**The SARSVL Helpline**

The SARSVL helpline is open to all women, girls who are 13 years old or over. If you are under 13 you can get support from Childline, who are trained specially to work with children. They are a confidential service too, and you can find out more about them on [www.childline.org.uk](http://www.childline.org.uk)

**What does confidentiality mean?**

Confidentiality on the SARSVL helpline means that you can trust us to keep what you have told us private, that means that we won’t tell anyone what you have said. However, there are some times where we might be worried about your safety, or someone else’s safety, and we might need to tell someone.

**When we might need to tell someone:**

Mostly we will be able to keep what you say private. However, there may be a time when we might need to say or do something. The only times this would happen is if:

* You ask us to do something about what is happening
* Yourself or someone you know are being hurt and it’s still happening (it’s not in the past)
* You tell us the details of a trusted adult who could hurt others, for example this could be a teacher, sports coach, police officer, doctor, religious leader, club leader or someone like that.
* If we are told that we have to tell someone by law. For example, for a court case
* **AND** you tell us your name, address and phone number

We can only do something if you choose to tell us your name, your address and your phone number. You don’t have to tell us any of these things. It is your choice if you would like to share your contact information and we can talk with you about this to help you make your own decision. We will always try and talk to you about what might happen first if you would like us to tell someone.

**What happens if you ask us to help?**

If you decide to give us your name, phone number and address, the person on the phone will continue their conversation with you. After this, SARSVL will try and get in touch with you to talk about your options and what you want. We’ll always try and make sure we can support you in the best way, and when we can, to get you the support you want. If you don’t feel like you can tell someone, we will tell someone on your behalf. We will try our hardest to get your permission first, but we do know that sometimes that isn’t possible.

**Examples of things that could happen after we have told someone:**

* We might pass your details onto people who can help you immediately, like an ambulance or police service
* We might ask local social services to speak with you and see how they might be able to help. Their job is to help keep you and other young people safe.

**The helpline is a safe place to talk**

We know that ringing the helpline can be really difficult. It can feel scary or confusing, or worrying before you call, text us or email us. We want to support you in the best way possible. You can tell us as much or as little as you want to. We’re here to listen to and support you because it’s important that you get the support you deserve.