

## Referrals

Helpline workers can refer on to other services within Respond; eg, The Young People's Project, The Elder's Project or to our team of psychotherapists. We can also signpost on to other organisations.

## The Helpline Staff

Our Helpline workers are trained in offering counselling support and have many years' experience of working with people with learning disabilities. For all callers, we can arrange for the person to speak to either a man or a woman.

## Outreach

We provide outreach work to schools, colleges and organisations that work with people with learning disabilities and offer workshops, presentations and talks on related topics. This is done with the input of the Respond Action Group, a group of people with learning disabilities who advise and take part in our outreach programme, publicity materials and recruitment.

## Confidentiality

We offer confidentiality except when there is grave concern for the safety of an individual.

*"That's the best understanding of me I've ever had"*

30 year old man with Asperger's syndrome

*"You're the only organisation I could turn to. Invaluable to me and my client."*

Advocate, Chester

*"You're not a helpline, you're a lifeline."*

Parent

## For Further Information

Respond  
24-32 Stephenson Way  
London  
NW1 2HD  
Tel: 020 7874 5485  
Fax: 020 7387 1222  
[www.respond.org.uk](http://www.respond.org.uk)  
[helpline.manager@respond.org.uk](mailto:helpline.manager@respond.org.uk)

Registered Charity Number 800862

RNID typetalk



**RESPOND)**  
from hurting to healing

## Helpline

For children and adults with learning disabilities and their families, carers and professionals



*Do you need to talk to someone?*



*Then call...*

**0808 808 0700**

Open Wednesday and Thursday  
afternoons

Calls are free

We provide the following services:

- Emotional support and counselling
- Crisis work
- Referral
- Specialist advice and information
- Advocacy
- Outreach work
- Signposting to other services

We specialise in the following areas:

- Disclosure and effects of any kind of abuse
- Sexually inappropriate behaviour and sexual offending
- Legal issues and procedures when dealing with allegations of abuse and/or offending
- Sexuality and relationship education
- Bereavement and loss
- Bullying
- Depression
- Family breakdown
- Local counselling/therapy services

## Trauma and Abuse

Research suggests that over 1400 adults with a learning disability are likely to be reported as victims of sexual abuse each year and many more go unreported. Children with disabilities are also 3–4 times more likely than non-disabled children to experience abuse or traumatic events.

Trauma can be the result of family breakdown, bullying, loss, bereavement or illness. The effects of abuse and trauma can leave people with overwhelming and confusing feelings. Early intervention can be the key to preventing self-destructive behaviour and other problems which may emerge later.

Such behaviour might include:

- Aggression towards others
- Eating disorders
- Self-harm
- Sexualised behaviour
- Socially inappropriate behaviour
- Social withdrawal

## What does the Helpline have to offer?

Respond Helpline is a national, free service for children, young people, adults and elders with learning disabilities who are experiencing trauma, loss, abuse or other

emotional difficulties and for the parents, carers and professionals who support them.

## Adults with Learning Disabilities

Contacting a Helpline can allow painful feelings caused by trauma to be expressed and heard, often for the first time. Callers are in control of the whole process and can go at their own pace, be anonymous and end the call whenever they wish. In itself, this can be an empowering experience.

## Children and Young People

We have expanded our remit to work with the specific needs of children and young people with learning disabilities. Our Helpline aims to be a first step for children and young people to explore their feelings and try to make sense of their experiences.

## Professionals and Carers

The Helpline also offers support, advice and information to parents, carers and professionals. Uncovering abuse can be very distressing for everyone involved and often people can feel overwhelmed by the strong feelings that are aroused. Helpline workers can provide a listening ear and if needed, help with thinking about what happens next.