

# What we offer

## Sexual Violence Support Service



[www.galop.org.uk](http://www.galop.org.uk)

# What we offer

If you have experienced sexual violence recently or in the past and feel that you need help or want to know your options, please contact us.

## Sexual Violence Casework and Support Service

**T: 020 7704 2040**

(ask to speak to someone from the Sexual Violence Support Service)

**E: [referrals@galop.org.uk](mailto:referrals@galop.org.uk)**

## In an emergency

**If you need immediate help, call the police or ambulance services on 999**

**You can also call the Havens, which is London's Sexual Assault Referral Centre.**

The Havens offers medical, emotional and other help for anyone who has been sexually assaulted in the last year. It is a confidential service open 24/7, 365 days a year.

[www.thehavens.org.uk](http://www.thehavens.org.uk)

**Urgent help: 020 3299 6900**

## We offer

Here is an idea of what we do but you don't need to know what you want before you contact us. Just get in touch – we'll work out the rest with you.



### ISVA service

This is an advocacy and support service led by ISVAs (Independent Sexual Violence Advocates). ISVAs know about the criminal justice process and can help you make an informed

choice about whether you want to report or not.

If you do, they can support you throughout the process, for however long it takes.

If you don't want to report, they can offer a space to talk and get support.

ISVAs can also give urgent help if something has happened in the last few days. They know how to help you access medical help, even if you're not sure about talking to the police.

ISVAs can set up 'anonymous' appointments with the police, so you can ask questions and get better informed about your options and they can also pass anonymous intelligence to the police if you don't want to report but want to make sure someone knows.

ISVAs can also help with the impact of sexual violence and can support you to deal with things that might come up at school, college or work; with your housing; with your friendships and relationships; or in accessing other services like sexual health, mental health or counselling.



## Young people's support service

This service works with young people aged between 13 and 25. You may not be totally sure of your identity – that's OK. The young people's service understands what it is like to come out as LGBT+. So if you think you're LGBT+, or might be, get in touch.

The young people's service can help if you're experiencing:

- Sexual violence, harassment or exploitation
- Questions about consent, sex and relationships
- Worries about online abuse
- Domestic abuse or abuse from anyone in your family or community
- Hate crime and harassment
- Homelessness, sofa surfing or the risk of it

The young people's service is very experienced in supporting LGBT+ young people, so don't hesitate to get in touch.



## Listening and well-being Service

Our services are trauma-informed. This means we understand how trauma happens and how it affects people, short-term and long-term. We understand what this really means for LGBT+ people. You may not know what options are available or what you want or even how you feel about what's happened. You might just need somewhere to sit, think, talk, and get information. Somewhere that is LGBT+ and is going to respect and include you, where you will be safe.

Galop provides this safe space for LGBT+ people. We will not tell you what to do. We will not rush you. We aim to empower you to have more choice and control in your life, and to make informed choices that are right for you. If you don't feel ready or able to decide anything, we give you a space that understands what it's like to be a survivor.

We work confidentially. LGBT+ communities can feel small, so we have strict processes about confidentiality and safety, and will protect your identity within the service. You can read about our work ethics [here](#).

## Am I eligible for support?

If you are aged 13 or over and identify as LGBT+, then you can contact us.

Our ISVA and well-being services are mostly available to LGBT+ people living in London. However, we know that not all parts of the country have a service that is LGBT+ led or inclusive. If you contact us from outside London, we will talk with you about whether we can offer casework or listening and do our best to find an alternative if we can't offer an on-going service.

If you live outside London but there is an ongoing investigation lead by the Metropolitan Police, then we can offer a casework service.

## If we can't help

Our service is not the only option and it is not always right for everyone. There is no obligation for you to start or continue with Galop's service if you contact us to find out more. You have the right to choose and to change your mind at any time. If we can find alternatives, we will share those with you so you can make an informed choice.

## If it is not the right time

It is common for survivors to need a pause after initially getting in touch with a support service. It is a big step to contact a service and takes a lot of courage. It can also bring memories back to the surface. Sometimes other people or an agency refer you, which seems like a good idea at the time but afterwards you might change your mind.

For all these reasons, and more, you may be in touch with us and then change your mind or need a pause. This is OK! We are here, when the time is right for you. We do not push anyone to engage with our service and have no problem if someone needs to take a break or to say no. You are welcome to get in touch again when the time is right for you: the door is always open.