

## Aftercare

When the examination is over, the nurse and crisis worker will talk to you about how you are feeling and discuss any referrals into further support and care services. We will also check that you have a safe place to go to when you leave the SARC.

After you leave, if you have any questions or need advice, you can call us anytime.

With your permission, we will contact you six weeks after your appointment to see how you are doing and find out if you need any additional support.

Our service is available:  
Monday - Sunday (9 am - 9 pm)  
365 days a year.

Call now to get advice and support  
and make an appointment.



**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](http://www.rapecrisis.org.uk)

Victim Support  
☎ 08 08 16 89 111 🌐 [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

Samaritans  
☎ 116 123  
☎ 0845 790 9090 (24/7 Helpline)  
🌐 [www.samaritans.org](http://www.samaritans.org)

National Centre for Domestic Violence  
☎ 0800 970 20 70 🌐 [www.ncdv.org.uk](http://www.ncdv.org.uk)

NSPCC Helpline  
☎ 0800 800 5000 🌐 [www.nspcc.org.uk](http://www.nspcc.org.uk)

## Helpful Organisations (Local)

Sue Lambert trust  
☎ 01603 622406 🌐 [www.suelamberttrust.org](http://www.suelamberttrust.org)

The Daisy Programme  
☎ 01953 878488  
🌐 [www.daisyprogramme.org.uk/sacounselling](http://www.daisyprogramme.org.uk/sacounselling)

Fresh Start New beginnings  
☎ 01603 558205

Leeway domestic abuse support  
☎ 0300 561 0077 🌐 [www.leewayssupport.org](http://www.leewayssupport.org)

Norfolk Wellbeing Service  
☎ 0300 123 1503 🌐 [www.wellbeingnands.co.uk/norfolk](http://www.wellbeingnands.co.uk/norfolk)

Norfolk Wellbeing Hubs  
☎ 0300 123 1503 🌐 [www.improvinglivesnw.org.uk](http://www.improvinglivesnw.org.uk)

## Feedback

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

Knowing what we are doing right, and what we could do better, will help us to continue delivering excellent care.

You can leave us feedback in person at the centre or via email to: [harbourcentre.sarc@nhs.net](mailto:harbourcentre.sarc@nhs.net)



THE HARBOUR CENTRE  
Sexual Assault Referral Centre

## Adult Leaflet



**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](http://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.

People aged 13 years and older can access our services  
9 am – 9 pm, Monday to Sunday, 365 days a year.

To book an appointment, for advice and support, please call: 0330 223 0099 (9 am - 9 pm).

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

 **0330 223 0099**

At the SARC, we provide a medical assessment, a forensic examination (for the purpose of DNA collection), support services and aftercare referrals for further treatment, support and guidance.

You will be offered these services based on your individual needs. You will need an appointment before coming to the Harbour Centre SARC.

You can either report the incident to the Police and they will arrange an appointment for you. Or, if you wish to attend without Police involvement, you can call us and speak to one of our specially trained nurses who can arrange an appointment for you.

We will support you throughout.

**A SARC is a  
Sexual Assault  
Referral Centre**



## Accessing our SARC service

You can report to the Police, who will gather information about your case, arrange a SARC appointment for you and bring you to the SARC.

When you attend with the Police, they will wait in a separate area of the SARC until the examination is finished.

You can also attend without Police involvement (as a self-referral). Please call us to speak to one of our nurses and arrange your appointment time. This option allows you to receive important healthcare and have evidence collected, without reporting to the Police.

You can also be referred to us by another service (such as your GP or sexual health), but we will still need to speak to you to get your consent to make an appointment.

## Before your appointment

Staff at the SARC can advise you on how to preserve evidence before you come to your appointment, such as not washing your body.

We understand that this may have already happened and, if so, you can still attend your appointment. We recommend bringing comfortable clothes to your appointment as you will likely be at the SARC for a few hours (dependent on individual 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 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 appointment

When you arrive at the SARC, you will meet our crisis worker and one of our nurses. Your crisis worker will stay with you, to help and guide you, during your time at the SARC.

Our crisis worker and nurse will assist you, answer any questions you may have and explain what happens during your visit. We will complete a holistic medical assessment and, as part of the visit, we will talk to you about your healthcare needs, such as risk of infection or pregnancy.

We can also provide medication such as emergency contraception, if needed. Our team can also provide immediate sexual health counselling and information about screening for sexually transmitted infections (STIs).

We do not conduct STI screening at the SARC, but we can support you and discuss referrals into sexual health with you.

## Medical examination

Depending on when the incident occurred, you may be offered a forensic medical examination (conducted by our highly skilled and compassionate nurses). This includes examining any physical injuries and collecting forensic samples. If an examination is something you are considering, it is best to contact us as soon as possible.

If you choose to attend for a medical examination, you can stop or change your mind at any time. You will still be offered full support from our team.

If you have attended with the Police, we will give any evidence to them, to support with your case. Or, if you have attended without Police involvement, we can keep the your forensic samples secure at the SARC, giving you time to decide if you wish to engage with the Police at a later date, whilst preserving forensic evidence.