken in total (Fig 1)
 - On average, 1.6 calls per session were taken (Fig 1)
 - On average, 0.8 calls were taken per hour
 - Between 4 and 0 calls per session were taken (Fig 1)
 - 5.3% of calls were new, unknown% were repeat calls, 21.1% were silent calls, 10.5% were immediate hang ups, and 63.2% could not be classified.
 - The average length of a phone call was 22.8 seconds (Fig 2)
 - There were no safeguarding issues

Fig 1: The number of calls received per session

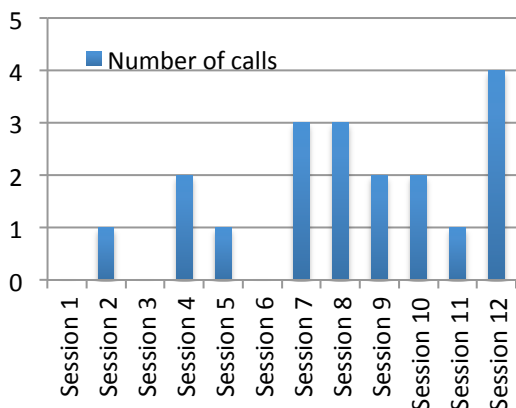
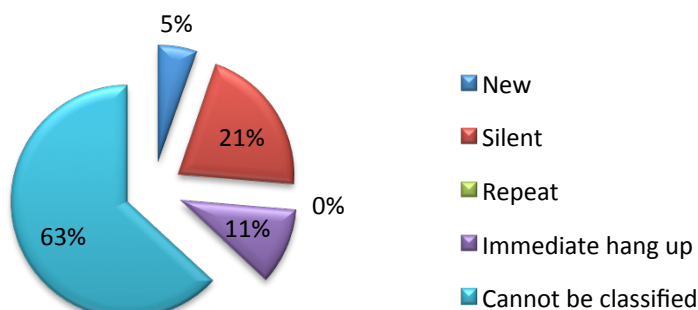


Fig 2: The percentage of each classification of call



CONCLUSION

SRSAH is a new listening service that is still becoming established. In comparison to other services it is extremely small, with a very small number of volunteers. It is also not open as much as other comparable, larger services. As a new service it is not receiving as many calls as established RCCs



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INTRODUCTION

- 488,000 women report being raped and/or sexually assaulted in England and Wales every year(1).
- 1 in 5 women has experienced some form of sexual violence since the age of 16.
- Sexual offences recorded by the police at the highest level since records began(2).
- Sexual violence in the UK is commonplace.
- Sexual violence is a problem in south Wales.
- The recorded adult rapes rose from 211 to 315 in 2015 and 2016(2).
- An average of 30 recorded adult rapes per 100,000 adults across the force area, an increase on last year's average of 20(2).

Although services exist in Swansea supporting survivors of sexual violence, in 2015 there was not a dedicated listening helpline.



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METHODS

- Starter pack published by Rape Crisis Scotland(3).
- Six-step programme – planning, recruiting, training, funding, operating, publicising

Planning

- 100 hours of planning over a 6 month period
- Plans devised and written in a document detailing intentions, practical steps, financial costs
- Timelines and deadlines were attached to each step



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RESULTS

- 7 active volunteers
- 2 telephone lines (with voicemail function)
- Advertised to an indeterminable number of service users

A 12 week period of collecting data revealed:

Fig 1: The number of calls received per session

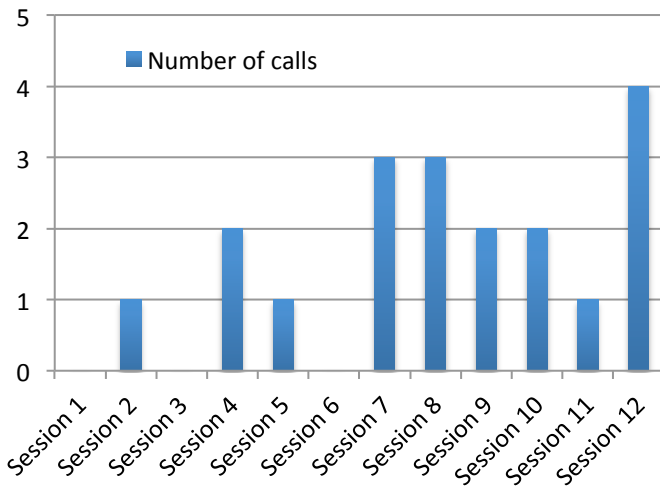
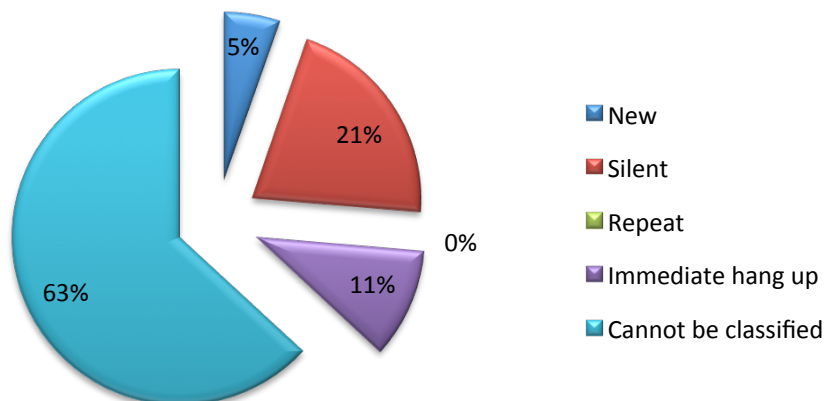


Fig 2: The percentage of each classification of call





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CONCLUSION

- A new not yet established listening service
- Extremely small.
- Very small number of volunteers.
- It is also not open as much as other comparable, larger services.
- As a new service it is not receiving as many calls as established RCCs

1. Ministry of Justice, Office for National Statistics and Home Office [Internet]. An Overview of sexual offending in England and Wales. 2013 Jan [cited 2017 Jan 3]. Available from: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/214970/sexual-offending-overview-jan-2013.pdf
2. Justice Inspectorates [Internet]. Rape monitoring. Local area data for 2015. South Wales. 2016 Oct [cited 2017 Jan 3]. Available from: <http://www.justiceinspectorates.gov.uk/hmic/wp-content/uploads/south-wales-rmg-digest-2015-16.pdf>
3. Available on request from: info@rapecrisisScotland.org.uk

Thank you