

ANNUAL REPORT

2019-2020

WORKING TO END SEXUAL VIOLENCE

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Our message to anyone looking for support is: we are here for you, and you are not alone.

INTRODUCTION

This was another very busy year for Rape Crisis Scotland in every area of our work. It was also a year which brought welcome opportunities for the voices of survivors to be heard and inform more directly the public discourse on sexual violence – and on the need for change. In the Scottish Parliament, in the media and more widely, the Survivor Reference Group, Speak Out Survivors, Miss M and others spoke powerfully of their experiences – and of the systems which had failed them. It is our sincere hope that in doing so these courageous individuals can be the catalyst for change that is so clearly needed.

The expansion of our workload and team in recent years led to a much-needed move to new premises in October, a welcome development which brought more space. As the year ended, every aspect of our services was overshadowed by COVID. We took swift and decisive action to mitigate the impact of this on survivors so that helpline services could continue unhindered. Our helpline implemented a new Virtual Call Centre, enabling the helpline team to work remotely.

Our message to anyone looking for support is: we are here for you, and you are not alone.



HELPLINE

The Rape Crisis Scotland helpline received a total of **5581** support and information contacts in the course of the year. **4364** of these were calls.

Email support comprised **20.64%** of these contacts (**1152** emails), a rise of over **15%** on the number of emails the previous year, and of **6%** as a proportion of all contacts.

We also received **23** letters and **15** text contacts. Intelligence sharing comprised **8** contacts received, and a further **16** came from users of the Scottish Women's Rights Centre's FollowItApp for recording stalking incidents.

Unmet need continued to be a source of considerable concern, though the number of callers unable to get through while the helpline was open reduced by **50%** (**5325**) over the course of the year. **4854** callers to the helpline received a 'busy' message, and over **90%** of these did not leave a message. There was also a **31%** drop in the number of people calling when the line was closed (**1720**) and only just over a third of these left a message.

The helpline received **616** direct police referrals during the period. In addition to the support and information contacts above, we also had **1747** hang ups and **317** silent calls in the course of the year.

In response to COVID, with funding from the Scottish Government, we implemented a new Virtual Call Centre, enabling the helpline team to work remotely. This development allows us a greater flexibility both now and in the future to meet a range of eventualities which might otherwise compromise service provision.

We have been trialling a new text support service and scoping developments are underway to provide webchat, using software also acquired via COVID funding.

At the start of April 2019, the helpline was operating with **17** volunteers and **7** paid support workers. New volunteer training began in September, with **15** new volunteers. In addition to these, there were a total of **11** paid workers and 6 volunteers working on the RCS helpline by the year end.



HELPLINE FEEDBACK

"

The support worker was wonderful. Extremely kind and reassuring, and gave me a lot of really helpful advice and support, answered all my questions, explained what to expect thoroughly, and directed me towards several local resources that have been very helpful.



I felt so alone, I was so scared. My anxiety is really bad and I'm struggling massively. Even just in two emails Annie has lifted a weight from my shoulders and she believed me. It has helped me more than I think anybody will understand.



She was amazing. 45minute call and she validated what I was feeling. I couldn't be more grateful.



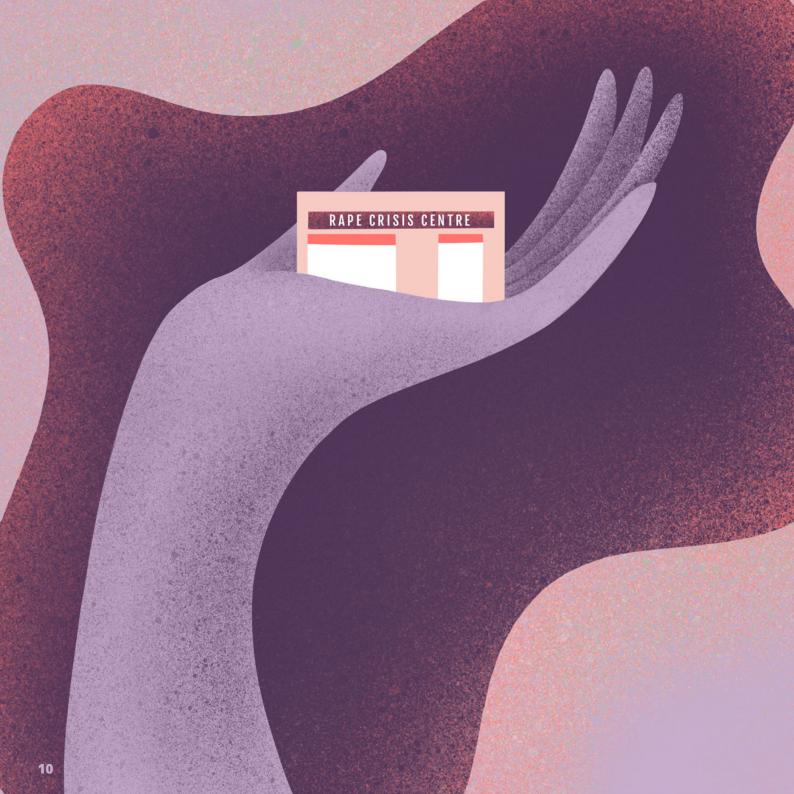
It has helped as I feel more at ease knowing I will get through this with support from Rape Crisis support workers, my family and friends. I feel like a weight had been lifted off my shoulders. It feels good.



I was really struggling when I phoned the helpline and they gave me a place to offload and say how I felt without me feeling judged.



I felt as though I could finally begin to process abuse that had happened over a decade ago, and I feel positive and able to move forward with the right support.



SUPPORTING CENTRES

Following the successful recruitment of a shadow board in Moray Rape Crisis Centre, a two day induction training was held in November to support new board volunteers gain a grounding in good governance and feminist leadership. Support and development for the centre continues in preparation for its transition to a SCIO (Scottish Charitable Incorporated Organisation).

Rape Crisis Scotland's annual training day for centre boards took place in December 2019, and was attended by 15 trustees representing 8 rape crisis centres. Following the onset of COVID, Managers' meetings have been held online, offering access to strategic updates, consultation and information during a challenging period. A consultation with centre boards and frontline staff led to regular online platforms for support and resourcing during lockdown.

PARTNERSHIP WORKING

Rape Crisis Scotland continues to work closely with a range of key partners.

In July we launched an updated version of our video resource 'Survivor's Guide to the Scottish Justice System', which included for the first time input from the judiciary as well as details of support available through the National Advocacy Project.

A two-year pilot on video recording of evidence is now underway in the Highlands, Edinburgh and Dumfries & Galloway.

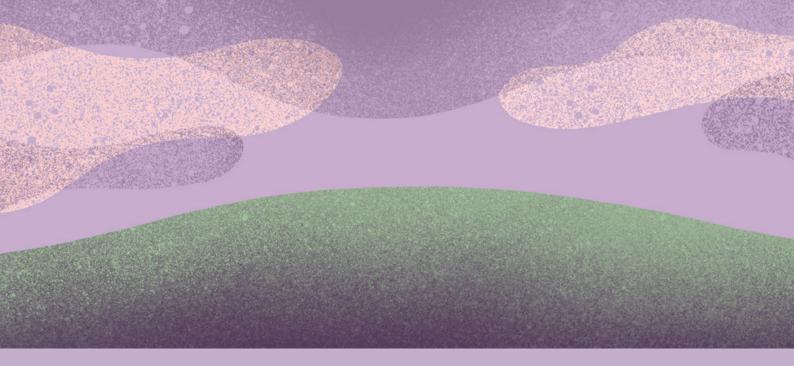
We continue to participate in the work of the Chief Medical Officer's task force for the improvement of services for adults and children who have experienced rape and sexual assault. To support the consideration of the new Forensic Medical Services (Victims of Sexual Offences) (Scotland) Bill, in March, we facilitated a closed session for the Health and Sport Committee with survivors of sexual violence who had been through the forensic process, and provided a briefing for committee members prior to the session. We also gave evidence to the committee. A short film on trauma-informed leadership was recorded by STILT (Scottish Trauma Informed Leaders Training) at RC offices and launched in May.

We worked with academics from Edinburgh and Warwick Universities to develop a proposal for research into rape complainers' privacy rights in Scottish Courts, looking at the use of sexual history and character evidence, mobile phone data and social media.



OTHER PARTNERSHIP WORKING WE TOOK PART IN INCLUDED:

- The Lord Justice Clerk's review of the management of sexual offences
- First EPPIC (Intelligence Sharing Portal with Police Scotland) steering group for rolling out this initiative nationally
- Trauma Training Steering Group chaired by the Deputy First Minister
- Representation on the Joint Strategic Board on Violence Against Women
- Contributing to Crown Office sexual offences training
- Cross party working group on Violence Against Women
- Cross party working group on Adult Survivors of Childhood Sexual Abuse
- Delivering training on the Police Scotland SOLO
 & Detectives' training course
- Involvement in the Crown Office Expert Group on Sexual Offences
- Scottish National Stalking Group

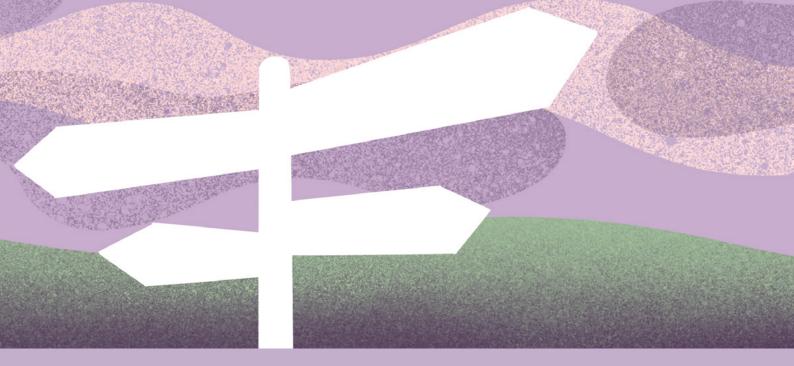


WORKING FOR CHANGE

In April 2019 we co-hosted a reception at the Scottish Parliament with campaigning group Speak Out Survivors. This was an opportunity for MSPs to hear directly from survivors of sexual violence of their experiences of the criminal justice system. Their testimonies had a major impact on those attending and the event received very positive feedback.

Our Survivor Reference Group went from strength to strength and published its initial report in July 2019. At the same time, the group met with the Justice Secretary who heard first-hand from those who had experienced it the many ways in which survivors of sexual violence are let down by the justice system.

As part of a series of Scottish Government 'engagement exercises' which followed the publication of research into juries, we organised a further session with survivors from the Survivor Reference Group with the Government. We also organised a joint round table session with the Law Society, to bring together third sector organisations, campaigners and the legal profession to discuss next steps.



We held a seminar looking at civil damages cases for rape, with Miss M and her legal team speaking about her case and reflecting on lessons learnt, both for civil damages cases and reform of the criminal justice system.

We submitted responses to the forensic clinical pathways consultation for children and young people and the Stalking Protection Orders consultations. In response to the impact of COVID-19 on the courts in Scotland, we were invited to join Lady Dorrian's group considering the feasibility of restarting jury trials. We delivered a range of training and workshops in the course of the year, including sessions with police Sexual Offences Liaison Officers and Advanced Investigators, Crown Office staff, and the Criminal Injuries Compensation Authority.

PREVENTION

Rape Crisis Scotland continued to contribute to the development of the primary prevention element of Equally Safe and to expand, develop and sustain the Sexual Violence Prevention Project, supporting this work in centres and hosting prevention forums for local workers, as well as developing materials. We delivered workshops to **25,986** pupils in **197** Scottish schools in the course of the year, in every local authority area in Scotland.

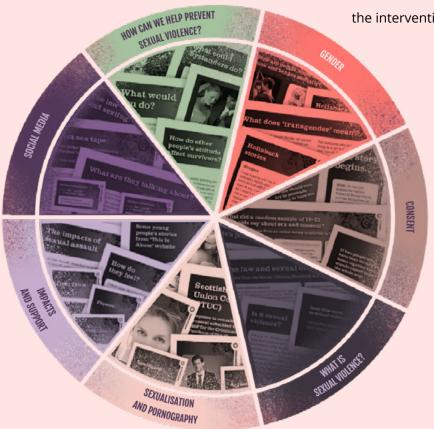
We presented the prevention programme and Equally Safe at School to the first meeting of the gender based violence schools working group which took place early in February. We also attended the first meeting of the Gender Equality Taskforce in Education & Learning chaired by the Deputy First Minister.

Our Whole School Approach saw encouraging progress with staff training delivered in **3** pilot schools and the establishment of staff-student action groups. We continue to develop plans for the next phase of this project, and met with partners at the University of Glasgow to further develop plans for future evaluation. Feedback from schools involved in the first year of the



pilot offered very encouraging evidence of learning and the overall approach becoming embedded.

Our work within tertiary education delivered programmes in a wide range of universities and colleges in partnership with local rape crisis and women's aid groups, building both capacity and relationships. We also continued to liaise with key partners and to contribute to the Equally Safe in Colleges and Universities working group. An introductory online course for students has now been finalised and will be launched for Freshers' week 2020. Funding has been agreed to continue this project until March 2021. Inevitably, COVID has had a major impact on all of our prevention work from the beginning of March onwards. Support is now being offered to prevention workers and for centres' individual initiatives (e.g. the development of video content) via group Zoom meetings. RCS Instagram takeovers are planned to highlight local projects. Pilot schools involved in the Whole Schools Approach have been unable to continue activities as part of lockdown arrangements. However contact has been ongoing, and schools advised that we will be able to complete next year, as funding has been extended until the end of September 2021. During the next phase of project we hope to effect a transition from local pilots onto a national online platform with local training capacity to support schools to engage with the intervention.



COMMUNICATION & EVENTS

The addition to our team of a Press & Campaigns Officer gave a real boost to this aspect of our work, and we undertook an extensive and varied range of media engagements during the year. In addition to our own briefings and comments, we supported a number of survivors to speak with the media, including members of the Survivor Reference Group.

Both they, and other survivor campaigners such as Miss M and Speak Out Survivors made an enormous impact this year on politicians, the legal community and members of the wider public who heard first-hand or read of their devastating experiences of seeking justice following sexual violence, and the urgent need for change.





We were delighted by some very creative and engaging fundraising initiatives this year, including tattooing marathons in Glasgow and London held by Fidjit, who tattooed a total of **140** people over the two events, raising a total of **£7525** for Rape Crisis Scotland. We are enormously grateful to her, and to Hepcat Tattoos & St Clair Tattoos and many other groups and individuals (including the Scottish Feminist Judgements Project) who also gave very generously of their time to raise funds for us this year. The response to our own **'16 Pounds for 16 Days'** fundraiser, which we launched to mark the 2019 16 Days of Action, was also incredible. Following news that on a typical day, **1035** survivors of sexual violence In Scotland were waiting to access potentially life-saving rape crisis support, the campaign invited supporters to raise or donate just £16 to support local services. More than **500** donors raised a total of **£18,081** which went directly into supporting survivors of sexual violence through local rape crisis centres and the national helpline.



We published **13** news stories and **8** blogs on our website in the course of the year, including an open letter from a survivor to Boris Johnson which was shortlisted for an award, guidance on responsible reporting of sexual assault trials, and 'Without Justice: Willow's Story' an account of one woman's search for justice following assault by her abusive ex-partner.

We gave **41** presentations and did **5** stalls at a range of events including presentations to the Emily Test conference, the Faculty of Advocates, and the "We are safe in our city" conference organized by the National Association of Women's Rights, the Women's Issues Information Center and Klaipeda Social and Psychological Services Centre in Lithuania.

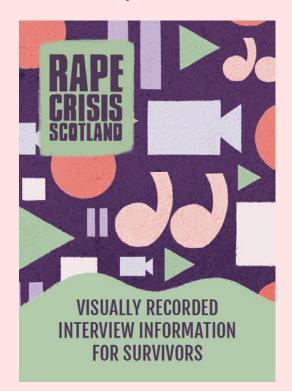
A survey we circulated to gather feedback on people's experiences of the RCS website will inform a planned overhaul/redevelopment of this in the coming year. Our communications foregrounded continuing helpline support as COVID began to make an impact on our office arrangements and working procedures. We also shared tips and resources for survivors self-isolating to help cope with anxiety and uncertainty.

NATIONAL ADVOCACY PROJECT

The National Advocacy Project provides support and advocacy to anyone who has engaged, or is considering engaging, with the justice system following a sexual crime. There continues to be considerable demand for advocacy support, which has led to issues with capacity across the network, and high case loads and waiting lists in several centres.

NAP co-ordinators developed a Court Risk Assessment and Support plan for workers to complete with managers prior to court and ran peer support sessions and self-care inputs for workers throughout the year.

Quarterly NAP meetings offered an opportunity to consider particular areas of work (e.g. the in-court supporter role often performed by advocacy workers) in depth as well as to discuss issues that have come up for workers. The VRI (Visual Recording of Interviews) pilot (a joint project between Rape Crisis Scotland, Police Scotland, Crown Office and Procurator Fiscal Service and the Scottish Government to explore the potential benefits to complainers in sexual offence cases of being able to record their evidence on video instead of attending court) launched in December and is being piloted by Edinburgh Rape Crisis and RASASH in Inverness, and by Dumfries and Galloway RASAC.



Four additional Advocacy workers were recruited for the project, bringing the total number of Advocacy workers across the network at the end of March 2020 to 27.

In response to the COVID pandemic, all advocacy workers in the network have moved to remote working and have been offered weekly peer support sessions.

Jury trials were suspended during lockdown and a small number restarted in August. Advocacy workers throughout the network have spoken of the distress this uncertainty is causing survivors. We are concerned that the very significant delays in trials will put further pressure on the NAP across the board which will have a particular impact on centres which were already stretched or over capacity.

Kim Prentice left her role as Co-ordinator in November 2019, we would like to thank her for all her hard work and dedication during her time with the National Advocacy Project.

Key National Advocacy Project statistics for 2019-20:

- **1322** people were supported by the National Advocacy Project
- **280** people spent some time on a needs assessed waiting list for advocacy
- **71** people were supported during police statements
- **102** people were supported in court to give evidence
- A further **26** were supported at court (but not whilst giving evidence)
- 6551 advocacy sessions were done in the period
- **85** people were supported at a court familiarisation visit
- **19** people were support at a VIPER
- **23** people were supported to read their statement prior to trial.

SCOTTISH WOMEN'S RIGHTS CENTRE

The Scottish Women's Rights Centre, a unique collaborative project which provides free legal advice to survivors of gender-based violence, saw the addition of two new caseworkers (1 part-time) and a third solicitor. A new sexual harassment solicitor (funded by ROSA) also joined the team and entered post at the start of June. The Sexual Harassment service was launched in August offering a weekly helpline. The extension in the SWRC staff team enabled service developments with two new monthly surgeries established in November in Inverness and Dundee.

A weekly Advocacy helpline staffed by the SWRC Advocacy Workers launched at the end of October. This offers an opportunity for initial contact with service users throughout Scotland and provides avenues for support and information or referral to advocacy take on if an unmet need is identified within the advocacy remit.

A new app (**FollowItApp**), designed to help victimsurvivors of stalking keep a record of what's happening to them, was launched in December 2019, with a consistent number of sign-ups and engagement. By March 2020, 72 women had registered on the app. FollowItApp has a dedicated website and a video featuring the voices of a survivor, a support worker, Police, COPFS and RCS. SWRC delivered a series of multi-agency workshops to raise awareness about stalking and the app.

Following the coming into force of Scotland's new Domestic Abuse legislation, we held a-one day training on domestic abuse in June, which was fully subscribed, with the majority of attendees being solicitors or trainee solicitors.

An animation on trauma informed practice for solicitors responding to domestic abuse was developed with funding from the Scottish Government and was approaching completion by the end of the year. This will be published on the SWRC website and also on the Law Society of Scotland website for CPD where it will be available as a training resource for solicitors.

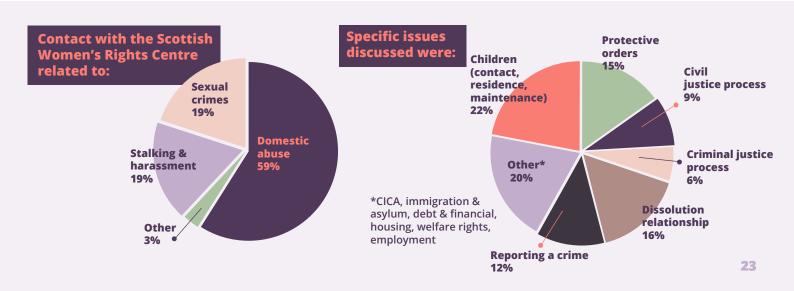
Communications work continues to play a major role in the work of the SWRC and has been a vital channel for the service in the COVID-19 context. This included a mix of press work, social media, adverts, printed materials, blogs and website information all regularly updated. We made design changes and improvements to our website to maximise accessibility and a sense of welcome. This featured six new illustrations showcasing a diverse group of women using our services, which also appeared in a new 'SWRC services' leaflet we published. Print materials were also developed for the surgeries and for the sexual harassment service. We plan to develop a video in different languages to increase access to our services for migrant women.

An independent evaluator was commissioned to assess the effectiveness of the Scottish Women's Rights Centre, and to inform the SWRC development plan. We received a very positive evaluation highlighting project strengths and providing recommendations for future development.

We contributed to consultation responses on:

- Improving Multi Agency Risk Assessments and Interventions for victims of domestic abuse
- Protective Orders for people at risk of domestic abuse
- Confidentiality clauses
- Proposed Stalking Protection Bill
- Sexual Harassment in the Workplace.

SWRC transferred to remote provision in March in response to COVID-19 and the lockdown. Helplines were diverted to remote provision and surgery appointments provided through video calls, when safe to do so. Casework for advocacy and legal services continued though with slower progress due to capacity of services to respond and limitations on court work.



LOOKING AHEAD

By the end of this year RCS and rape crisis centres across Scotland were operating under lockdown and the unprecedented context brought by the pandemic. As a result, 'Looking ahead' has never been more challenging, with many of our services, projects, procedures and processes utterly changed as a result of COVID. What we can say for sure is that we will continue to adapt and take every step necessary to ensure that survivors receive the support they deserve. We will continue to do everything we can to support the lifesaving work undertaken by rape crisis centres across Scotland, to maximise the reach and impact of our helpline, and more broadly, of our work to prevent sexual violence, to change attitudes and improve health and justice responses.



FINANCE & FUNDING

Statement of Financial Activities

For the year ending 31st March 2020

INCOME AND ENDOWMENTS FROM	:	FUND BALANCES AS OF:		
Donations and legacies* £344,940		1st April 2019	£144,545	
Charitable activities		31st March 2020	£182,383	
Sexual violence support** £2,520,511		* Core Funding	£244,000	
Investment income	£575	Donations	£49,378	
Total incoming resources	£2,866,026	Legacies	£5,000	
		** National Helpline	£260,000	
Expenditure on Charitable activities		Donations	£4,262	
Sexual violence support		Legacies	£33,702	
Total resources expended	£2,829,332	3rd Sector Early Intervention	£320,000	
Net Income	£36,694	Scottish Government – Justice funding	£969,041	
Other recognised gains/(losses)		Scottish Women's Rights Centre	£475,359	
Actuarial gains/		Whole School Approach	£29,527	
losses on defined benefit schemes	£1,144	Prevention	£303,373	
Net Surplus	£37,838	Training & education	£58,510	
		Moray PFG	£16,050	
		Sexual harassment	£95,249	
		Access fund	£2,000	

Please contact us if you would like a copy of our audited accounts.

LOCAL CENTRES

Local centres continue to face extraordinary pressures and demands on their services. The annual autumn snapshot exercise which saw every centre capture the work of their centre on a single day revealed that on a typical day in Scotland in 2019, **1035** survivors of sexual violence were waiting to access 'life-saving' rape crisis support. This has almost doubled from last year, when the figure stood at **582**.

The statistics published in the following pages offer a clear picture of an increasing demand for the services centres provide which are so desperately needed by survivors and others affected by sexual violence. A total of **6365** people sought help from rape crisis centres in Scotland this year – an increase of almost **11%**, with the newest centre (Moray Rape Crisis Centre) seeing more than twice as many as in the previous year.

At over **88%**, female survivors were, as in every previous year, the overwhelming majority of people seeking help from local rape crisis centres in Scotland. The total number of appointments rose by more than **12%** to **22,762**.

The total number of support- related contacts received by rape crisis centres in Scotland saw a significant rise of almost **31%** from **43,841** last year to **57,420** in 2019-20. The number of Group sessions attended (**2158** sessions) also saw an increase of over **30%** this year.

Statistics from centres reveal the devastating reality facing so many people supported by rape crisis centres in Scotland.

As in previous years, it is clear that for many survivors of sexual violence, that experience is only part of a wider picture which includes many other forms of violence too. Of those who described other violence they had experienced (in addition to the sexual violence for which they sought support), over **70%** had been subjected to intimidation, over **58%** had experienced physical abuse, **28%** had received either threats to or attempts on their lives; almost **7%** reported torture. The impact on survivors of their experiences is profound: over **79%** of people seeking support who described the effects of their experience reported anxiety; almost **41%** had experienced panic attacks and almost **57%** had suffered from depression. Almost **20%** had attempted suicide (and almost twice that number had thought about this).

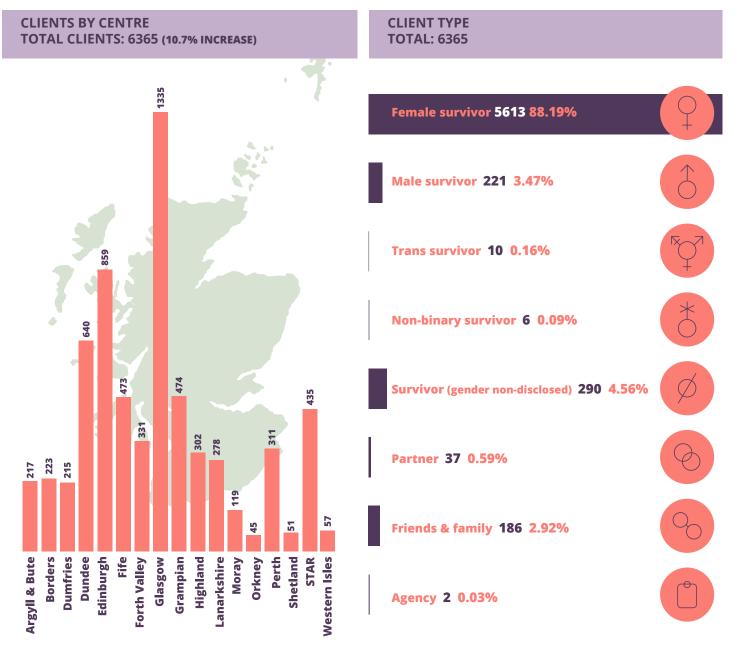
The proportion of people reporting to the police this year remained at just over half (**50.35%**).

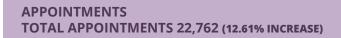
Rape Crisis centres in Scotland continue to act as a lifeline to the thousands who turn to them for support every year in the wake of the devastation sexual violence can cause. Whether someone wants to speak about something that happened 30 years ago or last week, to seek advice on how to support someone close, or to talk about reporting – or simply to hear the words 'I believe you', local rape crisis centres continue, in the face of increasing challenges, to make a massive difference to so many – sometimes between life and death – every single day.

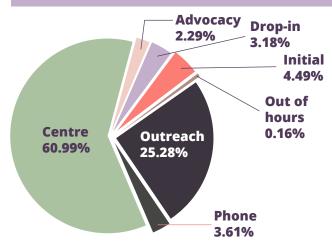


For contact details of every Rape Crisis centre in Scotland go to www.rapecrisisscotland.org.uk/help-local-rcc/

STATISTICS FROM CENTRES

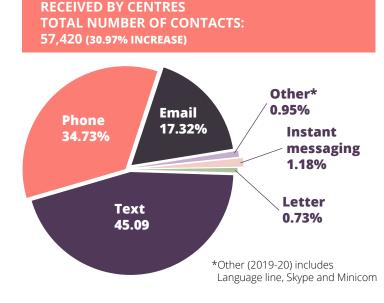




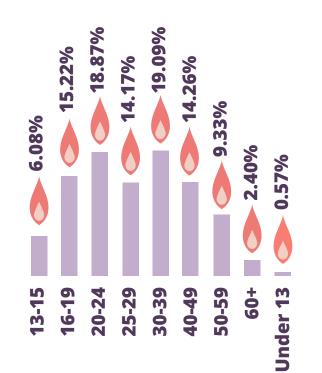


GROUP SUPPORT NO. OF SESSIONS ATTENDED: 2158 (30.15% INCREASE)

SUPPORT RELATED CONTACTS



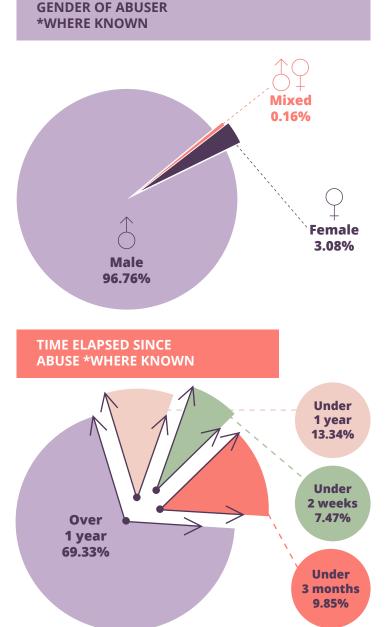
SURVIVOR AGE *WHERE KNOWN

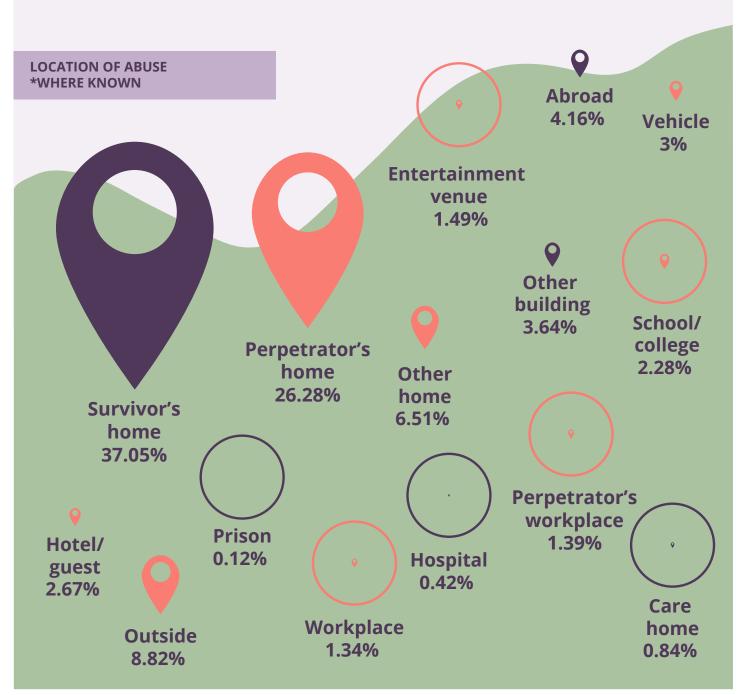


STATISTICS FROM CENTRES

RELATIONSHIP OF ABUSER *WHERE KNOWN

- 0.20% | Foster parent
- **1.02% | Parent's partner**
- 1.20% | New relationship
- 1.77% Grandparent
- 2.12% Work colleague
- 2.14% Buyer of sex/pimp
- 2.40% In relationship of care
- 3.20% Step-parent
- 3.86% Sibling
- 6.03% 📰 Parent
- 6.66%
 Other relative
- 8.38% EX-partner
- 8.46% Recent acquaintance
- 10.81% Stranger
- 12.75% **Partner**
- 28.97%
- **Other known person**





STATISTICS FROM CENTRES

NATURE OF ABUSE *WHERE KNOWN

RAPE 38.84 SEXUAL ASSAULT 22.01 CSA 16.83

SEXUAL HARASSMENT	4.79%
SEXUAL BULLYING	4.59%
GROOMING	4.38%
SEXUAL EXPLOITATION	4.01%
STALKING	2.16%
ONLINE ABUSE	0.93%
RITUAL ABUSE	0.73%
IMAGE-BASED ABUSE	> 0.51%
FORCED MARRIAGE	0.19%
FGM	0.05%

ADDITIONAL VIOLENCE *WHERE KNOWN

PSYCHOLOGICAL ABUSE 71.19% INTIMIDATION 70.10% **PHYSICAL ABUSE** 58.58% HARASSMENT 31.74% THREATS TO KILL 19.21% **STALKING** 14.65% IMPRISONMENT 13.08% MULTIPLE 12.13% ATTEMPTS TO KILL 8.86% TORTURE 6.81% **OTHER VIOLENCE**

5.59%

DURATION OF ABUSE *WHERE KNOWN



SURVIVOR AGE @ START OF ABUSE *WHERE KNOWN



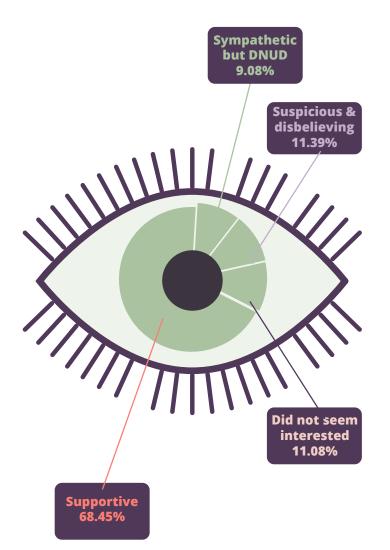
STATISTICS FROM CENTRES

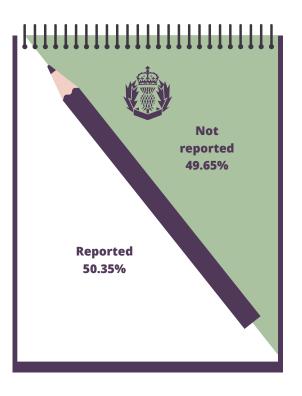
EFFECTS OF ABUSE *WHERE KNOWN

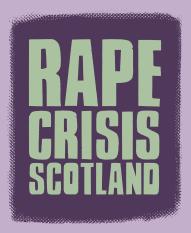
•	Anger	50.68%	•	Loss issues	20.30%
۲	Anxiety	79.42%	*	Loss of home	12.23%
•	Avoidance of images	21.59%	*	Loss of work/income	16.11%
•	Avoidance of thoughts	33.79%	•	Negative self image	42.98%
•	Body anxiety	29.68%	•	Obsessive compulsive behaviour	10.19%
•	Depression	56.77%	••	Panic attacks	40.63%
۲	Dissociation	26.33%	*	Parenting problems	12.51%
V	Dreams/nightmares	47.28%		Physical health problems	6.26%
*	Drug/Alcohol misuse	20.75%	۲	Pregnancy	3.52%
۲	Eating problems	22.34%	♥★	Relationship problems	39.46%
*	Education problems	14.49%	*	Restrictions to activities	31.72%
•	Fear	50.49%	•	Restrictions to movements	21.92%
•	Flashbacks	55.35%	۲	Self harm	25.89%
٠	Gynaecological disorders	5.81%	۲	Sexual problems	22.14%
	HIV/STI	1.87%		Sleep problems	57.05%
•	Intrusive thoughts	46.41%	••	Suicide attempts	19.18%
*	Isolation	42.92%	•	Suicide thoughts	37.50%
۲	Lack of confidence	50.57%	*	Work problems	16.64%
KE	KEY: •= 0% - 24% •= 25% - 49% •= 50% +		♥ = E	imotional/psychological 🌰 = Physical	🖈 = Social

PERCEPTION OF POLICE RESPONSE *WHERE KNOWN

REPORTING TO POLICE *WHERE KNOWN









Rape Crisis Scotland would like to thank everyone who has supported our work during the past year. We are grateful to the Scottish Government for their continued financial support, as well as to the many individuals who have made incredible fundraising efforts on our behalf.

> Rape Crisis Scotland, Abbey House, 10 Bothwell Street, Glasgow G2 6LU Office tel: 0141 331 4180 E: info@rapecrisisscotland.org.uk Web: **www.rapecrisisscotland.org.uk**

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