



Foreign &
Commonwealth
Office

Guidance for victims of rape and other forms of sexual assault in Tenerife

Prepared by the British Consulate Tenerife

www.gov.uk

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Medical information has been provided by The Havens Sexual Assault Referral Centres of Kings College Hospital NHS Foundation Trust and was accurate at the time of this leaflet's production.

Tenerife consular district: information for victims of rape and sexual assault

First steps

It is your choice about what you do next. No two experiences will be the same however this leaflet contains some basic information you may choose to consider. You may need time to think about what has happened to you and what to do next. The most important thing is that you feel as safe as you possibly can while on the island. You can:

- contact the international emergency services number on **112**. If you contact the 112 you can receive round the clock immediate assistance as they are available 24/7 and have English speaking staff.
- contact your tour operator (if you are travelling with one)
- contact the British Consulate. We will help you where we can, and can provide further information on local police and medical procedures. We will be polite, patient, sensitive and non-judgmental. If you want us to, we can contact your family or friends for you.

British Consulate

Plaza Weyler, nº 8 – 1st Floor
38003
Santa Cruz de Tenerife

Tel: 0034 928 26 25 08

From the UK: 0207 008 6336

Fax: +34 922 289 903

Email: info.consulate@fco.gov.uk

www.gov.uk/world/spain

We are located on a square called 'Plaza Weyler', in front of the water fountain with the tram stop 'Weyler' opposite.

Police engagement

If you want to report the incident to the police in Tenerife

In Spain there are two different law enforcement forces which work at a national level: the Spanish National Police ('Cuerpo Nacional de Policía') and the Civil Guard ('Guardia Civil').

- Your tour operator will usually send someone along to support you. If you do not have a tour operator and you would like assistance from the British Consulate we will try to send a consular officer to support you.
- If you approach the police directly yourself, you may want to ask them to inform the British Consulate in Santa Cruz, which will enable us to provide you with consular support.

- If you choose to report the crime, try to do so as soon as you can, so forensic evidence can be retained. You should be aware that washing yourself or your clothes may make it harder for the police to obtain forensic evidence. If you change your clothes, think about taking those items you were wearing to the police.
- If you do decide to report the incident, they will interview you and you can request to speak to a female officer. This may or may not be a possibility given the officers they have available on call. The police will locate an interpreter for you if you do not speak Spanish, but you will have to wait for one to be available once they request one. The Consulate does not offer translation services but may be able to assist you in exceptional circumstances.
- The types of questions that will be asked include: the identity of the assailant; a description, where and when the incident happened; what happened; the circumstances and if there were any witnesses. Tell the police if you think you have been drugged.
- You will be asked to read your statement or the interpreter will read it to you to check the information is correct and then you will have to sign it. A copy of this police report ('denuncia' or 'atestado' in Spanish) should be given to you so please insist you receive a copy. The report will not usually be in English.
- British nationals have informed us that at times they have found the process of reporting the assault to be difficult due to the lack of special facilities at the Police station and due to cultural and language differences; Spanish law enforcement officers can be perceived as being technical and lacking empathy when taking statements.

If you do not want to report the incident to the police in Tenerife

- Consular assistance will still be available from the British consulate. This includes helping you make arrangements to contact your insurance company, your family, travel back to the UK and/or provide you with information on local support in the UK. We can provide you with lists of English speaking medical facilities, lawyers and translators.
- You can report the incident to your tour operator and ask them for assistance also. Where possible and if you wish, the tour operator may accompany you to the local public hospital.
- You do not have to report an assault to the police if you do not want to, but in Spain if any legal action is to be taken against an assailant, the incident must be reported whilst on the island.

If you want to report the incident to the police in the UK

You can contact the police in the UK once you are back home. However, the police in the UK cannot investigate offences that take place overseas. They can sometimes make details available to foreign authorities. You should speak to your local UK police force to see what is possible. If foreign police decide to investigate a case they can request any information the UK police may hold. This can be a lengthy process.

Health

The medical examination – what to expect

- If you report what has happened to you to the police in Tenerife, you will be asked to undertake a forensic examination as it can provide useful evidence if the case goes to court.
- The sooner this takes place, the more chance of collecting any important evidence that may be required. This examination will most likely take place at the nearest hospital and will be carried out by a doctor or a nurse. You should be taken there by the police. This examination may include swabs, blood and urine tests.
- In Tenerife you will not be seen at private hospitals without having reported the attack to the police previously. However, you can visit the A&E ('Urgencias' in Spanish) of any public hospital and request to be seen by a doctor.
- Your tour operator may be able to accompany you. Our consular officers can accompany you if you request this and the hospital is happy for them to be present.

PUBLIC HOSPITALS IN TENERIFE

<u>Public Hospital in the North of the island:</u>	<u>Public Hospital in Santa Cruz:</u>	<u>Public Hospital in the South of the island:</u>
Hospital Universitario de Canarias Carretera de Ofra, s/n, 38320 San Cristóbal de La Laguna, Santa Cruz de Tenerife Tel:+34 922 67 80 00	Hospital Universitario Nuestra Señora de la Candelaria Carretera del Rosario, 145 38010 Santa Cruz de Tenerife Tel: +34 922 60 20 00 www.hospitaldelacandelaria.com/	Carretera de Arona, s/n, El Mojón 38650 Arona Tel:+34 922 17 47 44 +34 922 17 48 66

Treatment

- If you are prescribed medication by a doctor, you will not be able to collect this at any hospital as they do not have their own pharmacies. You will have to visit your nearest pharmacy ('farmacia' in Spanish) with your prescription ('receta' in Spanish). There are 24 hours pharmacies in Spain and you can find your nearest one online. If you feel you need pain relief you can also buy painkillers, for example: paracetamol over the counter at any pharmacy without a prescription. ('paracetamol' in Spanish)
- Emergency contraception or "the morning after pill" ('pildora postcoital' in Spanish) may be given to you by the hospital. You will have to take the prescription to the pharmacy and pay for it. Emergency contraception needs to be taken within 72 hours of the incident for it to be effective. If you have not been to hospital, you can also go to the pharmacy without a prescription and request it over the counter.
- Local hospitals do not tend to test for HIV or STIs as the results take a while to come back to them and patients tend to return to the UK. Please contact your insurance to see if they have any suggestions or your GP when you return home to get the latter tests.

- If you have had medication administered whilst overseas keep the label or make a note of the name of the medication and let your local GP know.

Police investigations in Tenerife – what to expect

- If the police think it is appropriate, they may take you to the scene of the crime so you can give further information. If you do not wish to go you must just say so.
- The police will then prepare a report with all the information they recollect during their investigation (statements, evidence etc.) and this report will be taken to the Court on duty and you may be asked to go to the court to reconfirm or ratify your statement before a Judge and a Prosecutor. If you are leaving Spain in the next few days you must mention this to the Police as you may be asked to go to the court immediately after making your initial statement. If you intend to stay in Spain then you may be asked to reconfirm your statement at a later date.

Court procedures – what to expect

- Once at the Court there will be an interpreter available to assist you. In criminal proceedings, the accused person/suspect is known as the Defendant ('El investigado') and the injured party is known as the Complainant ('El denunciante').
- If you wish for a member of our consular staff to accompany you to the court we will do so. At the discretion of the Judge we may be able to be present when you ratify your statement.
- If a suspect is summoned to trial you will be expected to attend the trial and testify in person. You will usually be expected to return to Spain. In very exceptional cases it is sometimes possible to testify via video conference from the UK.
- The judicial process is different to that in the UK; it is lengthy and information is not always easy to retrieve, but a lawyer (if you appoint one) and the Consulate will help you as much as we can with this. If the public prosecutor does not think there is a reasonable prospect of conviction the case may not proceed and may be closed.

Other support available on the island whilst you are still here

<p>Beverley Corbett from Noah's Ark.</p> <p>Her contact number is 0034 636 817 265.</p>	<ul style="list-style-type: none"> - Noah's Ark is a charity based here in Tenerife and Beverley is a trained counsellor. - She is happy to speak to you over the phone or meet up for an informal cup of coffee.
<p>Roz Jeffreys from SHE.</p> <p>Her contact number is 0034 690 964 145.</p>	<ul style="list-style-type: none"> - SHE is another local charity that supports women in different situations. (Victims of sexual assault, domestic abuse etc.) - 24/7 confidential support is available

When you return home to the UK

- You may want to contact your local GP or practice nurse so that you can talk about the experience and seek further support and advice.
- If you believe you may be at risk of having contracted a sexually-transmitted infection (STI), you should ask your local health provider to test you.
- SARC (Sexual Assault Referral Centres) offer medical, practical and emotional support. They have specially trained doctors, nurses and support workers to care for you. Find your nearest SARC online.
- It is important to remember it is your choice to let people know. If you are ready to talk about it the following organisations may be able to help you.

<p>Rape Crisis England and Wales free phone: 0808 802 9999</p> <p>(Open daily 12noon – 14.30 & 19.00 – 21.30) www.rapecrisis.org.uk rcewinfo@rapecrisis.org.uk Emails are replied within 24hrs</p> <p>Rape Crisis Scotland free phone: +44 141331 4180 (daily 18.00 – midnight) www.rapecrisisscotland.org.uk support@rapecrisisscotland.org.uk</p> <p>Nexus Northern Ireland Belfast 028 9032 6803 Londonderry 028 7126 0566 Enniskillen 028 6632 0046 http://www.nexusni.org info@nexusni.org</p>	<ul style="list-style-type: none"> • Rape Crisis England & Wales and Rape Crisis Scotland are the national umbrella organisations for rape crisis centres in Great Britain. • Local rape crisis centres provide crisis and long-term specialised counselling, support and independent advocacy for all women and girls of all ages who have experienced any form of sexual violence; centres are community-based, and independent of government and the criminal justice system. • Nexus NI offer counselling and support to survivors of sexual abuse, victims of sexual violence including those who have experienced rape and sexual assault. Counselling is available for anyone aged 16+ in all regions of NI. They offer counselling in 25 centres across Northern Ireland.
<p>The Survivors Trust (0808 801 0818) Women’s Aid (0808 2000 247 available 24/7) Victim Support (0808 168 911)</p>	
<p>Survivors UK Their national webchat service for men and their families, partners and friends is open seven days a week and can be accessed through their website. Alternatively, you can whatsapp them on 074 9181 6064 or contact their office on 0203 5983898. www.survivorsuk.org</p>	<ul style="list-style-type: none"> • Survivors UK supports and provides resources for men who have experienced any form of sexual violence.

Disclaimer

This information is provided as a general guide and is based upon information provided to the British Embassy by the relevant local authorities and may be subject to change at any time with little or no notice. Accordingly the FCO and the British Embassy will not be liable for any inaccuracies in this information. British nationals wishing to obtain any further information must contact the relevant local authority.