

How to make contact with TRCC

Sexual Violence Helpline: 0800 035 2794

Use this number to access telephone support. Our Helpline is available between 6pm and 8.30pm on Tuesday, Wednesday and Thursday evenings.

Outside the helpline hours, there is a facility to leave a message and someone can call you back as soon as possible.

For Referrals, Information and other queries: 0191 222 0272

For information, or if you have a query, please telephone the administration line, Monday to Friday between 10am and 4pm.

If you get a recorded message, please leave a brief message and we will contact you as soon as possible.

Website and Email

For information go to: www.tynesidercc.org.uk

Or email: enquiries@tynesidercc.org.uk.

Please note we do not offer an online counselling service.

Complaints

We want to offer you a good service and if we are not getting it right we would like to know. We have a leaflet explaining our complaints procedure and this is available on request.

TRCC Supporters' Scheme

TRCC recognises and values the support offered by members of the public and professionals it meets throughout its work.

Through the Supporters' Scheme you can formally support the work of TRCC.

Benefits of the Supporters' Scheme include:

- Regular newsletter
- Exclusive Supporters Discussion Programme and Events
- Up to date information about training and latest publications

Donate to us

- Download a standing order form from our website: tinyurl.com/HelpTRCC (or contact us and we will send you one)
- Go to our JustGiving page: tinyurl.com/TRCCJG
- Send us a cheque made payable to 'Tyneside Rape Crisis Centre'

Tyneside Rape Crisis Centre

Charity No. 1138149

Company limited by guarantee No. 7285969

www.tynesidercc.org.uk

T Y N E S I D E
RAPE CRISIS CENTRE
Sexual Assault Counselling
& Information Service

A free and confidential service for women aged 16 and over who have experienced adult rape / sexual assault or child sexual abuse

Administration Line: 0191 222 0272

Sexual Violence Helpline: 0800 035 2794

Fax: 0191 261 0983

Website: www.tynesidercc.org.uk

Email: enquiries@tynesidercc.org.uk

Alternative formats of this leaflet are available on request

Please call us on 0191 222 0272

Who we are

Tyneside Rape Crisis Centre (TRCC) is a woman-only organisation. We are women with training and experience in supporting women who have been sexually assaulted. We are a registered charity which has been providing a service since 1978, and we are independent from the Police and Social Services.

TRCC offers free counselling, support and information to women aged 16 and over who live or work or study in Tyneside (Gateshead, Newcastle, South and North Tyneside) who have been raped, sexually abused, sexually harassed or sexually assaulted either by a stranger or someone they know, including a member of the family, at any time in their lives.

TRCC is for women from all communities including but not limited to; women who identify as Lesbian, Bi, and Trans or Questioning; Black, Minority Ethnic and Refugee women and women with disabilities.

If you are unsure whether TRCC is right for you please get in touch.

Sexual violence is the term used to describe any unwanted sexual attention including childhood sexual abuse, rape, assault, harassment (including verbal and non-verbal e.g. via email or text messages), organised and ritual abuse (e.g. paedophile rings) and exploitation through pornography or prostitution.

Our understanding of sexual assault is that the woman is never to blame and sexual violence is not justified under any circumstances. We work within a 'woman-centred' approach, recognising that each woman's individual perception and feelings around her experience are different.

The counsellors at TRCC are professionally qualified accredited counsellors and adhere to British Association for Counselling and Psychotherapy (BACP) ethical guidelines. They work in a person-centred way offering a non-directive and non-judgmental approach. They will support each woman for up to 20 sessions to enable her to draw on her own inner resources for healing and recovery.

What we offer

- Face to face counselling by appointment
- Sexual Violence helpline
- Group work
- Supporters' Scheme
- Volunteering opportunities
Please note we do not offer placements to trainee counsellors or volunteer counsellors
- Specialist information about relevant issues
- Details of local groups and agencies who may be able to offer advice, help and additional support
- Help in accessing information regarding the Police, court and medical procedures and in accessing support regarding the Criminal Injuries Compensation Board
- We can talk to non-abusing partners or other supporters but only with the woman's prior consent

If you request face to face counselling

After you have made contact with TRCC or someone has done so on your behalf and with your permission one of the TRCC counsellors will contact you and discuss your needs further.

If you require face to face counselling and a slot is available on the waiting list, you will be added to this. Later you will be invited to a referral meeting. This is non-intrusive and is non-clinical and is to ensure that the best possible service is offered to you. If no slots are available on the waiting list the counsellor will help you as far as she can to sign post you to alternative support agencies.

If you feel unable to contact TRCC directly

You can ask someone else to contact us on your behalf, but they must have your permission to do so.

If you know a woman who wants to use the service

You can contact TRCC on behalf of a woman as long as you have her permission to do this. It is vital that the woman makes her own choice and is fully aware of what's happening.