

# In Care Survivors Service Scotland

A partnership led by Open Secret

[www.incaresurvivors.org.uk](http://www.incaresurvivors.org.uk)  
[www.survivorscotland.org.uk](http://www.survivorscotland.org.uk)  
Free helpline: 0800 121 6027



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## Confidentiality

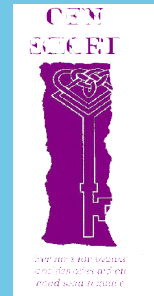
We have a strict policy on confidentiality which includes the requirement that we do not release information about service users without their knowledge.

At **ICSSS** we will:

- Accept and respect you
- Believe you
- Never blame you for what happened
- Never side with the person that abused you

**Circumstances where confidentiality can be breached:**

- Life threatening danger
- Where a child is at risk
- Threat to the service or those providing the service



98 Thornhill Road  
Falkirk  
FK2 7AB

**0800 121 6027**  
01324 630100  
[www.incaresurvivors.org.uk](http://www.incaresurvivors.org.uk)



**COUNSELLING**

**ADVOCACY**

**HELPLINE**

**ACCESS TO RECORDS**



## Background

The In Care Survivors Service Scotland was developed to highlight and address the long term effects, as well as current and future needs of those survivors subjected to neglect, physical, emotional and sexual abuse whilst in care.

By 'In Care', we mean *any* residential care setting, be it local authority children's homes, approved schools, hospital care, kinship care, respite care, those run by charitable organisations, religious orders and foster care placements. By Institutional, we mean organised through institutions, such as religious orders, churches or other charitable organisations.

Taking the first steps to contact us may be difficult but we have a friendly service who will allow you to take things at your own pace and you will be able to go to the service that best fits your needs.

## Services

### Counselling

Offering a safe place for you to talk about things that may be affecting your life. It is your choice what you discuss and we will go at your pace.

### Advocacy

If you need support with practical issues such as benefits, housing, criminal injuries compensation claims etc we have workers who can help you. We can also help you to access records of your time in care.

## Befriending

You will be linked with a befriender who will help you gain confidence in dealing with new experiences. A befriender can help to establish links within the local community and to access social, educational and recreational opportunities.

### Groupwork

Many people find it helps to share their experience with others to support one another. We offer women's support groups, men's support groups, art therapy and writers groups.

### Library and Resources

We have a large library in our office with over 500 books on childhood sexual abuse, health related issues, self help books etc.

### Website

Our website is presently being developed. It will provide useful information on access to records, the services available across Scotland, data protection and other useful information.

### Database

We will be compiling a database of providers of care across Scotland with details of who to contact to access records.

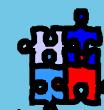
### Training

We will be offering training to other organisations on abuse issues.

### Getting Involved

A very important part of our service is that we will learn how to improve by the people who use our services. We will be organising a group where people using the service will be able to have their voices heard.

## Telephone Helpline



We have a free, confidential telephone helpline you will be able to phone for advice. If you require further support we will allocate you a worker in your area. In areas where there is no worker available or if you would prefer we can offer telephone support. The helpline, as with all our services, is also open to family members and friends.

**0800 121 6027**

## Partners

The new service is funded by the Scottish Government and it has enabled a number of organisations to work together for the first time to ensure the best possible support for service users.

Present partners are:

Open Secret

Kingdom Abuse Survivors Project

Breaking the Silence

The Moira Anderson Foundation

Penumbra

## Volunteering

For information on our volunteering opportunities please contact our Volunteer Development Manager on **01324 679059**.