

Aftercare

Before you and your/the child leave the centre, we will give you some information, including a booklet titled "Summary of Your Care".

This booklet has information about the care your/the child has received, any medication they have been prescribed, and details of any further appointments they may have.

With your permission, we will contact you in three weeks to see how your child is doing and to find out if any additional support is needed.

Our service is available:
Monday - Sunday, 9 am - 9 pm.

Call now to get advice and support.



0330 223 0099

Outside of these hours, you can still contact us for advice and guidance.



The address:

267A Reepham Road
Norwich
NR6 5QH



Helpful Organisations (National)

Rape Crisis National Support Line

☎ 0808 500 2222 🌐 www.rapecrisis.org.uk

Victim Support

☎ 08 08 16 89 111 🌐 www.victimsupport.org.uk

Samaritans

☎ 116 123

☎ 0845 790 9090 (24/7 Helpline)

🌐 www.samaritans.org

National Centre for Domestic Violence

☎ 0800 970 20 70 🌐 www.ncdv.org.uk

NSPCC Helpline

☎ 0800 800 5000 🌐 www.nspcc.org.uk

ChildLine (24hr helpline for under 18s)

☎ 0800 1111

Helpful Organisations (Local)

Start New Beginnings

☎ 0147 353355 🌐 www.fsnb.org.uk

MAP – Norfolk's youth information, advice & counselling centre. ☎ 01603 766994 🌐 www.map.uk.net

MOSAC – provides support to all non-abusing parents & carers whose children have been sexually abused

☎ 0800 9801958 🌐 www.mosac.org.uk

Feedback

We love to receive feedback about our services, and any suggestions for improvements.

You can leave us feedback in person at the SARC or via email to: harbourcentre.sarc@nhs.net



THE HARBOUR CENTRE
Sexual Assault Referral Centre

Children (0-12 years)
& Parents/Carers Guide



Confidential health care and support services for children, young people and adults, in Norfolk, following sexual assault or rape.



0330 223 0099

www.theharbourcentre.co.uk



Service provided by:



Welcome to the Harbour Centre SARC

We offer free, confidential healthcare, and compassionate support to children, young people and adults who have experienced sexual assault or rape in Norfolk. This guide is for parents/carers of children aged 12 or under.

Concerned that your child or a child you know has been sexually abused or assaulted?



Please call the Police - 101

OR

Call your local safeguarding team



The Police or the Social Care worker will speak with our doctors and get back to you with information regarding the recommended next steps.

If you are just looking for some advice or guidance from us, we are here to help.

Please call us on 0330 223 0099, Monday to Sunday (9 am - 9 pm).

Accessing our SARC service

If a physical examination is required for your/the child, the Police or the Social Care Worker will book an appointment at our SARC.

Our staff will advise you on how to preserve evidence before bringing your/the child for an appointment, such as not washing their body. We understand that this may have already happened and, if so, they can still attend the appointment.

We recommend that you bring comfortable clothes for your/the child to their appointment, as they will likely be at the centre for a few hours (dependent on individual case needs).

In order to ensure patient confidentiality and privacy, the SARC team only take one appointment at a time. Therefore, please do not visit the centre earlier or later than your time of your/the child's appointment.

We understand that this is sometimes unavoidable. If you are going to arrive early/late please call and let us know as soon as you can.

At your child's appointment

When you arrive at the SARC, you and your/the child will meet one of our crisis workers and a doctor.

Our crisis worker will stay with your child throughout their time at the centre, to support and guide them.

They can answer any questions you may have and explain what will happen during the appointment.



Before the examination



Before an examination starts, the doctor will ask you a few questions about your/the child. These questions might cover topics like their medical background (any illness, medication, etc), any relationships they may have had, or whether they drink, smoke or take recreational drugs.

There may also be some questions that the doctors may want to ask your child in private.

The doctor will go through the examination details and will explain the options available to your/the child, and you will be required to give consent on behalf of your/the child.

This is also a good opportunity for you or your/the child to ask us any questions.

The examination



Your/the child can choose which of their parents / carers they want in the room with them during an examination.

The doctor will check their body for any injuries. The doctor will also take some notes and ask if it's ok to check your/the child's 'private parts'. This is a normal part of the examination. They may also take forensic samples, but the team will discuss this with you so that you understand what this involves.

During the examination, if your/the child declines to be examined, or changes their mind, the doctor will respect this and end the examination so as not to cause any distress.

After the examination



When the examination is over, the doctor will explain to you what was seen during the examination. They will then let you know if your child/the needs to have any future appointments and what ongoing support is available for them and you.

Your/the child will also have the option to take a shower at our SARC and to change into the clothes you brought along. The SARC team can also provide clothing if you are not able to bring spares.

You and your/the child can then take a seat in our lounge and ask our crisis worker any questions you may have.

We have drinks and snacks available in case you and/or your/the child get hungry, but you can also bring your own. Please let a member of our staff know if you or your/the child has any food allergies.