



# Specialist Sexual Violence Services throughout Greater Manchester: Developing a hub and spoke model of service delivery for SARC counselling services

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## Background

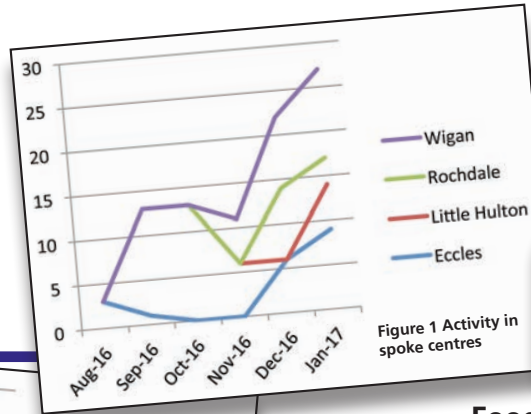
- St Mary’s Sexual Assault Referral Centre is a fully integrated service providing forensic, medical, support and therapeutic services for adults and children, of any gender, who have experienced sexual violence, and their families and supporters. St Mary’s Centre serves the whole of Greater Manchester.
- In response to client feedback, the Office of the Police and Crime Commissioner (OPCC) asked St Mary’s Centre to deliver support services via a hub and spoke mode of delivery in order to better meet the needs of victims of sexual violence across Greater Manchester.
- Two aspects of the service were identified as suitable for this mode of delivery: the Independent Sexual Violence Advisor (ISVA) service and the counselling service. ISVA services are provided in sites throughout Wigan, Rochdale, Salford, Stockport and Tameside on an as-needed basis.

## The challenge

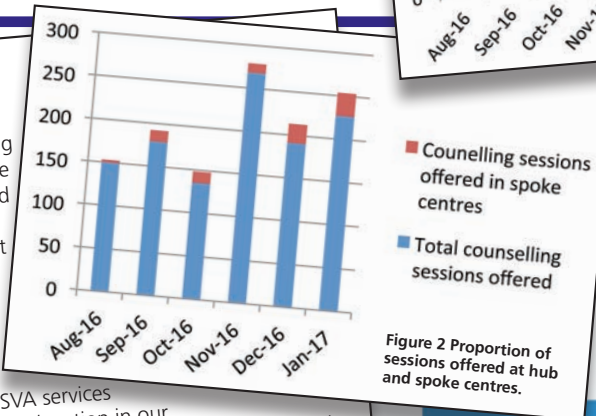
- To deliver high quality support services, we require a private, safe space which is fully accessible for all our clients groups: male and female clients, and adults and children.
- For ISVA sessions, space can be required on an ad hoc basis, however for counselling services, a regular and appropriate venue is required.
- Access to the spoke services is based on client choice.

## Activity

- Clients and referrers told us that travel to the central St Mary’s Centre hub from Wigan, Salford, and Rochdale and Oldham was particularly challenging so we prioritised these areas.
- We established links with local organisations including health centres, Sure Start Centres and community centres. We visited various potential sites to establish the suitability of rooms for ongoing counselling considering issues like the safety and confidentiality of the environment, as well as access for all our clients.
- Over six months we established spoke centres in Eccles, Little Hulton, Rochdale and Wigan with activity increasing over the period (Fig 1). Since August 2016 we have increased the proportion of counselling sessions being offered in spoke centres to 12% (Fig 2).



‘It was a long journey, travelling to Little Hulton has been much better’ client feedback



## Feedback

- Non attendance (DNA rate) of counselling sessions in our spoke centres has stayed in line with non attendance at the St Mary’s Centre hub.
- Some clients have chosen to travel to the central Manchester hub site at St Mary’s Centre rather than access their local spoke centre due to personal preference. However, other clients have described feeling better able to engage with therapy when anxiety-producing extended travel has been avoided.

## Client story

A 20 year old female client was referred to St Mary’s SARC counselling service with a history of sexual abuse and domestic abuse. She was involved in the criminal justice system and in response to her distress was brought forward to start pre-trial therapy 11 weeks after being referred. Her initial contact with the counselling service was held at the St Mary’s Centre hub and during this session it was identified that ISVA services would be appropriate. Because of co-location in our hub centre, the ISVA was able to offer an immediate face to face session on the same day as her first counselling session. Control over where the ongoing counselling would take place was given to the client who opted to have her ongoing counselling at a spoke site closer to her local area. Twelve sessions of therapy resulted in improvement client and therapist assessing the counselling as leading to improvement in various domains and the CORE outcome measure indicated that the client had moved into recovery. The client said of her therapy delivered in both hub and spoke centres:

*Thank you for all your support over the past few months, you’ve really helped me on my journey and I can’t wait to continue finding myself – it’s SO exciting. I’m hoping I’ll never need this service again but if I do I’ll give you a call. Thanks again!*



## Conclusion

- The development of a hub and spoke model of service delivery for counselling is an opportunity for us to offer more choice for clients which is important when supporting victims of sexual violence.
- Not all clients wish to access services in their local area, but when appropriate, local specialist services may increase access to and engagement with counselling.

With thanks to the staff of the following organisations which support our hub and spoke model  
**Eccles:** Eccles Gateway, 28 Barton Lane, Eccles, Salford, M30 0TU  
**Little Hulton:** Little Hulton Health Centre, Haysbrook Avenue, Worsley, Manchester, M28 0AY  
**Rochdale:** Howard Street Sure Start Children’s Centre, Howard Street, Rochdale, OL12 0PP  
**Wigan:** Wigan Youth Zone, Parson’s Walk, Wigan, WN1 1RU